

## Freedom Pass - Written Submissions – Personal Experiences

### Submission Fifteen

Dear Sir/Madam,

- 15.1 I am writing in respect of the Freedom Pass application which I completed in February/early March 08 and still have yet to receive any information as to whether I am still entitled to this facility
- 15.2 I have been in receipt of the Freedom Pass for many years and was advised initially by Social Services of my entitlement to the pass due to being profoundly deaf.
- 15.3 Whilst as I realise that checks must be made regarding the validity of claims, there does seem to be 'less common sense' being applied by the assessors.
- 15.4 I was asked to provide an audiogram to confirm my level of hearing loss, I explained that I did not have a copy but that I had an audiometric test at the Audiology Clinic, Mapother House, Kings College Hospital, Denmark Hill. SE 5 9RS within the last three years as I was reassessed for a digital hearing aid. I gave permission for the clinic to be contacted on my behalf as well as my GP.
- 15.5 I was surprised therefore when I was asked to visit my GP's surgery as they had received a form from the Freedom Pass assessors requesting an Audiogram. The Audiology Clinic do not send copies of the Audiogram to GPs unless the initial request for a test came from the GP. I have been under Kings College Hospital Audiology Clinic since 1954 so my GP would not have any records on file.
- 15.6 My GP after discussion with myself also advised your assessors to write directly to The Audiology Clinic enclosing a copy of my consent.
- 15.7 I have only contacted the Freedom Pass Office once, in May, and was advised that my application was one of the 2000 forms still outstanding and that it was anticipated that this backlog would be cleared within 3 weeks!!!!
- 15.8 If for some reason, I no longer qualify for this pass, I would be grateful if someone could notify me so that I know where I stand. I have had to purchase an Oyster Card, which I cannot use on trains, and am reluctant to keep topping the card up in case I retain my eligibility.
- 15.9 I am responding to the recent publicity around the enquiry which is going to take place over this farce.
- 15.10 It would have been helpful if contact had been made either by letter, email or phone to explain why this process has been so protracted. I have now been waiting over 4 months!!!