

# Hearing aid fitting appointment

## Audiology Department



Patient information leaflet

## **Your hearing aid fitting appointment**

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This information leaflet provides you with details about your fitting appointment. If you have any further questions do contact us, our contact details can be found at the end of this leaflet.

## **Do I need to do anything before my appointment?**

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Please check your appointment letter carefully as it will inform you at which of our hearing aid clinics your appointment has been arranged.

Please inform the department, before your appointment, of any disabilities you have that may affect your appointment. It will also be helpful if you can let us know if you have arranged hospital transport to your appointment, or require the assistance of an interpreter (including sign language). If you have recently informed the department of these requirements you do not need to let the department know for each appointment you attend.

You are welcome to bring along a friend or relative to the appointment if you feel this will be helpful.

To enable the audiologist to complete the hearing aid fitting appointment, your ears will need to be clear of wax. If you are not sure whether you have wax in your ears please ask your GP or practice nurse to check and show them your appointment letter.

## **What shall I do when I arrive?**

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Please check in at the audiology reception. The details of how to find the audiology reception at all our sites is detailed in your appointment letter, enclosed with this leaflet. The hearing aid fitting will take approximately 45-60 minutes.

## Why do I need this appointment?

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You will have either seen an audiologist or ear, nose and throat consultant who will have explained that you may benefit from a hearing aid and you have agreed to go ahead with a hearing aid fitting. If you have further questions about your hearing aid fitting or would rather not continue with a hearing aid fitting at this time do contact us using the details at the end of the leaflet.

## What will happen during my appointment?

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You will be seen by an audiologist. We are a training hospital and therefore, from time to time, a student audiologist may see you. The student will always inform you at the start of the appointment that they are training and you will be given the opportunity to decline to be seen by the student.

The audiologist will start by checking your ears for wax and fitting the ear piece and hearing aid to your ear. The hearing aid will then be programmed to your hearing loss recorded during your recent hearing test.

## How is the hearing aid programmed?

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The hearing test is used to create a prescription for your hearing aid. The hearing aid may be adjusted using a test called 'real ear measurements'. This test allows the audiologist to adjust the hearing aid as closely as possible to an individual's prescription. The test allows us to take into account the degree and type of your hearing loss, the size and shape of the ear piece and ear canal. A headset will be placed over your ears and you will be asked to sit facing a loud speaker. A small flexible tube will then be placed in your ear canal. The tube may tickle a little whilst being placed in your ear. The tube is connected to a microphone and allows us to check that the hearing aid is providing the right amount of sound for your ear and hearing loss. We will play a range of sounds from the loudspeaker whilst the tube and hearing aid is in your ear. The test is fully automatic and you will not need to respond to the sounds at all. The test will typically take 5-10 minutes and the tube will be removed from your ear once completed. The audiologist will check the sound of the hearing aid by talking to you and making some louder sounds such as clapping their hands.

## **Do the hearing aids have a volume control and different listening programmes?**

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The hearing aids we offer are designed to be automatic. This means they can adjust the volume and microphone settings depending on the environment you are in. However, all of our hearing aids also offer the option to have a control that enables you to alter the volume of the hearing aid. In addition, you can have extra programmes for specific situations, such as a loop system programme. The audiologist will be able to discuss your specific options for hearing aid features at your hearing aid fitting appointment.

## **Will I be shown how to use my hearing aids?**

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Once all the programming has been completed, the audiologist will show you how the hearing aid works. You will be shown how to switch the hearing aid on and off, how to replace the battery, how to clean the hearing aid, how to put the aid in your ear and how to adjust any additional settings you have on the hearing aid.

## **Should I wear my hearing aids on the way home from my appointment?**

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If you have never worn a hearing aid before, it is not advised to wear it home from your appointment. When wearing the hearing aid, you will need time to readjust to everyday sounds. It is advisable to gradually build up the time you wear the hearing aid each day. More information about getting used to the hearing aid will be provided by the audiologist during your hearing aid fitting appointment.

## **What will happen at the end of my appointment?**

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You will be issued with a personal management plan update, so that you have a summary of what we have done during the appointment and what will happen next.

We do not normally send information about your hearing aid fitting appointment to your GP unless we have noted any significant changes in your hearing aid needs. If you would like us to inform your GP of any outcome from your hearing aid fitting appointment, do let us know.

## **Reference sources**

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- Action on Hearing Loss
- British Academy of Audiology
- British Society of Audiology

## **More information**

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Further information about the audiology team, audiology service and how to find the hospital can be found on our website:  
**[www.royalsurrey.nhs.uk/service-list/audiology](http://www.royalsurrey.nhs.uk/service-list/audiology)**

### **Audiology Department**

Egerton Road  
Guildford  
GU2 7XX

**Telephone:** 01483 464108

**Fax:** 01483 408338





## Contact details

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### PALS and Advocacy contact details

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Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

**Telephone:** 01483 402757

**Email:** [rsc-tr.pals@nhs.net](mailto:rsc-tr.pals@nhs.net)

**Opening hours:** 9.00am–3.00pm, Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

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