

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

Document history

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Contact number	01223 245151
Publish/Review date	September 2010/September 2013
File name	Telephone_follow-up
Version number/Ref	3/PIN1662

Audiology Department

Patient Information

Telephone follow-up

Do not throw this leaflet away! It has useful information needed that may help you during your follow-up call. Please keep it safe next to your telephone.

You will be sent a letter with an appointment time scheduled for a telephone follow up call.

If you find this time is not convenient please ring the Audiology Department on 01223 217797 and ask for it to be changed.

Please remember to be at home for this call.

Do Not Attend The Hospital

What is the telephone follow-up service?

You will be contacted by an Audiologist several weeks after you have been fitted with your hearing aid(s) to see how you are getting along. This is called a 'follow-up call'. At the end of the call the Audiologist will decide if you need another appointment. This call is free of charge, as the Audiology Department will be telephoning you.

When is my follow-up call?

Typically this will be 8 to 12 weeks after your aid(s) were fitted. It may take this time to get used to the sound of your new hearing aid(s). General advice is to aim to be wearing your new hearing aid(s) for at least six hours a day by the time you receive your call from Audiology, unless the Audiologist advises you differently.

What will happen during my follow-up call?

The Audiologist will first want to check they are talking to the correct person. They will do this by asking you for your date of birth, address and will check it agrees with the information they have. The Audiologist will then ask some general questions about how you have been getting along with your new hearing aid(s), for example checking that they are comfortable and you know how to switch them on and off.

Use this space to write down any questions you may have for the Audiologist when they call.

Cancellations

If you need to cancel your follow-up call for any reason, please call the Audiology Department on 01223 217797 or write to:

Audiology Department
Box 94
Addenbrookes NHS Trust
Hills Road
Cambridge
CB2 0QQ

The Audiologist will then ask you about your hearing aid(s) in a number of different situations. These situations are the same ones you discussed with the Audiologist before you were fitted with your hearing aid(s) such as:

- Listening to the television with other family or friends with the volume adjusted to suit other people.
- Having a conversation with one person when there is no background noise.
- Having a conversation in a busy street or shop.
- Having a conversation with several people in a group.

They will also ask you about any other situations that you identified with your Audiologist, where it is important for you to hear as well as possible.

For each of these they will ask you if you have been in this situation since having your hearing aid(s), and if so, for this particular situation :

- how much you use your hearing aid(s)
- how much your hearing aid(s) help
- how much difficulty you still have
- how satisfied you are

How long will the follow-up call take?

It can take time to go through all these questions, but it gives the Audiologist a good picture of how you are getting along, so it is important to complete. Typically it will take about 20 minutes. You may want to have a seat next to the telephone so you can sit down during the call.

Getting used to your new hearing aids

It may take time and patience to get used to your new hearing aid(s). This is because your brain will have adapted to hearing less, and it will have to adapt back to hearing better.

Initially you are likely to find the world far noisier than you are used to, and things sound different. This is because, for the majority of people, their hearing will have decreased slowly over a number of years and they will have forgotten how things used to sound. In particular, many people lose the high pitches of sounds first, so when initially wearing your new hearing aid(s) things may sound more tinny than before.

Using the telephone with your hearing aid

The following tips should help:

- If you answer the telephone when you are not wearing your hearing aid(s), ask the caller to wait whilst you put your hearing aid(s) in.
- Hold the telephone receiver slightly higher than normal, so the middle of the speaker lines up with the top of your hearing aid where the microphone is.
- If your telephone has a built-in telecoil adaptor (also known as a Loop), and your hearing aid has a telecoil programme. Switch your hearing aid to the telecoil setting during the call.
- If your hearing aid(s) or telephone has a volume control, adjust it so you can hear comfortably.

If you find you are still having problems hearing on the telephone when using your hearing aid(s), and are concerned that you may not hear well enough for your follow-up call, you can cancel it and have a follow-up appointment at the hospital. To do this, please let the Audiology Department know by writing or telephoning. This can be done by someone else on your behalf, with your agreement. You will need to give your name, date of birth and the first line of your address.