



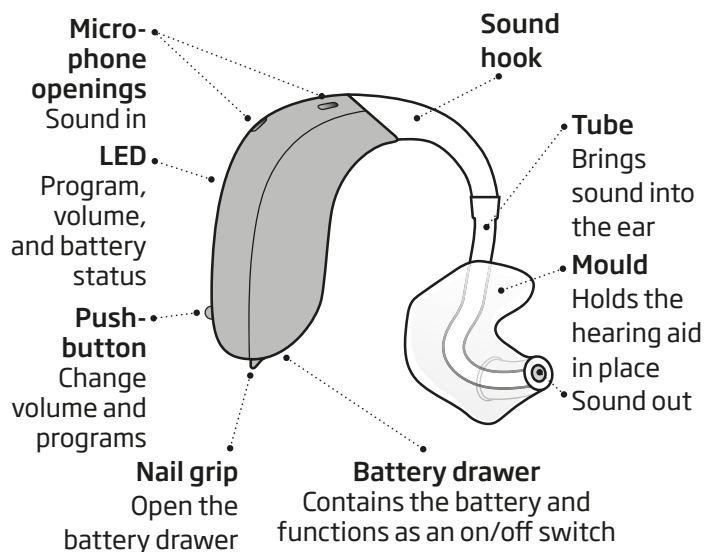
The Shrewsbury and
Telford Hospital
NHS Trust

Information about your NHS hearing aids

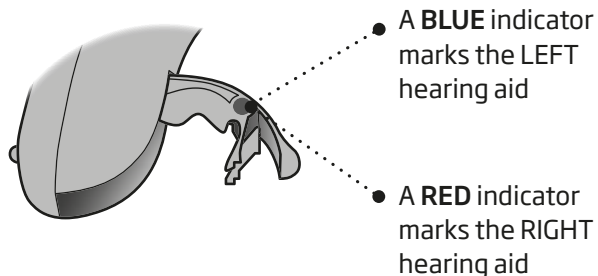
**Hearing Aid Fittings
with an
ear mould**



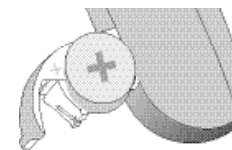
Your hearing aid with an ear mould



red = right
blue = left



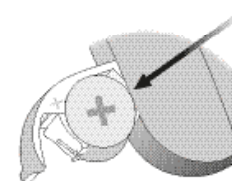
Inserting the battery



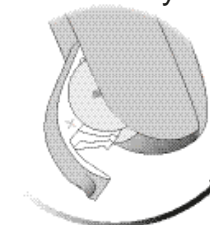
Fully open the battery drawer.
Remove the battery.



Remove the sticky label from the + side of the new battery.

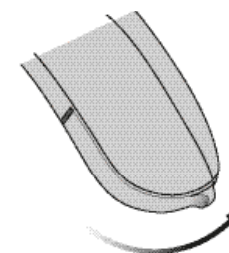


Insert the new battery into the battery drawer.
Insert it from above, NOT from the side.
Make sure the + side is facing up.

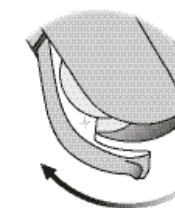


Close the battery drawer.
The hearing aid will play a jingle through the earpiece.
Hold the earpiece close to your ear to hear the jingle.

Turning the instrument ON & OFF



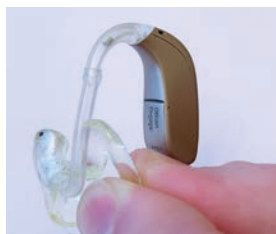
TURN ON
Close the battery drawer with the battery in place.



Turn OFF
Open the battery drawer.

Inserting your earmould and hearing aid

The following pictures show the fitting of a LEFT hearing aid. Please use the opposite hand to that instructed if fitting a RIGHT hearing aid.



① Hold back of mould between your LEFT thumb & index finger



② Use your RIGHT index finger to find the jawbone joint



③ Take the mould back to touch the finger on the jawbone joint



④ Slide the mould back until the canal insert fits into your ear canal



⑤ Twist the mould backwards until the top of the mould sits under the top fold of skin



⑥ You may need to use your RIGHT hand to pull down on the ear lobe



⑦ Use your finger to press the ear mould into your ear



⑧ Your ear mould should now be in place. Now lift the hearing aid over the top of your ear. You have now successfully fitted your ear mould and hearing aid

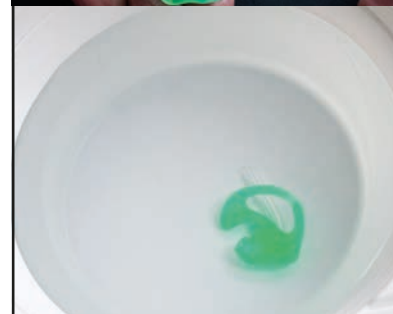


Cleaning your hearing aid - earmould

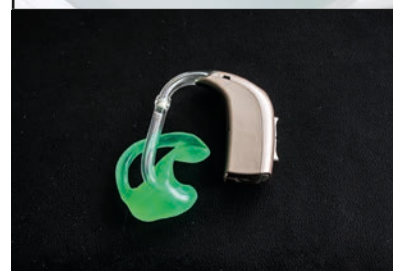
Try to keep your earmould clean by wiping daily with a mild wet wipe such as a baby wipe. If the tubing is blocked or the earmould gets very dirty, you can clean it in the following way:



Detach the ear mould from the hearing aid.



Wash the earmould (with the tubing still in its place) in lukewarm, soapy water. Rinse it well, shake the tubing to ensure no water is present or leave it to dry overnight. Then push the tubing back onto the hearing aid.



This picture shows the earmould placed incorrectly on the hearing aid, it has been reattached the wrong way around.



This picture shows the earmould placed correctly on the aid



Spare tubing, domes or batteries

You may be able to get batteries from your GP practice or the audiology department with your brown book or battery card.

<https://www.sath.nhs.uk/wards-services/az-services/audiology/>

Email - sath.audiology@nhs.net

Telephone - 01743 261482/ 01952282804

SMS text - 07913798467





If you would like to order some replacement batteries or tubing then please scan the QR code opposite.



Programmes, phone tips & spare accessories

When your hearing aid switches on, it will go to the first programme. Check your instructions to see how to change programmes.

To be filled out by the hearing care professional

Program	Activation sound	When to use
1	 "1 beep"	
2	 "2 beeps"	
3	 "3 beeps"	
4	 "4 beeps"	

Program change: LEFT RIGHT Short press Long press

Phone Tips

1. Hold the phone towards the top of your ear, where the microphone is on your hearing aid.
2. You can use some phones with your hearing aid. Put the hearing aid on to the loop programme and hold the phone slightly behind your ear at the top.
3. You could try using the loudspeaker on your phone.

Your agreed hearing needs

It is important that you get used to the hearing aid by slowly wearing the aid each day and get used to the controls.

To meet your hearing needs set out at your assessment, we have agreed that you will:

1. _____
2. _____

Troubleshooting

If your hearing aid is not functioning correctly try the following. If there is no improvement please contact the department to make an appointment.

Problem	Possible cause	Solution
No Sound	Hearing aid is not turned on	Turn hearing aid on
	Dead battery	Replace battery
	Battery not inserted properly	Insert battery properly
	Water droplets or condensation in tubing	Detach aid from tubing, blow through tube and shake to remove water
	Blocked tube	Clean tube of blockage
	The hearing aid is on the wrong programme	Check the hearing aid is on the most suitable programme – usually programme 1 - this should be the programme it will be on when first switched on
Not loud enough	Mould not sitting far enough in ear canal or incorrectly positioned	Reposition mould in ear
	Excessive ear wax	Arrange to see practice nurse at your GP surgery to have ears checked
	Hearing has not been checked for some years and you feel it may have worsened	Please make a repair appointment with us in the first instance so we can check the hearing aid and check your ears for wax
Hearing aid whistles	Ear mould incorrectly inserted	Reinsert carefully
	Cracked/ split tubing	Appointment required for replacement tubing
	Excessive ear wax	Arrange to see practice nurse at your GP surgery to have your ears checked

Wireless Connectivity

With Oticon, you get the best of both worlds. A world class hearing system and a comprehensive, versatile and user-friendly range of accessories.

Oticon Companion App

Control your wireless accessories. Interact with wireless accessories paired with your hearing aids, including TV Adapter, EduMic and ConnectClip.

Find my hearing aids

The 'Find my hearing aid' feature helps you locate your hearing aid if you misplace it

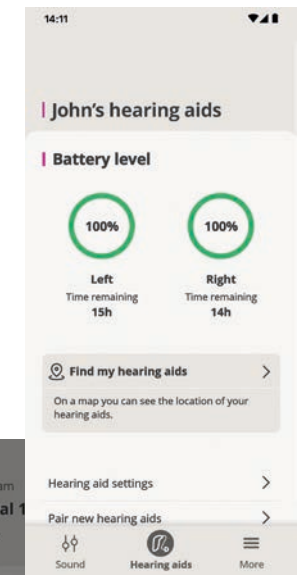
Reduce background noise

Use SpeechBooster to reduce background noise and enhance speech whenever you need to focus on a conversation

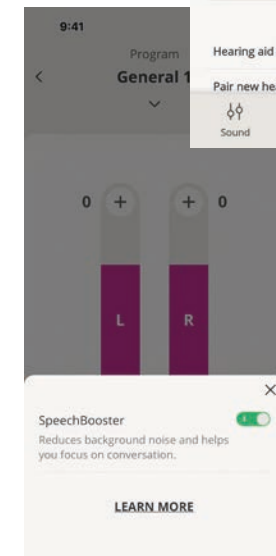
Scan the QR code here to download the Oticon Companion App which allows you to easily control your hearing aids settings.



Android screen



Apple screen



Batteries

Make sure that you:

- don't leave the battery in the hearing aid that you are not using regularly as it may damage the aid
- keep the batteries clean and dry and away from extreme heat and cold
- dispose of batteries safely. Some supermarkets and recycling centres have appropriate recycling bins
- never throw old batteries into a fire (they may explode)
- don't leave batteries where small children can reach them.

If anyone swallows a battery, it is important to go straight to A&E

Always carry spare batteries with you so you are not caught out if your hearing aid suddenly stops. If you are attending an important function and are worried about your battery running out halfway through, change the battery beforehand.

Low Battery Warning

The hearing aid will beep to warn you that the battery is running low. You should replace the battery as soon as possible before the hearing aid stops working.

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

Website: www.sath.nhs.uk

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Telford
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SMS (Text) – 07931 798467

Patient Advice and Liaison Services:

01952 282888/01743261691

If you require this information in large print or another language please contact audiology.

Please note: there will be a £50 charge for any lost /damaged NHS Hearing Aid.