

Telephone hearing aid review

Audiology Department



Patient information leaflet

Do I need to do anything before my appointment?

Do not throw this leaflet away! Keep it safe next to your telephone as:

- It has useful information that may help during your telephone follow up call

If you find the given time and date for your telephone follow up appointment inconvenient or you want to cancel it for any reason - please contact the Audiology Department to reschedule or cancel this appointment using the contact details at the end of this leaflet.

Do not attend the hospital for this appointment:

- Be home as we will be phoning you at this given time.

The hospital's telephone number will not show up on your phone, it will say caller unknown so please make sure your phone will accept unknown or blocked callers.

If you feel a telephone review is not appropriate for you and you would rather attend one of our hearing aid clinics, please let us know.

Why do I need this appointment?

There are 2 main reasons why a telephone 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.

What is the purpose of the telephone follow up appointment?

- You will be contacted by an Audiologist to see how you are getting on with your hearing aids.
- During this call the Audiologist will be asking questions to assist and determine if a face to face review/follow up appointment is still needed.
- We can also answer any questions and offer support and guidance.
- This call is free of charge as the Audiology Department will be phoning you.

What is the duration of this telephone follow up call?

- Typically, it will take no longer than 15 minutes.
- It will save time if you can work through the following questions and write down if there are things you would like to ask the Audiologist.

What will happen during my telephone call and how to prepare myself for this?

The Audiologist will first want to check that they are talking to the right person, by asking:

- Your name and surname
- Your date of birth
- Your first line of your address
- Questions to expect:
 1. How are you getting on with your hearing aid(s)?
 2. On average, how many hours a day are you now wearing your hearing aid(s)?
 3. Over the past 2 weeks, have you been able to put your hearing aid(s) in without too much trouble?
 4. When your hearing aid(s) are in your ears, are the moulds/cords (domes) securely in your ear(s), so they won't fall out?
 5. When the hearing aids are in, are they comfortable?
 6. After you have put your hearing aid(s) in and they are turned on are they:
 - (a) At a comfortable volume?
 - (b) Not too tinny or too boomy?
 - (c) Free from any whistling/feedback, except when adjusting or touching the hearing aid(s)?
 7. Have you cleaned your hearing aid(s) yet?
 8. How often have you changed the batteries so far?
 9. Have you used the volume or programme switch, if activated at your fitting appointment?

How do I use the telephone with my hearing aid?

The following tips should help:

- If you answer the telephone when you are not wearing your hearing aid(s) ask the caller to wait whilst you put your hearing aid(s) in.
- Hold the telephone slightly higher than normal, so that the middle of the speaker lines up with the top of your hearing aid, where the microphone is.
- Check whether your telephone has a built in telecoil adaptor (known as a loop). Your phone instructions may tell you that it has a loop system by saying the telephone is 'hearing aid compatible'.
- If your telephone has a loop system you can use this setting on your phone by switching your hearing aid to the telecoil setting.
- Alternatively you can use the telephone on its loudspeaker function whilst wearing your hearing aids in their normal settings.

If you find you are still having difficulty hearing on the telephone when using your hearing aids, and you are concerned that you may not hear well enough for your telephone follow up call, you may cancel your telephone follow up and, instead, book a face to face follow up/review appointment.

To do this, please phone or email the Audiology Department. This can also be done by someone else on your behalf, with your agreement.

Reference sources

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

More information

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

Audiology Department

Egerton Road

Guildford

GU2 7XX

Telephone: 01483 464108

Fax: 01483 408338

Contact details

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PALS and Advocacy contact details

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

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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