



York and Scarborough
Teaching Hospitals
NHS Foundation Trust

Hearing aids

Troubleshooting, care and maintenance
information for patients, relatives and carers

① For more information, please contact:
The York Hospital Audiology Department
Telephone: 01904 726741
Email: hearingaidrepairs@york.nhs.uk

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If the hearing aid is whistling, intermittent and/or buzzing;

This could be 'feedback', which is when sound from your hearing aid leaks out and gets picked up by its microphone;

- You may not have your ear mould in properly – push it gently to check.
- You may have excess wax in your ears – ask your GP to check.
- If your hearing aid has a volume control, check whether the volume is too high / whether you have switched to the 'T' / loop setting by accident.
- For life tips users, also check that there isn't a small hole in your tube causing the sound to escape.



If the hearing aid is low / no output (has gone “dead”);

- Check that there is no wax blocking the tubing.
- Condensation in tubing is a very common problem: Detach the tube from the hearing aid hook/elbow. Clear by blowing / drying it out.
- The elbow (small hook your tubing attaches to) may need changing: Unscrew it from the aid and if it starts working again, contact us for a replacement.
- For life tips users, detach the life tip from the hearing aid unit, if the aid starts to work, you need to clear a blockage from your tubing or obtain a new life tip.

You may need to telephone for an appointment if;

- Your ear-mould has broken / does not fit well / is making your ear sore / itchy or painful. (Do not attempt to “self-modify” a painful mould).
- You require a new mould; **but** please get your ears checked for wax before booking.
- The hook (the elbow) of the hearing aid has cracked or come loose.
- The tubing has split/hardened/slid out and you cannot replace it yourself. You can ask to be shown how to re-tube at a service/repair appointment.

Please note; Tubing should always be flexible and clear which is why we recommend changing it every four to six months. Hardened tubing can cause damage to the mould/aid and decreases the clarity of the sound received.

Replacing Batteries;

Batteries are free to **NHS patients**, on production of the brown book given at your issue appointment. We can post some out if your GP/local health centre does not offer this service.

NHS policy entitles patients to **one** packet **per** hearing aid. They do not have a great shelf life so it is better to get them little and often.

One packet of six batteries can last **up to** 12 weeks per aid.

We encourage patients to return batteries to us for recycling.

It is important to carry spare batteries with you

Changing the battery;

- If the sound from your hearing aid becomes more faint/disappears or becomes crackly/fuzzy.
- When you get the warning bleep/s that it is low.
- When you change it, make sure that it goes in the battery compartment the right way round. The sticky
- **Hearing aid unit;** wipe it carefully with a soft, dry cloth or tissue. Take care not to get it wet and **never** apply hairspray whilst wearing them.

Never use any kind of adhesive on ear moulds, tubes or on the aids in an attempt to fix anything!

Contact us for a service / repair appointment or for replacement parts posting.

If you have two hearing aids – one for each ear – make sure that you don't lose track of which ear mould / ear piece goes with which aid!
(Red = Right / Blue = Left)

Hearing aids should be worn as much as possible – **All** day, **every** day - it can take several weeks of constant use to truly acclimatise, the same is applicable if you are dispensed two, wear them together, as pair, all day. It is **very** important to contact us if you are struggling with this aspect of hearing aid use.

If, after checking everything in this leaflet, your hearing aid is still not working - Make an appointment with us!

**Space for your notes or any questions
you have for the Audiology team**

Tell us what you think of this leaflet

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Audiology Department, The York Hospital, Wigginton Road, York, YO31 8HE, telephone 01904 726741 or email hearingaidrepairs@york.nhs.uk.

Teaching, Training and Research

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

Patient Advice and Liaison Service (PALS)

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email pals@york.nhs.uk.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供，電
或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

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