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## Appointment information

### Hearing Aid Repair or Service

We are normally able to book an appointment within 12 to 48 hours depending on where you want to be seen. **This is a short 15 minute appointment.**

#### What is a repair or service appointment?

Hearing aids can develop faults and a quick repair means they may be fixed straightaway: If not, a longer appointment is needed. There are a few simple things you can check before contacting us:

- Is the battery working and inserted correctly?
- Do you have wax blocking the tubing? Separate from hearing aid, wash ear mould in warm soapy water and shake off excess water and leave to dry or use an air blower.
- Is there condensation in the tubing? Separate from aid and shake to dislodge or blow condensation out using an air blower.
- Do you have wax blocking the slim tube? Use the small blue/green wire to push through to remove. Please ensure the dome is clean as well.
- If your hearing aid is whistling you may need to see your own Doctor or Practice nurse first to check your ears are clear of wax.

#### At the appointment we can:

- Repair the aid (if possible)
- Replace an aid (if lost a charge may be made)
- Turn on volume control (if possible, not all aids have volume control)
- Clean/re-tube ear mould or clean and provide spare tips, domes and tubing.
- Give advice
- Take new impressions for ear mould or modify your existing mould
- Arrange a further follow up or review appointment
- Supply you with batteries/spares
- Make some programme adjustments to your hearing aid/s

#### At this appointment we cannot:

- Carry out a new hearing test
- Give advice beyond the scope of practice of staff that do the repairs
- Remove wax or debris from your ears

Sometimes we have to book a quick repair appointment to check your ears and hearing aids before we can book a longer appointment. We always try to sort out any problems as soon

as we can. If you have further questions or concerns a longer 30 minute review appointment may need to be booked.

**Can I bring someone with me?** Normally yes, if you would like to be accompanied by a friend, relative or carer we would welcome this. It can be helpful to have someone with you to remember the information we give you.

However at this present time please attend alone wherever possible. The exceptions being:

- You need a carer to assist with your mobility.
- You need a translator present at the appointment.

### **What preparation do I need to do?**

Due to the very short booking time it may not be possible to book an interpreter for you, please let us know if you have any special communication or mobility needs. Please remember to bring your hearing aids with you.

### **Who will I see for my 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 supervised student audiologist on a clinical placement with us from their University. If you prefer **not** to be seen by a student, please let us know when booking the appointment.

### **What happens after this appointment?**

If you do require a further support, we will offer you an appointment with a choice of date and time to suit you.

If you require a Review, you will either:

- Be offered an appointment at the time of your repair 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?**

If you have questions not answered by this leaflet please don't hesitate to contact us using either the address, email address or telephone number at the top of this form. Our website hyperlink below takes you to our Website; this site includes useful advice, information and videos.

<http://www.uhbristol.nhs.uk/patients-and-visitors/your-hospitals/st-michaels-hospital/what-we-do/audiology/> Or type: Audiology Bristol and select St. Michael's in a search engine.

We welcome any comments or feedback about your appointment and you can respond on this online survey: <https://www.surveymonkey.co.uk/r/R7HZJKH> as this helps us make changes to support patient care. This document has been reviewed and agreed by the patient participation hearing group.

**As this is a short appointment, please arrive on time. If you are late we will not be able to see you and the appointment will need to be rebooked.**