

**Stretta Aya**

Your hearing aid  
information booklet



**Torbay and South Devon**  
NHS Foundation Trust







## Using your new **Stretta Aya** hearing aids

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## Introduction

This booklet has been provided along with your new **Stretta Aya** hearing aids. It details important information to help you get the most out of your new hearing aids; from usage and handling, to daily maintenance and aftercare advice.

**Please read this booklet carefully before starting your hearing journey.**



Digital hearing aids supplied by the NHS come in different shapes and sizes, and with different functions. So not all hearing aids are suitable for everyone.

The hearing aids you have been prescribed today have been chosen and programmed by the Audiologist to suit your individual level of hearing and your hearing needs.

However, to get the most benefit from them it is important to use and care for them regularly. Please therefore take the time to read this guide because it will help you to do this.

If you have any difficulties that are not solved by this guide, we are here to help or advise you.



## Getting used to your hearing aids

### Learning to hear again

A lifetime of listening has taught you to hear what you want or need to hear from your environment. Your hearing loss has temporarily disrupted this process and your brain is not used to hearing everything normally.

When wearing your hearing aids for the first time, you will become acutely aware of all sounds. The more you can wear the hearing aids, the more quickly your brain will remember how to focus on the sounds you want to hear and ignore others. Whilst your own voice may sound different to you, it probably sounds perfectly normal to everyone else. Over time, as you become used to your hearing aids you will notice these elements less and less. This usually takes a little while, research shows the process of adjusting to new hearing aids can take up to six months.\*

Patience and perseverance is needed.

\* The time course and magnitude of perceptual acclimatisation to frequency responses: evidence from monaural fitting of hearing aids. Source: Gatehouse S. MRC Institute of Hearing Research (Scottish Section), Royal Infirmary, Glasgow 1



## How to use your Stretta Aya hearing aids

Hearing aids are basically miniature amplification systems which selectively increase the volume of some speech sounds to help improve your hearing. They help make soft sounds easier to hear, whilst at the same time making loud sounds more comfortable. The technology in hearing aids is such that they will automatically adjust themselves to provide you with a comfortable level of speech. Pretty neat!



1 Battery Compartment (on/off)\*

2 Rocker Switch

3 Microphone Openings

4 Hearing aid coupling attached here—selected as ThinTube or earmould depending on your hearing loss type

● Red - Right Ear    ● Blue - Left Ear

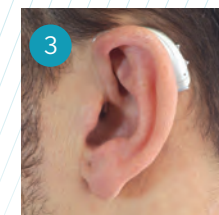
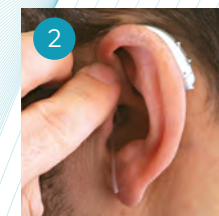
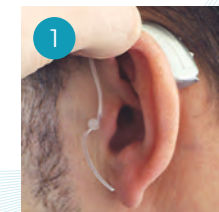
\*button battery operated devices only

For more guidance on using your hearing aid, please refer to the Stretta user guide. Follow the safety guide to avoid damage or injury.

Please refer to your user/safety guide for specific safety information and your user control configuration. Follow the safety information to avoid damage or injury.

## Putting your ThinTube hearing aid in

1. Gently place the hearing aid over the back of the ear.
2. Gently grip the ThinTube between your thumb and forefinger to guide the EarTip into the ear canal, and gently working it into position so the tube sits flush to the side of your head.
3. A correctly fitted hearing aid and ThinTube.





## Cleaning and maintenance of your ThinTube/EarTip

Ear wax can accumulate on the earpiece which can affect the sound quality. It's important to keep your ThinTubes clean and is recommended to wipe the outside of the EarTips daily with a soft, dry tissue to remove any debris.

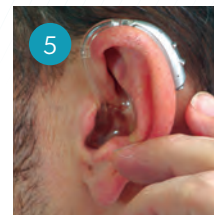
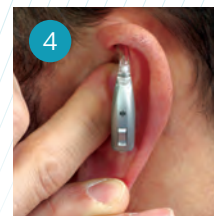
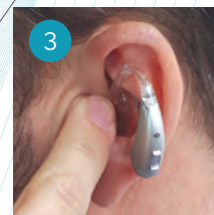
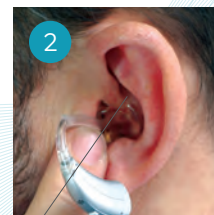
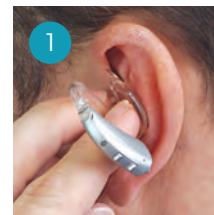
- ThinTube to be changed every 12 months - clinician to check.
- Dome to be changed every 6 months by a clinician - **DO NOT REMOVE THE DOME FROM THE THIN TUBE.**
- Wax guard to be changed every 6 months by a clinician.

## Earmould Hearing Aids

Earmoulds are made of either plastic or silicone and custom-fit so that they sit snugly and precisely within the ear.

### Putting your hearing aid in

1. Raise the aid to your ear as shown. Tuck the top point of the mould into the fold of your ear.
2. Put the bottom half of the mould down into your ear.
3. Press the mould piece firmly into your ear.
4. You may need to use your other hand to stretch your ear to ease fitting.
5. Hook the aid over the top of your ear.



Please refer to your user/safety guide for specific safety information and your user control configuration.  
Follow the safety information to avoid damage or injury.



## Cleaning and maintenance of your earmould

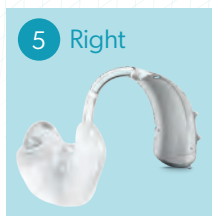
1. Carefully remove the earmould from the hearing aid by pinching the soft tube connecting to the earhook and pulling gently.
2. Wash the earmould under a running tap.
3. Dry the earmould either with a soft cloth or a gentle shake.
4. Carefully line up the soft tubing to the earhook again and reconnect.
5. Ensure a firm connection and align the earmould to the hearing aid (earmould curve to the inside curve of the hearing aid).

### Please note:

When the tubing becomes hard and discoloured – contact the Audiology Department and they will replace it for you. If you feel confident you can replace the tubing yourself, just ask for spare tubing when you are collecting batteries. The tubing should be done around every 6 months.

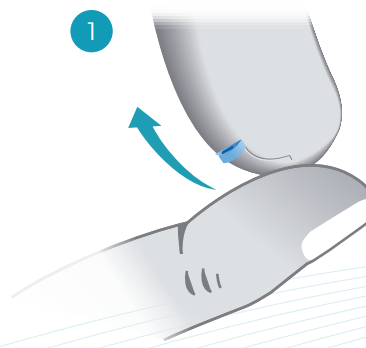


Blue = Left ear  
Red = Right ear

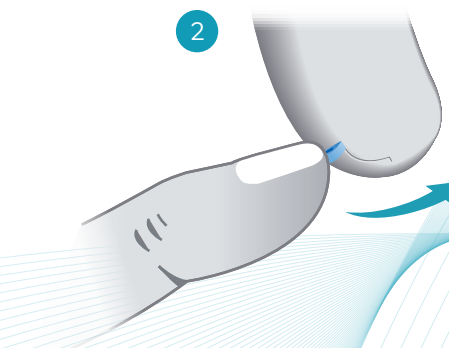


## Turning your hearing aids on & off

### Battery operated devices



- 1 On**  
To switch the hearing aid **on** close the battery compartment.



- 2 Off**  
To switch the hearing aid **off** open the battery compartment.

### General Safety

- There is a choking hazard posed by small parts.

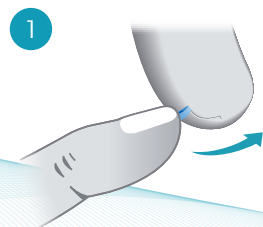
### Battery Safety

- Keep batteries, hearing aids and accessories out of reach of children and pets.
- If swallowed, consult a physician or hospital immediately.
- Ensure adequate supervision when hearing aids are being used by infants, small children or disabled people.
- Keep the battery compartment lock. Please talk to your clinician about a lockable compartment.
- Batteries need to be stored correctly, and they shouldn't touch each other. Do not heat or recharge them.
- Batteries need to be recycled in the correct way.
- Please ask for the manufacturer's safety manual if needed.

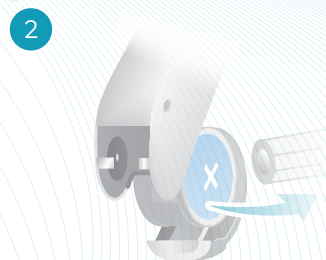


## Removing & replacing the battery

Button battery operated devices only\*

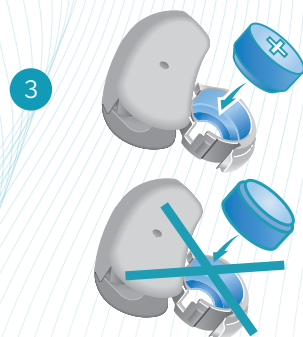


- 1 Open the battery compartment completely using your finger as shown in the illustration.

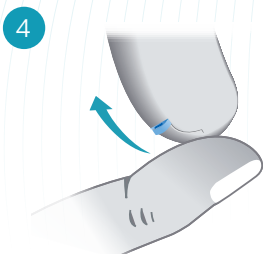


- 2 Normally, the battery drops out when the compartment is completely open.  
If the battery does not come out, lightly tap the instrument or use a magnetic stick to push out the battery from behind if needed.

**Do not use a pen (or similar) as this may damage your hearing aid.**



- 3 Insert the correct sized battery. Make sure that the "+" symbol on the battery points up as shown in the picture.



- 4 Close the battery compartment. When the battery door is completely closed, your hearing aid is ready for use.  
**If the battery door doesn't close easily do not force it: check the battery has been inserted correctly.**

## Volume control

Manual control can be fitted on some aids.

Can I use manual volume control? Yes ☐ No ☐

To change, press the button on the

Right ☐ Left ☐ Same hearing aid ☐

To adjust the volume:

- Press **up** to increase the volume.
- Press **down** to decrease the volume.

**Please note:** Your volume adjustment is limited.  
The upper and lower limit is indicated when you hear several beeps in succession.  
When you hear the beeps you cannot adjust the volume any further.  
Opening and closing the battery drawer will reset the volume to the mid-point.

## Program change

Can I use manual program control? Yes ☐ No ☐

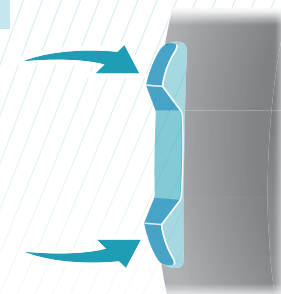
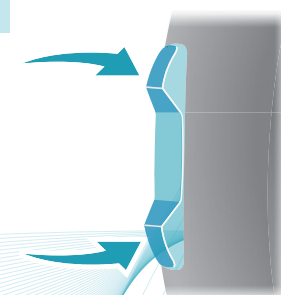
To change, press the button on the

Right ☐ Left ☐ Same hearing aid ☐

To change the program using the rocker switch:

- Press **up / down** to change the program.

- 1 Everyday listening = You will hear **1 beep**
- 2 \_\_\_\_\_ = You will hear **2 beeps**
- 3 \_\_\_\_\_ = You will hear **3 beeps**
- 4 \_\_\_\_\_ = You will hear **4 beeps**
- 5 \_\_\_\_\_ = You will hear **5 beeps**
- 6 \_\_\_\_\_ = You will hear **6 beeps**





## Using your Stretta Aya hearing aids with other devices

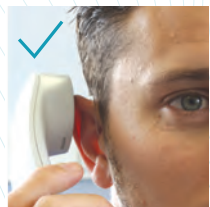
There are various ways to improve hearing on the telephone depending on the features available on the particular telephone model.

### Telephones (landlines and mobiles)



Sounds from the telephone/mobile receiver need to pass through the hearing aid for you to be able to hear them more clearly. Therefore, if you are using the handset:

- Leave your hearing aids in your ears, with the volume set to suit you.
- Put the telephone receiver on the hearing aid towards the top of your ear as shown in the picture to the left.
- This position will help you to hear the caller far more clearly.



Alternatively, if your telephone/mobile has a speakerphone, you can listen to the conversation through the speaker and take advantage of the fact that you have two hearing aids.

For connection to Bluetooth® phones please see overleaf.

**For more guidance on using your hearing aid, please refer to the Stretta user guide. Follow the safety guide to avoid damage or injury.**

## Charging for Loss or Damage of Hearing Aids

**Your hearing aid is a valuable and delicate instrument. Please treat it with the utmost care.**

If for any reason you have to send it through the post, please ensure that is adequately wrapped to avoid damage. It is unwise to tamper with your hearing aid.

You are advised that should you lose your hearing aid, or damage your hearing aid (through negligence or neglect) you may be liable to a charge of £50.00. Your Audiologist will discuss this with you and let you know if charging is applicable.

This charge will be waived if you can produce proof that you have, or are, receiving:

- Income Support
- Income Based Job Seekers Allowance
- Income Related Employment and Support Allowance (ESA)
- NHS Tax Credit Exemption Certificate
- Pension Credit Guarantee Credit
- You Have a Low Income and are Named on Certificate HC2 or HC3
- Universal Credit Award Notice

However, if you have previously lost or damaged an aid and had the charge waived, this will not be considered a second time.

If you disagree with a charge being made, you have the right to appeal. To do this you must contact the Head of Audiology in writing to explain how the aid has become lost or damaged. This letter will then go in front of a panel of three and a decision will be made. You will then be contacted to advise you of the decision.



If you have previously paid for an aid which has been lost, and should subsequently find it again within three months, we can reimburse you (provided you return the aid in good working order and proof of payment/receipt).

There are various methods of payment.  
Please let us know which your preferred method is:

- 1st Method - Payment by cash/cheque.
- 2nd Method - Payment by credit/debit card.
- 3rd Method - Payment by raising an invoice.

Payment must be made prior to another aid being issued.

If you have any questions about charges for lost or damaged hearing aids, you can contact us by phone or email.

The charging policy exists due to the fact that replacing hearing aids costs the NHS thousands of pounds a year. The charge of £50.00 does not fully cover the cost to replace a hearing aid.

**Telephone:** (01803) 656325

**Email:** [tsdft.audiology@nhs.net](mailto:tsdft.audiology@nhs.net)

## The Signia App

**The Signia App gives you everything you need to enjoy your hearing aids to the full, and all tailored to your personal preferences: remote control, audio streaming\*, and remote support.**

**All you need is a compatible smartphone or tablet.**

Easy to use, it lets you discreetly control the volume and other settings while streaming audio directly into your ears.

With the **Signia App**, you can also stay in touch with your Hearing Care Professional and get support when you need it – even when you cannot visit personally.

\*compatible with Made for iPhone (MFi) and ASHA standard devices.



**Download the Signia App from the App Store and Google Play Store.**






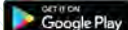
## Installing the Signia App - iOS & Android Devices

When your Hearing Care Professional registers you for TeleCare support, you will receive a text message to the mobile number you provided them with.

This will contain a direct download link to the **Signia App**, and a 6-digit connection code as shown here.



Tap on the link in the text message, this will take you to the appropriate App store for your device i.e.

- Apple App store on iOS devices , and
- Google Play Store on Android devices 

1. Tap on the download/install option to download and install the App onto your device
2. Open the App and tap on "OK" to give the App permission to use Bluetooth
3. Review the privacy policy, and terms and conditions, then tap "Accept"
4. Tap "Allow Notifications"







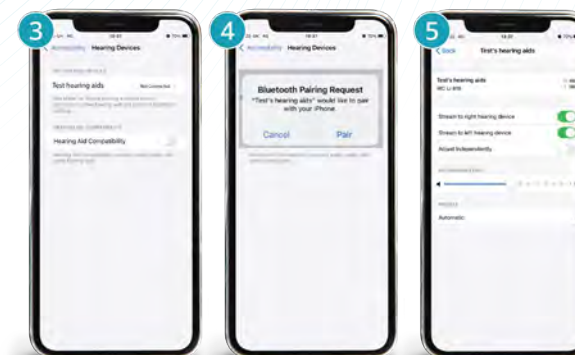
## Pairing with iOS devices

To connect the hearing aids with your iOS device and the Signia App, switch the hearing aids off and back on again. Do this by:

- **Battery operated hearing aids:** Open and close the battery door.
- **Rechargeable hearing aids:** Putting the hearing aids in their charger and remove them again.

Your hearing aids will now be in pairing mode for three minutes. Exit out of the Signia App and follow the steps below for iOS devices.

1. Ensure Bluetooth is active on your smartphone "  Settings"
2. Search hearing aids under the menu "  Settings >  Accessibility >  Hearing Devices"
3. Tap on the hearing aids that will be recognised automatically under the MFI Hearing Devices section. Tap "Connect"
4. Accept the pairing request for each hearing aid by tapping on "Pair". This will appear for each hearing aid and therefore it is essential that "Pair" is selected for both
5. (The pairing is completed when the device shows the battery indication and streaming is enabled for both aids)
6. If you want to temporarily disconnect from using the Bluetooth, pull down from the top of the screen and switch Bluetooth off. Please note, the streaming and app will not be in use when Bluetooth is off.



**Congratulations - your hearing aids are now connected!**




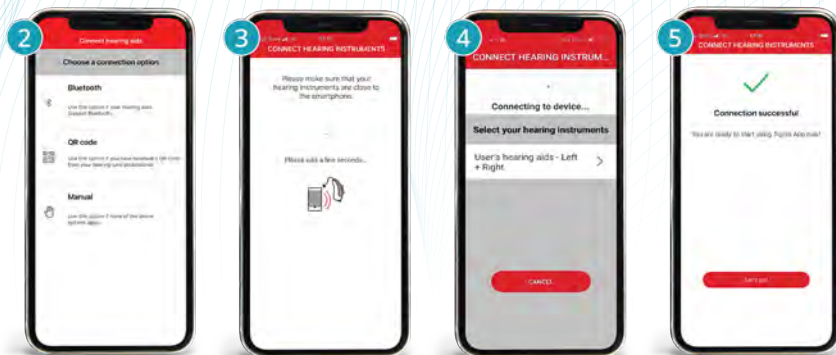
## Pairing with Android devices

To connect the hearing aids with your android device and the Signia App, turn them off and back on again. Do this by:

- **Battery operated hearing aids:** Open and close the battery door.
- **Rechargeable hearing aids:** Putting the hearing aids in their charger and remove them again.

Your hearing aids will now be in pairing mode for three minutes. Exit out of the Signia App and follow the steps below for your Android device.

1. Ensure  Bluetooth is active on your smartphone
2. Start the Signia App and select 'Bluetooth' from your connection options
3. The App will search for the hearing aids (if required, reboot the hearing aids and ensure they are close to your smartphone)
4. Select your hearing instruments by clicking on them
5. "Connection Successful" will appear – tap "Let's go"
6. If you want to temporarily disconnect from using the Bluetooth go to Setting - Bluetooth - disconnect from Bluetooth. Please note the streaming and app will not be in use when Bluetooth is off.



**Congratulations - your hearing aids are now connected!**

## Remote control - Signia App



The default opening screen of the App is the "Remote Control" screen, which provides you with your hearing aid controls.

With the easy-to-use remote control functions provided by the Signia App, you can personalise your hearing experience and help yourself, when dealing with minor adjustments

- Change hearing program from the drop-down menu
- Increase/decrease volume level:
  - Of your hearing aids
  - Of your streaming devices (accessories such as the Streamline TV and Streamline Mic)
- Adjust sound balance between "bass" and "treble", found in the sound balance tab)
- Adjust directional hearing (only available with two hearing aids) Make sure you position the person or persons you want to hear in the red beam.

\* The availability of features is dependent on the type of the hearing aid you have



Pictured: Examples of some of the Signia App features available



## Other devices (Available to purchase)

**StreamLine Mic** for hands-free phonecalls, music and more in premium stereo quality.

**TV Sound** feeds audio from your television directly into your hearing aids in Dolby-Digital quality.

**miniPocket** for discreet and convenient control, without the need for a large remote control or smartphone.

(For further information, speak to your Audiologist)



## Frequently asked questions

### Will I have normal hearing with hearing aids in?

Hearing aids can only work with the hearing that you have left. It will sound strange to start off with, but with perseverance it will sound more natural. It should take the strain out of listening.

### Are there any listening situations that I will still have difficulty hearing, even with my hearing aids?

Your hearing aids are programmed to automatically adjust to suit the environment that you are in, however there are limitations to the technology. Sometimes manual programs can be added to help specifically with environments that you find especially hard to hear in. These options can be discussed with your Audiologist.

### I've been given two hearing aids – should I wear them both together?

Wearing two hearing aids gives a much more balanced, more natural sound. It will also be easier to locate where sounds are coming from when both hearing aids are worn. The hearing aids have been programmed as a pair and if you only wear one aid the settings may be incorrect for your hearing loss.



## Good communication tactics

**Here are some tactics that may help you hear more easily. It may be helpful to introduce them to your family and friends.**

If you are experiencing difficulties communicating with a particular person or in a specific situation, the best thing to do is explain these tactics to them as it's likely they are not aware. Once they understand this, they can help make the situation easier for you.

When a person speaks, cues are gained not only from what is heard but also from what is seen. These cues complement and supplement each other, helping us to follow a conversation. For people with hearing loss the visual cues of speech become very important.

### **Don't cover your mouth**

Speak clearly and use normal lip movements, natural facial expressions and gestures.

### **Get my attention**

Before you start to speak to me, make sure you are in the same room as me and you have my full attention.

### **Face me**

Always turn and face me when you talk. It helps me pick up any visual clues you might give me.

### **Get to the point**

Use plain language and don't waffle.

### **Don't shout**

Keep your voice at a normal level. Shouting can distort speech making it more difficult to understand.

### **Find a suitable place to talk**

It is easier to hear when there is good lighting and not too many noises and distractions.

### **Don't speak too fast**

If I don't understand what you are saying, try and say it in a different way and slow down.





## Troubleshooting

### Has your hearing aid stopped amplifying sound?

- Turn the hearing aid off and on again - You may have accidentally altered the programme or volume. (this will reset the hearing aid).
- Try a new battery - Battery power often lasts between 1-2 weeks.
- Separate the tubing from the hearing aid and cup the hearing aid in your hand. The aid should whistle:
  - If it whistles, check the tubing and mould/ LifeTip for signs of blockages. (If it whistles, check the tubing and mould/ThinTubes for signs of blockages (For ThinTubes you will need to get the wax guard replaced so contact the department to get this done, do not remove the dome).



- If it does not whistle, please contact your Audiology service. .

### Does your hearing aid whistle when it is in your ear?

Check that the ear mould/LifeTip is inserted correctly and fully into your ear.

- You may have excess wax, which can cause your hearing aid to feedback. See your GP or local wax removal specialists about removal.
- Check your tubing for discolouration or cracks - the tubing may need to be changed.

## Battery Replacement Service

Batteries are provided free of charge and can be picked up by you or someone else on your behalf. Locations listed on page 24.

**Please note: When collecting batteries face to face please bring your battery book or battery card with you.**



**In cases where you are unable to get to any of the locations listed below you can request batteries by post (contact details and address for this can be found on the back of this booklet)**



## Battery collection locations

### Albany Road Surgery

Grace House, Scott Close, Newton Abbot

### Ashburton Surgery

1 Eastern Road, Ashburton

### The Barton Surgery

Barton Terrace, Dawlish 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

St Marychurch Practice, Fore Street, St Marychurch, Torquay

### Buckfastleigh Medical Centre

7 Bossell Road, Buckfastleigh

### Buckland Surgery

1 Raleigh Road, Buckland

### Catherine House

Westward House, New Walk, Totnes

### Chagford Health Centre

Chagford Catherine House – Westward House, New Walk, Totnes

### Channel View Medical Group

Bishopsteignton Surgery, Fore Street, Bishopsteignton

### Channel View Medical Group

3 Courtney Place, Teignmouth

### Channel View Medical Group

Chudleigh Health Centre, Old Exeter Street, Chudleigh

### Channel View Medical Group

The Den Site, 2 Den Crescent, Teignmouth Chelston Hall – Old Mill Road, Torquay

### Chelston Hall

Barton Surgery, Barton Hill Way, Torquay

### Cherrybrook Medical Centre

Cherrybrook Square, Hookshills Road, Paignton

### Chilcote Surgery

Chatto Practice, 104 Chatto Road, Torquay

### Chilcote Surgery

Hampton Avenue, St Marychurch, Torquay

### Compass House

King Street, Brixham

### Compass House

2 Langdon Lane, Galmpton

### Cricketfield Surgery

Cricketfield Road, Newton Abbot

### Croft Hall Medical

Practice, 19 Croft Road, Torquay

### Dartmouth Medical Practice, Health and Wellbeing Centre

Wessex Way, Dartmouth Dawlish Hospital – Barton Terrace, Dawlish

### Devon Square Surgery

44 Devon Square, Newton Abbot

### Ipplepen health Centre

Silver Street, Ipplepen

### Kingskerswell Health Centre

1 School Road, Kingskerswell

### Kingsteignton Medical Practice

Whiteway Road, Kingsteignton

### Leatside Surgery

Babbage Road, Totnes

### Mayfield Surgery

37 Totnes Road, Paignton

### Newton Abbot Hospital

West Golds Road, Newton Abbot

### Norton Brook Medical Centre

Cookworthy Road, Kingsbridge

### Paignton Health and Wellbeing Centre

Church Street, Paignton

### Parkhill Medical Centre

Parkhill Road, Torquay  
**Pembroke House**  
266-268 Torquay Road, Paignton

### Riverside Surgery

Le Molay-Littry Way, Bovey Tracey

### Southover Medical Practice

Bronshill Road, Torquay

### Teign Estuary Medical Group

Glendevon Medical Centre, 3 Carlton Place, Teignmouth

### Teign Estuary Medical Group

Riverside Surgery, Albion Street, Shaldon

### Teignmouth Hospital

Mill Lane, Teignmouth

### Totnes Hospital

Coronation Road, Totnes

### Tower House Surgery

Market Way, Chudleigh

## Sources of further information

### RNID

(formerly known as Action on Hearing Loss)

Telephone: **0808 808 0123**

Text Message: **07360 268 988**

### Head Office Address:

Brightfield Business Hub, Bakewell Road, Orton Southgate, Peterborough PE2 6XU

Email: **contact@rnid.org.uk**

Website: **www.rnid.org.uk**

### Sensory Resource Hub, Jasmyn House

Telephone: **01803 551846**

Textphone: **07876 398194**

### Address:

Jasmyn House, 1 Midvale Road, Paignton TQ4 5BD

Email: **tctsensory.admin@nhs.net**

### Sensory Team

Telephone: **01803 219800** (landline) 18001

**01803 219800** (text phone)

### Address:

Sensory Team, 4th Floor, Union House, Union Street, Torquay TQ1 3YA

Email: **via website**

Website: **www.torbayandsouthdevon.nhs.uk/services/sensory/**

### Disability information service

Telephone: **0300 456 8373**

### Address:

4th Floor, Union House, Union Street, Torquay TQ1 3YA

### Devon Sensory Team

Telephone: **0345 1551 007**

Email: **csc.caredirect@devon.gov.uk**

### Improving Lives Plymouth

Telephone: **01752 201899** (landline) or **07496950013** (mobile)

### Address:

156 Mannamead Road, Mannamead, Plymouth PL3 5QL

Email: **sensorysolutions@**

**improvinglivesplymouth.org.uk**

### Patient Advice and Liaison Service (PALS)

Telephone: **01803 655838**

### Address:

Feedback and Engagement Team Torbay and South Devon NHS Foundation Trust, Bowyer Building, Torbay Hospital, Lowes Bridge, Torquay TQ2 7AA

Email: **tsdft.feedback@nhs.net**

### Lipreading courses

Please ask for information on the latest courses.

Email: **disabilityinformation@torbay.gov.uk**



# Contact Audiology

Audiology Department, **Torbay Hospital**, Lowes Bridge, Torquay TQ2 7AA

Tel: **01803 656325**

Email: **[tsdft.audiology@nhs.net](mailto:tsdft.audiology@nhs.net)**

Website: **[www.torbayandsouthdevon.nhs.uk/services/audiology/](http://www.torbayandsouthdevon.nhs.uk/services/audiology/)**

## Basic Repairs and Servicing

Can be completed through our postal and drop off repair service or alternatively contact us to book a repair appointment:

Please note there is no drop off service at Torbay Hospital.

Post your hearing aid/s to:

**Audiology, Torbay Hospital, Lowes Bridge, Torquay TQ2 7AA**

To arrange a repair appointment or to ask about our current drop off locations call:

**01803 656325**

Once repaired your hearing aids will be posted back to you, or you will be notified that they are available for collection.

**Please note:** These services are not a sit and wait and same day repairs are not guaranteed.

**When using the postal and drop off services please include details of the fault, name, address, date of birth and a telephone number to be contacted on.**



Telephone: **+44 (0)1293 423700**

Email: **[customerservice.uk@signia-hearing.com](mailto:customerservice.uk@signia-hearing.com)**

Website: **[www.signia.net/en-gb/nhs-public-sector](http://www.signia.net/en-gb/nhs-public-sector)**

By Signia



**signia**