



## **ISSUE APPOINTMENT**

An appointment has been made for you to be issued with a Hearing Aid/Hearing Aids. This appointment is allocated 45 minutes.

If you wish to bring a member of your family or friend with you, feel free to do so. If you need an Interpreter, you need to contact us in advance for this to be arranged. If you require transport and you have attended this department previously, contact us and this can be arranged. If this is your first appointment with us, you need to get your GP to arrange this.

If you fail to attend this appointment, you will be discharged back to your GP's care & will need a new referral. This is in line with the hospital policy. If you need to cancel this appointment, you are only allowed to cancel your appointment twice. If you cancel a 3rd time you will be discharged back to your GP & will need a new referral. This is in line with the hospital policy.

*Please arrive on time for your appointment. If your appointment is at West Middlesex University Hospital, report to the Audiology and Hearing Aid Reception. Failure to do so will result in not being seen.*

*If your appointment is at Feltham Centre for Health, report to the St. David's Practice. If your appointment is at Teddington Memorial Hospital, report to the Main Outpatient Reception Desk which is on the ground floor. If your appointment is at Whitton Clinic, report to the main desk on the ground floor.*

***Please ensure your mobile phone is switched off prior to this appointment. Please inform the Audiologist at the start of the appointment if you have a pacemaker.***

The purpose of this appointment is to fit your hearing aid/aids. You will be seen by an audiologist (RCCP registered). We are a training site for student Audiologists through The Middlesex University and University College London(UCL) on occasions you may see a student under supervision of an Audiologist. If you prefer not to see a student please contact us.

A brief medical history will be taken and your hearing test explained, if this has not been done before. Your ears will be checked for wax. Please note if your ears are blocked with wax, we will not be able to have the hearing aids fitted. You will have to see your GP to have the wax removed and then make a further appointment with us after this has been done. Your ear moulds or open fit hearing aids will be fitted and checked for comfort.

The hearing aids will be programmed to match your hearing test. The method used for this is called Real Ear Measurements (REMs). This involves putting a very fine, small, soft, flexible tube into the outside of your ear canal. The hearing aid is then fitted into your ear. Three sounds are played, a medium sound, a soft sound, and a loud sound. This enables us to see how the hearing aid is performing in your ear. You will then be asked various questions about how you are hearing speech with the hearing aids and if necessary the hearing aids will be adjusted. In certain circumstances we are unable to perform REMs eg. discharge, ear wax etc.

A full explanation of how to use the hearing aid is given; on/off, volume control, battery replacements, new batteries, expectations, fitting the hearing aid, how to contact us if there is a problem.

You will be offered a follow up appointment or a telephone call to check on how you are coping approximately 6 weeks after the fitting. This is your choice. If you opt for a telephone call, you will be contacted on a Saturday morning approximately 6 weeks from your fitting appointment. If you are out, we will not leave a message but contact you the following Saturday morning. If we miss you the second time an appointment will be sent. If you wish to cancel this appointment and do the follow up over the phone this is acceptable. If when doing a telephone Follow Up there are still issues we will then make an appointment.

All our contact details will be given to you so if you have any queries do not hesitate to contact us.