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Important service information for Hearing Aid Repairs

Appointment information

We offer annual aftercare appointments and also a hearing aid review appointment after three years. However, we also know that hearing aids can develop faults, which may need attention at other times. We are therefore able to offer appointments that can be accessed at any time in an emergency by telephone, writing or emailing the audiology department.

Why you might wish to attend a repair appointment?

If your hearing aid is not working or is whistling, there are a few simple things to check before contacting us for an appointment:

- Is the battery working, in the right way round? – check it is in correctly, and try putting in a new battery.
- Do you have any wax blocking the end of the ear mould or slimtube? – wash and clean your ear mould and give it a good shake.
- Do you have any condensation blocking your tubing? – remove the hearing aid and shake it vigorously.
- Is your hearing aid whistling? – visit your GP/practice nurse and check that your ears are clear of wax.

Other problems needing attention might include:

Your tubing could be discoloured, stiff or damaged – we can teach you how to replace this yourself and supply the tubing for you. Ask your Audiologist if you would like to learn how to do this.

Your earmould or ear insert might be loose, discoloured or damaged.

You might simply feel that you are no longer hearing as well with your hearing aid as when you were first fitted with it.

You might wish for some advice that you would like to discuss face to face rather than over the telephone.

You may have lost your hearing aid – in this case we may, depending on individual circumstances, make a charge of £75.00 per aid for the lost aid before we can replace it with a new one.

How do I get a repair appointment?

By ringing, emailing or writing to the Audiology Department at St. Michaels Hospital. We can offer you a repair appointment usually within 24 working hours of contacting us at one of our centres:

St. Michael's Hospital, Southmead Hospital, Cossham Hospital, Thornbury Hospital, South Bristol Community Hospital, Clevedon Hospital, Stockwood Medical Centre, Portishead Marina Medical Centre, Yate Medical Centre

In an emergency, we also offer morning drop in appointments at Southmead Hospital Monday to Friday.

What if I am unable to come to the hospital or medical centre?

If for some reason you are not able to get to any of our sites for a repair appointment you have two choices:

- You can still arrange an appointment and send someone else in your place, provided they bring your hearing aid record card and your faulty hearing aid.
- Or you can post the hearing aid to us with your hearing aid record card and a note telling us what problems you are having with it. Please ensure your hearing aid is securely packaged with the correct postage.

Please note that if there is a problem with your earmould then you would need to attend in person.

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 provide you with.

Who will I see for my hearing aid repair?

You will be seen by a specialist member of the audiology team who has been trained to deal with hearing aid problems. 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 a repair appointment?

Depending on the problem, you present with it might be necessary to replace your tubing, take an impression of your ear for a new earmould, 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 earmould.

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 repair 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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