

**RE: Community Audiology and Hearing Support - Important information regarding changes to hearing service provision**

Action For Deafness, in conjunction with NHS Sussex Integrated Care Board (ICB) would like to inform you of some changes regarding the local NHS Community Audiology Service.

**What are the changes?**

After over 30 years of providing services to Deaf and hard of hearing people, the trustees of Action for Deafness — a Sussex-based charitable organisation — have made the decision not to continue delivering NHS audiology services beyond the current contract period. As a result, Action for Deafness will no longer be providing NHS audiology services in Sussex after **30 September 2025**. This includes hearing assessments, hearing aid provision, maintenance, and supplies.



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**How does this impact me?**

Your continued hearing health care is our priority, and we want to ensure you have access to the audiology care you need. Therefore, you have the option of transferring your care to an alternative accredited NHS Provider who will be able to continue your audiology care; you will have the choice of which provider you wish your care to be transferred to.

**What do I need to do?**

To ensure a smooth transition of your care, you will need to contact one of the below alternative Audiology Service Providers directly and we encourage you to do this as soon as possible. If you do not contact one of your preferred providers by 1 September 2025, we will automatically allocate you to one of them, based on service availability in your area.

Provider	Contact Details
Scrivens	General patient line: 0800 027 5102 Email: <a href="mailto:customercare@scrivens.com">customercare@scrivens.com</a>
Specsavers	General patient line: 0800 077 8692 Email: <a href="mailto:hearing.customerservice@specsavers.com">hearing.customerservice@specsavers.com</a>

Below is a list of all clinic locations offered by Scrivens and Specsavers, which may assist you in making your decision.

Provider	Clinic Locations	
Scrivens	East Sussex	<p><b>Bexhill on Sea:</b> Sidley Medical Centre, TN39 5HE  <b>Crowborough:</b> Saxonbury House Medical GP, Croft Rd, TN6 1DL &amp; <b>Beacon Surgery</b>, TN6 1AH – Opening soon – not yet available  <b>Eastbourne:</b> Ian Gow Memorial Health Centre, BN23 8BR, Seaside Medical Centre, BN22 8DR; Eastbourne Healthcare Partnership, BN22 7PF – Opening soon – not yet available  <b>Peacehaven:</b> 15 Meridian Centre, BN10 8BB  <b>Uckfield:</b> Meads Medical Centre, TN22 1BA – Opening soon – not yet available</p>
	West Sussex	<p><b>Burgess Hill:</b> Burgess Hill Town Council Offices, RH15 9AS – Opening soon – not yet available  <b>Crawley:</b> Gossop Green Medical Practice (Mon); Pound Hill Medical Group (Fri)  Southgate Medical Group (Wed); The Bridge Medical Centre (Fri); Albert Road Surgery; Saxonbrook Medical Practice (Northgate Surgery), RH10 1HS – Opening soon – not yet available  <b>East Grinstead:</b> 71 London Rd (Mon–Sat; Mon–Fri 8–6 on request)  <b>Haywards Heath:</b> 86 South Rd (Mon–Sat; Mon–Fri 8–6 on request)  <b>Horsham:</b> Park Surgery (Tues)  <b>Pulborough:</b> Pulborough Medical Group, RH20 1FG  <b>Steyping:</b> Steyping Medical Practice, BN44 3RJ  <b>Southwater:</b> Village Surgery (Thurs)</p>
	Brighton & Hove	<p><b>Hove:</b> Wish Park Surgery, 191 Portland Road, BN3 5JA</p>
Specsavers	East Sussex	<p><b>Crowborough:</b> Specsavers Crowborough, Regent House, TN6 2QA  <b>Eastbourne:</b> 55 Terminus Road, BN21 3QP  <b>Hailsham:</b> 16 The Quintins, BN27 1DP  <b>Lewes:</b> 218 High Street, BN7 2AF  <b>Seaford:</b> 34 Broad Street, BN25 1NF  <b>Uckfield:</b> 100 High Street, TN22 1PX</p>
	West Sussex	<p><b>Bognor Regis:</b> 22 London Road, PO21 1PY and (Sainsbury's): Shripney Road, PO22 9FB  <b>Burgess Hill:</b> 43 Church Road, RH15 9BB  <b>Chichester:</b> Westhampnett and at 65 East Street  <b>Crawley:</b> Unit 4, The Martlets, RH10 1ES  <b>East Grinstead:</b> 74–76 London Road, RH19 1AB  <b>Horsham:</b> 57 West Street, RH12 1PL  <b>Haywards Heath:</b> 89 South Road, RH16 4LQ  <b>*Basepoint Regus Haywards Heath:</b> John De Mierre House, RH16 1UA  <b>Midhurst:</b> Riverbank Medical Centre Rustington: 136–138 The Street, BN16 3DA and at (Sainsbury's): New Road Unit C, BN16 3RT  <b>Worthing:</b> 61–63 Montague Street, BN11 3BN</p>
	Brighton & Hove	<p><b>Brighton:</b> 49 North Street, BN1 1RH and 142–143 London Road, BN1 4JH  <b>Hove:</b> 84 George Street, BN3 3YE Portslade: Specsavers, 58–59 Boundary Road, BN3 5TD  <b>Portslade:</b> Specsavers, 58–59 Boundary Road, BN3 5TD</p>

Once you have contacted your new provider, they will contact us to request your patient records to ensure continuity of care. We will ensure that this data transfer is done in compliance with data protection regulations.

Please be assured that we are working closely with NHS Sussex ICB to ensure your hearing needs continue to be met. However, if you have any concerns, please do not hesitate to contact Action for Deafness by emailing [info@actionfordeafness.org.uk](mailto:info@actionfordeafness.org.uk) or NHS Sussex ICB by emailing [sxicb.contactusacuteservices@nhs.net](mailto:sxicb.contactusacuteservices@nhs.net)

On behalf of the trustees and staff of Action for Deafness I wish you well with your future care.

Yours sincerely,



**Roger Hewitt – Chair  
For and on behalf of Action for Deafness**



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