

1. Keep your hearing aid in your ear. Hold the phone towards the top of your ear, where the microphone is on your hearing aid. The sound will then go straight into your hearing aid.
2. Some landline phones are hearing aid compatible.
3. Put the hearing aid on to the loop programme. Hold the receiver slightly behind your ear at the top. It cuts out any background noise. It can make the sound clearer and will never buzz or whistle.
4. Some mobile phones are hearing aid compatible. Talk to the audiology team about this option.
5. Take your hearing aid out. Put the phone to your ear as usual. You can get phones which have a louder volume.
6. You could try using loudspeaker or hands free on your phone. Keep your hearing aid in.

Ask the Audiology team for further support and advice on telephones or where you can see and try them.

For Shropshire residents, phone 01743 277698 to find out about drop-in equipment clinics

For Telford & Wrekin residents contact MyChoice on 01952 916030.

Top Tips:

- Make sure the phone is in a quiet room.
- Explain to the speaker that they need to speak clearly and slowly.
- Guide the conversation, rather than wait for them to ask all the questions. If you ask the questions, you can anticipate more of the answers

Tonecallers: BT loud 4-tone indoor phone ringer.

For people with impaired hearing who have a BT line to the house, BT will supply an Extension Tonecaller free of charge. It has an easy change volume control and four different tones which you can select to suit your needs.

Phone BT on 0800 800150 for more information.



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/

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

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/

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 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

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