

PATIENT INFORMATION

Appointments and Repairs

We hope that you are happy with your hearing aid. However, should you experience any problems, for example, if you are not hearing clearly or if your earmould is not comfortable, then please feel free to arrange an appointment to see an Audiologist. Before you do so however, check the list of common problems (see Advice and Common Problems link). Once you have had your hearing aid issued, a hearing test is generally recommended every 3 years. However, if you are managing well with your hearing aid you can leave this longer.

The plastic tubing in your earmould will eventually wear out. When this happens you will not hear so clearly with your hearing aid. This will need changing every 3-6 months depending on the type of tubing. Your Audiologist will discuss this with you at your fitting appointment. Tubing can be changed by an Audiologist. Alternatively, we can show you how to do this yourself. Please ask an Audiologist if you are interested in learning how to do this.

How can my hearing aid be repaired?

For basic repairs and servicing we offer a postal service where you can post your hearing aid/s to: Audiology, Torbay Hospital, Lowes Bridge, Torquay, TQ2 7AA.

Once repaired we will post the repaired hearing aid/s back to your home address, or contact you to see if you'd prefer to collect it.

In some locations hearing aids can be dropped off at reception for repair – please call your audiology department to enquire as to whether this service is available in the location you require. Tel 01803 656325.

Please note we cannot guarantee this will be done on the same day and you are unable to wait for this service – we will contact you once your hearing aid/s are ready. When posting or dropping hearing aids off please include details of the fault, name, address, date-of-birth and a telephone number to be contacted on.

For further assistance or to receive this information in a different format, please contact the department which created this leaflet.

Working with you, for you