

Important service information for Annual Hearing Aid Aftercare

Appointment information

We have offered a hearing aid aftercare appointment so that we continue to support you in the continued use of your hearing aid.

Why you might wish to attend an Aftercare appointment?

Hearing aids should be serviced on an annual basis. At your appointment we will be able to offer advice, help with cleaning, provide you with spare tips, domes, change filters and tubing where required. We will also provide you with a further year's supply of batteries and any other information you require.

Can I bring someone with me?

If you would like to be accompanied by a friend, relative or carer we would welcome this. It can be very helpful to have someone with you to help with remembering all the information we will give you.

Who will I see for my Aftercare appointment?

You will be seen by a specialist member of the audiology team who has been trained to deal with hearing aids. As a teaching hospital you may be seen by a student audiologist on a clinical placement with us from their University. If you prefer not to be seen by a student, then please inform us prior to your appointment date to enable us to rearrange our schedule.

What happens at an Aftercare appointment?

Depending on the outcome of your appointment, it might be necessary to replace your tubing, take an impression of your ear for a new ear mould, re-programme a replacement hearing aid or provide you with advice. In some cases, this might require you to attend a second appointment, for example to collect a new ear mould.

In some circumstances, the audiologist might suggest that you require a new hearing test. If this is the case, we will arrange for you to have a short review appointment so that you can be referred appropriately.

What happens after the hearing aid Aftercare appointment?

If you do not require a further appointment, we will automatically recall you for your next annual appointment.

If you require a further appointment, the audiologist will offer you an appointment with a choice of date and time to suit you.

If you require a review of your hearing, you will either:

- Be offered an appointment at the time of your aftercare appointment and you will be provided with an information sheet explaining what to expect from your next appointment.
- Be added to our waiting list and receive either a phone call offering you a choice of appointments or a letter asking you to ring us to make an appointment.

What if I can't find the answer to my question in this leaflet?

For further information, we have issued you with a booklet developed by Action on Hearing Loss called "Life with hearing aids". If you have questions not answered by any of the information we have provided, please don't hesitate to contact us for further information.

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