



Chelsea and Westminster Hospital
NHS Foundation Trust

Adult Audiology Service

Information about your hearing aid



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

Patient Name: _____

Hospital number: _____

danalogic GN

The right choice for the NHS





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Welcome to Chelsea and Westminster NHS Trust Adult Audiology Services

Congratulations on taking the next step to better hearing

Please take a few minutes to read the information provided in this booklet, as it will help you to get the most out of your hearing and the greatest benefit from your hearing aids.

Our service provides high quality, IQIPS accredited care to patients with hearing loss and tinnitus. The booklet will help serve as a reminder of the information given to you at your Audiology appointments, but also will provide additional information, to help you get the best from your hearing aids.

If you don't understand how to get the most from your hearing aids... please contact us:

Outpatients Department 5, Audiology Department, First Floor, East Wing,
West Middlesex University Hospital, Twickenham Road, Isleworth, TW7 6AF

T: 020 8321 5681

E: caw-tr.wm-audiologydepartment@nhs.net

Head of Audiology: Karlien Van Staden

We also have outreach clinics at: St David's Practice at Feltham Centre for Health and Whitton Corner Health and Social Care Centre.
Please see the next page on how to find us.
Always contact us at West Middlesex University Hospital to arrange appointments at these clinics.





How to find us

Please note the car parks at all sites have limited spaces available. Public transport can also cause delays so please ensure you allow enough time to travel to your appointment. If you arrive late, we may not be able to see you.

West Middlesex University Hospital Twickenham Road, Isleworth, TW7 6AF

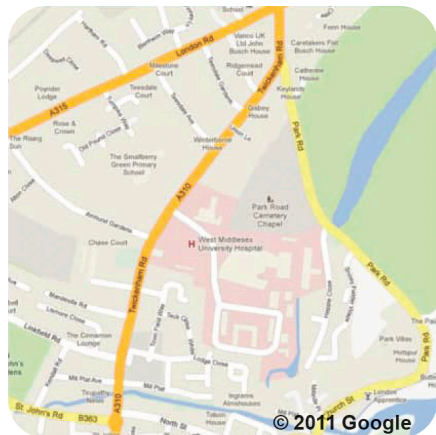
By bus:

117, 481 and H22
(stops outside main entrance)

H22	H28	H37
235	237	267

By rail:

Nearest station: Isleworth
Line: South Western Trains



Reception opening times

Monday 8:30am – 12.30pm 1:30pm – 5:00pm
Tuesday 8:30am – 12.30pm 1:30pm – 5:00pm
Wednesday 8:30am – 12.30pm 1:30pm – 5:00pm
Thursday 8:30am – 12.30pm 1:30pm – 5:00pm
Friday 8:30am – 12.30pm 1:30pm – 4:00pm



St David's Practice - Feltham Centre for Health

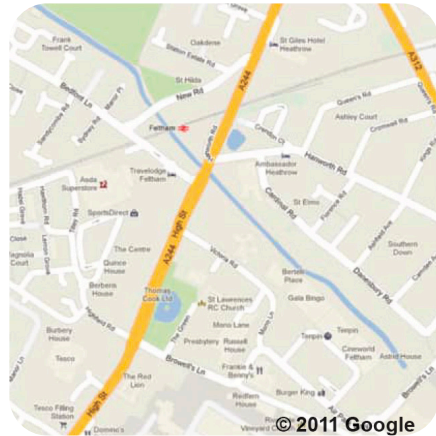
3rd Floor, The Centre, Feltham, TW13 4GU

By bus:

90 117 235
285 490
H25 H26

By rail:

Nearest station: Feltham
Line: South Western Trains



Whitton Corner Health and Social Care Centre

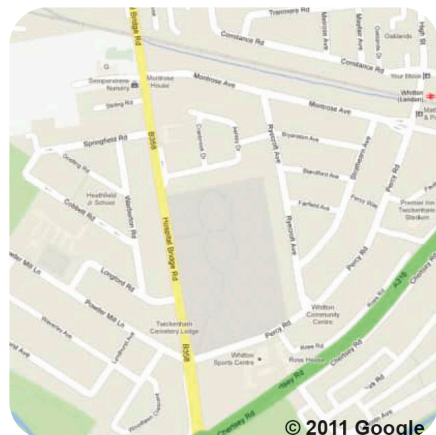
c/o Hospital Bridge Road and Percy Road
Twickenham
TW2 6JL

By bus:

110
481
H22

By rail:

Nearest station: Whitton
Line: South Western Trains





A few things to remember when you attend an audiology appointment

- All hearing aid assessments are carried out by a qualified Academy for Healthcare Science (AHCS) audiologist.
- Some hearing aid repairs and Hearing Therapy services are carried out by our well experienced Rehabilitation Officer.
- As we are a teaching hospital, you might be seen by a audiology student or apprentice at times. Our students are on placement from UCL and Middlesex Universities. All students will have a qualified audiologist present to observe them. If you do not want to be seen by a student, please notify our receptionist when you arrive for your appointment.
- When arriving for your Audiology appointment, please follow these guidelines at our different clinics:

West Middlesex hospital: DO NOT use the self-check-in screens in the hospital atrium, but instead go directly to the outpatients Department 5, first floor, east wing (please follow the blue number 5 stickers from the main entrance) & report to the Audiology Reception desk. You MUST report to the Audiology Reception Desk. Failure to do so may result in not being seen. There are clear signage in Out Patients Department directing you to the Audiology reception desk. Please do not report to the ENT reception desk.

Feltham Centre for Health: please take a seat in the waiting area of St. David's Practice on the 3rd floor. The Audiologist will call you at the time of your appointment.

Whitton Corner Health & Social Care Centre: please report to the main reception desk.



- Always arrive on time for your appointment. Audiology clinics are very busy and we cannot guarantee that we can see you if you miss your appointment time.
- Please let us know well in advance:
 - if you need an interpreter / chaperon
 - if you have any special communication needs
 - if you have any mobility problems that may affect your visit
- Always bring your hearing aids and this booklet to ALL your audiology appointments.
- You are welcome to bring a relative or friend to your appointment.
- Your ears will be checked in each Audiology appointment to ensure you have no ear wax blocking your ears or have an infection. If your ears are blocked with wax, we may not be able to proceed with the Audiology appointment. It is your GP's responsibility to ensure your ears are free of wax before they refer you to the Audiology department. The practice nurse at your GP surgery can syringe your ears. Alternatively your GP can refer you to the ENT department for microsuction.
- Always have your mobile phone switched off BEFORE you are called into a consulting room. This helps to save time and prevent a delay of treatment. Please do not use or answer your mobile phone in the consulting room.
- On accepting NHS hearing aids, you are agreeing to return them to us if you no longer require them as they are the property of the NHS. NHS hearing aids are provided to you free of charge as a loan to you. They are yours for as long as you require them, but remain the property of the NHS at all times. Please look after your hearing aid.
- If you lose or damage your hearing aid wilfully or through neglect, there may be a non-refundable charge to pay.
- If you cannot attend your Audiology appointment, please contact us as soon as possible so we can offer the appointment to someone else.





UNDERSTANDING YOUR OWN HEARING

Q1 How important is it for you to improve your hearing right now?

0	1	2	3	4	5	6	7	8	9	10
---	---	---	---	---	---	---	---	---	---	----

Situations/conditions you find difficult to hear in at present:

Think about, and answer the following questions:

What situations are important for you as an individual to hear as well as possible?

- | | |
|---|---|
| ☐ One to one | ☐ Meetings |
| ☐ Noisy situations | ☐ Cinema/Theatre |
| ☐ Listening to television | ☐ Groups |
| ☐ Talking on the telephone | ☐ Car/Bus |
| ☐ Place of worship | ☐ Other: _____ |

If hearing aids are recommended, think about whether you would want to try them and answer the following three questions on a scale of 0- 10.

0 = not at all and 10 = very much

My hearing goals

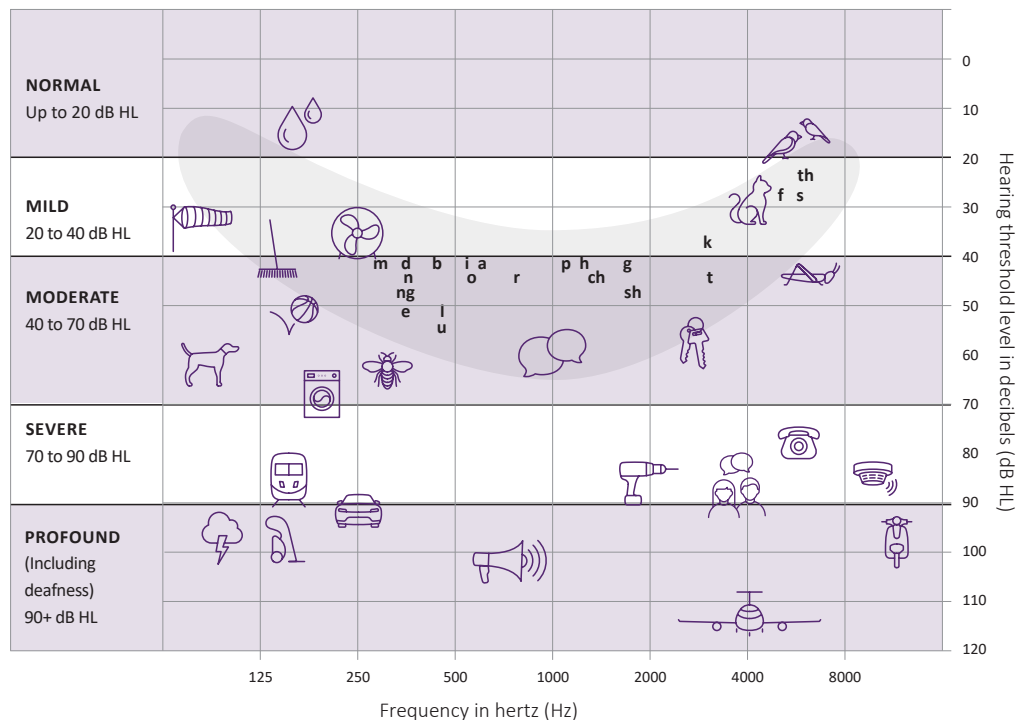
1. _____
2. _____
3. _____
4. _____
5. _____





What is my hearing like?

Your audiogram:



X = left

O = right

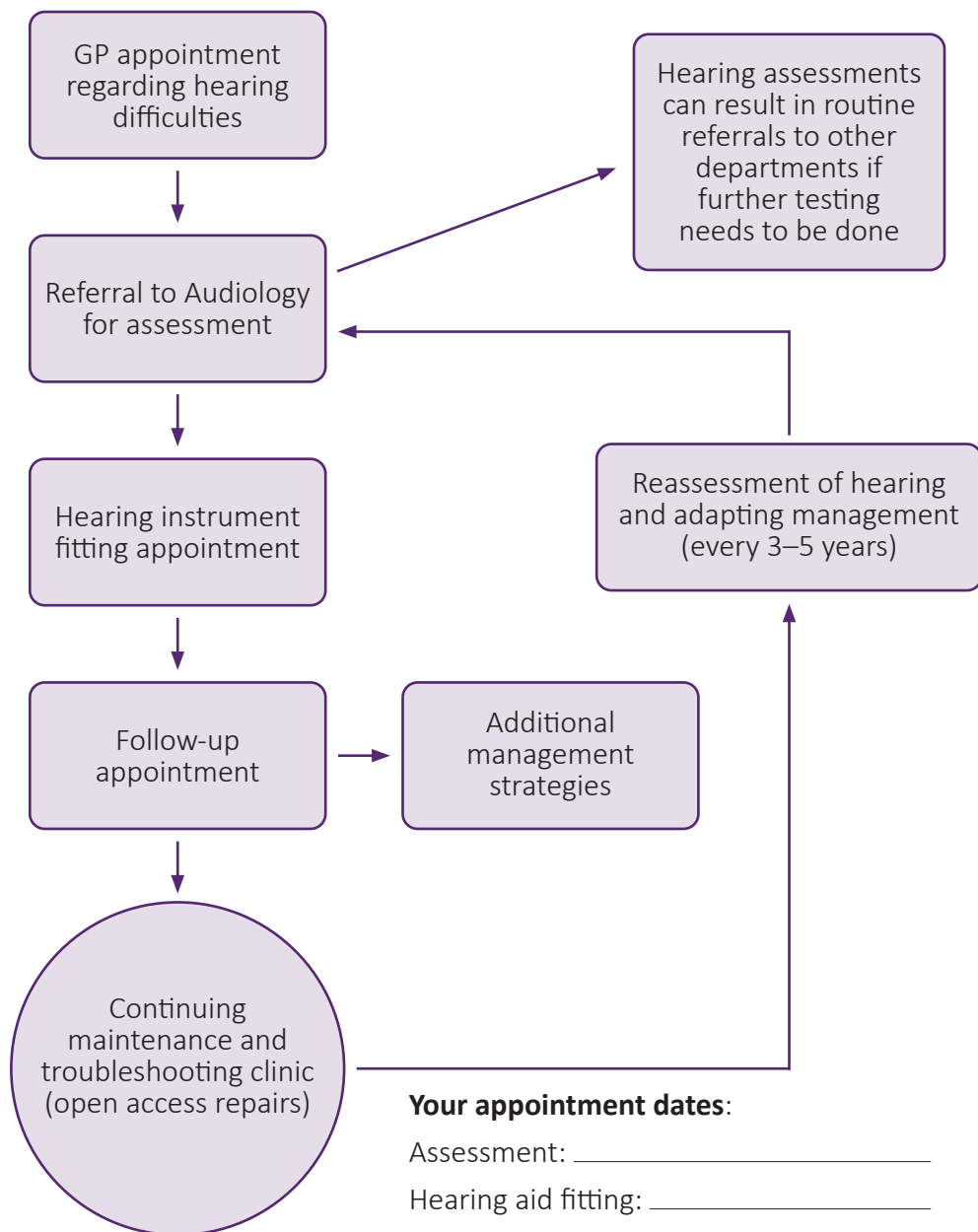
Date tested: _____

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





Your audiology pathway



Your appointment dates:

Assessment: _____

Hearing aid fitting: _____

Follow up: _____





Management of your hearing - what happens next?

Your next appointment: The hearing aid fitting

At this appointment we will fit the hearing aids to your ears. We will programme the hearing aids to match your hearing test through a method called Real Ear Measurements (REMs). The Audiologist will explain each step during the fitting appointment. The fitting appointment will last about forty five minutes and you will take your hearing aids home with you. We will show you how to use the hearing aids in this appointment and tell you how to get the most benefit from them.

Hearing aid follow up appointment

This appointment will be around six weeks from your hearing aid fitting appointment. This appointment could be either a face to face appointment or a telephone follow up appointment. It is important that by this time you have worn the hearing aid as much as possible.

This appointment or phone call can last up to fifteen minutes. We will ask questions about the sound of the hearing aid, where you have tried it and what you think of the hearing aid. You can ask us any questions you may have about it as well. If you attend an appointment we can also fine tune the hearing aid to ensure you get the best sound quality from the hearing aid. If you opt to have a phone call, we will send you a booked appointment with a date and time. If you will not be available to take the phone call, please contact us so we can rebook the appointment.

For your follow up appointment you have chosen to have:

- ☐ A face to face appointment
- ☐ A telephone consultation





Introduction to hearing aids

Which hearing aid will I receive?

We will always provide you with the most up-to-date digital Behind-the-Ear hearing aids as supplied through the NHS. We programme it to your specific hearing loss so please do not wear someone else's hearing aid. Some hearing aids are bigger in size than others due to the strength of the hearing aid. We will provide you with a hearing aid that matches your hearing loss. It may look like one of the following aids below:



☐ BTE AM777-DWT



☐ BTE AM788-DWT



☐ BTE AM798-DWT

Either an ear mould or thintube has been prescribed for you.





Learning to hear again

A lifetime of listening has taught you to hear what you want or need to hear from your environment. Your hearing loss has temporarily disrupted this process and your brain is not used to hearing everything normally. When wearing your hearing aids for the first time, you will become acutely aware of all sounds.

The more you can wear the hearing aids, the more quickly your brain will remember how to focus on the sounds you want to hear and ignore others. Whilst your own voice may sound different to you, it probably sounds perfectly normal to everyone else. Over time, as you become used to your hearing aids you will notice these elements less and less. This usually takes a little while, where the process of adjusting to new hearing aids can take a couple of months. Patience and perseverance is needed.

What does a hearing aid do?

Hearing aids are basically miniature amplification systems which selectively increase the volume of some speech sounds to help improve your hearing. They help make soft sounds easier to hear, whilst at the same time making loud sounds more comfortable. The technology in hearing aids is such that they will automatically adjust themselves to provide you with a comfortable level of speech. Pretty neat!





Is there anywhere that I cannot wear my hearing aids?

- Hearing aids are not water proof so need to be removed prior to bathing, swimming, hairdressers etc. If you encounter heavy rainfall try to wear a hood or hat, or use an umbrella if possible (If your hearing aid does get wet, take out the battery, shake off excess water, leave hearing aid in a warm dry place overnight. If you still have problems, please contact the Audiology department).
- We recommend you take your hearing aid out before going to bed.
- We recommend you always wear ear protection rather than your hearing aids when exposed to excessive loud noise such as power tools.

What will the hearing aid not be able to do for me?

Hearing aids are amplifiers and they aim to make everyday sounds louder. They cannot decide what sounds you do (speech) or do not (background noise) want to hear.

Your hearing aid can automatically adjust itself in noisy places but it may still not be perfect. Hearing aids offer limited help if you are in a noisy situation, in a large group, more than six feet away from the person talking or listening to someone talking from another room.

Sometimes we can add extra programmes to help in noisy surroundings or groups. Please speak to your Audiologist if you would like to try an extra programme to help you hear better in background noise.



Communication tactics

For those with a hearing loss:

- Inform people you have hearing loss so that people are aware.
- Ask people to face you when they speak to you – it gives lots of extra information.
- If you have a better hearing ear, try to position yourself with this ear towards the speaker.
- Ask people to get your attention before talking to you.
- Do not be afraid to ask people to repeat themselves.
- Move closer to the speaker.

For those speaking to a person with a hearing loss:

- Speak clearly facing anyone who wears hearing aids or has a hearing loss. Do not cover your mouth.
- Do not exaggerate lip movements as this can make it more difficult to lip-read.
- Get the attention of the person before speaking to them.
- Use natural facial expressions and gestures.
- If you are asked to repeat yourself, consider rephrasing what you have said rather than saying the same thing or shouting.
- Find a suitable place to talk with good lighting and minimal background noise.





How to turn your hearing aids on and off, and change the battery

Turning On

With a battery inserted, close the battery door completely to switch your hearing aids on.

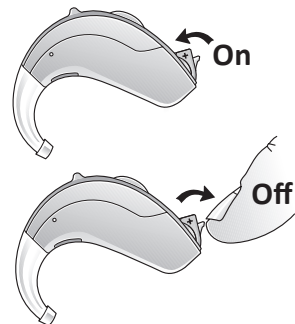
Turning Off

Open the battery door until a click is felt to turn your hearing aids off.

Changing batteries

When the battery power is low

- Your hearing aids will beep when the battery is starting to run out.
- This warning beep will repeat every 15 minutes until the battery has completely run out.



How to turn your hearing aids on and off, and change the battery

To change the battery

- Remove the sticky label from the new battery.
- Open the battery door.
- Remove the used battery by pulling it upwards.
- Insert the new battery in its place.

Make sure that the flat side (marked +) is facing upwards.



TOP TIP:

To save the battery, make sure you turn your hearing device off when you are not using it.

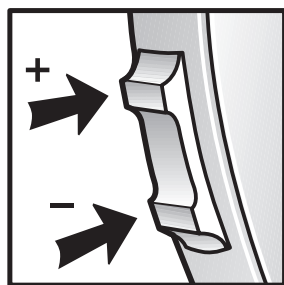




Volume control – toggle

The volume control will allow the volume of your hearing aids to be increased or decreased.

1. To increase the volume, press the upper end of the toggle.
2. To decrease the volume, press the bottom end of the toggle.



When you increase or decrease the volume you will hear a beep for each press. When you reach the upper or lower limit of the volume range you will hear a double beep. These volume changes are temporary and when you restart your hearing aid it will return to the volume set by your Audiologist. Please use the BeMore app if you would like to save these volume control settings by using the 'Favourite' feature.

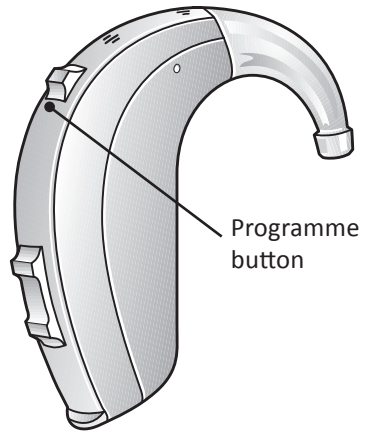




The programme button

- Your hearing aids can have up to 4 different programmes. The programmes can be selected using the button on the back of the hearing aids. An example of where you will find the button can be seen on the image here.
- To change programmes, press the button. The number of beeps you hear indicates the programme you are in.

1 Beep = Programme 1
2 Beeps = Programme 2, etc.



- The programmes will cycle through in a numerical order. For example, programme 2 will follow after programme 1.
- When you switch your hearing aids off and on again, they will always return to programme 1.

Record your programmes here:

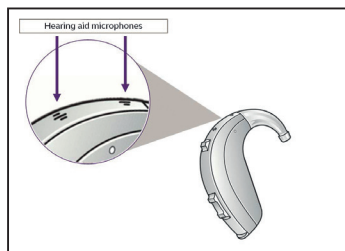
	Programme Name	When to use
Programme 1		
Programme 2		
Programme 3		
Programme 4		



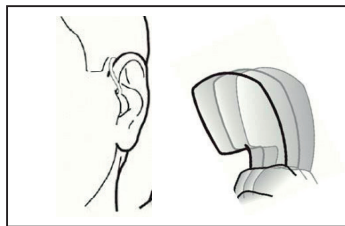


How to position the telephone

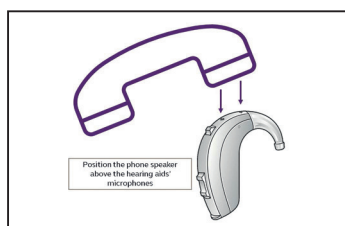
If your hearing aids are fitted with a slim tube and an open/tulip dome, you should be able to use the telephone as you normally would by holding it up to your ear canal entrance. Finding the optimal position for holding a telephone whilst using your hearing aids may require practice, and the following suggestions may be helpful if you are experiencing difficulties hearing whilst using the telephone.



1. Find the hearing aid microphones.



2. In order to hear better on the telephone, the speaker is best positioned above the hearing aid microphones.



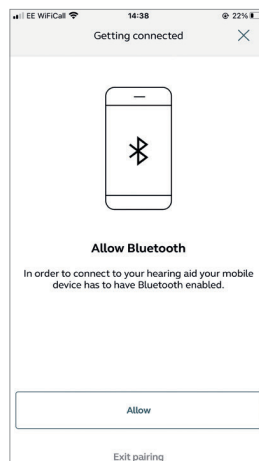
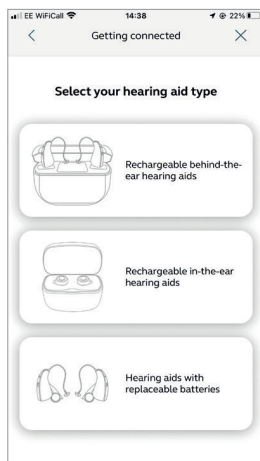
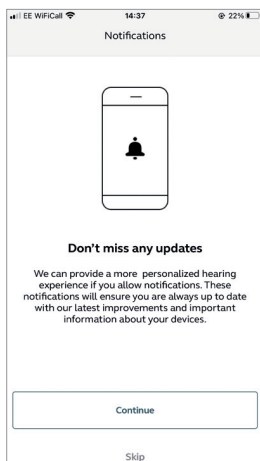
3. Place the telephone speaker above the hearing aid microphones rather than directly to your ear.



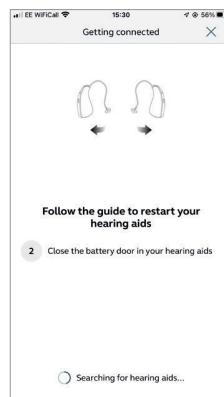
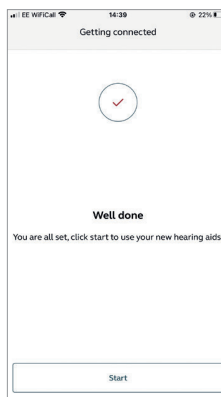
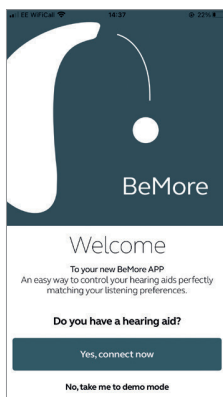
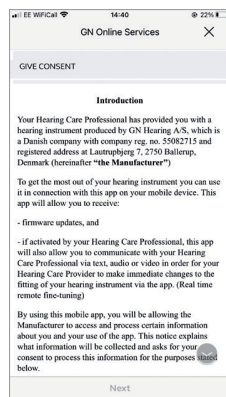


How to connect your danalogic Ambio hearing aids to the BeMore app on Apple® devices

1. Ensure your model of smart device is compatible by checking the following website: **www.danalogic.co.uk/connectivity**
2. Go to 'Settings' and ensure Bluetooth® is turned on.
3. Go to the App Store and search 'BeMore for your hearing aids'.
4. If you are using an iPad, change the filters in the top left-hand corner to 'Supports iPad Only'.
5. Tap 'Get' to start downloading the app. Once the app has downloaded open it.
6. Click on 'Yes connect now' and scroll down to accept the Terms and Conditions of the app.
7. On the 'Updates' screen press 'Continue' and then 'Allow/Don't Allow' depending on your preference.
8. On the 'Bluetooth' screen click 'Allow' and then 'OK'.
9. Select your type of hearing aid and then follow the instructions on screen to connect your hearing aids.



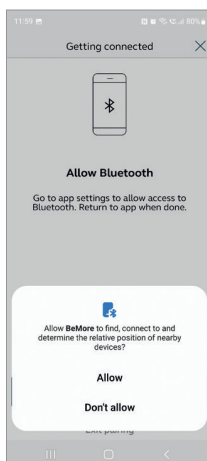
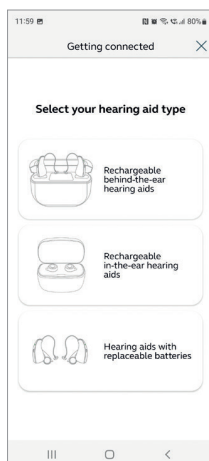
How to connect your Ambio hearing aids to the BeMore app on Apple devices (continued)





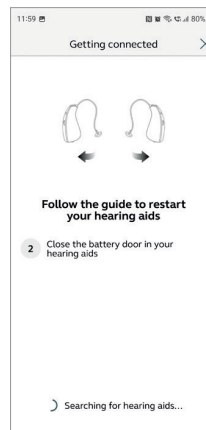
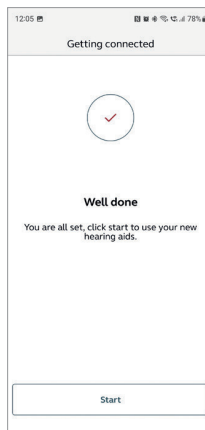
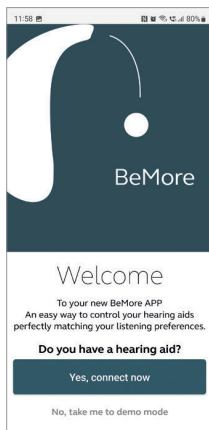
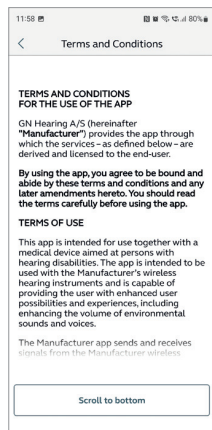
How to connect your danalogic Ambio hearing aids to the BeMore app on Android™ devices

1. Ensure your model of smart device is compatible by checking the following website:
www.danalogic.co.uk/connectivity
2. Go to 'Settings' and ensure Bluetooth® is turned on.
3. Go to the Google Play store and search 'BeMore for your hearing aids'.
4. Tap 'Get' to start downloading the app. Once the app has downloaded open it.
5. Click on 'Yes connect now' and scroll down to accept the Terms and Conditions of the app.
6. On the 'Updates' screen press continue and then 'Allow/Don't Allow' depending on your preference.
7. On the Bluetooth screen click 'Allow' and then 'OK'.
8. Select your type of hearing aid and then follow the instructions on screen to connect your hearing aids.





How to connect your Ambio hearing aids to the BeMore app on Android devices (continued)





Expand your hearing experience

Your Danalogic GN Hearing can also connect to a range of wireless accessories that can make your hearing experience even better. They are designed to work together seamlessly with your hearing aids. The range of accessories, combined with the technology in the Danalogic portfolio, create a hearing system that addresses many of the difficulties experienced by many people who wear hearing aids.

To find out more about the range of wireless accessories available, please view **www.danalogic.co.uk/wireless-accessories**

If you would like to purchase one of these accessories, please view www.wirelesshearing.co.uk and upon check-out please add in the hospital PU code **PU00399-001**



Multi
Mic



Micro
Mic



TV Streamer 2



Phone
Clip+



Remote
Control



Remote
Control 2



Ear mould hearing aids

To insert the earmould, hold it between your thumb and index finger and position the sound outlet into your ear canal.

Slide the earmould all the way into your ear with a gentle twisting movement. Ensure the top part of the earmould tucks in behind the fold of skin above your ear canal.

Once the earmould is in place, push the hearing aid forward and then slide it back to sit comfortably behind your ear.

Some people find using a mirror helps with insertion of an earmould and once correctly in place it should fit snugly but comfortably.

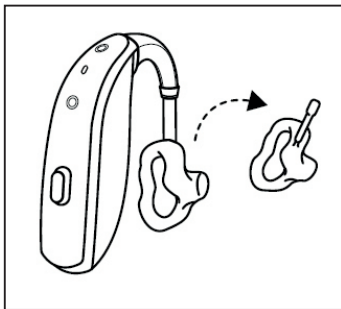
To remove the earmould, lift the hearing aid from behind your ear and let it hang down beside your ear.

Using your thumb and index finger, gently, pull the earmould loose from your ear. You may need to twist the earmould slightly to fully remove it.



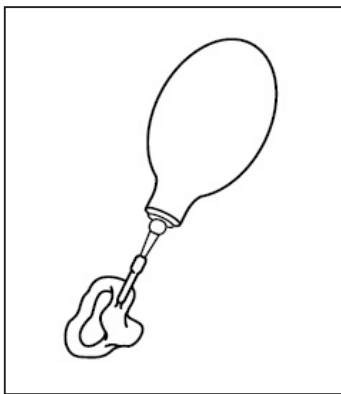


How to clean your earmould



First of all, remove the earmould and tubing from your hearing aids.

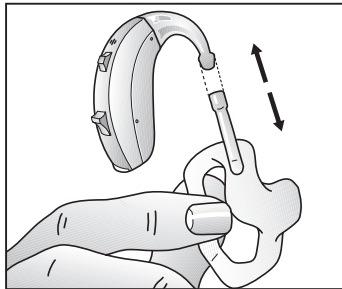
Next, clean the earmould using warm soapy water.



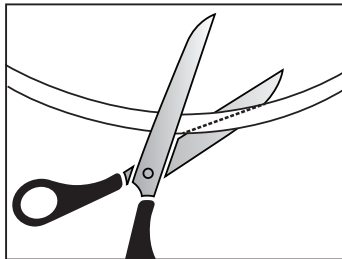
Before reattaching the earmould to the hearing aid, ensure it is fully dry and remove any residual water from the tube by either shaking firmly or using a puffer.



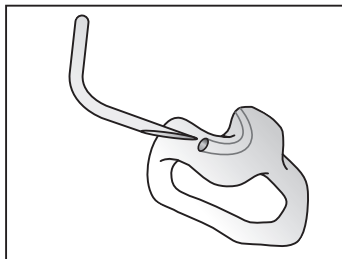
How to retube your earmould



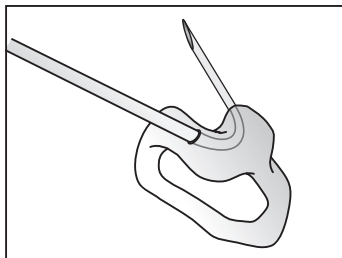
1. Remove your earmould from your hearing aid and then pull the tubing from the earmould.



2. Cut approximately the last 5cm of pre-bent piece of tubing to a tapered end.



3. Feed the pointed end through the hole in the earmould from the outside as shown, until it emerges at the other end. If you have two holes in your earmould push the tubing through the bigger hole at the top.

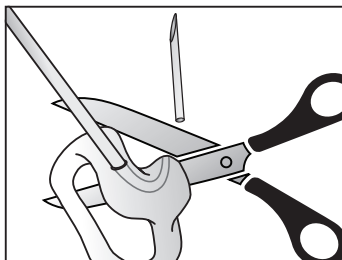


4. Pull the pointed end of the tubing through the earmould until the other end of the tubing is vertical and sits flat against the mould.

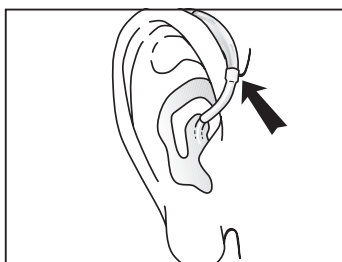




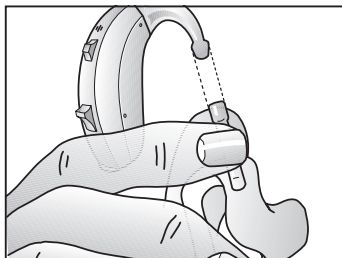
How to retube your earmould (continued)



5. Cut off the pointed end as close to the earmould as possible. Ensure there are no rough edges of the tube left sticking out as this can cause irritation in your ear.



6. Now you need to adjust the length of the tubing to fit your ear. Place the old piece of tubing, (which you removed earlier), alongside the newly fitted tube, measure and cut. Or place the hearing device over your ear, and mark the point where it crosses your hearing aid as shown and cut.



7. To reattach your hearing aid to the earmould, squeeze the top of the tube and push the earmould and hearing aid together.

TOP TIP: Earmould tubing may become stiff, brittle, or discoloured over time. It is usually recommended that this is changed at least once every 6 months. If you have any issues when changing your earmould tubing please contact your local Audiology department.





Thintube hearing aids

If your hearing is suitable you may have been offered a hearing aid with a thintube and dome, rather than an ear mould. Putting your hearing aid in.



1. Hold the tube where it bends and gently push the dome into your ear canal.



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



3. Finally, there is a retention cable on each tube which should be placed into the bowl of your ear.

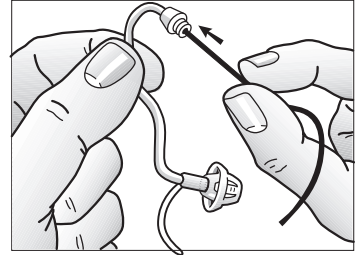




Cleaning and replacing slim tubes on your Danalogic Ambio Smart hearing aids

Cleaning

1. Remove the slim tube from your hearing aid by unscrewing it anticlockwise.
2. Wipe down the slim tube and dome with a damp cloth.
3. Now, push the cleaning wire through the top of the slim tube where it connects to the hearing aid. Thread the cleaning wire completely through to fully remove any debris.



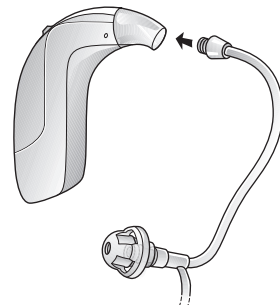
TOP TIP:

Slim tube and domes should be replaced when the components become stiff, brittle or kinked.



Replacing

1. Remove the slim tube from your hearing aid by unscrewing it anticlockwise.
2. Attach the replacement slim tube by screwing clockwise.





How long will a hearing aid battery last?

Button Batteries generally last between 10-14 days depending on the strength of the hearing aid but there can be exceptions to the rule (in most cases the hearing aid will beep to warn you that the battery is running low 40 minutes before they run out). You should replace the battery as soon as possible before the hearing aid stops working. If you have two hearing aids, replace the batteries of both hearing aids at the same time for better sound quality.

Always carry spare batteries with you so you are not caught out if your hearing aid suddenly stops working. If you are worried about your battery running out whilst you are doing something or going somewhere, change the battery beforehand.

Battery safety

- Remove batteries from the hearing aid if the hearing aid is not in use for a prolonged period of time as it may damage the aid.
- Dispose of batteries according to national regulations or you can return them to the Audiology reception at West Middlesex University Hospital for safe disposal. Some supermarkets and recycling centres also have appropriate recycling bins.
- Keep the batteries dry and away from extreme heat and cold.





Where / How do I get batteries for my NHS hearing aids?

Batteries are available from the main reception desk at the entrance of West Middlesex University Hospital or the Audiology Reception, without an appointment.

- Batteries can be obtained by post only if you send a stamped self-addressed envelope (large packet) with your details to the Audiology department.
- You will always need to produce your NHS battery book when obtaining batteries. Friends or family can collect batteries on your behalf if they bring your battery book / battery card.
- Some local health centres and clinics stock supplies of batteries: (availability may be subject to changes in the future)

WEST MIDDLESEX HOSPITAL
(main reception)
Twickenham Road, Isleworth

**WHITTON CORNER HEALTH &
SOCIAL CARE CENTRE**
c/o Hospital Bridge Road &
Percy Road, Whitton



Aftercare

What to do if the hearing aid stops working

IF YOUR HEARING AID STOPS AMPLIFYING SOUND

- You may have accidentally 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/thin tube as you would for cleaning. Turn the volume control to maximum and cup in your hand.
- If it whistles, check the tubing/thin 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/dome 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 and then use your cleaning brush to clean the microphone inlets.





How often do I need to come back to audiology?

We advise you have your ear mould retubed/thin tube replaced every 6 months.

- You can do this without an appointment by using the hearing aid drop off repair service at West Middlesex University Hospital. Please drop your hearing aid off at the Audiology reception (see opening hours on page 4) where your hearing aid will be repaired by an audiologist and available to collect 24hours later (excluding weekends)
- Alternatively if you wish to have a face to face appointment at any of our locations book an appointment by phoning the Audiology department at West Middlesex University Hospital.

Please note appointments at our out-reach clinics are very limited as our Audiologists are not there each day. If it is an emergency, we can offer limited repair appointments within 48hrs of contacting us. These appointments are available every Monday – Friday. To avoid disappointment, please contact us asap after 8:30 am.

We recommend you have your hearing reassessed every three to five years. Please contact West Middlesex University Hospital to arrange this.



Other services we offer

Tinnitus Therapy

Our service also provides help for patients with troublesome 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

Assistive listening devices

Our service provides more than just hearing aids. If you struggle to hear the television with your hearing aids, we can assess you for a loop system or television aid to help you hear better. Once we have established which one is best for you, we will refer you to your local social services department to provide this equipment.

Please note if this equipment ever breaks down you need to contact the social services team and not the Audiology department. We can also refer you for an amplified doorbell.

Many other devices are also available to purchase yourself. Please Refer to Connevans (www.connevans.co.uk) or RNID (www.RNID.org.uk).

PLEASE ASK YOUR AUDIOLOGIST FOR MORE DETAILS





Frequently asked questions

WHAT DO I DO IF MY HEARING CHANGES?

If your hearing changes suddenly, contact your GP as they need to refer you to the emergency ENT clinic. If you feel your hearing is getting worse over time please contact the Audiology department and we can advise you on what to do. On occasions you may need a new referral letter from your GP or just a new tube on your hearing aid or to have the hearing aid adjusted.

WHAT HAPPENS IF I LOSE MY HEARING AID OR CHARGER?

The hearing aids / charger are on loan from the NHS. This means you may be liable to a charge if lost. If you have lost your hearing aid or charger please contact the Audiology Reception for further information.

DOES A DIGITAL HEARING AID CUT OUT ALL BACKGROUND NOISE?

Unfortunately background noise cannot be eliminated entirely. Even people who have normal hearing often struggle to hear in some noisy situations. All of our current hearing aids have directional microphones and noise reduction which can effectively minimise distracting noise while emphasising the desired speech. This can vary in each sound environment.

WHY ARE SOME PEOPLE'S HEARING AIDS SMALLER THAN MINE?

The size of a hearing aid depends on the degree of your hearing loss. The Audiologist will select the hearing aid most suitable for your hearing levels. The more powerful hearing aids are generally larger in size. More powerful hearing aids need to be fitted with an ear mould rather than a thin tube.

I'VE SEEN SOME PEOPLE WITH HEARING AIDS THAT FIT RIGHT INSIDE THE EAR. WHY CAN'T I HAVE ONE OF THOSE?

In-the-ear (ITE) hearing aids are very expensive to manufacture compared to hearing aids which sit behind-the-ear (BTE), because they have to be individually made for each person's ear. They also break down more frequently, as they are more easily blocked up by wax. For these reasons, the NHS does not offer ITEs unless there are exceptional medical circumstances. The technology for both ITE and BTE hearing aids is the same so they will both be just as beneficial to your hearing.



Danalogic GN Patient Portal

This is where you can find support for your Analogic hearing aids. If you are looking for NHS hearing aid instructions, manuals or how to videos then the portal can support you.

www.danalogic.co.uk/patient-portal

Other useful contacts

Access to work

Access to Work is a government funded scheme that helps people with disabilities have equal access to workplaces. For people who are deaf or have a hearing loss, this means you could have your communication and equipment support paid for by the Access to Work scheme.

W: www.gov.uk/access-to-work

E: atwosu.london@dwg.gsi.gov.uk

T: 0345 268 8489

RNID (formally Action on Hearing Loss)

RNID is the new name for Action on Hearing Loss. They are working for a world where hearing loss doesn't limit or label people, where tinnitus is silenced and where people value and look after their hearing.

W: www.rnid.org.uk

E: information@rnid.org.uk

T: 0808 808 0123

Text phone: 0808 808 9000

SMS: 0780 0000 360



British Tinnitus Association

The British Tinnitus Association (BTA) is a world leader, with a trained team of friendly and experienced advisers for anyone who experiences tinnitus or those simply seeking guidance or information about the condition.

W: www.tinnitus.org.uk

E: helpline@tinnitus.org.uk

Helpline: 0800 018 0527

General enquiries: 0114 250 9933

C2HEAR online

They provide a series of short, interactive, multimedia videos about hearing aids, hearing loss and communication on the digital platform YouTube.

Dyscover Aphasia

Dyscover aphasia offer services for people with aphasia in Surrey and South London. Their mission is to empower people with aphasia, and all who support them, to manage their communication disability and re-engage with life.

W: www.dyscover.org.uk

E: info@dyscover.org.uk

T: 01737 819419

Hearing dogs for deaf people

Hearing Dogs for Deaf People is a national charity and centre of excellence in training dogs to alert deaf people to important sounds and danger signals in the home, work place and public buildings. They offer greater independence, confidence and companionship to deaf people by providing dogs trained to alert them to chosen everyday sounds.

W: www.hearingdogs.org.uk

E: info@hearingdogs.org.uk

T: 01844 348 100



Hearing concern link

Hearing link aim for all people with hearing loss to have the knowledge, skills, confidence and contacts they need to participate fully in their world and to overcome the practical and emotional challenges of living with hearing loss. They wish to ensure that people living with hearing loss can find the information they need, the specialist services they require, and the social contact they want in order to live well with hearing loss.

E: enquiries@hearinglink.org

T: 07526 123255

Local lipreading classes

Hounslow adult & community education:

020 8583 6000 / courses@hounslow.gov.uk

Richmond adult community college:

020 8891 5907 / info@rhacc.ac.uk

Hammersmith & Fulham adult learning:

020 8753 3600 / alssinfo@lbhf.gov.uk

Surrey adult learning:

0300 200 1044 / adultlearning@surreycc.gov.uk

Local social services

Adult social care can provide support and equipment, such as TV adaptors, door bells, smoke alarms and alerting systems, to assist people with hearing impairment. There are also social workers who can support deaf and hard of hearing people, should you require any additional support.

Hounslow Adults Social Care:

020 8583 3100 / adultsocialcare@hounslow.gov.uk

Richmond Adult Access Team:

020 8891 7971

adultsocialservices@richmond.gov.uk





Ealing Deafplus:

0756 4500 534

Surrey (Spelthorne) sensory services

0137 237 7701

Meniere's Society

The charity for people with dizziness and balance disorders. They provide support and information to those affected by vestibular disorders and fund vital research into all aspects of these conditions.

E: info@menieres.org.uk

T: 01306 876883

National Stroke Associations

They are the UK's leading charity dedicated to conquering stroke. The National Stroke Association deliver stroke services across the UK, campaign for better stroke care, invest in research and fundraise to expand their reach to as many stroke survivors as possible.

W: www.stroke.org.uk

Helpline: 0303 3033 100

SENSE

Sense is a national charity that supports and campaigns for children and adults who are deafblind or have sensory impairments.

W: www.sense.org.uk

E: info@sense.org.uk

T: 0300 330 9257



Concerns and compliments

Chelsea & Westminster Hospital NHS Foundation includes Chelsea and Westminster and West Middlesex University Hospitals as well as services provided at a range of other sites.

We value your opinion and encourage you to provide us with feedback, both on what we do well in and how you think we can improve the Adult Audiology service. You can complete a 'How are we doing?' leaflet which can be found at the Audiology department at West Middlesex University Hospital.

If you have concerns or wish to give feedback about services, your care or treatment, you can also contact the PALS office on the Ground Floor at each main hospital site. The Patient Advice and Liaison Service (PALS) team of West Middlesex University Hospital also offers information and help to patients and visitors about our services. They aim to provide:

- Confidential advice and support to patients, families and their carers
- Confidential assistance to resolve concerns by working in partnership with other staff
- Listen to and record your concerns, suggestions, queries and compliments
- Explanations about the complaints procedure and information relating to organisations such as the Independent Complaints Advocacy Service (ICAS) that can provide independent support if you want to make a complaint about the NHS.

Alternatively, you can send us your comments or suggestions on one of our comment cards, available at the PALS office, or on a feedback form on our website www.chelwest.nhs.uk/pals.



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danalogic GN

Danalogic GN hearing aids- designed with and for the NHS. Providing impressive sound quality, so you can enjoy clearer speech, richer sounds, and a vibrant listening experience, giving you confidence in any situation.

For more information regarding your Danalogic hearing aids or useful hearing aid instructions or manuals, please visit **www.danalogic.com**



For further support, scan the QR code or visit our hearing aid support portal at: **danalogic.com/hearing-aid-support-library**