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Betsi Cadwaladr  
University Health Board



Awdioleg Gwasanaeth Gogledd Cymru  
North Wales Audiology Service

# NORTH WALES AUDIOLOGY SERVICE PATIENT NEWSLETTER

Winter 2025

## Quality Standards

The Welsh Government Quality Standards for Adult Hearing Rehabilitation Services are published national standards for adult hearing services. All NHS Audiology services in Wales undergo external audits against these standards. In November 2025 BCUHB Audiology were audited by an external audit team, who measured our service against these standards.

The overall score achieved was **97%**  
for BCUHB and North Powys Audiology.

## High Scoring Elements

- Patient waiting times.
- Policies and protocols in place.
- Staff training and development.
- Regular audits and collection of data such as waiting times.
- Patient information available (physical and website).
- How we work with other services, departments and agencies.
- Our patient satisfaction surveys.

## Areas For Improvement

- Carry out more routine follow up appointments.
- Introduce new and improved Deaf Awareness training for BCUHB Audiology staff.

BCUHB  
Audiology  
Website



“  
Have Your Say  
”



Audiology  
Comments  
Form

The Audiology Department welcomes your comments, compliments or suggestions. Please visit our website and fill out our online form or the **comments cards** available in the department.

# HEARING AID BATTERIES & TUBING ONLINE ORDER FORM

You can now request hearing aid batteries via an online form on our website.

If you are able to retube your hearing aid, you can also order replacement tubing.

After completing the form, we will post the batteries and/or tubing to you.



To access the order form, you can:

- Go to <https://forms.office.com/r/Qtytph2uQHS>
- Visit the BCUHB Audiology website.
- Scan the QR code.

