

Help with this leaflet:



If you would like this information in another language, large print or audio format, please ask the department to contact

Patient Information: 01223 216032

or

patient.information@addenbrookes.nhs.uk



We are currently working towards a smoke-free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS Stop Smoking helpline on 0800 169 0 169

Audiology

Patient Information

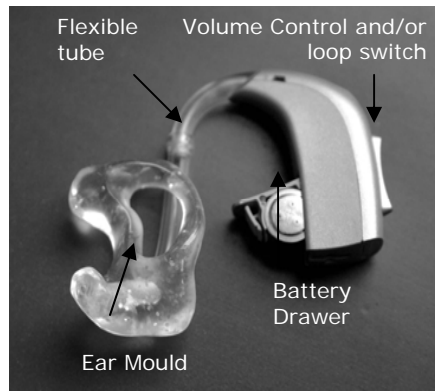
NHS Hearing Aids Problem solving

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This leaflet is intended to help hearing aid users, staff and carers in understanding the basics of hearing aid care.

Most NHS hearing aids come in three parts:

- custom made earmould or open fit ear piece
- hearing aid, powered by a battery
- flexible plastic tubing, connecting the hearing aid to the earmould/open fit dome



Audiology has open access repair clinics for retubing and earmould modification:

Monday: 09:30 -12:00 hours

Tuesday: 14:00 – 17:00 hours

Wednesday: 09:00 -12:00 hours

Thursday: 14:00 – 17:00 hours

Friday: 09:00 -12:00 hours

Common problems associated with hearing aids:

No sound

- check the hearing aid is switched on by pushing the battery drawer closed
- check that the earmould is not blocked with wax or moisture
- check the tubing is not kinked or blocked
- check the battery is in and it is inserted the right way up, and the tab has been removed. If in doubt, replace the battery

If you have an **open fit ear piece**

- check that the tube is not blocked or kinked
- follow the instruction manual to clean the tube using the cleaning tool provided in your fitting pack

Hearing aid whistling

- check mould/open fit ear piece is inserted correctly
- check mould/open fit ear piece is not too loose or damaged
- check the tubing is not split
- check there is no wax/discharge in the ear. If there is, consult your GP for advice
- **If there is still no sound or you have whistling problems, please attend the audiology repair open access clinic.**