Information about your hearing aid

York and Scarborough Teaching Hospitals NHS Foundation Trust

Information for patients, relatives and carers

ⓘ Contact Details:

Audiology Department, York Hospital
York Hospital, Wigginton Road, York, YO31 8HE

Audiology Department, Springhill House
19 Springhill Close, Scarborough, YO12 4AD

Telephone: 01904 726741
Phone lines are open Monday-Friday, 8.45am-15.45pm option 1 for batteries or tubing, option 2 for general queries or to reschedule an appointment

For those unable to use the phone, please text:

Text York, Selby and Thirsk: 07970671249

Text Scarborough, Coastal sites, Malton: 07903869587

Email: yhs-tr.hearingaid.repairs@nhs.net
yhs-tr.audiologyadmin@nhs.net

Website: https://www.yorkhospitals.nhs.uk/our-services/a-z-of-services/audiology/

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Notes

Welcome to Audiology

Welcome to York and Scarborough Teaching Hospitals NHS Foundation Trust hospitals. You have been referred for a hearing aid assessment and fitting.

You have been assessed by a qualified audiologist who has suggested that you may receive benefit from hearing aids.

This booklet will explain what to expect from NHS digital hearing aids as well as the specific settings that your hearing aids have installed. There is also some useful information on maintenance, troubleshooting, connectivity and links for further support in this booklet.

Getting to know your hearing loss

☐ Mild

Sometimes patients with this level of hearing loss have difficulty following speech, especially in noisy situations. It usually manifests itself as a lack of clarity or the feeling that people are mumbling. This type of loss is often noticed by family first rather than the patient.

☐ Moderate

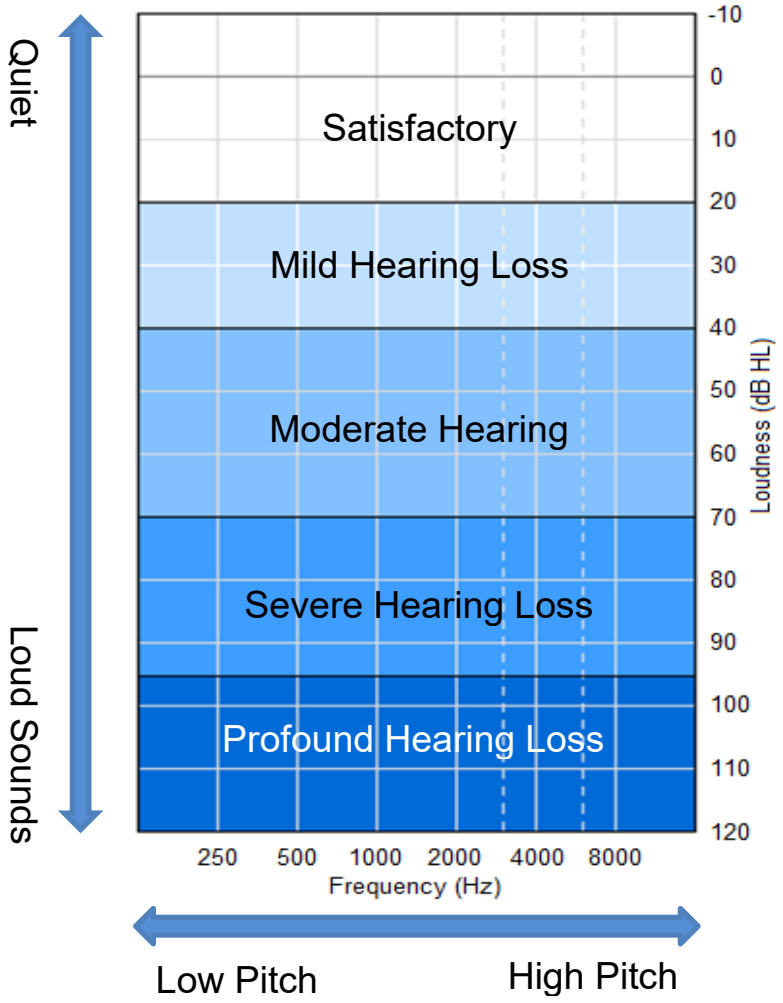
Often patients have difficulty following speech and may miss other quiet noises. Amplification is very successful for this loss, but patients may also need to make use of good communication tactics.

☐ Severe

Usually, patients are unable to hear average speech, even in quiet surroundings and may not hear general noises such as traffic noise unless they are loud. Amplification is very successful for this loss, but patients also need to use good communication tactics. Lip reading classes may also be very useful for patients with this hearing pattern.

☐ Profound

Patients would be unable to hear most sounds unless they are very loud. Amplification is often useful, but patients will need to rely on good communication tactics. Lip reading classes will also be very useful for people with this hearing pattern.



Please note: Hearing can vary depending on the pitch, meaning patients often have hearing levels that fall into more than one category. Hearing can also differ between ears.

The type of hearing loss you have depends on which part of your hearing system isn't working properly. You may notice that we use one of the following terms to describe your hearing loss:

☐ Sensori-neural

Sensori-neural hearing loss is a common type of hearing loss which affects the inner ear. This is either the sensory hearing organ (the cochlea) or the hearing nerve. This type of hearing loss is usually permanent. It may be caused by age-related changes, noise exposure, viral infection, or medication that is toxic to your hearing system amongst other things. If you are born with hearing loss or hearing loss runs in your family, it will usually be sensori-neural.

☐ Conductive

Conductive hearing loss can be temporary or permanent and affects either the outer ear or the middle ear. Conductive hearing loss may be caused by ear infections, perforated eardrums, middle ear fluid or conditions such as otosclerosis (a stiffening of the little bones in the middle ear) amongst other things.

☐ Mixed

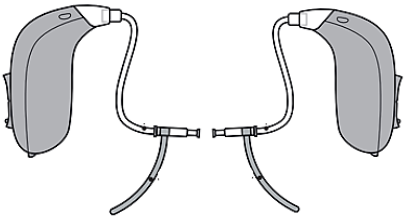
Mixed hearing loss is a term used to describe a hearing loss that has a combination of sensori-neural and conductive components to it.

An introduction to hearing aids

If suitable, you will be offered digital hearing aids. 'Digital' means that they are programmed by a computer to a prescription suitable for your hearing loss. A hearing aid should make speech clearer particularly in a quiet room.

Either a slim tube or an ear mould has been prescribed for you, depending on your hearing loss. Your hearing aid may look like one of these below:

Your audiologist has recommended the following type of earpiece for your hearing aid:



☐ Slimtube



☐ Earmould

Slimtubes are most suitable for patients who have mild to moderate sensori-neural hearing losses which mainly affect the higher frequencies.

Ear moulds enable us to provide you with more amplification as they are custom made to the shape of your ear. Therefore, these tend to be more suitable for moderate to profound hearing losses, particularly if there is a conductive component. They may also be used if you have allergies or dexterity issues.

What should I expect from my hearing aids?

Will I have normal hearing with hearing aids in?

No, the hearing aids will not restore normal hearing, but they will assist you with your hearing loss. Sound will become more natural over time, and they should help to take the strain out of listening. You may still find it difficult to follow what people are saying and, if both ears are impaired, wearing two aids may help you to focus better on what you want to listen to.

In noisy places such as a café or restaurant, background noise will still be present just like it is for someone who has normal hearing. Careful consideration should be made to where you place yourself. For example, in a restaurant try to sit at the edge of the room with your back to the wall as the acoustics will be better there than in the centre. Hearing aids also work better over shorter distances, so make sure you are no more than 1.5m from the person you want to hear.

What to expect from my hearing aids in the first six to eight weeks?

When the aids are fitted the sound of your own voice will probably be a little strange. Most people adapt to this sound quickly. You may also feel like the sound is ‘echoey’ and ‘tinny’. Again, you will acclimatise to this with consistence use of the hearing aids.

Getting started with your hearing aids:

You have been issued hearing aid(s) for:

☐ Left ear ☐ Right ear ☐ Both ears

You have been given **additional programs:**

Start-up program: .....

Additional program 1: .....

Additional program 2: .....

Additional program 3: .....

Your **volume control** is:

☐ Off ☐ On

Refer to the manufacturer specific instructions you may have been given in clinic for further instructions specific to your hearing aid.

If you have two hearing aids, they should be colour coded for left and right. A small, coloured marker will be visible either inside the battery door compartment or on the outer casing near the battery door.

Red indicates the **Right** hearing aid
Blue indicates the **Left** hearing aid

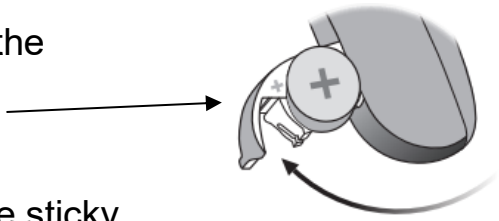
Information about the batteries

Changing the battery

Your battery size is:

☐ 312 (brown) ☐ 13 (orange) ☐ 675 (blue)

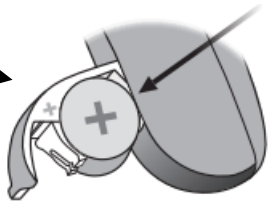
1. **Remove -** Fully open the battery drawer. Remove the battery



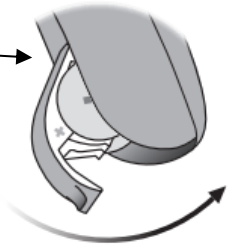
2. **Uncover -** Remove the sticky label from the + side of the new battery (Wait two minutes so that the battery can draw air, to ensure optimal functioning.).



3. **Insert -** Insert the new battery into the battery drawer. Insert it from above, not from the side. Make sure the + side is facing up



4. **Close -** Close the battery drawer. The hearing aid will play a jingle through the earpiece. Hold the earpiece close to your ear or in your ear



Please note: Inserting new batteries may differ slightly with different hearing aid models, or if you have a lockable battery door.

When to replace the battery?

Batteries last for up to seven to 10 days. Beeping will sound approximately 30 to 40 minutes before they run out. You can either change the batteries once a week or wait for the hearing aid to prompt you that the battery needs changing.

Do not wait for the battery to completely run out and always change both batteries if you have two hearing aids. Check the expiry date on the back of the dial pack before using the battery.

How do I obtain replacement batteries?

Batteries are provided free of charge for all NHS patients. You will be provided with a year's supply of batteries at your initial fitting appointment, when you require another supply, please contact us by email or telephone and we can provide some more in the post.

Batteries and replacement tubing are sent in the post second class so please allow 10 to 14 days for delivery of items.

Telephone: 01904 726741

Option one for batteries and tubing

Email: yhs-tr.hearingaid.repairs@nhs.net

Battery safety

Important Notice

In response to a **National Patient Battery Safety Alert** released on the 13/12/2019 detailing the risk of harm to young children from hearing aid batteries, we are delivering the following guidance:

Batteries can be extremely dangerous if ingested or pushed up the nose/down the ear canal. Remember to keep your hearing aid batteries out of sight and out of reach from children and pets. This could be in a raised cabinet, or a cupboard locked with a key or child-locking mechanism. If you drop a battery, then pick it up straight away.

If your child has ingested a hearing aid battery or pushed one up their nose/down their ear canal, seek immediate medical attention from the nearest Emergency Department. If your pet has ingested a hearing aid battery, seek veterinary attention as soon as possible. When changing out hearing aid batteries avoid placing the battery in your mouth or holding it between your lips. This can contaminate the battery, or more seriously lead to accidental ingestion. When the batteries run out, keep them somewhere secure and safe until such a time that you can take them to a place for safe disposal via recycling.

How should I store my batteries?

- Store your hearing aid batteries at room temperature.
- Storing batteries in hot places shortens their lifespan.
- Do not store batteries in the refrigerator.
- Batteries should be stored in the supplied dial packs and not carried loose in your pocket as metal objects can cause a battery to short out, leak or rupture.
- The standard shelf life of a hearing aid battery is four years from the date of manufacture. The use by date will be displayed on the packet, please do not use batteries that have exceeded this date.

By law, all hearing aids issued to children under the age of five years must be fitted with a lockable battery door. However, we extend the offer of a lockable battery door to all its patients who use hearing aids, with particular consideration to young children under the age of five years, parents or grandparents of young children, individuals with additional needs and individuals with pets. The option of having a lockable battery door will be discussed in your hearing aid fitting appointment.

Hearing aid controls

Turning the hearing aid off

Open the battery compartment so it is slightly ajar.



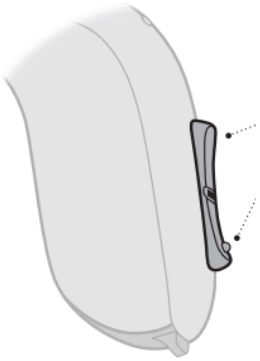
Turning the hearing aid on

Close the battery compartment with the battery in place



Changing the program

You may have additional programs installed on your hearing aid (see page 10). These are programmed by your hearing care professional.



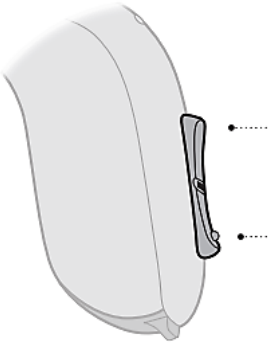
Press up or down between programs.

Please note: if you have the volume control active, the program button is activated by a long three second press. If you have opted for no volume control, the program button is activated by a short click.

☐ Long press ☐ Short press

To get back to your start-up program, turn the hearing aid off and on again by opening and closing the battery compartment.

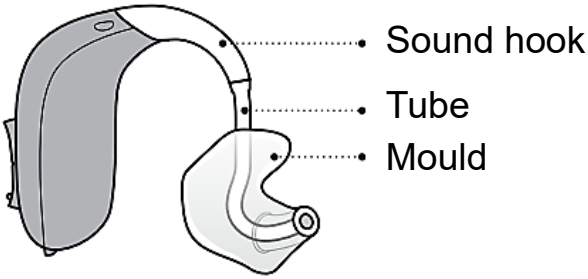
Adjusting the volume control



All hearing aids have an automatic volume control which adjusts depending on the listening situation you are in. You may have a manual volume control on your hearing aid (see page 10). The volume button allows you to make additional adjustments to make the sound more comfortable.
The range of adjustment is not infinite and will be set by your audiologist. You will hear a click when you turn the volume up or down

To reset to your prescription volume, turn the hearing aid off and on again, by opening and closing the battery compartment.

Hearing aids with ear moulds



Inserting your hearing aid

See our website for some videos on how to put your aid into your ear.



1. Raise the aid to your ear as shown. Tuck the top point of the mould into the upper fold of your ear.



2. Push the bottom half of the mould down into your ear.



3. Press the mould piece firmly into your ear. 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 the ear mould

- We recommend that the ear mould (still attached to the hearing aid) is wiped with a wet wipe every night to keep it hygienic. Do not get the aid wet. We do not recommend that you separate the tubing from the hearing aid elbow.

- If you find that the tubing is blocked with water (condensation), then **gently** flick the ear mould; this should dislodge the water. Do not blow down the tubing as your breath is warm and this will lead to further condensation problems. If condensation is a recurring issue, we can provide anti-condensation tubing, please contact the department for this.

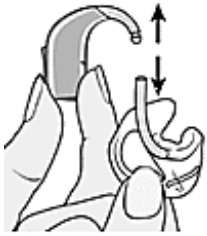
- If you find that the tubing is blocked with wax, you may be able to remove it using a wet wipe or by picking it out with a blunt-ended pin. If not, the tube will need replacing (see pages 19-20) or book an appointment to have the hearing aid re-tubed if you are unable to do this yourself.

- You may find that over time the part of the ear mould that goes down your ear canal becomes discoloured. This is a normal reaction with your ear wax and cannot be seen by others. The ear mould only needs replacing, if it is split/ broken or a poor fit.

How to re-tube your ear mould?

Servicing
The earmould needs re-tubing every four to six months. You can either follow the instructions below and do this yourself by requesting for tubes to be sent in the post or contact us for a face-to-face appointment.

1. Remove the old tubing from the hook and mould and keep it. It may help to use a pair of pliers.

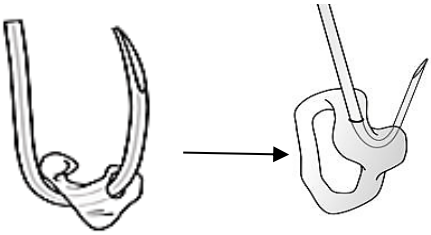


   Please note: If the tubing is over four to six months old, the tubing may be stiff and be difficult to remove from the hook. If you need assistance with this, you can book a face-to-face appointment or drop or post the hearing aid off for this to be done by a clinician.

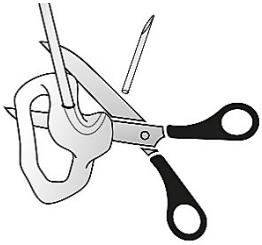
2. Thread the new tube (with the tapered end) through from the outside of the ear mould.



3. Pull the tubing through the ear mould until the tapered end has passed right through the ear mould. The tubing should now be at a right angle, with the tubing flat against the outside of the ear mould.



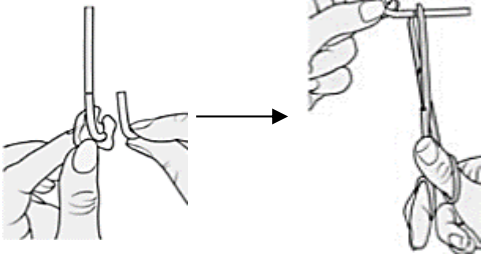
4. Using scissors, cut the tapered end of the tube so that it is flush with the end of the earmould.



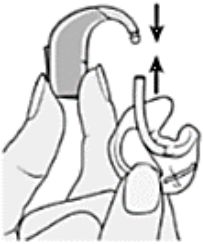
5. To adjust the tubing to the right length, place the earmould in your ear and the hearing aid over the top of your ear. Ask somebody to make a mark where the tubing and end of the hook / elbow meet. Cut the tubing at this point. Another method is to hold the old piece of tubing against the new piece of tubing and cut it to the same length.



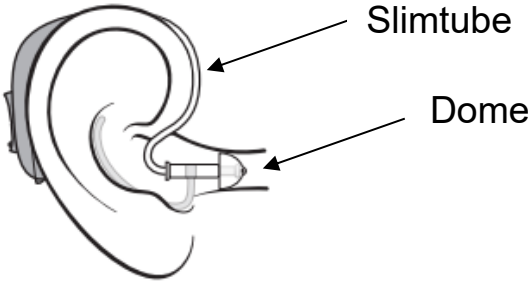
or



6. Finally, you need to re-attach the tubing to the earmould by squeezing the top of the tubing and wiggling it on over the end of the elbow / hook.



Hearing aids with slimtubes



Inserting your hearing aid

See our website for some videos on how to put your aid into your ear.

1. Hold the slimtube between the thumb and forefinger and insert the domed end of the tube into your ear canal. Gently work it into position to make sure it is firmly in your ear.



2. Take the anchor of the Slim Tube and flick it into the bowl of your ear. This will help to keep it in place.



3. Lift the hearing aid over the back of the ear to secure it into place. Turn the hearing aid on.



Cleaning the slimtube

- Disconnect the slimtube from the hearing aid by unscrewing it anticlockwise **or** pulling the tubing away from the hearing aid (depending on which hearing aid you have)

- Insert the cleaning wire into the slimtube from the end that has been unscrewed from the hearing aid.

- Thread the cleaning wire all the way through the tube until it pokes out of the dome.

- Pull the cleaning wire completely through the slimtube.

- Wipe away any earwax or debris which may be stuck to the dome.

- Re-attach the slimtube to the hearing aid by screwing it on clockwise until it is tight **or** pushing it back in, making sure the tube is secured by a double ‘click’.

Servicing:
Your slimtube needs to be replaced every six to 12 months. Please make a repair appointment for this or, if you are confident enough to do this yourself, you can request a new slimtube by post. Please use the contact details on the front page of this booklet

How to replace or re-tube a slimtube

The tube and dome on your hearing aid can become blocked and brittle over time. This can affect the sound quality and how well the hearing aid works. To get the best performance out of your hearing aid the tube needs replacing around every six months.

If you have a hearing aid in each ear, we will send both a right and left tube.

1. Detach the old tube from the hearing aid by either unscrewing it anticlockwise **or** pulling the tubing away from the hearing aid (depending on which hearing aid you have).

2. If you have a hearing aid for each ear match the left tube (blue number) with the left hearing aid (blue hearing aid marker) and the right tube (red number) with the right hearing aid (red hearing aid marker).

3. If the tube twists on/off, line up the new tube 'upside-down' to the hearing aid body. Then turn the tube clockwise to attach it. If the tube is removed by a 'pull' then push the new tube on with a double, click- securing the tube in place correctly.

What should I do if my hearing aid stops working?

Please follow the instructions below which may help you figure out the issue with your hearing aid:

1. Please insert a new battery. Then cup the hearing aid in your hand close to your ear and listening for any whistling or feedback from the hearing aid

2. If there is no feedback or whistling present, please remove the tubing from the hearing aid and repeat step 1.

3. If feedback is present this suggests that there is a blockage in the tube, and we can provide new tubing in the post for you to change over yourself or you can book an appointment to come in and have the tubing changed.

4. If there is no feedback present when the tube isn't attached this suggests the hearing aid is faulty and you can utilise our postal/ drop off service **or** contact us for a face-to-face appointment.

If the ear mould tubing is blocked:

- Please follow the instructions on page 19/20

If the slim tube is blocked:

- Please follow the instructions on page 22/23

If your hearing aid is whistling while it is in your ear:

You may experience some occasional whistling or feedback if there is interference with the microphones at the top of the hearing aid. For example, this can happen if your hair rustles against the microphones **or** when putting a hat on etc. However, persistent feedback or whistling can occur for several different reasons:

- **Is your ear full of wax?** Wax blocking your ear will cause your hearing aid to whistle. Please seek an appointment with your GP to check your ears for wax

- **Check** that the ear mould or slim tube is inserted correctly.

- **Is the ear mould loose?** It should be a snug fit. If it is not, you may require a new one. Please book a repair appointment. For us to take an impression of your ear it needs to be totally clear of wax. Your GP can check this for you.

- **Is the tubing hard or discoloured?** Hard tubing can crack easily and prevent effective amplification. We recommend regular tubing replacement. For ear moulds this is approximately every four to six months and for slim tubes every six to 12 months.

Hearing aid connectivity

Bluetooth- Oticon (Android Devices)

You can pair your Oticon Bluetooth hearing aids to your Android device through the Oticon Companion app. This will allow you to control your hearing aids from your phone's screen.

Please note: Oticon hearing aids **do not** stream to Android devices at present.

1. Download Oticon Companion from the Google Play™ Store and open it on your device.
2. Make sure your phone is set to allow Bluetooth.
3. Ensure Oticon Companion app has Location Services switched on (this is essential for the app and bluetooth function).

The rest of the pairing now should be done via the Oticon Companion app:

1. Turn the hearing aids off and on and place them close to your smartphone. They will remain in pairing mode for three minutes.
2. Open the Oticon Companion app and the paring screen should automatically come on.
3. Tap "Pair now" to initiate the pairing process and follow the steps on screen.
4. Once the pairing is complete, you can begin controlling your hearing aids from your phone.

Bluetooth- Oticon (iPhone/Apple Devices)

You can pair your Oticon Bluetooth hearing aids to your Apple device through Bluetooth and the Oticon Companion app. This will allow you to control your hearing aids from your phone's screen and stream audio or telephone calls.

1. Download the Oticon Companion on the App Store. You should download and install the app before starting the paring process.
2. Go to Settings via your phone's menu and make sure Bluetooth is turned on.
3. Scroll down a little and then select Accessibility.
4. From the options on the Accessibility menu, select Hearing Devices.
5. Turn the hearing aids off and back on and place them close to your iPhone. Min 50% battery power is recommended when pairing for the first time.
6. Select the hearing aids from the list and tap ”Pair” in the dialog box.
7. Wait until the blue volume bars show up and then return to the app and follow the steps on screen.
8. Once the pairing is complete, you can begin controlling your hearing aids from your phone and you should be able to stream audio and calls.

Bluetooth - Phonak (Android/Apple Devices)

You can pair your Phonak Bluetooth hearing aids to your Apple or Android device through Bluetooth and the My Phonak app. This will allow you to control your hearing aids from your phone's screen and stream audio from your phone.

1. Go to your iPhone or Android home screen and tap on the "Settings" icon.
2. In the settings menu, tap on the "Bluetooth" icon and ensure Bluetooth is turned on.
3. Open the battery door for five seconds and then close the battery door to switch the hearing aids off and on again.
4. After several seconds, the name of your Phonak hearing aids will appear in the settings screen.
   Please note: It will only connect to the right hearing aid and 'piggyback' the signal over to the left aid.
5. You will now see a message, "Bluetooth Pairing Request" Click "Pair" and a connection beep will be heard in the paired hearing aid.

Please then download the MyPhonak App from the Google Play™ Store or App store, and follow the instructions within the app to gain connection.

What is RemoteCare?

Your devices have the ability to allow for remote adjustments, without the need for you to attend hospital. This may involve a virtual consultation via video using your mobile phone or tablet.

1. Do you have a smartphone or Android or IOS compatible device and are you familiar with smart technology?
2. Do you have a working email address?

If yes, below are the services we offer via RemoteCare:

- Adjusting the gain or volume of hearing aids.
- Enabling or disabling Volume control.
- Adding or removing a program.

Below are the services we are unable to offer via RemoteCare and an appointment may be required:

- Faulty or broken hearing aids.
- Hearing tests, issues with whistling and tinnitus adjustments.
- Issues with fitting or uncomfortable hearing aids or earpieces.

If you are interested in using this service or would like more information about RemoteCare please contact the Audiology Department.

Communication tips

Hints and tips for you:

- **Make sure you can see people's faces clearly when they are talking to you.** It is harder to lip-read when someone has their hand over their mouth or there is light shining in your face.

- **Positioning.** The best place to be is directly in front. However, if you have better hearing in one ear, then position yourself appropriately.

- **Minimise background noise.** Background noise, such as television or radio, can disrupt clarity of speech. Choosing a quieter location can be very beneficial.

- **Tell the speaker you have difficulty hearing them.** The speaker needs to be aware that you have a hearing loss before beginning a conversation so that they can adapt their communication tactics.

- **Repeat, rephrase, or write it down.** If you are finding a situation difficult, having a different strategy may make it easier for you to be included.

- **Be kind to yourself.** Nobody hears everything first time, every time. Do not be afraid to ask for help.

Hints and tips for your family and friends:

- **Ask them to speak one at a time.** This ensures that you can face the speaker at all times. Having several speakers at once will increase background noise and will make it more difficult for you to follow the conversation.

- **Speak up, but do not shout.** Shouting does not improve clarity of speech. Instead, it can make the hearing aid create distorting sounds which reduce clarity.

- **Slow down speech and do not exaggerate words.** Slowing down the pace of the conversation can often be more helpful to someone with hearing loss than raising your voice. However, going too slow or exaggerating words can disrupt the natural rhythm of speech, making it more difficult to follow the context of the conversation. Also, exaggerated words look different when lip-reading and so may not improve their meaning.

- **Use hand gestures and facial expressions appropriately.** Non-verbal communication can support what we hear.

Frequently asked questions

How do I get used to wearing a hearing aid?

You should wear your hearing aids as much as possible to give your brain chance to adjust to the sound of them, preferably from the moment you get up until the moment you go to bed. For the first few weeks you might find the experience a little unsettling but persevere, you will adjust! Processing sound is a very complex skill so ultimately, if you don't practice, you will never be very good at it! It takes the average person around eight to 12 weeks to get used to new hearing aids.

I have had one hearing aid for a long time and now I have been given two, one for each ear. What will this feel like?

You might remember how strange it was when you got your first hearing aid. When you get your second aid it will probably feel just as strange, but you will likely get used it quicker because your brain already knows what to expect. With two hearing aids rather than one, you may find that you are able to localize sound (tell where sound is coming from) better and maybe even hear speech in noise with more clarity.

How often does my earmould need replacing?

Your ear mould only needs replacing if it is broken, split, cracked or lost. If your ear mould is fitting well, we can order a replacement from a scanned copy without seeing you for an appointment. However, if your ear mould is ill fitting, you will need an appointment so we can take a new impression of your ear.
Please note: Your ears need to be wax free for this.

Can I use my glasses and my hearing aids together?

Yes, a large proportion of our patients wear both so this should not be a problem. We advise your glasses should sit closest to your head and your hearing aids should sit on the outside of your glasses arm. Please be careful taking your glasses on and off.

Can I shower or swim in my hearing aids?

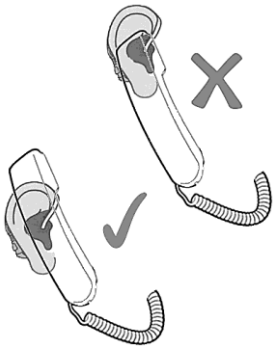
No. Hearing aids are 'splashproof' not waterproof so keep them dry at all times. If you get caught in a heavy down pour, please ensure your hearing aids are covered where possible by a hood or umbrella.

Please note: The hearing aids should not get wet. During showering, heavy rain, at the hairdressers, using hairspray etc., they should be removed to prevent damage. If the aid is damaged through negligence a charge may be incurred

Can I sleep with my hearing aids in?

No, you should remove your hearing aids when going to bed. Ensure the hearing aids are switched off.

When using the phone, where is the best place to put the handset?



The microphones are on the top of the hearing aid and not near your ear canal. Position the handset nearer to the top of your ear, not down by your ear canal like you usually would. This will take practice.

You may find it useful to use a phone with a loudspeaker rather than using the handset, as then you can listen with both ears.

Are there any listening situations that I will still struggle in, even with my hearing aids?

Your hearing aids are programmed to automatically adjust to suit the environment that you are in; however, there are limitations to the technology. Sometimes manual programs can be added to help specifically with environments that you find especially hard to hear in. These options can be discussed with your audiologist.

What if I don’t like the feel of the hearing aid in my ear?

Like with glasses, most people will find the feel of a hearing aid strange at first. With time you will most likely get used to the sensation of having something in or on your ear. If the problem persists, and you are experiencing some discomfort from either the earpiece or the hearing aid itself, then get in touch with the Audiology Department to arrange an appointment. Please do not try and modify the earpiece or hearing aid yourself. It may be that you have an allergy to the material of the earpiece, or a slightly different size may fit you better.

What is the loop system?

The loop system is an assistive listening device that works along with your hearing aid. It may also be referred to as the telecoil, or T-system. It is often installed in public buildings such as churches, theatres, banks and supermarket tills. The aim of the loop system is to help overcome background noise. The loop system must be activated in your hearing aid for you to be able to connect. Please speak with your audiologist if you are unsure about your settings. The loop system requires no extra wires or receivers. You can tune into the loop system where you see the sign (shown right).



What will happen after I have had my hearing aids issued?

You will be given the option of a telephone follow up or you can post your follow up questionnaire back to us after a period of three months. This is a good timescale for you to get used to your hearing aid so please try not to make an appointment before then, unless your hearing aid has stopped working or you are unable to use your hearing aid for another reason.

How often should I have my hearing retested?

You will generally be due a reassessment after having your hearing aids for four years.

This is done on a self-referral basis, and you will need to contact Audiology for an appointment.

If there are more suitable hearing aids available for your hearing loss you may have your hearing aids upgraded, otherwise we will reset your current hearing aids to your new hearing test.

What is Datalogging on my hearing aids?

Your devices have the ability to store information about how you use them, such as the hours of use, the adjustments you make, and the adjustments the hearing aid makes for you. This is useful for Audiologists as we can use this information to fine tune your hearing aids, should you come back with any issues with the settings. You will be asked in your fitting appointment if you would like data logging activated or deactivated.

Are my hearing aids Bluetooth?

All NHS hearing aids have some form of Bluetooth installed in the hearing aids. Please see page 26-page 28 to see if your mobile is compatible with your hearing aids.

Replacement of lost or damaged hearing aids

You have been issued an NHS hearing aid/s which is yours to use for as long as you need it and is on loan from the NHS. It is your responsibility to take good care of it but if it is lost or damaged through neglect then there will be a **£80 charge per hearing aid** before a replacement is issued.

The charge is for the lost or damaged device and not for the new one as it remains the property of the NHS.

You will have been asked to sign a consent form at your fitting appointment to confirm you are aware of the lost aid charge.

You do have the right to appeal against the charge and this must be done in writing to the Head of Audiology or verbally via the PALS office. They will record the reason for appeal and e-mail this information to the Head of Audiology. Other exemptions may apply - please ask the Audiology Department for further information about exemptions.

Please note: Repeatedly losing an aid or maliciously damaging it will incur a cost for replacement, regardless of exemptions.

Additional useful services

1. **YorSensory North Yorkshire -** City of York Council has commissioned the YorSensory Team to deliver services for anyone living within the City of York who may have any degree hearing impairment.

   Drop in:
   Wilberforce Trust, Wilberforce House,
   The Grove, York, YO24 1AN
   Telephone: 01904 202292
   Text: 07580750346
   Email: enquiry@wilberforcetrust.org.uk

2. **North Yorkshire Sensory Team -** If you need support with daily living tasks and to help maintain your independence, you can request support from the team.

   Website: www.northyorks.gov.uk.adult-care/disabilities/hearing-and-vision-impairment

3. **Connevans-** Provides a wide range of equipment and accessories for people who are hard of hearing such as TV adaptors or alerting devices.

   Website: www.connevans.co.uk
   Email: sales@connevans.com
   Phone: 01737 247571

4. **Access to work -** Practical support at work offered if you have a disability, physical or mental health condition. For fully comprehensive details including the online application please go to:

   Website: www.gov.uk/access-to-work
   Telephone: 08001217479
   Text: 08001217579

5. **Home Fire Safety -** Are you concerned that you will not hear your smoke alarm at home during the day and night? If yes, please complete the eligibility forms via the links below. This service is free of charge

   North Yorkshire:
   Website: https://www.northyorksfire.gov.uk/your-safety/book-a-visit/
   Telephone number: 01609 780150

   East Yorkshire
   Website: https://humbersidefire.gov.uk/your-safety/safety-in-the-home-advice/referral-and-contact
   Telephone number: 0300 303 8242

6. **Action on Hearing Loss (formally RNID) -** Action on Hearing Loss is registered UK charity supporting individuals with hearing loss.

   Telephone number: 0808 808 0123
   Website: www.actiononhearingloss.org.uk

7. **Hearing Link -** Hearing Link is a UK wide charity offering support and information to hearing impaired people and their families

   Website: www.hearinglink.org

8. **Tinnitus UK-** Tinnitus UK is a registered UK charity supporting individuals with tinnitus and associated conditions. Support groups are also available.

   Helpline: 0800 018 0527
   Helpline Email: helpline@tinnitus.org.uk
   Helpline Text: 07537 416841
   Website: https://tinnitus.org.uk/

What services are offered in Audiology?

- Repair appointments- for faulty and broken hearing aids.
- Fine tune appointments- if you require adjustments to your hearing aids.
- Review appointments- every four years to re-test hearing.
- Specialist clinics- Referred by Audiologist only as and when required.

Where are our services offered?

All services we offer are by appointment only and this needs to be pre-booked before attending**.**
We do not offer a drop-in service.
Clinics are held at the following locations:

- York Hospital – Main site
- Springhill House, Scarborough- Main site
- Bridlington Hospital – Outreach clinic
- Selby Hospital -Outreach clinic
- Thirsk Health Centre- Outreach clinic
- Malton Hospital -Outreach clinic
- Whitby Community Hospital- Outreach clinic

Please note: If you require a specialist appointment these may not be offered at our outreach clinics, and you may need to attend a main site.

Drop off and postal repair services

If your hearing aid is faulty or needs servicing, we may be able to do this without seeing you for a face-to-face appointment. We do not offer the below services via drop off or postal and you will need to book a face-to-face appointment:

- Feedback or whistling from the hearing aid
- Fitting issue or modification in fitting
- Fine tuning or hearing aid adjustments
- Issues with connectivity or Bluetooth

If you opt to post the hearing aid, please ensure you send the aids in a padded envelope, recorded delivery. Please also include a note with all your details on and the reason for repair. Below are the sites that offer the postal service:

York Hospital
Audiology Department
York Hospital
Wigginton Road, York
YO31 8HE

Springhill House Hospital - Scarborough
Springhill House,
19 Springhill Close,
Scarborough,
YO12 4AD

Please note: We do not offer a drop-in or walk-in service at any site. Anybody attempting to drop in or walk in at any site will be asked to use one of the services below. If you are unable to leave your hearing aid for any reason, you will need to attend a face-to-face appointment. Below are the sites that offer the drop off service:

- **York Hospital-** Wigginton Road, York, YO31 8HE (Main reception)
- **Selby War Memorial Hospital-** Doncaster Road, Selby YO8 9BX (Main reception)
- **Malton Hospital-** Middlecave Road, Malton, YO17 7NG (Outpatients A Reception Desk)
- **Springhill House Hospital-** 19 Springhill Close, Scarborough, YO12 4AD (Main Entrance)
- **Bridlington Hospital-** Bessingby Road, Bridlington YO16 4QP (Main reception)

Please contact the Audiology Department should you require more information about where and when you can drop your hearing aid off.

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, York and Scarborough Teaching Hospitals NHS Foundation Trust, York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 726741 option 2.

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 yhs-tr.patientexperienceteam@nhs.net.

An answer phone is available out of hours.

Leaflets in alternative languages or formats

If you would like this information in a different format, including braille or easy read, or translated into a different language, please speak to a member of staff in the ward or department providing your care.

Patient Information Leaflets can be accessed via the Trust's Patient Information Leaflet website: www.yorkhospitals.nhs.uk/your-visit/patient-information-leaflets/

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