



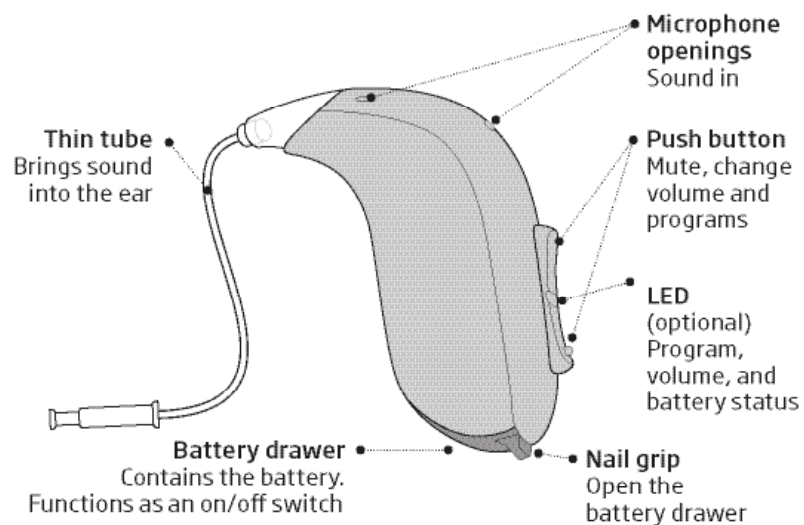
The Shrewsbury and  
Telford Hospital  
NHS Trust

# Information about your NHS hearing aids

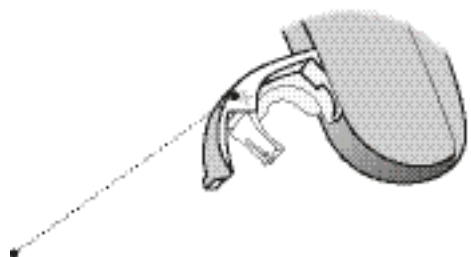
**Hearing Aid Fittings  
with a  
Thin tube**



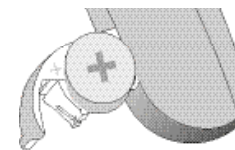
## Your hearing aid with a thin tube



red = right  
blue = left  
There will be a red or blue marker in the battery drawer



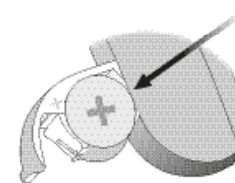
## Inserting the battery



Fully open the battery drawer.  
Remove the battery.



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

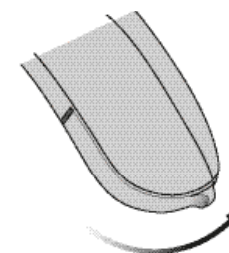


Insert the new battery into the battery drawer.  
Insert it from above, NOT from the side.  
Make sure the + side is facing up.

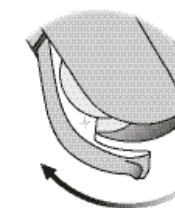


Close the battery drawer.  
The hearing aid will play a jingle through the earpiece.  
Hold the earpiece close to your ear to hear the jingle.

## Turning the instrument ON & OFF



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



**Turn OFF**  
Open the battery drawer.

## Inserting your thin tube and hearing aid

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



1. Place hearing aid on the ear using finger and thumb.



2. Use finger/thumb to locate ear canal. Insert dome into canal.



3. Using your finger, ensure dome is in as far as it feels comfortable.



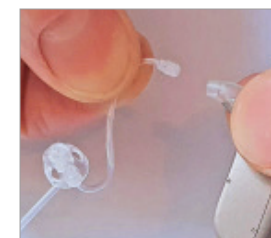
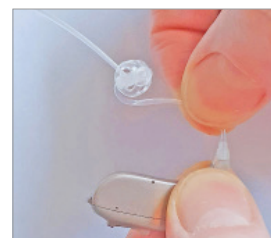
4. If you have a concha lock, find the tail of the thin tube and place into the curve of your ear to secure the dome and thin tube. The concha lock can help keep the hearing aid from coming out.



## Cleaning your thin tube

**PLEASE NOTE. If the dome is removed, always replace with a NEW dome. Never reattach a used dome back onto the tube.**

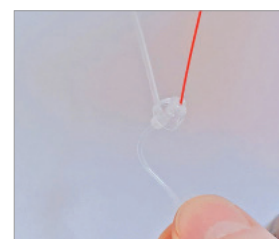
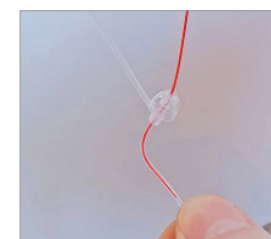
The following pictures illustrate how to clean a hearing aid with a thin tube.



1. Detach the thin tube by pulling the tube away from the hearing instrument.



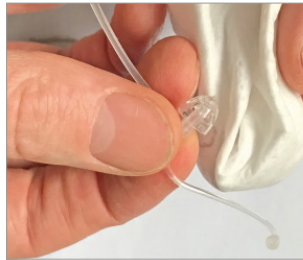
2. Insert the cleaning tool into the top part of the tube and feed it all the way through to the dome.



3. Carefully push the cleaning tool through the dome past the vent, without removing the dome.

## Cleaning your hearing aid (continued)

Clean the hearing aid by wiping it carefully with a soft, dry cloth or tissue. Take care not to get it wet.



\*Always clean the dome from tip to base\*

4. To clean the dome, wipe it gently with a wet-wipe or damp cloth to remove any excess cerumen (wax).





5. Re-attach the thin tube by pushing it back on to the hearing instrument with a simple click fit action.



## 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.

### 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](mailto:sath.audiology@nhs.net)

Telephone - 01743 261482/ 01952282804

## Troubleshooting

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
	Sticker is still on the battery	Remove the sticker to activate the battery
	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	Dome not sitting far enough in ear canal or incorrectly positioned	Reposition dome in ear canal.
	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	Thin tube and dome incorrectly inserted	Reinsert carefully
	Thin tube riding out of ear, not staying in position	Appointment required to try a different size slim tube
	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

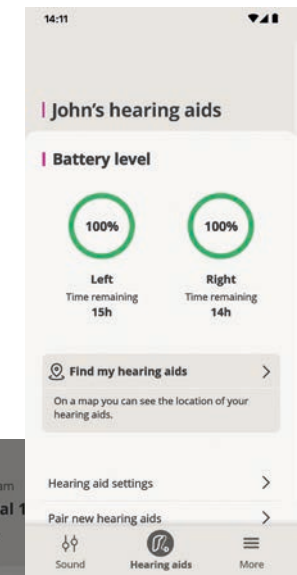
#### Reduce background noise

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

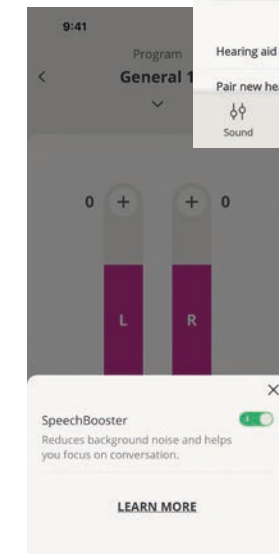
Scan the QR code here to download the Oticon Companion App which allows you to easily control your hearing aids settings.



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/](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)

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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.