



## What is the loop programme on your hearing aid for? To

use a loop system, you need to switch your hearing aid to the loop programme. You can use it in places where you see the sign above displayed.

- It will only work if there is a loop system fitted, and it is switched on
- It helps to cut out the background noise. This will help you hear the speaker more clearly.

Not all hearing aids have the loop programme.

## Where can I use the loop system?

**At home:** If you have a loop system, you can use it to pick up sound from your TV or radio. They can be portable or fixed. Your local sensory impairment team can show you how to use this equipment and where to buy it from.

For Shropshire residents, phone 01743 250529 for details.

You can also self-refer using [cs.sensoryimpairment@shropshire.gov.uk](mailto:cs.sensoryimpairment@shropshire.gov.uk). You can find more information at [www.shropshire.gov.uk/sensory-support-service/hearing-loss/](http://www.shropshire.gov.uk/sensory-support-service/hearing-loss/)

For Telford and Wrekin residents, visit The Sensory and Assistive Technology Team, Independent Living Centre, 3A Hazeldine House

Telford Town Centre, Telford TF3 4JL. They are available Wednesday between 10.00am and 4.00pm. You can phone them on 01952 916030 or send a text to 07797875385  
Email: [wip@tandwcvs.org.uk](mailto:wip@tandwcvs.org.uk) or [www.telford.gov.uk/mylife](http://www.telford.gov.uk/mylife).

Your audiologist can also explain more about the loop programme on your hearing aid.

**In public places:** Loop systems are often available in public places to help you hear voices more clearly. Common places include theatres, cinema and places of worship. Train stations and airports may also have them.

At certain theatres there are discounts if you have a hearing loss, please speak to your local theatre to find out more. When you arrive at the theatre, ask at the box office for a portable loop and to check that the system is on. This will work with hearing aids. Try the loop system when you see the symbol.

The sound should be clear and cuts out background noise. If you can only hear a buzzing noise, it usually means the loop system is not switched on. You need to tell the place you are visiting that it is not working. This is because most places cannot test it themselves. The Equality Act (2010) encourages more public places to install loop systems.

## Further information is available from:



### Feedback

We appreciate and encourage feedback which can be shared in a number of ways through the hospital website. Scan the QR code to give feedback. [www.sath.nhs.uk/patients-visitors/patient-experience/feedback-hub/](http://www.sath.nhs.uk/patients-visitors/patient-experience/feedback-hub/)

### Patient Advice and Liaison Service (PALS)

PALS will act on your behalf when handling patient and family concerns, they can also help you get support from other local or national agencies. PALS, is a confidential service.

Royal Shrewsbury Hospital, Tel: [0800 783 0057](tel:08007830057) or [01743 261691](tel:01743261691)

Princess Royal Hospital, Tel: [01952 282888](tel:01952282888)

## Other Sources of Information

### NHS 111

A fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days of the year.

111 (free from a landline or mobile) [www.nhs.uk](http://www.nhs.uk)

### Self Help & Support Groups

A selection of websites providing access to good quality health information, local organisations and community groups is available from the library. [www.library.sath.nhs.uk/find/patients/](http://www.library.sath.nhs.uk/find/patients/)

### Information in Other Languages or Formats

If you require this information in a different way such as easy read, a different language, larger print, audio or braille please tell a member of staff or contact the Patient Experience Team;

[sath.patientexperience@nhs.net](mailto:sath.patientexperience@nhs.net) or [01743 261000](tel:01743261000) ext. 2503.

## Your information

Information about you and your healthcare is held by the NHS. You can find out more about how we hold your information and how it is used on our website: [www.sath.nhs.uk](http://www.sath.nhs.uk)

**Website:** [www.sath.nhs.uk](http://www.sath.nhs.uk)

Information Produced by: Audiology

Date of Publication: January 2025

Due for Review on: January 2028

©2023 SaTH NHS Trust

Version: 1

ID: HN/096

