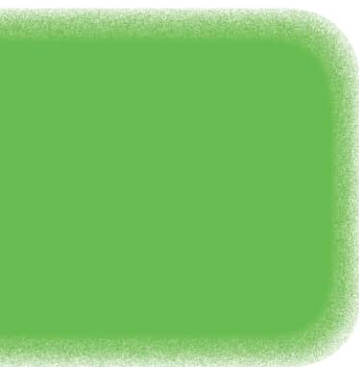




# Adult Audiology Service

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



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# WELCOME TO CHELSEA AND WESTMINISTER 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:

Out Patients Department 5, Audiology Department, First Floor, West Middlesex University Hospital, Twickenham Road, Isleworth, TW7 6AF

**T:** 020 8321 5681

**E:** [caw-tr.wm-audiologydepartment@nhs.net](mailto: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 Clinic. Please see the next page on how to find us. Always contact us at West Middlesex University Hospital to arrange appointments at these clinics.



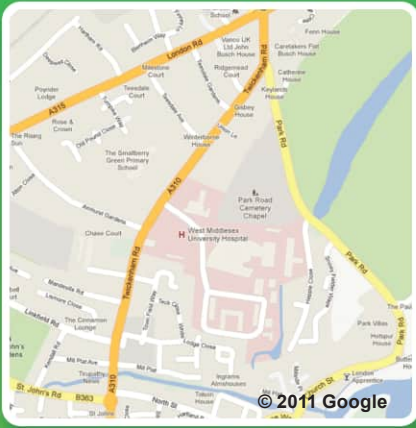
9966

## 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 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

### Reception opening times

- Monday 8:30am – 12 noon 1:30pm – 5:00pm
- Tuesday 8:30am – 12 noon 1:30pm – 5:00pm
- Wednesday 8:30am – 12 noon 1:30pm – 5:00pm
- Thursday 8:30am – 12 noon 1:30pm – 5:00pm
- Friday 8:30am – 12 noon 1:30pm – 4:00pm
- Saturday 8:30am – 12 noon\*\*

\*\* Please note there is no Saturday clinic on Bank holiday weekends or between the Christmas – New Year period. The department is closed on all bank holidays

**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

**Whitton Clinic**

Hospital Bridge Road, Twickenham, TW2 6JL



**By bus:**

110

481

H22

**By rail:**

**Nearest station:** Whitton

**Line:** South West Trains

# A FEW THINGS TO REMEMBER WHEN YOU ATTEND ADULT AUDIOLOGY APPOINTMENTS

- All hearing aid assessments are carried out by a qualified Audiologist registered with the Registration Council for Clinic Physiologists (RCCP).
- 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 student 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 Out Patients Department 5, first floor (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 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 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.
- Please see our trust website on latest COVID guidance for hospital visits.



# UNDERSTANDING YOUR OWN HEARING

## 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?

- |   |   |
|---|---|
| <input type="checkbox"/> One to one               | <input type="checkbox"/> Meetings       |
| <input type="checkbox"/> Noisy Situations         | <input type="checkbox"/> Cinema/Theatre |
| <input type="checkbox"/> Listening to television  | <input type="checkbox"/> Groups         |
| <input type="checkbox"/> talking on the Telephone | <input type="checkbox"/> Car/Bus        |
| <input type="checkbox"/> Place of Worship         | <input type="checkbox"/> 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

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

0  1  2  3  4  5  6  7  8  9  10

**Q2** How much do you believe in your ability to use hearing aids?

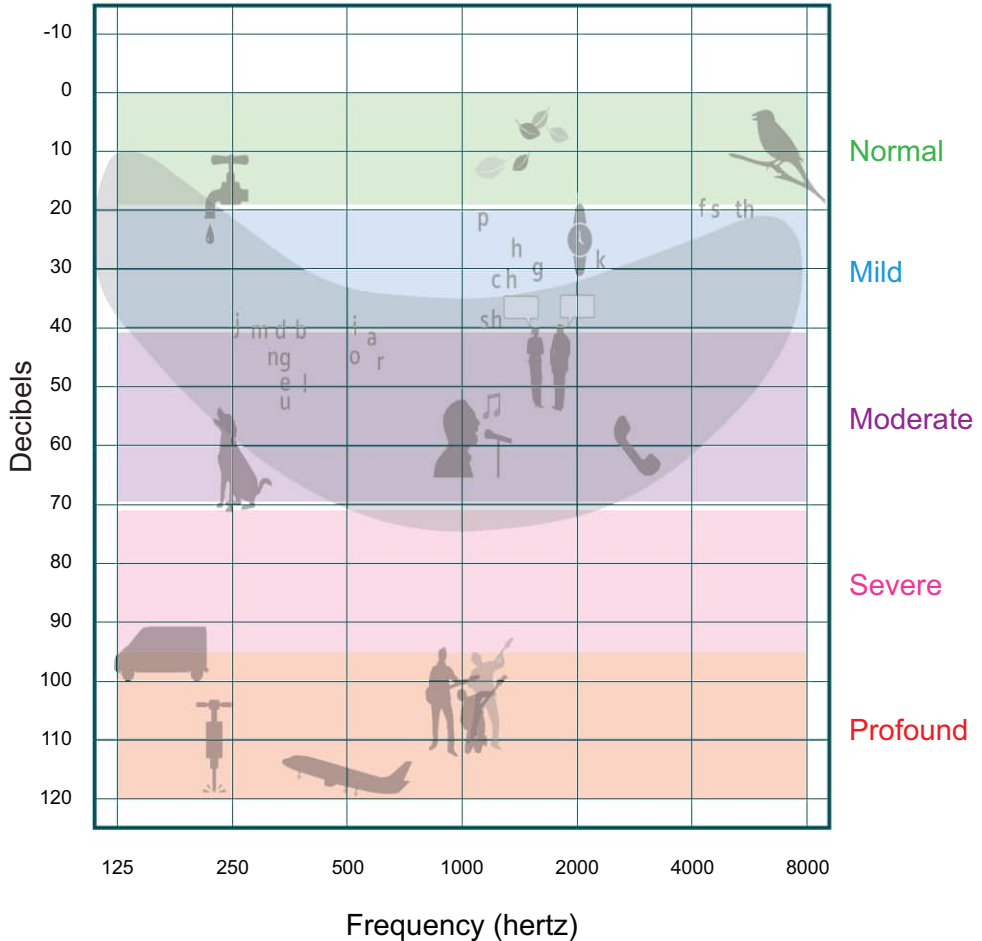
0  1  2  3  4  5  6  7  8  9  10

**Q3** How much benefit do you expect to gain from using hearing aids?

0  1  2  3  4  5  6  7  8  9  10

# WHAT IS MY HEARING LIKE?

## Your audiogram



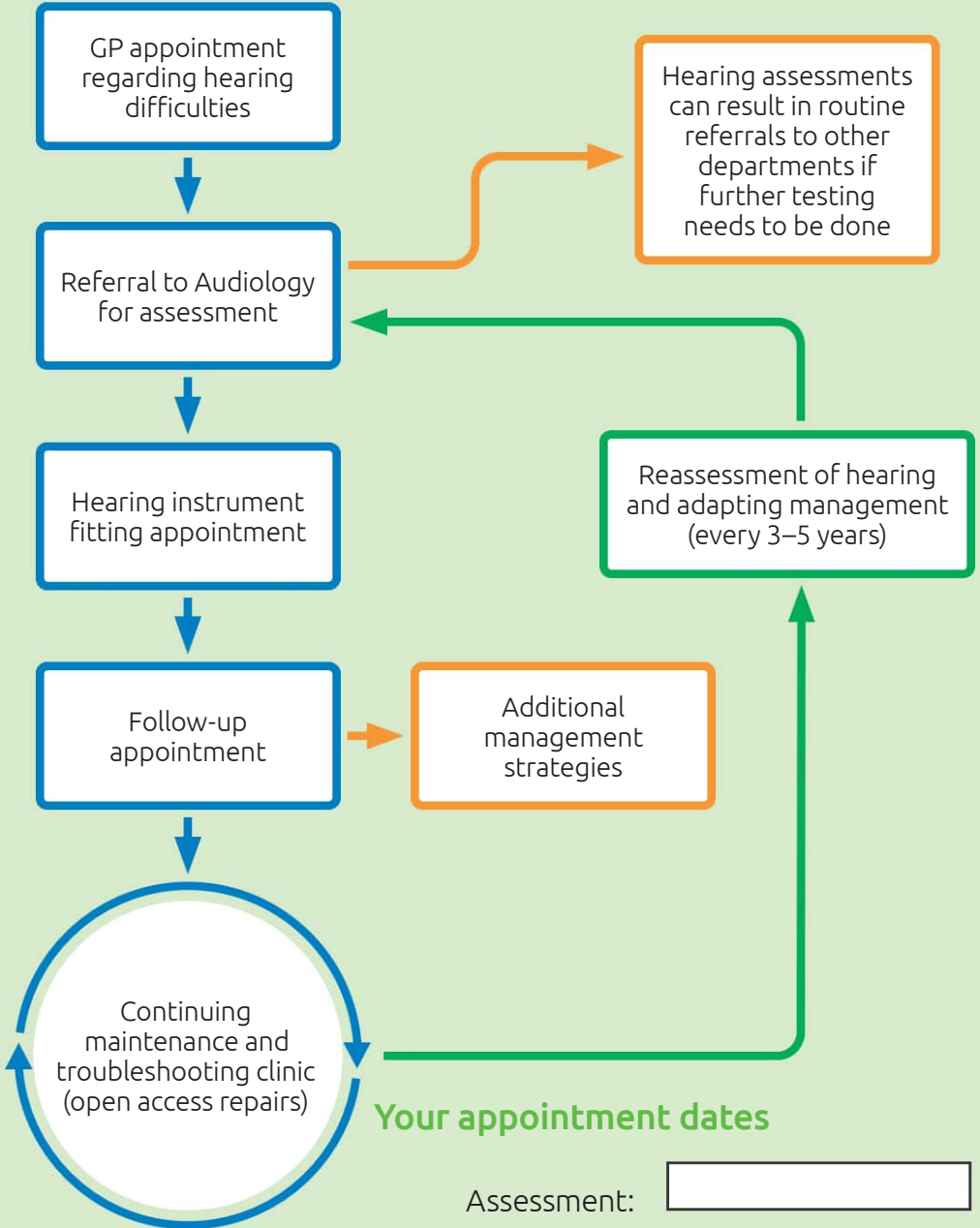
X = left

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 phone you on a Saturday morning. If you are not available, we will phone again the following week. If we cannot get hold of you, you will automatically receive a booked appointment letter.

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:



Stretta M-R



Stretta M



Stretta HP



Stretta UP-R

Either an **ear mould** or **LifeTip** 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 do not like water 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.

# GOOD COMMUNICATION TACTICS



## Get my attention

Before you start to speak to me, make sure you are in the same room as me and you have my full attention.



## Face me

Always turn and face me when you talk. It helps me pick up any visual clues you might give me.



## Find a suitable place to talk

It is easier to hear when there is good lighting and not too many noises and distractions.



## Don't speak too fast

If I don't understand what you are saying, try and say it in a different way and slow down.



Here are some tactics your family and friends can use to help you hear more easily. It may be helpful to introduce them to your family and friends.

If you are experiencing difficulties communicating with a particular person or in a specific situation, the best thing to do is explain these tactics to them as it's likely they are not aware. Once they understand this they can help make the situation easier for you.



**Don't shout**

Keep your voice at a normal level. Shouting can distort speech making it more difficult to understand.



**Get to the point**

Use plain language and don't waffle.



**Don't cover your mouth**

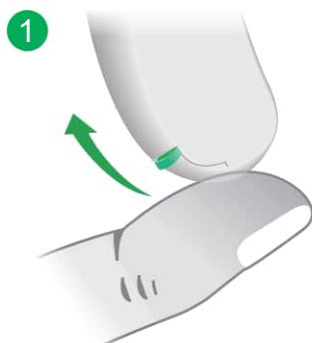
Speak clearly and use normal lip movements, natural facial expressions and gestures.

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.

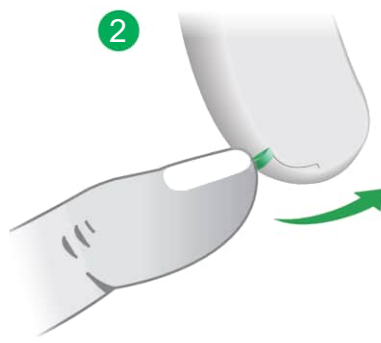
## HOW TO USE YOUR HEARING AID

### Turning your hearing aids on and off

#### BATTERY OPERATED DEVICES



- 1 ON**  
To switch the hearing aid **on** close the battery compartment.



- 2 OFF**  
To switch the hearing aid **off** open the battery compartment.

#### RECHARGEABLE DEVICES

When placed in the charging station your Signia Stretta hearing aids will automatically switch off and start charging. To reactivate simply remove from the charging station. (A full charge takes approximately 4 hours).

An alternative option to switching the hearing aids on/off is a long press of the button on the back of your Signia Stretta device.



## Volume Control

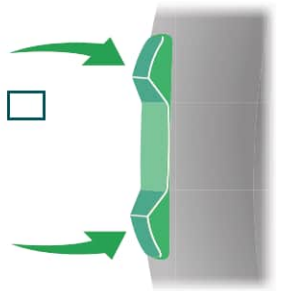
Manual control can be fitted on some aids.

Can I use manual volume control? YES  NO

To adjust the volume:

- Press **up** to increase the volume.
- Press **down** to decrease the volume.

**Please note:** Your volume adjustment is limited. The upper and lower limit is indicated when you hear several beeps in succession. When you hear the beeps you cannot adjust the volume any further. Opening and closing the battery drawer will rest the volume to the mid-point.

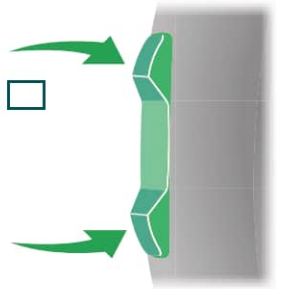


## Program Change

Can I use manual program control? YES  NO

To change the program using the rocker switch:

- Press **up / down** to change the program.



- |   |                    |                                |
|---|--------------------|--------------------------------|
| 1 | Everyday listening | = You will hear <b>1 beep</b>  |
| 2 |                    | = You will hear <b>2 beeps</b> |
| 3 |                    | = You will hear <b>3 beeps</b> |
| 4 |                    | = You will hear <b>4 beeps</b> |
| 5 |                    | = You will hear <b>5 beeps</b> |
| 6 |                    | = You will hear <b>6 beeps</b> |

## Loop systems

An induction loop system amplifies the sound of audio equipment, e.g. television; radio etc, directly to a hearing aid when it is set to the loop programme. This programme allows you to hear sound directly from a microphone, making it easier to hear conversations in public buildings eg banks, theatres, supermarkets, churches, post offices or anywhere you see this sign. Some telephones also have built in loop systems that may help enhance speech.



## Telephones (landlines and mobiles)

Sounds from the telephone/mobile receiver need to pass through the hearing aid for you to be able to hear them more clearly. Therefore, if you are using the handset:

- Leave your hearing aids in your ears, with the volume set to suit you.
- Put the telephone receiver on the hearing aid towards the top of your ear as shown in the picture to the left.
- This position will help you to hear the caller far more clearly.

Alternatively, if your telephone/mobile has a speakerphone, you can listen to the conversation through the speaker and take advantage of the fact that you have two hearing aids



For connection to Bluetooth® phones please see overleaf.

## Signia App

Personalise your hearing experience by using the Signia App.

Download the Signia App free of charge from **Google Play** or the **Apple App Store** and follow the on screen instruction to set up.



## Bluetooth connections

Your Signia Stretta hearing aids are made for iPhone hearing aids. This means you can receive phone calls and listen to music from your iPhone directly into your hearing aid.

Simply, download the Signia App, select Bluetooth pairing, and you will be guided how to pair this up with your iPhone.



## Other devices (Available to purchase)

**Streamline Mic** for hands-free phonecalls, music and more in premium stereo quality.

**Streamline TV** feeds audio from your television directly into your hearing aids in Dolby-Digital quality.

**miniPocket** for discreet and convenient control, without the need for a large remote control or smartphone.



## □ EAR MOULD HEARING AIDS

### Putting your hearing aid in

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

1. Put the bottom half of the mould down into your ear.
2. Press the mould piece firmly into your ear.
3. You may need to use your other hand to stretch your ear to ease fitting.
4. 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

Pull old tubing out and keep for later



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



...until bend reaches ear mould



Cut tapered end close to the ear mould



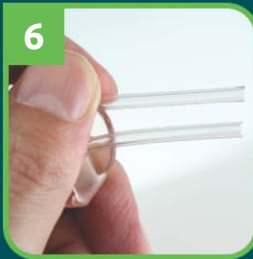


5



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

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.

## □ LIFETIP HEARING AIDS

If your hearing is suitable you may have been offered a hearing aid with a ThinTube™ 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.

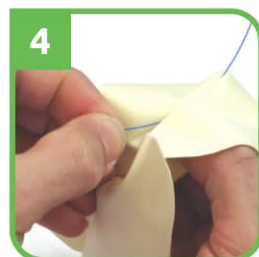
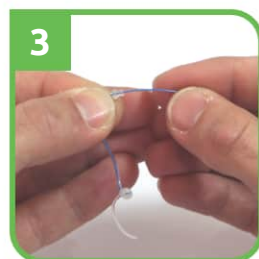


## Cleaning and maintenance of your ThinTube/Tip

1. Carefully wipe the LifeTip with a soft damp cloth.
2. Carefully unscrew the ThinTube from the hearing aid.
3. Remove the LifeTip from the ThinTube. Insert the cleaning wire into the ThinTube 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 ThinTube. Carefully screw the ThinTube 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 ThinTube 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.
- Please ensure the LifeTip is firmly secured onto the ThinTube before placing it into the ear

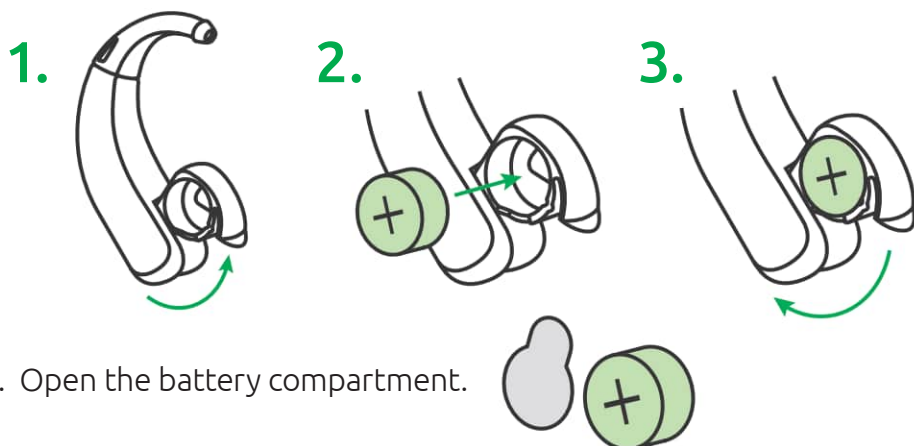


Please refer to your user guide/safety for specific safety information and your user control configuration. Follow the safety information to avoid damage or injury.

## HEARING AID BATTERIES

Batteries are provided free of charge for NHS hearing aids. Please remember to switch the hearing aid off when you are not using it in order to preserve battery life. Batteries come in various sizes depending on the hearing aid.

### 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  312

#### Please note:

- Keep your battery supply away from children & pets. If you swallow a battery, go to the A&E department of your local hospital immediately.

## 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.

## Rechargeable hearing aids.

The length of time your rechargeable hearing aid will last does depend on the model, environment and amount of streaming you use throughout the day.

Charge your hearing aids daily (full charge 4hours) and if you have a busy day of hearing aid use and streaming give your hearing aids a boost with a quick 30 minute charge

## 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 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.
- Some local health centres and clinics stock supplies of batteries:

**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

**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

# 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/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.

-

## How often do I need to come back to audiology?

We advise you have your ear mould retubed/LifeTip 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 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.



## Managing YOUR Tinnitus

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](http://www.connevans.co.uk) ) or RNID ( [www.RNID.org.uk](http://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 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 life 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.

# 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](http://www.gov.uk/access-to-work)  
**E:** [atwosu.london@dwp.gsi.gov.uk](mailto:atwosu.london@dwp.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](http://www.rnid.org.uk)  
**E:** [information@rnid.org.uk](mailto: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](http://www.tinnitus.org.uk)  
**E:** [helpline@tinnitus.org.uk](mailto: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](http://www.dyscover.org.uk)

**E:** [info@dyscover.org.uk](mailto: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](http://www.hearingdogs.org.uk)

**E:** [info@hearingdogs.org.uk](mailto: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](mailto:enquiries@hearinglink.org)

**T:** 07526 123255

### **LOCAL LIPREADING CLASSES:**

**Hounslow adult & community education:**

020 8583 6000 / [courses@hounslow.gov.uk](mailto:courses@hounslow.gov.uk)

**Richmond adult community college:**

020 8891 5907 / [info@rhacc.ac.uk](mailto:info@rhacc.ac.uk)

**Hammersmith & Fulham adult learning:**

020 8753 3600 / [alssinfo@lbhf.gov.uk](mailto:alssinfo@lbhf.gov.uk)

**Surrey adult learning:**

0300 200 1044 / [adultlearning@surreycc.gov.uk](mailto: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](mailto:adultsocialcare@hounslow.gov.uk)

### **Richmond Adult Access Team:**

020 8891 7971

[adultsocialservices@richmond.gov.uk](mailto: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](mailto:info@menieres.org.uk)

**T:** 01306 876883

## **NATIONAL STROKE ASSOCIATION:**

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](http://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](http://www.sense.org.uk)

**E:** [info@sense.org.uk](mailto: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](http://www.chelwest.nhs.uk/pals).





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Chelsea and Westminster Hospital   
NHS Foundation Trust

**Chelsea and Westminster Hospital  
NHS Foundation Trust**  
[www.chelwest.nhs.uk](http://www.chelwest.nhs.uk)

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

**Patient Advice and  
Liaison Service (PALS)**  
E: [chelwest.wmpals@nhs.net](mailto:chelwest.wmpals@nhs.net)  
T: 0208 321 6261

**Complaints office:**  
E: [chelwest.complaints.team@nhs.net](mailto:chelwest.complaints.team@nhs.net)  
T: 020 8321 5273

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**Speak to your clinician**