Adult Hearing Service

Information about your hearing aid

For further and more comprehensive safety information please refer to your product user guide and safety guide.
Your hearing aid

Contact information

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Head of Audiology

Audiology Department
West Middlesex University Hospital
Twickenham Road
Isleworth
TW7 6AF

T: 020 8321 5681
E: audiology.department.wmuh@chelwest.nhs.uk

Open sessions
Please see page 28 for a full list of Repair and Maintenance sessions.

Clinics

St David’s Practice
Feltham Centre for Health
3rd Floor, The Centre
Feltham
TW13 4GU

Teddington Memorial Hospital
Hampton Road
Teddington
TW11 0JL

Whitton Clinic
Hospital Bridge Road
Twickenham
TW2 6LD
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What is my hearing like?

Your audiogram

Please note: People often have hearing thresholds spanning two or more of these classes of hearing loss in different pitches/ears.
Mild

May have difficulty following speech, especially in noisy situations. This type of loss is often noticed by family or friends first rather than the patient.

Moderate

Often have difficulty following speech, and misses other quiet noises. Amplification is very successful for this loss, but the patient also needs to use good hearing tactics. Lip-reading classes could benefit people with this hearing level.

Severe

Unable to hear speech even in quiet surroundings, and may not hear general noises such as traffic, unless they are loud. Amplification is very successful for this loss, but the patient also needs to use good hearing tactics. Lip-reading classes could benefit people with this hearing level.

Profound

Unable to hear most sounds unless they are very loud. Amplification is often useful, but the patient will also need to rely on good hearing tactics. Lip-reading classes would also be useful for people with this hearing loss. Patients in this category may also use BSL sign language and watch sign assisted programmes.
Patient pathway

1. GP appointment regarding hearing difficulties
2. Referral to Audiology for assessment
3. Hearing instrument fitting appointment
4. Follow-up appointment
5. Reassessment of hearing and adapting management (every 3–5 years)
6. Additional management strategies

Continuing maintenance and troubleshooting clinic (open access repairs)

Hearing assessments can result in routine referrals to other departments if further testing needs to be done.
Which hearing aid will I receive?

We provide up-to-date digital hearing aids, which we program to suit your personal needs. It may look like one of the hearing aids below:

- Teneo™ M/M+
- Teneo™ HP/HP+
- Octiv™ SP+

Either an **ear mould** or **LifeTip** has been prescribed for you.

A hearing aid will make things a bit louder for you, so you don’t have to concentrate on listening as much. It should help you hear when people are speaking to you and give you more confidence.

A hearing aid will not give perfect hearing but will certainly help in many situations. In noisy places the background noise will still be there, as it is for someone who has normal hearing.

Your next appointment—the hearing aid fitting

At this appointment we will fit the hearing aids into your ears and programme your hearing aids to best improve your hearing problem.

The hearing aid fitting will last about forty five minutes and you will take the hearing aids home with you. We will show you how to use them and tell you how to get the most benefit from them.
Tips to help you use your hearing aid effectively

Here are some tips for your friends, family and carers so they can help you hear well. These are things that will still need to be considered even after a hearing aid is fitted.

Get my attention
Before you start to speak ensure you are in the same room as the person and you have their full attention.

Don’t speak too fast
If someone doesn’t understand what you are saying, try and say it in a different way and slow down.

Face me
Always turn and face the person as it helps them pick up any visual clues you might give them.
Don’t cover your mouth

Speak clearly, not too slowly and use normal lip movements, natural facial expressions and gestures.

Don’t shout

Keep your voice at a normal level. It is uncomfortable for a hearing aid user if you shout and it looks aggressive.

Don’t turn away

Find a suitable place to talk, with good lighting, away from noise and distractions.

Get to the point

Use plain language and don’t waffle.
How to use your hearing aid

Your hearing aid controls

Turning on/off

Turning the hearing aid **on**:  
• close the battery compartment

Turning the hearing aid **off**:  
• open the battery compartment

Your hearing aids are marked with coloured dots indicating which side they should be worn:

- **Red**: right
- **Blue**: left

Adjusting the volume

You have a volume control on your hearing aid. Your hearing aid has an automatic volume control which adjusts depending on the listening situation you are in. The volume button allows you to make additional adjustment to make the sound more comfortable to you.

**The volume control is turned:**  [ ] on  [ ] off

If it has been left on you can press up to make it louder. To make it quieter, press down.

**Please note:**  
• When the volume control is at maximum or minimum levels, the hearing aid will indicate this with beeps. If you continue to press the volume button, the volume will not increase or decrease further.
• To reset to your prescription volume, turn the aid off and on again.

• Batteries last for up to 2 weeks. Beeping will sound 40 minutes before they run out. Do not wait for the battery to completely run out, change at this time—or both batteries if there are 2 hearing aids.

• Batteries can be issued by post if you phone the department or collected from health clinics listed on the last page.

Programme button

Teneo M/M+:
• Rocker switch only

Teneo HP/HP+ & Octiv SP+:
• Push button and rocker switch

Everyday listening

On switching the hearing aid on, programme one is active. This programme automatically and continually adjusts the digital features of the hearing aid for you, to ensure that speech is comfortable and audible from all directions.

Loop system/telecoil

When the programme button is pressed again, you will hear a beep indicating a move onto a different programme. This programme allows the listener to hear sound directly from a microphone (eg banks, theatres, supermarkets, churches or anywhere you see this symbol). This program also works with some telephones.

Octiv M/M+ users: Press and hold the rocker switch for 3 seconds. You will hear the beeps once you let go.

Other programmes are available. Please discuss this with your audiologist.
Using the telephone handset

- Leave your hearing aid in your ear and working normally.
- Put the telephone receiver to the hearing aid towards the top of your ear as shown in the bottom right picture.
- This will make the voice of the person calling louder for you.

Please note:
- To reset your hearing aid to the original programme (1), press the button designated for programme change until only one beep is heard or alternatively, to reset all settings, turn the aid off and on again.
- Do not use the loop setting unless you are in the vicinity of a loop system. If the loop setting is active at any other time, the amplified sound will be reduced.

Your programmes

1. Everyday listening ____________________________
2. ____________________________________________
3. ____________________________________________
4. ____________________________________________
5. ____________________________________________

If you press the button again you will hear one beep and go back to the everyday listening.
touchControl App™ Using your smart phone to control your hearing aids.

All Teneo hearing aids can be used with the touchControl App. touchControl App is an easy to use and discreet remote control app that works with iOS and Android smart phones.

Where to download & how to install?

- Go to your app store.
- For Android, go to Google Play Store and for iOS go to Apple App Store
- Search for: touchControl App
- Download for free.
- A brief on-screen guide will help you setup the app for the hearing aids. Please follow these instructions carefully.

Visit www.bestsound-technology.co.uk/siemens-hearing-aids/wireless/ for:

- More information about the touchControl App and links to the app stores.
- A range of useful handling videos.
Changing the battery

1. Open the battery compartment.

2. Remove coloured sticker from new battery, place battery in drawer with + symbol on battery facing up. (You should only remove the protective sticker when you actually use the battery.)

3. Close battery door.

Your battery size is: □ 13 □ 675

Please note:
• Keep your battery supply away from children. If you swallow a battery, go to the A&E department of your local hospital.
Ear mould hearing aids

Putting your hearing aid in

1. Raise the aid to your ear as shown. Tuck the top point of the mould into the fold of your ear.

2. Put the bottom half of the mould down into your ear.

3. Press the mould piece firmly into your ear.

4. You may need to use your other hand to stretch your ear to ease fitting.

5. Hook the aid over the top of your ear.
Cleaning and maintenance of your ear mould

1. Carefully remove the ear mould from the hearing aid.

2. Carefully wash the ear mould under a running tap.

3. Carefully dry the ear mould either with a soft cloth or a gentle shake.

4. Carefully reconnect the ear mould to the hearing aid.

5. Ensure the ear mould and hearing aid are connected correctly. Align correctly by placing the ear mould curve to the inside curve of the hearing aid.

Please note:
When the tubing becomes discoloured – contact the Audiology Department and they will replace it for you. If you feel confident you can replace the tubing yourself. Just ask for spare tubing when you are collecting batteries.
How to retube your ear mould

1. Pull old tubing out and keep for later

2. Push tapered end into ear mould and thread the hole (bottom one if there are two)...

3. ...until bend reaches ear mould

4. Cut tapered end close to the ear mould

5. Line up with old tubing and cut...

6. ...to same length

7. Reattach hearing aid to ear mould

8. Curve of the ear mould should line up with curve of the hearing aid
LifeTip hearing aids

If your hearing is suitable you may have been offered a hearing aid with a LifeTube™ and LifeTip, rather than an ear mould.

Putting your hearing aid in

1. Hold the LifeTip between the thumb and forefinger and insert the LifeTip into your ear canal. Gently work it into position to make sure it is firmly in your ear.

2. Take the anchor of the LifeTip and flick it into the bowl of your ear to aid retention to the LifeTip.

3. Lift the hearing aid over the back of the ear to secure it into place. Turn the hearing aid on.

Please refer to your user/safety guide for specific safety information and your user control configuration. Follow the safety information to avoid damage or injury.
Cleaning and maintenance of your LifeTube/Tip

1. Carefully wipe the LifeTip with a soft damp cloth.

2. Carefully unscrew the LifeTube from the hearing aid.

3. Remove the LifeTip from the LifeTube. Insert the cleaning wire into the LifeTube from the end that has been unscrewed from the hearing aid.

4. Wipe the cleaning wire with a soft cloth.

5. Secure the LifeTip to the LifeTube. Carefully screw the LifeTube to the hearing aid to reconnect.

Please note
• LifeTip tubing will need to be replaced every 6 months. Spare tubing can be issued from the Audiology Department to save patients from returning for each replacement.

• For removal of any blockages, a cleaning wire can be inserted in to the end of the LifeTube which attaches to the hearing aid and fed through to the LifeTip. Insertion into the LifeTip could push a blockage further in to the tubing.
Other Services

Assistive Listening Devices (ALDs) to help with hearing

Our Audiology Service provides more than just hearing aids. We work with local social services departments to provide assistive listening devices to help you hear better at home, at work and out and about.

There are a wide range of devices available such as phone systems, conversation and TV amplifiers and home sensory alert devices.

Please ask your audiologist for more details.

Tinnitus Therapy

Our service also provides help for patients suffering from tinnitus. Tinnitus is the perception of noises in the head and/or the ears which has no external source. It is not a disease or illness; it is a symptom generated by the auditory system.

We provide practical help and tinnitus therapy solutions to help you manage your tinnitus so your tinnitus doesn’t manage you.

Please ask your audiologist for further details about how you can access this service.
Hearing aid follow up appointment

The hearing aid review appointment will be your next appointment with us. The appointment should be around 5 weeks from your hearing aid fitting appointment and could be either a face to face appointment or a telephone follow up appointment.

It is important that when you come to your follow up appointment (or when you receive your telephone call from the audiology department) you have worn the hearing aid as much as you can.

This appointment will last up to fifteen minutes. We will ask questions about the sound of the aid, where you have tried it and what you think of it. You can ask us any questions you may have about it as well.

The hearing aid can be fine-tuned if needed to ensure you get the best from the hearing aid.
How to obtain new batteries?

Batteries are provided free of charge and can be picked up by you or someone else on your behalf. Please note that you will not be given batteries without your battery book. Remember to switch the hearing aid off when you are not using it in order to save the battery.

Batteries can be obtained from the following places without an appointment:
Batteries may be exchanged at the following local health centres and clinics:

**Bath Road Health Centre**  
92 Bath Road, Hounslow

**Bedfont Clinic**  
Imperial Road, Bedfont

**Brentford Health Centre**  
Boston Manor Road, Brentford

**Chiswick Health Centre**  
Fisher’s Lane, Chiswick

**Feltham Centre for Health**  
High Street, Feltham

**Heston Health Centre**  
Cranford Lane, Heston

**Richmond Health Centre**  
Kew Foot Road, Richmond

**Richmond Rehab Unit**  
22 Evelyn Road, Richmond

**Teddington Clinic**  
18 Queens Road, Teddington

**Teddington Hospital**  
Hampton Road, Teddington

**West Middlesex Hospital**  
(main reception)  
Twickenham Road, Isleworth

**Whitton Clinic**  
Hospital Bridge Road, Twickenham
Safe use of your hearing aids

(For further and more comprehensive safety information please refer to your product user guide and safety guide.)

**Choking hazard posed by small parts.**

- Keep batteries, hearing aids and accessories out of children’s reach.
- If swallowed, consult a physician or hospital immediately.
- If infants, small children or disabled persons need to wear hearing aids ensure adequate supervision.
- Check the condition and operation of the hearing aid regularly.
- Keep the battery compartment locked.

**Leaking batteries damage hearing aids.**

- Turn the hearing aids off when not in use to preserve battery life.
- Remove battery when aids are not in use for a prolonged period of time.

**Batteries contain harmful substances that pollute the environment.**

- Do not throw away batteries into household refuse.
- Dispose of batteries according to national regulations or return them to your NHS audiologist.
Your hearing aids are sensitive to extreme heat, high humidity, strong magnetic fields, x-rays and mechanical stress.

- Do not expose your hearing aid to extremes in temperature or humidity.
- Do not leave them in direct sunlight.
- Do not wear them in the shower or while applying make-up, perfume, aftershave, hair spray or suntan lotion or whilst having your hair dried.
- Do not wear your hearing aid when you are exposed to short-waves, a strong magnetic field, a high frequency field or x-rays.
- Do not place your hearing aids in a microwave oven.
- Consult your NHS Audiologist if the casing is deformed.

**WARNING!**

Connect the audio input only to equipment which conforms to the safety requirements of IEC 60065.

Hazard of explosion

Do not use your hearing aids in areas where there is danger of explosion e.g. mining.
What to do if the hearing aid stops working

If your hearing aid stops amplifying sound.

• You may have accidently altered the program or volume. Turn the aid off and on again which should reset the aid.

• Try a new battery. Battery power can vary between 1-3 weeks.

If your hearing aid is still not amplifying sound.

• Separate the hearing aid and the mould/life tube as you would for cleaning. Turn the volume control to maximum and cup in your hand.

• If it whistles, check the tubing/life tube for signs of blockage. Follow the instructions for cleaning. You may need to contact the Audiology department for a new tube.

• If it does not whistle, contact the Audiology department for an appointment

If your hearing aid whistles when it is in your ear.

• Check that the ear mould/life tip is inserted correctly and fully into the ear.

• Hard tubing can crack easily or move the aid causing it to whistle. The tubing should be changed every six months.

• You may have excess wax which can cause your hearing aid to whistle. You should visit your GP for advice and removal of the wax.
Please note:
• Do not wash your hearing aid. A wipe over with a dry cloth is sufficient.

• Your ear mould should be re-tubed at least every 6 months.

• If you have a LifeTip hearing aid fitted, please see information on LifeTubes and Tips in this booklet.

• The ear mould/LifeTip should be a snug fit. If not, contact the Audiology for a replacement. It is important that your ear is free from wax so contact your GP/practice nurse to check.

If none of this solves the problem, contact the Audiology department for a repair/replacement.
Where to go for repairs and maintenance

We recommend that you have your hearing aid checked and the tubing replaced about **every 6 months**. This can be done at one of our Repair and Maintenance clinics.

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**Please note:**
Open sessions are not available between 12.30pm - 1.30pm.

On Bank Holiday weekends there is no Saturday clinic. There is also no Saturday clinic over the Christmas - New Year period.

These clinics are run on a first come first seen basis and are for simple repairs and maintenance only. If you are having problems please contact us for an appointment. If you are having problems hearing and need your hearing aid retuned, please contact us so that we can make an appropriate appointment.

If you are unable to travel to the clinic you can post your hearing aid in for servicing and repair.
How to contact us

Audiology

You can make an appointment for any of our sites by contacting us:

T: 020 8321 5681
Post: Audiology West Middlesex Hospital
      Twickenham Road, Isleworth TW7 6AF

F: 020 8321 5680
E: audiology-department.wmuh@chelwest.nhs.uk

West Middlesex Hospital
Twickenham Road, Isleworth, TW7 6AF

T: 020 8321 5681
F: 020 8321 5680
E: audiology.department.wmuh@chelwest.nhs.uk

Open sessions
8.30am – 12.00pm
1.30pm – 5.00pm

St David’s Practice
Feltham Centre for Health, 3rd Floor The Centre, Feltham, TW13 4GU

Teddington Memorial Hospital
Hampton Road, Teddington, TW11 0JL

Whitton Clinic
Hospital Bridge Road, Twickenham, TW2 6LD
How to find us

West Middlesex Hospital
Twickenham Road, Isleworth, TW7 6AF

By bus:
117   (stops outside main entrance to the hospital)
481   H28
110   253
267   237

By rail:
Nearest station: Isleworth
Line: South West Trains

St David’s Practice - Feltham Centre for Health
3rd Floor, The Centre, Feltham, TW13 4GU

By bus:
117   (stops outside main entrance to the hospital)
235   90   H27
635   285
H25   490

By rail:
Nearest station: Feltham
Line: South West Trains
Teddington Memorial Hospital
Hampton Road, Teddington, TW11 0JL

By bus:
285 281 X26
R68 481
33 681

By rail:
Nearest station: Teddington
Line: South West Trains

Whitton Clinic
Hospital Bridge Road, Twickenham, TW2 6LD

By bus:
110 481 H22

By rail:
Nearest station: Whitton
Line: South West Trains
Other useful contacts

**Hounslow Social Services**  
88 Hampton Road, Hounslow, TW3 4DN  
**T:** 020 8583 3100

**Access Team Sensory Service Team**  
Regal House, 6th Floor, Twickenham, TW1 3QB  
**T:** 020 8891 7971  
**E:** adultsocialservices@richmond.gov.uk

**Twickenham Hearing Support Group**  
United Reform Church Hall, First Cross Road, Twickenham Green, TW2 5QA  
**T:** 01483 237 131  
**E:** johnkirby@hotmail.com

**British Tinnitus Association**  
Ground Floor, Unit 5, Acorn Business Park, Woodseats Close, Sheffield, S8 0TB  
**T:** 0800 018 0527  
**E:** info@tinnitus.org.uk  
[www.tinnitus.org.uk](http://www.tinnitus.org.uk)

**Lipreading Classes**  
**T:** 07586 297274 (Voice/Text)  
**E:** eareyegroups@btinternet.com

**Meniere’s Society**  
The Rookery, Surrey Hills Business Park, Wotton, Dorking, Surrey, RH5 6QT  
**Helpline:** 0845 120 2975  
**F:** 01306 8769057  
[www.menieres.org.uk](http://www.menieres.org.uk)

**Ealing Social Services**  
Deafplus, Saunders House, The Mall, London, W5 3TA  
**T:** 020 300 82541
What patients say about our audiology service

“I have been using my two Siemens hearing aids for several days. It has made an enormous difference to my hearing after the ear infection I had. Thank you very much”

“I just wanted to thank you very much for all your support and help this morning. I was most grateful to be seen early and for all the clear explanation.”

“I attended your offices at Teddington Memorial Hospital having been referred to your department by my GP. Half an hour later I walked out fitted with my hearing aids which have transformed my hearing. I had never imagined that you would be able so promptly both to diagnose my hearing problems and then fit me out immediately with appropriate hearing aids. Congratulations on a highly efficient service, and thank you.”

“I would like to take this opportunity to thank you for your courtesy, kindness and professional care extended to me. Your examination, advice and guidance given to me has greatly helped me in dealing with my hearing problem.”

“I was very impressed with your staff. They are so efficient, polite and very professional. I think they are an asset to the NHS.”