

# Hearing aid review appointment

## Audiology Department



Patient information leaflet

## **Your hearing aid review appointment**

This information leaflet gives you more details about your review 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?**

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.

If we need to make any adjustments to the hearing aids, make you a new earpiece, or test the hearing aid using 'real ear measurements' your ears will need to be clear of wax, therefore it is recommended to ensure your ears are free of wax for this appointment. 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?**

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 review will take approximately 30 minutes.

## Why do I need this appointment?

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There are 3 main reasons why a review appointment has been arranged for you.

- 1) You were recently fitted with a new or updated hearing aid and we would like to check if you are getting on well with it.
- 2) You requested a hearing aid review appointment as you are not getting on well with your hearing aid.
- 3) You were recently fitted with a hearing aid and the audiologist was unable to complete the 'real ear measurements' test to make sure your hearing aid is set up as accurately as possible.

## 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.

Depending on the reason for your appointment, as detailed in the 'why do I need this appointment' section the following may happen:

- 1) The audiologist will ask you how you are getting on with your hearing aids. They will answer any questions you have and/or make adjustments to your hearing aid. The audiologist will also find out if the agreed needs, that were determined between you and the audiologist at your hearing test appointment, have been met.
- 2) The audiologist will discuss the problems or issues you are having with the hearing aid. They will answer any questions you have and/or make adjustments to your hearing.
- 3) The audiologist will complete a 'real ear measurement' test. This test allows the audiologist to adjust the hearing aid as closely as possible to your prescription. The test allows us to take in to 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 the audiologist to check that the hearing aid is providing the right amount of sound for your ear and hearing loss. We 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 your hearing aid by talking to you and making some louder sounds such as clapping their hands.

## **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 review 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 review 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.

Past review date: N/A

Future review date: November 2020

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**PIN171127–1359**

