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**From:** HSS FOI  
**Sent:** 19 August 2022 12:26  
**To:**  
**Subject:** 20220819 (12.26) To Audiology New FOI request 445376377 - Hearing Aid Tubes  
**Attachments:** Control Sheet - Multiple Question 445376377.docx; Control Sheet - Multiple Question 445376377.docx

Good afternoon

We have received a Freedom of Information request relating to hearing aid tube replacement / maintenance that I hope you may be able to assist in answering.  
The Control Sheet with the question is attached.

If you believe that this should be directed to someone else, please let me know.

With thanks and kind regards

Interim HCS FOI Officer

Government of Jersey  
Health & Community Services  
3<sup>rd</sup> Floor Peter Crill House | St Helier | Jersey | JE1 3QS



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**From:** Freedom of Information  
**Sent:** 18 August 2022 16:31  
**To:** HSS FOI  
**Subject:** 20220818 (16.31) New FOI request 445376377

Hi

Please find a new FOI request attached – 445376377

The applicant has been advised that their request will be dealt with under the terms of the Freedom of Information (Jersey) Law 2011 and will be responded to within 20 working days – 16/09/2022

Please quote the above reference number in all future correspondence in relation to this request.

Many thanks

**Central Freedom of Information (FOI) Unit**

Government of Jersey | 19-21 Broad Street | PO Box 140 | St Helier | Jersey | JE2 3RR  
e: [foi@gov.je](mailto:foi@gov.je)

**[Find out more about FOI](#)**

**FOI REQUEST CONTROL SHEET**

<b>Date request received</b>	<b>20 working days date</b>	<b>Section</b>	<b>CFU reference</b>	<b>Cost (i.e hrs x Grade) (eg 2hrs x Grade 8)</b>
18/08/2022	16/09/2022	HCS	445376377	
<b>Details of the request</b>				<b>CFU – 15m log/file</b>
<p>Advice for hearing aid tubes is to replace the plastic tube inside the earmould approximately every 6 months, or when the tube becomes discoloured and hard. This maintains good sound quality and comfort. If the tube becomes too hard it can snap and get stuck inside the mould.</p> <p>Currently tube replacement can be done at drop in sessions at the Hearing Resource Centre at Overdale, Monday to Friday 9.00am to 12.00 except Bank Holidays. This does not need an appointment.</p> <p>What are the current plans for tube replacement when the Overdale resource centre moves to Les Quennevais school? Will a drop in session still be available and from where?</p> <p>Please can I also see any extract from plans documentation regarding this. I do not want all references to it, just to the existing plan for the move.</p>				
<b>Validity</b>	<b>Y</b>	<b>N</b>	<b>Notes</b>	
<b>Is the request valid?</b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
<b>Do we hold the information?</b>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>1:</b>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>2:</b>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>3:</b>	<input type="checkbox"/>	<input type="checkbox"/>		
<b>4:</b>	<input type="checkbox"/>	<input type="checkbox"/>		

<b>Is it held by another department?</b>	<input type="checkbox"/>	<input type="checkbox"/>		
1:	<input type="checkbox"/>	<input type="checkbox"/>		
2:	<input type="checkbox"/>	<input type="checkbox"/>		
3:	<input type="checkbox"/>	<input type="checkbox"/>		
4:	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Is information in public domain? (where)</b>	<input type="checkbox"/>	<input type="checkbox"/>		
1:	<input type="checkbox"/>	<input type="checkbox"/>		
2:	<input type="checkbox"/>	<input type="checkbox"/>		
3:	<input type="checkbox"/>	<input type="checkbox"/>		
4:	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Can we answer in under 12 ½ hours?</b>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Estimated:</b>	<b>Actual:</b>
<b>Is clarification needed?</b>	<input type="checkbox"/>	<input type="checkbox"/>		
1:	<input type="checkbox"/>	<input type="checkbox"/>		
2:	<input type="checkbox"/>	<input type="checkbox"/>		
3:	<input type="checkbox"/>	<input type="checkbox"/>		
4:	<input type="checkbox"/>	<input type="checkbox"/>		
<b>Details of the relevant information we hold / draft response</b>				
<b>What exemptions were considered?</b>				
<b>What exemptions were applied?</b>				
<b>Public Interest Test Justification – please provide details below</b>				

<b>Decision to release / refuse information Sign Off</b>									
Name :					Signature:				
Date :									
<b>Have the following been notified of the response?</b>									
Director	<input type="checkbox"/>	Chief Officer / Director General	<input type="checkbox"/>	Ministerial Support Unit	<input type="checkbox"/>	Minister(s) (If required)	<input type="checkbox"/>	Comms contact	<input type="checkbox"/>