

Torbay and South Devon

NHS Foundation Trust



**PATIENT
INFORMATION**

Audiology - Hearing Care Torbay and South Devon

Information about your new hearing aid



SIEMENS



Appointments and Repairs

We hope that you are happy with your new hearing aid. However, should you experience any problems, for example, if you are not hearing clearly or if your ear mould 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 which you will find later in this booklet). Once you have had your hearing aid issued, a hearing test is generally recommended every 3 years. However if you are managing with your hearing aid you can leave this longer.

The plastic tubing in your hearing aid will eventually wear out. When this happens you will not hear so clearly with your hearing aid. **This will need changing approximately every 6 months.** This can be done by an Audiologist. Depending on what type of earpiece you have you might be able to do this yourself. Please ask an Audiologist if you are interested in learning how to do this.

Making the most of your hearing aid

Getting used to your hearing aid

When you first start wearing a hearing aid you may find that you are very aware of everyday background sounds that you have not been used to hearing, like kettles boiling, toilets flushing etc. You may find that these noises are distracting and make it difficult for you to focus on what you want to hear, this is quite normal. As you gradually become accustomed to these sounds, your brain will learn to filter them out, so that you become less aware of them over time.

Build up the use of your hearing aid gradually. It can take time to get used to it and the more you persevere with it, the more you will benefit. Start by wearing the hearing aid for a couple of hours a day and gradually increase this. Everyone is different, so do this at a rate that you are comfortable with. Start off in a quiet place and when you feel ready, try wearing it in more noisy places. The important thing to remember is to persevere. Try to give yourself at least 6-8 weeks to become used to the hearing aid. If at this point you are not happy with it then please arrange an appointment to see an Audiologist.

It is very common that your own voice may sound slightly different to what you are used to hearing, this is because you have been used to hearing your own voice with a hearing loss. When the aid is initially fitted the sound of your own voice can sound a little strange as it is now being amplified. Your own voice may appear a little quieter to others.

Hearing tactics

Do not have unrealistic expectations of your hearing aid. It will not restore your hearing to normal, but hopefully it will help you to hear some of the sounds that you have been missing out on. Please remember that in noisy places it will always be more difficult to hear even when you are wearing a hearing aid and that no hearing aid will completely eliminate background noise.

Make the most of visual information by watching people's mouths, you will probably find that you are already lip-reading to a certain extent without realising it. You should hear much better if the person you are speaking to is facing you and sitting in the light. Reduce any unnecessary background noise, such as the TV/radio. Do not be embarrassed to ask people to repeat themselves if you have not heard what they have said.

Turning on/off & changing the battery

Turning ON/OFF



Turning the hearing aid **ON**

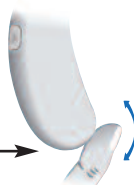
- close the battery compartment



Turning the hearing aid **OFF**

- open the battery compartment

(Battery door located on underside of hearing aid) →



You **may** have an alternative ON/OFF on your hearing aid. Ask your Audiologist for further details:



Rocker Switch



Push Button



Remote Control

Changing the battery

- 1 Open the battery compartment.



- 2 Remove coloured sticker from new battery, place battery in drawer with + symbol on battery + side up. (You should only remove the protective sticker when you actually use the battery).

- 3 Close battery door.



Your battery size is:

312 ☐ **13** ☐ **675** ☐

Loops and Phones

Speakerphone

You may prefer to use a telephone with speakerphone. This allows you to press a button and listen to the conversation through a speaker on the telephone, without having to lift the receiver. This can be particularly beneficial if you have two hearing aids.

Volume control

Many telephones now have an adjustable volume control. Whilst this can be helpful, often the problem lies with clarity and not volume. Therefore it is still important to use your hearing aid (s) even if your telephone had additional volume control.

Controlling your phone using an app

Some hearing aids can be controlled by an app that can be downloaded to most phones and tablets. If you would like more information about this, please speak to the Audiologist.

Mobile Phones

Hearing aids can be used just as easily with mobile telephones. Hold the receiver to your hearing aid and not to your ear. Most hearing aids are compatible with some form of external Bluetooth device. If you have Siemens hearing aids they are likely to be compatible with the **miniTek**.

The miniTek wirelessly connects the hearing aids to the television, mobile phone, *Bluetooth* land line telephones, iPods, MP3 players, radios and all other audio devices. To find out more about miniTek ask your Audiologist or go to:

www.bestsound-technology.co.uk

miniTek is available to purchase. Please ask your audiologist for more information about how you can obtain this device.

The Telecoil Loop System ('T')

The loop system has been turned **ON** ☐ **OFF** ☐ on your hearing aid.

- The telecoil loop system is compatible with most NHS hearing aids. It is available in most public buildings, e.g. banks, building societies, post offices, theatres, cinemas and places of worship.
- Anywhere you see the following symbol, you can use the loop system on your hearing aid:
- This system allows the hearing aid user to hear sound directly from the source. The sound source/ person talking is picked up by a microphone, this signal is amplified and transmitted through a loop of wire around a given area (bank window, desk, room etc). When the hearing aid is turned onto the loop the signal is received by the hearing aid.



Using the loop system with your digital NHS hearing aids

- The loop is controlled through the programme button on the aid. Simply press the button to select your loop programme. If your hearing aid is set to work with the loop system your Audiologist will let you know how many beeps you will hear when it is activated. You will then be able to use the loop system. When you have finished using the loop system, push the button once until it beeps again. You should now be back on programme 1.
- If you are unable to hear any sound when trying to use the loop system in a public building please ask a member of staff to check that their loop is turned on and working. If their system is working correctly and you are still unable to hear, please attend one of our repair clinics for an audiologist to check the hearing aid for you.

Please note:

- *Do not use the loop programme on your hearing aid at home unless your television or telephone have been installed with a loop system. Ask your Audiologist about equipment, such as specialist phones or a loop for your home.*

Using the telephone with your digital NHS hearing aids

Some practical day-to-day situations may require just a small adjustment now that you are wearing hearing aids. Using the telephone is an example of this as the sound needs to pass through the hearing aid for you to be able to hear it. There are various ways to improve hearing on the telephone depending on the features available on the particular telephone model.

Using the telephone handset

- Leave your hearing aid in your ear and working normally.
- Put the telephone receiver to the hearing aid towards the top of your ear as shown in the picture bottom right.
- This will make the voice of the person calling louder for you.



Advice and Common problems

New 'How to' videos now available - please visit
<http://www.sdhct.nhs.uk/services/audiology/hearing-aids/hearing-aids-videos/>

Please take good care of your hearing aid and also note that if it is lost there will be a charge.

If you have children or small animals please keep the hearing aid(s) and batteries in a safe place. Batteries are harmful if swallowed.

Hearing aids should not get wet. When showering please remember to remove them.

If you accidentally get them wet, remove the battery and leave the hearing aid to dry overnight.

Troubleshooting

If you find that your hearing aid is not working, it may be one of the following problems:

- The battery is dead or not in correctly. Make sure that the battery is inserted the correct way with the plus sign facing upwards. Occasionally, you may find that a new battery does not work. If this happens, try using a fresh battery.
- Check the earmould tubing for moisture. If there are droplets in the tubing, detach the earmould from the hearing aid and shake it vigorously. Leave the earmould in a warm place, such as an airing cupboard until it is completely dry. For instructions on how to reattach the earmould to the hearing aid, refer to your user guide or relevant leaflet. If you find that moisture regularly builds up in the earmould tubing then speak to an Audiologist about this.
- Check the earmould tubing for wax, if the earmould is cleaned regularly this should not be a problem.
- Your ears may be blocked with wax, if unsure have your ears checked by your GP.

If your hearing aid is whistling it may be for one of the following reasons:

- Your earmould may not be in properly, if this is the problem you may find that it is uncomfortable. Also your hearing aid may fall out. If you are unsure whether you are putting your earmould in properly, please see an Audiologist for advice.
- There may be wax in your ears, please have your ears checked by your GP before arranging an appointment to see an Audiologist.
- Your earmould may need replacing; these do shrink over time and this can cause the hearing aid to whistle. Again, your ears will need to be clear of wax before we can take a new impression of your ears.

Batteries



Batteries are provided free of charge and can be picked up by you or someone else on your behalf. Please note that you will not be given batteries without your battery book. Remember to switch the hearing aid off when you are not using it in order to save the battery.

Batteries can be obtained without an appointment from a number of locations, these are listed on the following pages:

Abbey Road Surgery,
56 Abbey Road, Torquay

Albany Road Surgery,
Grace House, Scott Close,
Newton Abbot

Ashburton Surgery,
9-15 Eastern Rd, Ashburton

Barton Surgery,
Barton Hill Way, Torquay

The Barton Surgery,
Barton Terrace, Dawlish

Bishopsteignton Health Centre,
Green Shute Hill

Brixham Hospital,
Greenswood Road, Brixham

Brunel Medical Practice,
Babbacombe Surgery, St Albans Road,
Babbacombe, Torquay

Brunel Medical Practice,
Shiphay Surgery, 13 Collaton Road,
Shiphay, Torquay

Brunel Medical Practice,
Marychurch Surgery, Fore Street,
St Marychurch, Torquay

Buckfastleigh Medical Centre,
Bossell Road, Buckfastleigh

Buckland Surgery,
1 Raleigh Road, Buckland

Chagford Health Centre,
Chagford

Cherrybrook Medical Centre,
Hookhills Road, Paignton

Chilcote Surgery,
Dewerstone Practice, Hampton Avenue,
St Marychurch, Torquay

Chilcote Surgery,
Chatto Practice, 104 Chatto Road,
Torquay

Chudleigh Health Centre,
Old Exeter St, Chudleigh

The Cricketfield Surgery,
Cricketfield Road, Newton Abbot

Dartmouth Clinic,
Zion Place, Dartmouth

Dartmouth Hospital,
South Embankment, Dartmouth

Dawlish Hospital,
Barton Terrace, Dawlish

Devon Square Surgery,
44 Devon Square, Newton Abbot

Dewerstone Surgery,
Hampton Avenue, St Marychurch

Glendevon Medical Centre,
3 Carlton Place, Teignmouth

Grosvenor Road Surgery,
17 Grosvenor Road, Paignton

Ipplepen Health Centre,
Silver Street, Ipplepen

Kingskerswell Medical Centre,
1 School Rd, Kingskerswell

Kingsteignton Medical Practice,
Whiteway Road

Leatside Surgery,
Babbage Rd, Totnes

Manor Road Surgery,
95 Upper Manor Road, Paignton

Midvale Clinic,
14 Midvale Road, Paignton

Moretonhampstead Health Centre,
Embleford Crescent

Newton Abbot Hospital,
West Golds Road, Jetty Marsh,
Newton Abbot

Norton Brook Medical Centre,
Cookworthy Rd, Kingsbridge

Paignton Hospital,
Church Street, Paignton

Parkhill Medical Centre,
Parkhill Road, Torquay

Pembroke House,
Fortescue Rd, Paignton

Richmond House Surgery,
Fore Street, Teignmouth

Riverside Surgery,
Le Molay-Littry Way, Newton Abbot

Riverside Surgery,
Shaldon

Sherwell Valley Surgery,
Sherwell Valley Road, Torquay

Shiphay Manor Surgery,
Chelston Hall, Old Mill Road

Southover Medical Practice,
Bronshill Road, Torquay

Teignmouth Hospital,
Mill Lane, Teignmouth

Teignmouth Medical Practice,
2 Den Cresent, Teignmouth

Torbay Hospital,
Lawes Bridge, Torquay

Totnes Country Hospital,
Coronation Road, Totnes

Tower House Surgery,
Market Way, Chudleigh,

Walnut Lodge Surgery,
Walnut Road, Torquay

**Please note some clinics may close
during the lunch time period.**

Drop in clinics for repairs and retubes are run at Torbay
Hospital **ONLY** during the following times:

Tuesday 9am – 12.00 noon

Thursday 1.45pm – 4.00pm

Friday 9am – 12.00pm

Clinics run at other times by appointment **ONLY**. Please phone
us on ☎ **(01803) 656325** to arrange an appointment at any one
of the following sites:

Torbay Hospital

Midvale Road Clinic (Paignton)

Totnes Hospital

Dartmouth Clinic

Newton Abbot Hospital

Teignmouth Hospital

Dawlish Hospital


Brixham Hospital

**Please bring your brown battery book
with you to all appointments**

Useful Contacts


Audiology Department Torbay Hospital

Lawes Bridge
Torquay

Tel:  (01803) 656325
Email: audiology.sdhct@nhs.net
www.sdhct.nhs.uk/aboutus/services/audiology


Action on hearing loss

19 – 23 Featherstone Street
London
EC1Y 8SL

Tel:  (0808) 8080123
SMS: (0808) 8089000
Fax: (0207) 2968199
www.actiononhearingloss.org.uk


Sensory Resource Hub

Jasmyn House,
1 Midvale Road, Paignton,
TQ4 5BD

Tel:  (01803) 219800
Textphone: (07833) 194328
Fax: (01803) 219899
Email: tctsensory.admin@nhs.net

Soundbase

Bull Meadow Clinic
Bull Meadow Road
Exeter
EX2 4JF

Tel/Textphone:  (01392) 424018
Fax: (01392) 671595
Email: soundbase@devon.gov.uk


Hearing and sight centre

Plymouth Guild
Ernest English House
Buckwell Street
Plymouth
PL1 2DA

Tel:  (01752) 201766
Fax: (01752) 202214
Email: has@hascentre.org.uk


Disability information service

Chadwell Annexe
Torquay Road
Paignton

Tel:  (01803) 552175
Email: disabilityinformation@torbay.gov.uk

Patient Advice and Liaison Service (PALS)

Hengrave House
Torbay Hospital
TQ2 7AA

Tel:  (01803) 655838
Textphone: (01803) 654742
Freephone: (0800) 0283037
Fax: (01803) 617162
Email: pals.sdhc@nhs.net

Lipreading courses

Please ask for information on the latest courses.