



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



# CONTENTS

WELCOME TO CHELSEA AND WESTMINSTER  
NHS TRUST ADULT AUDIOLOGY SERVICES..... 4

    Congratulations on taking the next step to better hearing. ... 4

    How to find us..... 5

A FEW THINGS TO REMEMBER WHEN YOU ATTEND ADULT  
AUDIOLOGY APPOINTMENTS..... 7

UNDERSTANDING YOUR OWN HEARING..... 9

WHAT IS MY HEARING LIKE? ..... 10

    Your audiogram..... 10

    Your audiology pathway..... 11

    Your appointment dates..... 11

MANAGEMENT OF YOU HEARING - WHAT HAPPENS NEXT?... 12

    Your next appointment: The hearing aid fitting ..... 12

    Hearing aid follow up appointment ..... 12

INTRODUCTION TO HEARING AIDS..... 13

    Which hearing aid will I receive?..... 13

HOW DO I ADAPT TO WEARING A HEARING AID?..... 14

    What does a hearing aid do? ..... 14

    Is there anywhere that I cannot wear my hearing aids?..... 15

    What will the hearing aid not be able to do for me?..... 15

TIPS TO HELP YOU USE YOUR HEARING AID EFFECTIVELY ..... 16

HOW TO USE YOUR HEARING AID ..... 18

    Your hearing aid controls..... 18

    Loop systems..... 20

    Using a telephone with your hearing aid ..... 20

    touchControl App.™ Using your smart phone  
    to control your hearing aids..... 21

<b>EAR MOULD HEARING AIDS .....</b>	<b>22</b>
Putting your hearing aid in .....	22
Cleaning and maintenance of your ear mould .....	23
How to retube your ear mould .....	24
<b>LIFETIP HEARING AIDS .....</b>	<b>26</b>
Putting your hearing aid in .....	26
Cleaning and maintenance of your ThinTube/Tip .....	27
<b>HEARING AID BATTERIES .....</b>	<b>28</b>
Changing the battery .....	28
How long will a hearing aid battery last? .....	29
Battery safety .....	29
Where / How do I get batteries for my NHS hearing aids? .....	30
<b>AFTERCARE .....</b>	<b>31</b>
What to do if the hearing aid stops working .....	31
How often do I need to come back to audiology? .....	32
<b>OTHER SERVICES WE OFFER .....</b>	<b>33</b>
Tinnitus Therapy .....	33
Assistive listening devices .....	33
<b>FREQUENTLY ASKED QUESTIONS .....</b>	<b>34</b>
<b>OTHER USEFUL CONTACTS .....</b>	<b>35</b>
<b>CONCERNS AND COMPLIMENTS .....</b>	<b>38</b>

# 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:

OPD5, Audiology Department, First Floor, West Middlesex University Hospital, Twickenham Road, Isleworth, TW7 6AF

**T:** 020 8321 5681

**F:** 020 8321 5680

**E:** [caw-tr.wm-audiologydepartment@nhs.net](mailto:caw-tr.wm-audiologydepartment@nhs.net)

**Head of Audiology:** Gillian Ross

We also have outreach clinics at: Teddington Memorial Hospital, 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.



# 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

## 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

# 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:** you DO NOT have to check in with the self-check-in screens in the hospital atrium, but instead go directly to the OPD5 (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 OPD5 directing you to the Audiology reception desk. Please do not report to the ENT reception desk.

**TEDDINGTON MEMORIAL HOSPITAL:** please report to the OPD reception desk on the ground floor. Then proceed to the Audiology clinic on the first floor and take a seat in the waiting area.

**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
  - 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.



# UNDERSTANDING YOUR OWN HEARING

## SITUATIONS / CONDITIONS YOU FIND DIFFICULT TO HEAR IN AT PRESENT:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_
- 5. \_\_\_\_\_

Now that you understand your hearing and we have identified situations / conditions you find more challenging to hear in, you wish to try:

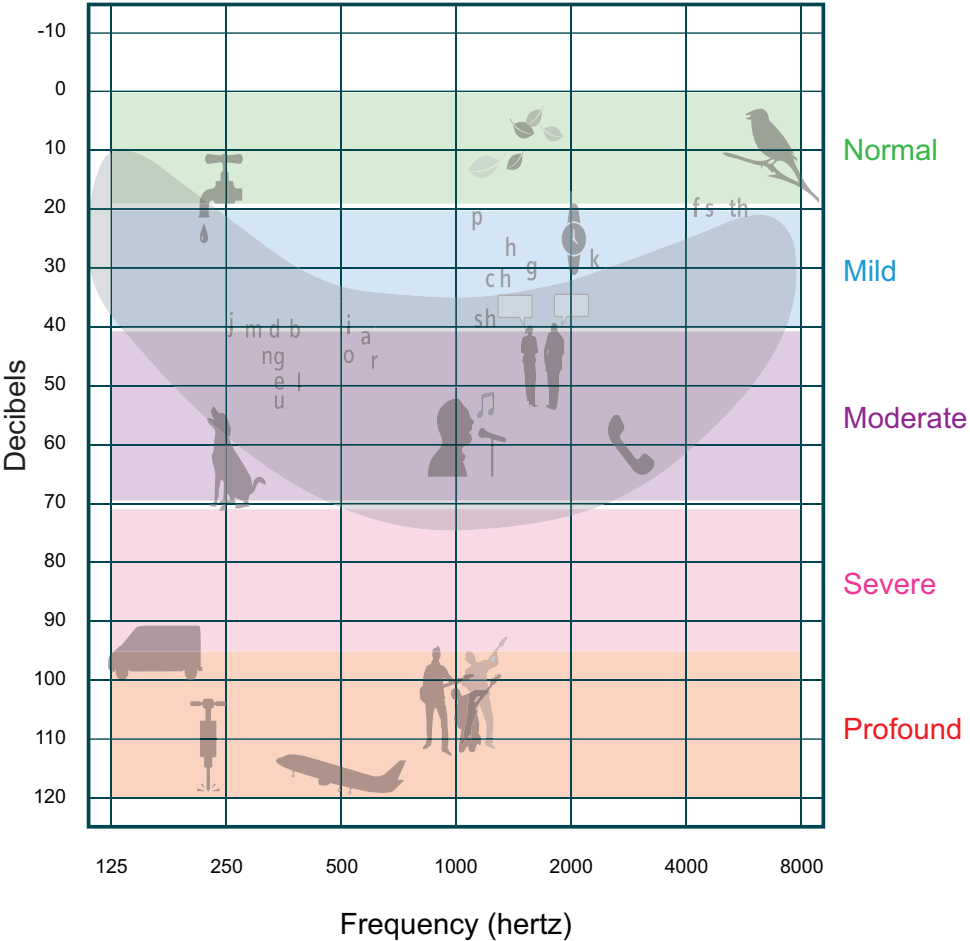
- ☐ Right side hearing aid only
- ☐ Left side hearing aid only
- ☐ Hearing aids in both ears

Remember, if you have hearing loss in both ears you may benefit more from wearing two hearing aids. This will make the sound more balanced and natural. Two hearing aids can also help you to tell which side sounds are coming from and help you to hear better in noisy places.

If you opt to trial one hearing aid at first and then decide later that you would like to try two, please contact the Audiology reception.

# WHAT IS MY HEARING LIKE?

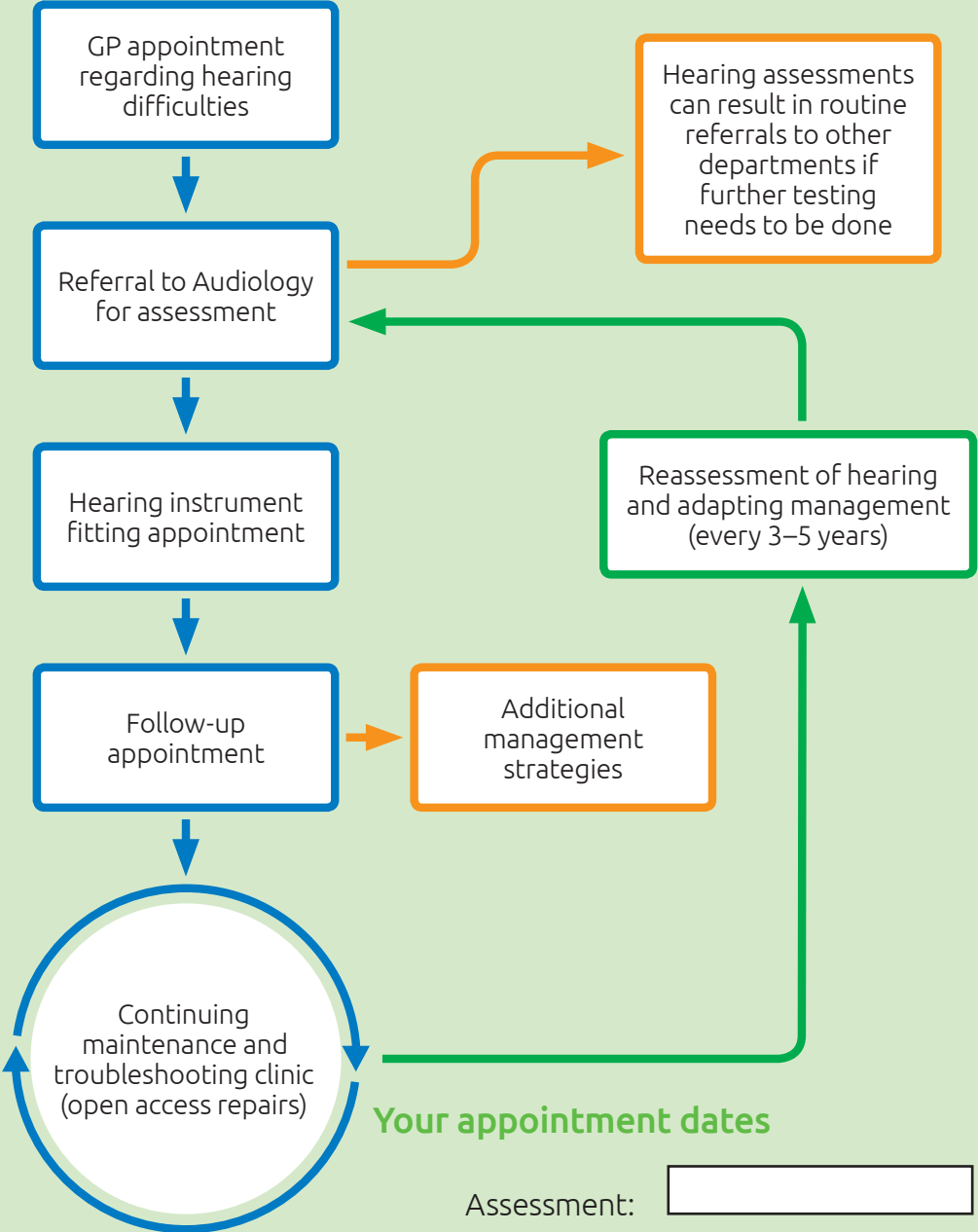
## Your audiogram



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:



☐ Contrast™ S+



☐ Contrast™ HP+



☐ Contrast™ SP+

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



# HOW DO I ADAPT TO WEARING A HEARING AID?

Hearing aids will not give perfect hearing but will certainly help you to hear better in many situations. Wearing a new hearing aid takes time to adjust to. To learn to hear clearly with a hearing aid you need to wear the hearing aid daily. We recommend you start off by using them in easy listening situations such as at home (even if you are by yourself). Gradually build up using the hearing aid longer each day, until you are able to wear the hearing aid all day. Remember that you are (teaching yourself) to listen again so the more you wear the hearing aids the faster you will get used to them and you gain more confidence.

In the beginning, avoid difficult listening environments where there is a lot of background noise. Hearing in background noise can be challenging. How well you can hear in background noise may also be affected by how other people communicate with you, acoustics and furnishings of different environments and the volume or type of background noise.

Don't be discouraged if you do not hear as well as you would have liked, it takes time to learn to listen with your hearing aid. Always remind your friends and family to speak clearly to you. The way they communicate with you can also affect how you hear with a hearing aid. See page 16 for some communication tips. It is important you take advantage of all the conversational clues available to you, including facial expressions, gestures and lip movement.

## What does a hearing aid do?

Hearing aids take a bit of time to get used to especially if you have never worn one before. Initially things will sound a bit strange, but your brain will relearn over time to cope with sounds you have lived without, whilst your hearing has been deteriorating gradually. At first you will hear a lot of sounds that you may not have been expecting to hear, and speech may sound a little strange. Remember, a hearing aid is not only to give you better hearing of speech, but to hear other sounds as well, such as a doorbell, telephone, fire alarm, ect.

## 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.

## 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.

# 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



## 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.

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

### Your hearing aid controls

#### TURNING ON/OFF

Turning the hearing aid **on**:

- close the battery compartment

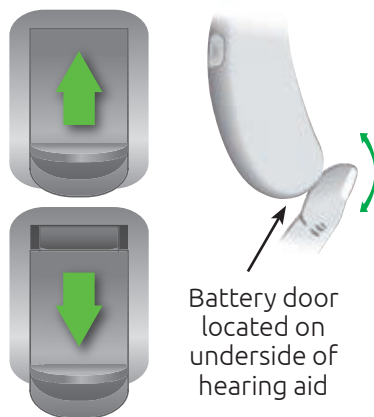
Turning the hearing aid **off**:

- open the battery compartment

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

**Red**: right

**Blue**: left



Battery door located on underside of hearing aid

#### 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

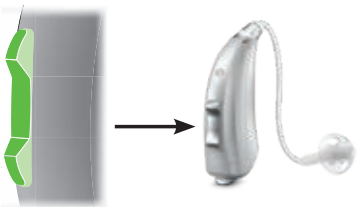
If it has been left on you can press up to make it louder. To make it quieter, press down.

#### 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.

PROGRAMME BUTTON

- Contrast S+ & HP+:
- Rocker switch only. Press down for 5 seconds to change the programme



- Contrast 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.



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.

## 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.



You can also have a loop system set up in your home for your television. To set one up at home, a cable is placed around the skirting board in the room where your television is situated, which connects to an induction loop box that is attached to the TV or radio. When the amplifier is switched on, the area within this loop will now amplify sound for hearing aid wearers on the loop program. The loop system is mains powered and can be plugged into any standard socket. Your Audiologist can advise you how to use the loop system with your hearing aid. Local social services can supply you with a loop system for your home free of charge.

## Using a telephone with your hearing aid

The most important thing to remember when using the phone is that you should hold the phone receiver to the hearing aid(s) and NOT your ear. As a hearing aid user, any sound now passes through your hearing aid at the top of your ear before reaching your ear. The pictures below show an example of how to achieve this.



Telephones vary a lot and sometimes may still be unclear with a hearing aid. Always advise friends and family to speak slowly and clearly.



## touchControl App™ Using your smart phone to control your hearing aids.

All Contrast 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**

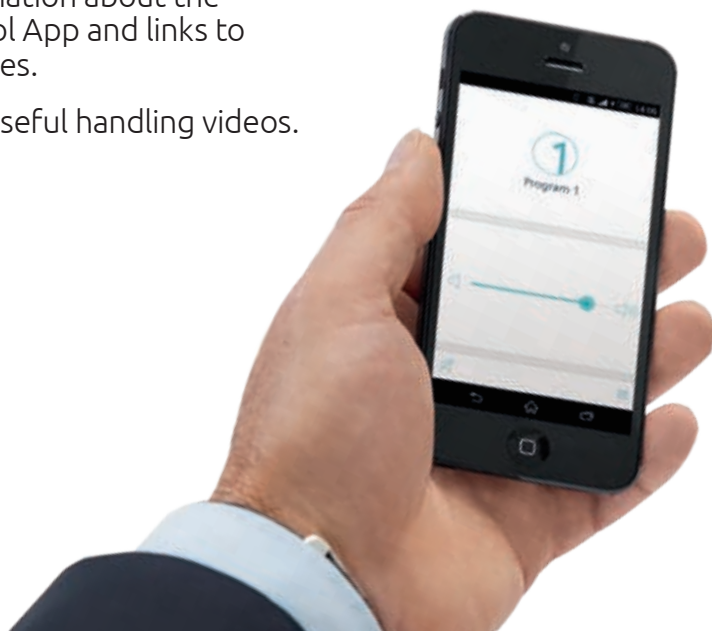


- Search for: touchControl App
- Download for free.
- A brief on-screen guide will help you setup the app for the hearing aids. Please follow these instructions carefully.

### VISIT

**[www.bestsound-technology.co.uk/siemens-hearing-aids/wireless/](http://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.



## □ 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



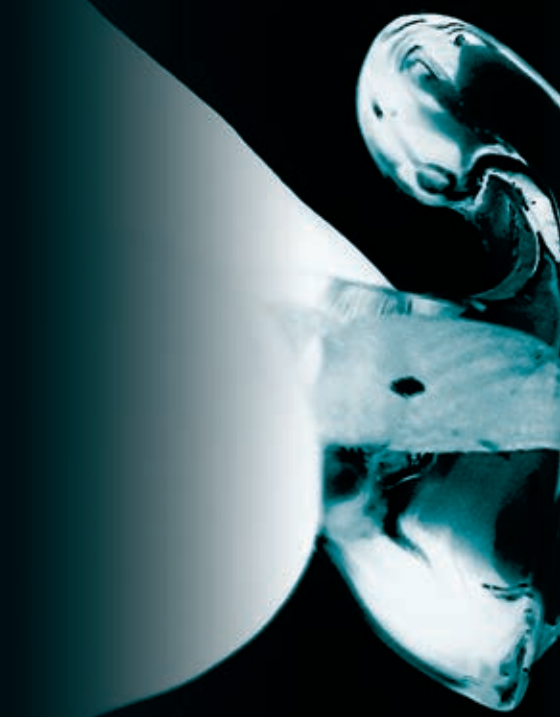
Push tapered end into ear mould and thread the hole (bottom one if there are two)...



...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.

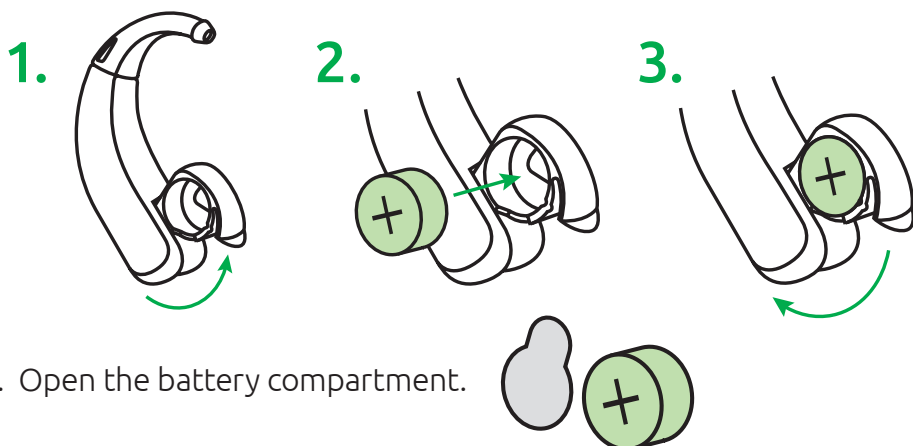


Please refer to your user guide/safety for specific safety information and your user control configuration. Follow the safety information to avoid damage or injury.

## 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

#### Please note:

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

## How long will a hearing aid battery last?

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

- Always keep batteries and hearing aids out of reach of children and pets.
- If swallowed, consult a physician or hospital immediately
- 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 recommend you have your hearing reassessed every three years. We will send you a reminder letter.
- We advise to have your ear mould retubed / life tube replaced every 6 months. You can do this without an appointment at West Middlesex University Hospital Audiology reception at the following times:

<b>Monday</b>	8:30am – 12 noon	1:30pm–5:00pm
<b>Tuesday</b>	8:30am – 12 noon	1:30pm–5:00pm
<b>Wednesday</b>	8:30am – 12 noon	1:30pm–5:00pm
<b>Thursday</b>	8:30am – 12 noon	1:30pm–5:00pm
<b>Friday</b>	8:30am – 12 noon	1:30pm–4:00pm
<b>Saturday</b>	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

- Alternatively you can also have your hearing aid retubed at Teddington Memorial Hospital Outpatients reception desk Monday – Friday 9 am – 5pm. If you wish to have this done at Feltham or Whitton clinics you need to book an appointment by phoning the Audiology department at West Middlesex University Hospital.
- If your hearing aid breaks down or you require an adjustment to your hearing aid you must book an appointment by phoning 020 8321 5681. You can request an appointment at West Middlesex University Hospital or at our out-reach clinics at Teddington Memorial Hospital, Feltham Centre for Health or Whitton Corner Clinic.

**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.



# 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 see our Audiology reception for a catalogue of equipment from Action on Hearing Loss.



Large  
button  
phone



Wake  
and shake  
alarm clock

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?

The hearing aids are on loan from the NHS. This means you may be liable to a charge if we find it is due to negligence on your behalf. If you have lost your hearing aid please contact the Audiology reception for an appointment. You need to provide a letter written by yourself or by someone on your behalf, to confirm you have lost your hearing aid.

## 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

### ACTION ON HEARING LOSS (formally RNID)

Action on Hearing Loss is the new name for RNID. 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.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

**E:** [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.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@rac.ac.uk](mailto:info@rac.ac.uk)

**Hammersmith & Fulham adult learning:**

020 8753 3600

**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

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

020 8891 7971

adultsocialservices@richmond.gov.uk

### **Ealing Deafplus:**

07805 980 425

london.ealing@deafplus.org

## 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).



Android and Google Play are trademarks of Google Inc. Apple App Store is a trademark of Apple Inc.

Sivantos Limited is a Trademark Licensee of Siemens AG

© Signia GmbH 06.2018 | JN9922 | Printed in UK

## 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:** [wmpals@chelwest.nhs.uk](mailto:wmpals@chelwest.nhs.uk)  
**T:** 0208 321 6261

Date produced: May 2019

To be reviewed: May 2020

Contact person:

Gillian Ross, Head of Audiology

العربية • বাংলা • Español • فارسی  
Lietuviškai • Polska • Português  
Русский • Soomaali • ትግርኛ

**Speak to your clinician**