

Shropshire NHS Audiology

We hope that you are finding your new hearing aid(s) helpful.
Here is some useful information to help you get the most out of your hearing aid(s).

Did you Know?

You can go to one of our community clinics for hearing aid aftercare. Ask your Audiologist where your nearest clinic is.



How do I use the phone?

When using the phone, hold it towards the top of your ear. The sound will go straight into your hearing aid.



What is the Loop System?

When you see the 'T' symbol in a public place, you can switch to the loop programme on your hearing aid to use the loop system. It will reduce background noise so you can hear the speaker more clearly.



Spare tubing, domes or batteries:

- You can get batteries from your GP practice or the audiology department with your hearing aid battery card
- More Information - <https://www.sath.nhs.uk/wards-services/az-services/audiology/battery>
- Email - sath.audiology@nhs.net
- Telephone - 01743 261482 or 01952282804
- SMS text - 07913798467

How can I look after my hearing aid?

Clean the ear piece with a damp cloth every day.

You need to replace your hearing aid tubing or domes every 4 to 6 months.

Keep your hearing aid(s) safe. There is a £50 charge to replace a lost hearing aid.

Battery Safety

- Keep out of reach of children
- Do not heat or attempt to re-charge batteries
- Batteries can be harmful if swallowed (if this happens, get help straight away)
- Throw away used batteries safely (in household recycling or waste)

Online Resources:

C2Hear Online – videos which show you how to look after your hearing aid(s) and how to get the most from them.

<https://www.c2hearonline.com>

Patient Advice and Liaison Services: 01952 282888 or 01743261691. If you require this information in large print or another language, please contact Audiology.

Equipment for people who are hard of hearing

For Shropshire Residents:

Shropshire Council offer telephone triages and home visits to show you how to use assistive technology. Telephone: 01743 250529 or Text: 07593 666375

Email: cs.sensoryimpairment@shropshire.gov.uk

<https://www.shropshire.gov.uk/sensory-support-service/hearing-loss/>



For Telford and Wrekin residents:

To make a self-referral: Telephone- 01952 916030 or Text- 07797875385

Email: wip@tandwcvcs.org.uk or via the MyLife website: www.telford.gov.uk/mylife. Click the Independent Living Centre icon.

The Sensory and Assistive Technology Team are at the **Independent Living Centre** on **Wednesdays between 10am to 4pm**. They offer advice, guidance and show you how to use assistive equipment. You can “drop in” or book an appointment using <https://www.telford.gov.uk/ilc>
Independent Living Centre, 3A Hazeldine House, Telford Town Centre, Telford, TF3 4JL

You may also want to view the **Telford and Wrekin Virtual House** to give you ideas about all sorts of equipment and gadgets that can help you at home. <https://www.telford.gov.uk/virtualhouse>



Sight and Hearing Loss Support

Are you having difficulties getting used to your hearing aid(s)?

Community Resource Hearing Loss Support volunteers are fully trained by Shropshire NHS Audiology. Many are hearing aid users themselves.

Volunteer led hearing aid support hubs are all across Shropshire. They offer home visits for house bound patients, and support for hearing aid users. You must book an appointment. For more information, contact 01743 342168 or visit <https://www.community-resource.org.uk/>

Access to Work

Access to work can provide equipment for work including telephone, meetings and fire alarms.

The scheme can make improvements to your listening environment. For more information contact: **0800 1217479 (voice)**

www.gov.uk/access-to-work/apply

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Hearing aid Repairs and Maintenance

- **Post your hearing aids** to the audiology department. Please send it to us with the correct postage and include your name, address, date of birth and the problem. We will then send back to you by post.
- **Drop your hearing aids off** at either Royal Shrewsbury Hospital or Princess Royal Hospital audiology department with your details. We will ring you when they are ready to collect.
- **Face-to-face appointment** with one of our Audiology staff.

Audiology Contact Details

Royal Shrewsbury Hospital

Audiology Department, Outpatients Department, Royal Shrewsbury Hospital, Mytton Oak Road, Shrewsbury, SY3 8XQ
Telephone: 01743 261482

Princess Royal Hospital

Audiology Department, Outpatients Department, Princess Royal Hospital, Apley Castle, Telford, TF1 6TF
Telephone: 01952 282804

Email: sath.audiology@nhs.net

Website: www.sath.nhs.uk

SMS/Text: 07913 798467