

Report to: East Sussex Health Overview and Scrutiny Committee (HOSC)

Date of meeting: 5 March 2026

By: Deputy Chief Executive

Title: Audiology services in East Sussex

Purpose: To receive a response from NHS Sussex, following the Review Board's report on audiology services in East Sussex in March 2025.

RECOMMENDATIONS

The Committee is recommended to:

- 1) consider and comment on the NHS Sussex responses to the recommendations of the HOSC;
 - 2) consider and comment on the mobilisation of the age related hearing loss contract for Sussex; and
 - 3) consider whether to request a further update from NHS Sussex at a future meeting.
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Background

1.1 On 30 July 2024 the HOSC considered a report from NHS Sussex on the provision of audiology services in East Sussex. This followed concerns brought to the attention of the Committee, about access to audiology services in East Sussex. Audiology services are commissioned by NHS Sussex and are focussed on the assessment, prevention, and treatment of disorders of hearing, including treatment for earwax blockages. Audiology services are delivered across primary, acute and community healthcare settings.

1.2 Having considered the report, the Committee agreed to establish a Review Board to examine the provision of audiology services in order to understand the identified issues further and make recommendations for improvements to these services. The Review took place over a series of meetings held during the period of November 2024 to February 2025.

1.3 The Committee received the [report of the Review Board at its meeting on 6 March 2025](#). The Review Board concluded that ongoing monitoring of the service was important and made 16 recommendations to NHS Sussex. The Committee requested this update on Audiology services, including the procurement process for the recommissioning of the age-related hearing loss service at its meeting in September 2025, following the procurement and mobilisation of this contract.

2. Supporting information

2.1 This report, which is attached as **Appendix 1**, provides the requested progress report on improvements to audiology services, and response to the recommendations of the East Sussex Health Overview and Scrutiny Review of Audiology Services (March 2025), following the procurement of new providers for the age-related hearing loss contract.

2.2 It covers the following information:

- A response to the recommendations regarding ear wax removal services in East Sussex
- A response to the recommendations regarding age-related hearing loss services in East Sussex
- Information about how NHS Sussex and the new providers are working with local partners to improve audiology services
- Information about service provision in East Sussex from April 2026

3. Recommendations

3.1 The HOSC is recommended to comment on the NHS Sussex audiology update, and consider whether it would like to receive further updates on any elements of the provision of audiology services in East Sussex.

PHILIP BAKER
Deputy Chief Executive

Contact Officer: Patrick Major, Policy and Scrutiny Adviser
Telephone: 07701 258227
Email: patrick.major@eastsussex.gov.uk