



## What facilities are available?

There is LIMITED car parking available for patients at the rear of the building.



## Views on our service

If you are satisfied we are providing a good service, please tell us. If you are dissatisfied or feel we could improve our service, we value your comments:

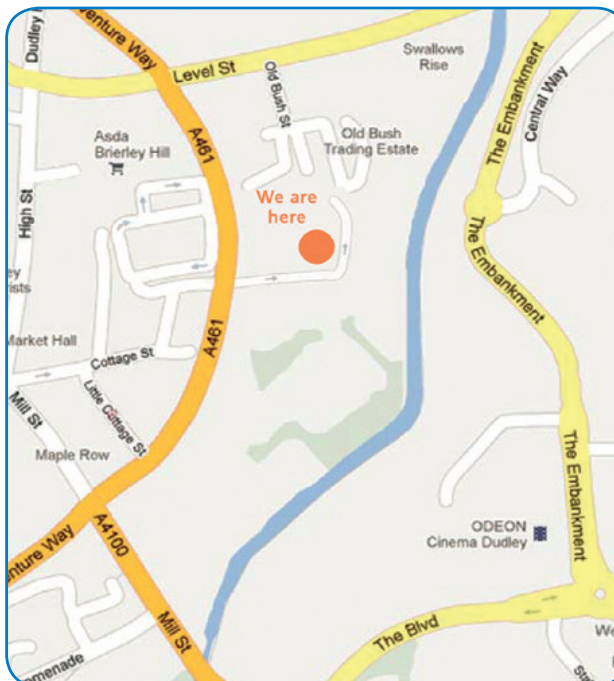
You will find a comments book in our waiting area, or if you prefer, you can contact us on 01384 321266.

The Patient Advice and Liaison Service (PALS) for The Dudley Group NHS can be contacted free phone on 0800 073 0510.

Our information can be made available in large print and in other languages, please call 0800 073 0510 for more details.



## Audiology clinics are held at:



### Audiology Service

Lower Ground Floor,  
Brierley Hill Health and Social Care  
Centre, Venture Way, Brierley Hill DY5  
1RU

**Telephone: (01384) 321 266**

**Fax: (01384) 321 606**

**Cancellation line: 01384 321559**  
(if through to answerphone please  
leave message)

*The information in this leaflet was compiled by the  
Audiology Department, The Dudley Group  
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The Dudley Group  
NHS Foundation Trust

# NHS Audiology



## Hearing Aid Users



[www.dgft.nhs.uk](http://www.dgft.nhs.uk)



### What can I expect from my new hearing aid?

Remember – the world is a noisy place, but there is nothing that you will hear through a hearing aid that you wouldn't hear with normal hearing. This is natural, but with regular use you will begin to recognise and get used to all of these everyday sounds.

If you have not worn a hearing aid before, and are really struggling to get used to it, begin wearing it for short periods, gradually building up the length of time. Eventually, you should be able to wear it all day without noticing it.

This may take up to three months. Getting the hearing aid in your ear and using the controls may seem fiddly at first, but please keep trying – practice makes perfect.



### What will the hearing aid be able to do for me?

Your hearing aid will deliver a general awareness of sounds around you. You should be able to follow conversation in a quiet environment, and hear in small groups (two or three people).

You should be able to hear the television and, depending on your hearing loss, you may be able to hear a conversation over the phone.



### What will it NOT be able to do for me?

Hearing aids cannot decide which sounds you do or do not want to hear.

Hearing aids offer limited help if you are

- In a noisy room.
- In a large group.
- More than six feet away from the person talking.
- Listening to someone talking from another room.



### How do I get new batteries?

New batteries are supplied free of charge. You will receive approximately 12 months supply of batteries when you are fitted with your hearing aid(s).

Please keep and return your used batteries. Please contact the Audiology Service when you have just a few batteries remaining. Even if you are having no problems, we strongly recommend that you book an annual maintenance appointment when you arrange to collect replacement batteries.



### My hearing aid is not working, what can I do?

Please contact the Audiology Service for a 10 minute repair appointment.



### What should I expect from the hearing aid repair clinic?

Most simple problems can be solved during the hearing aid repair clinics, including

- Retubing your ear mould and inspecting your tubing for colour, changes, hardness and cracks.
- Replacing poor fitting or broken moulds.
- Replacing slim tubes and domes and inspecting your slim tubes and domes for colour changes, kinks and cracks.
- Reducing feedback/whistling.
- Replacing lost, damaged and faulty hearing aids.

If the audiologist feels that your problem is more complicated and requires more time, an appointment will be arranged at a future date. Repair clinics are not intended for more complex problems. No hearing tests can be carried out during these sessions.



### How will the hearing aids affect my hearing?

Some people worry that a hearing aid will cause their hearing to become worse. However, there is evidence that using a hearing aid actually helps to preserve your hearing. It is natural for your hearing to deteriorate gradually over time, so you may find that you need your hearing re-tested after a few years.



### What do I do if I think my hearing has changed?

In the first instance, we will arrange for your hearing aid to be checked in a 10 minute appointment.

If your hearing aid is functioning as expected, and you are not hearing as well as one would expect for your level of loss, we may arrange a further appointment for a hearing assessment and to adjust your aid(s) as necessary.

Alternatively, you can seek a referral via your GP.

**Please seek urgent medical advice if your hearing changes suddenly.**



### What happens if I lose or damage my hearing aid?

The hearing aid(s) you have been issued with remain the property of the NHS.

On accepting NHS hearing aids you are agreeing to

- Pay the charge if you lose them.
- Pay the charge if you damage them.
- Not to loan them to anyone else.
- Return them to us if you no longer require them.
- Return them to us if you are leaving the country for an extended time.

Please contact the Audiology Department if you have lost or damaged your aid, or if you wish to return it to us. Please let a member of our team know if you have cognitive difficulties, have been diagnosed with dementia, or if you are registered blind or partially sighted.