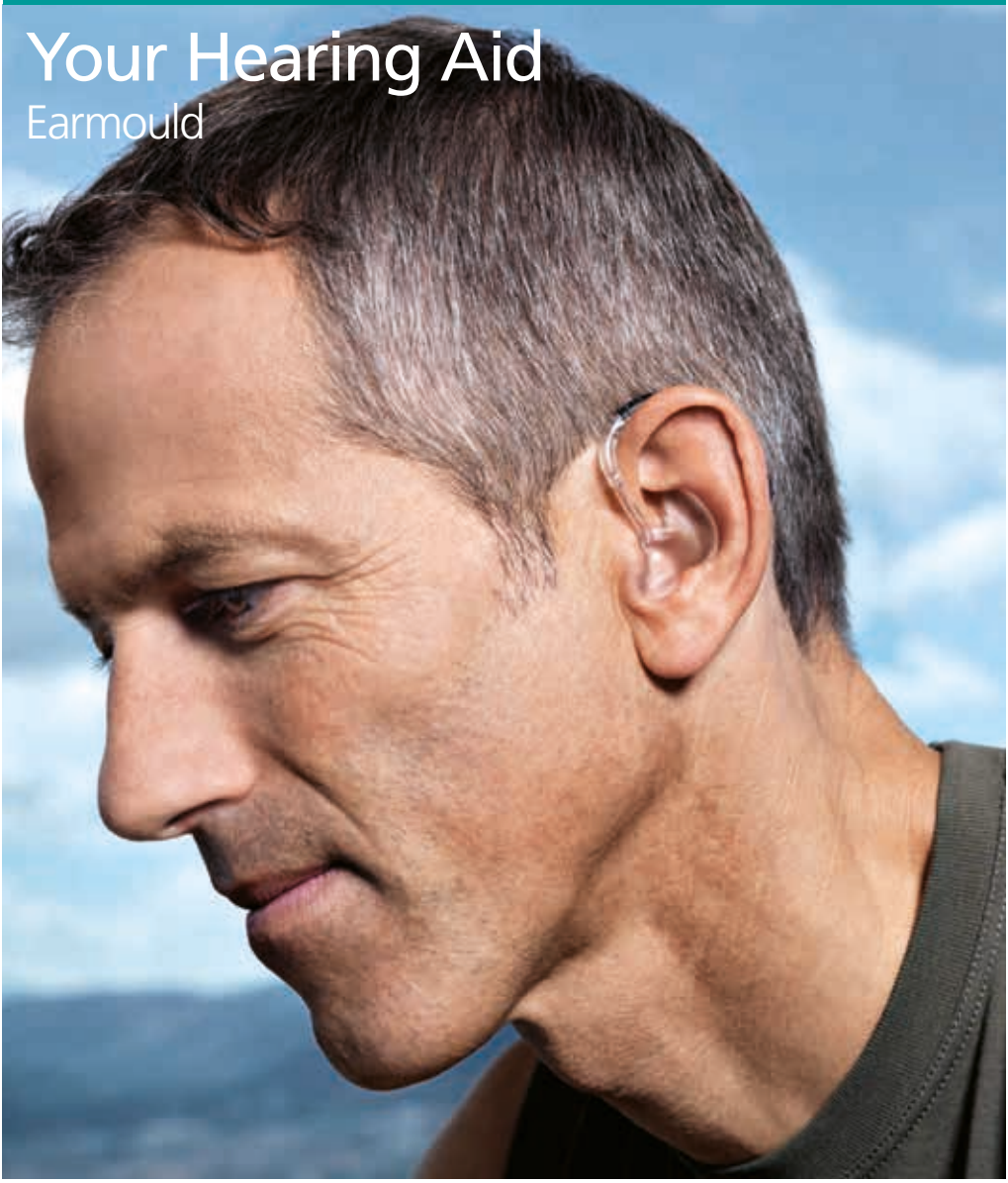
Healthier Communities,
Outstanding Care

NHS
Sherwood Forest Hospitals
NHS Foundation Trust

Audiology Services

Your Hearing Aid

Earmould



Q: Will I have normal hearing with my hearing aid in?

A: No, the hearing aid can only work with the hearing that you have left. It will sound strange to start off with. With perseverance, it will make sound more natural and help take the strain out of listening.

Q: What if I don't like the sound of my own voice?

A: Again, to start with, this may sound a little unfamiliar to you but after two weeks this should subside with regular use of the hearing aid.

Q: What if I find the hearing aid uncomfortable to wear?

A: Try to wear it for short periods at a time. If the hearing aid is causing you pain, then make an appointment to come in and see us on a repair session.

Q: In which situations may I still have difficulty?

A: In large, noisy places such as restaurants and supermarkets. Also in cars, at family parties or large gatherings and generally where there is a lot of background noise.

Q: How do I get used to wearing a hearing aid?

A: By wearing the hearing aid you are teaching yourself to listen again. It takes time to get used to all the new background noises and hearing speech can be a little strange to start with. The more you wear the hearing aid, the quicker you will get used to them.

Q: I've been given two hearing aids, should I wear them both together?

A: Wearing two hearing aids gives a much more balanced natural sound. It will also be easier to locate where sounds are coming from. The aids have been programmed as a pair and if you only wear one aid, the settings may be incorrect for your hearing loss.

Q: How often should I wear the aid?

A: Ideally all day every day - the more they are in the ears, the better. Sometimes it may not be obvious how much you can hear with it but stick with it as much as you can. Remember, you never know when you might need to hear something important such as the telephone or doorbell!

Q: Can I use any other devices to help with my hearing?

A: Yes, Adult Deaf & Visual Impairment Service (ADVIS) provide a county-wide service for deaf people. They can help with extra equipment designed to help with things such as doorbells, telephones and televisions. Contact details are on the back of this booklet or your audiologist can give you further information.

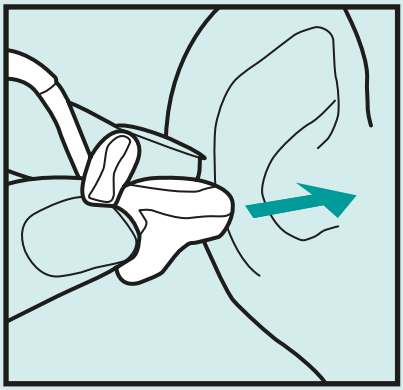
Using your hearing aid(s) with the phone

The most important thing to remember when using the phone is that you should hold the receiver to the hearing aid(s) and **NOT** your ear. As a hearing aid user, any sound now passes through your hearing aid before reaching your ear. The picture opposite shows an example of how to achieve this.

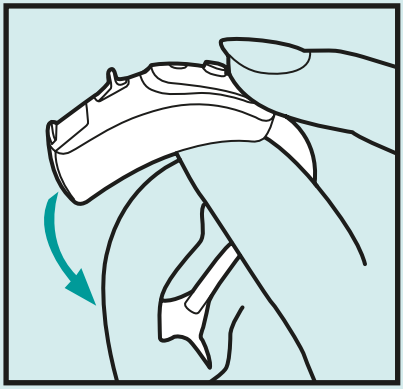
Insertion of your earmould

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

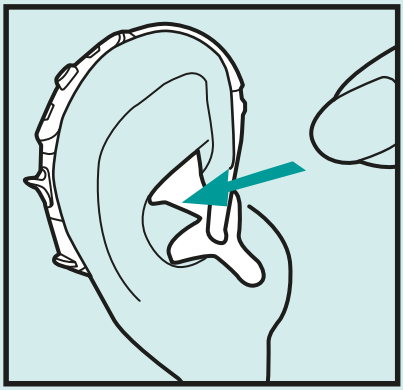
1. Take the earmould up to your ear and place the ear canal part into your ear canal.



2. Place the hearing aid behind your ear.



3. Insert the upper part of the earmould into the upper part of the bowl of your ear.



In order to prolong the life of your hearing aid, it is important you take care of them and clean them regularly.

You should wash your earmoulds and tubing in warm soapy water at least once a week.

Procedure

The mould should be disconnected from the hearing aid itself. The mould and tubing are to be washed. The behind-the-ear section of the hearing aid should not be allowed to come into contact with detergents or water. It should be kept dry at all times.

To disconnect the earmould and the tubing from the hearing aid, gently pull the plastic tubing from its attachment to the elbow (hooked part) of the hearing aid. The elbow itself should not be removed, as it is part of the hearing aid and could be damaged by removing and attempting to clean it.

Wash the mould in your hands using a mild soap suitable for your skin. Harsh detergents can irritate the delicate skin inside your ears and so should be avoided.

The mould and tubing can be left to soak for a few minutes if required.

Rinse under running warm water. Allow the water to run through the tubing and this should flush out any debris which may have become lodged inside the tubing. Blow through the tubing to ensure there are no droplets of moisture left trapped inside the tube. Then leave to dry naturally on a piece of kitchen towel or tissue overnight if possible. **This is important!**

When the mould and tubing are thoroughly dry, reconnect to the hearing aid elbow ensuring they are kept in the correct alignment as shown.

Colour indicator:

Red = Right

Blue = Left

If the hearing aid doesn't seem to be working, check:

- The hearing aid is switched on
- You have not switched it to the 'Loop' setting by accident
- If your hearing aid has a volume control, check that this is not turned right down. If it is, adjust it to the correct level
- If your hearing aid has a programme button/switch it may be on the wrong programme or may be muted. Your audiologist should have shown you how to use this control
- The battery is in the right way round
- Try putting in a new battery
- Take your hearing aid out and check that the earmould is not blocked with wax
- The tubing is not twisted, squashed or split
- Whether there are droplets of condensation in the tubing. If there are, gently remove the earmould from the aid and blow down the tubing to remove the droplets.

If the hearing aid is whistling, squealing, sizzling or buzzing:

- This could be 'feedback', which happens when sound from your hearing aid leaks out and gets picked up by its microphone
- You may not have the earmould in properly - push it gently to check. If not, please refer to page 4 to re-insert it
- You may have excess wax in your ears - ask your Practice Nurse or GP to check your ears
- If your hearing aid has a volume control, check whether the volume is too high
- If your aid is buzzing, check whether you have switched to the 'Loop' setting by accident.

You may need to ask your audiology service for help if:

- Your earmould has cracked, or does not fit snugly enough
- The hook part of the hearing aid has cracked or come loose
- The tubing has split and needs replacing.

If you have checked everything, but your hearing aid is still not working, please contact the department on 01623 622515 ext.4692/4672 to discuss your problems with an audiologist.

Your hearing aid needs to be serviced every six months.

Please note that we do not send out a reminder for servicing. It is the responsibility of the patient to have their hearing aid(s) serviced regularly. Spare tubing can be obtained from the audiology department. Please contact the department on 01623 622515, extension 4672 or 4692 with your request.

Your NHS book / card can be used to exchange used hearing aid batteries at the following centres:

Mansfield/Forest Town

Bull Farm Primary Care Centre
Millennium Business Park
Concorde Way
Mansfield
01623 621 059

Oak Tree Lane Health Centre
Jubilee Way South
Oak Tree Lane Estate
Mansfield
01623 651 261

Millview Surgery
1A Goldsmith Street
Mansfield
01623 649 528

Crown Medical Centre
Crown Farm Way
Forest Town,
Notts NG19 0FW
01623 626 132

Mansfield Woodhouse

Health Centre
Church Street
Mansfield
Woodhouse
01623 420 692

Sutton-in-Ashfield

Oates Hill Surgery
2 Forest Street
Sutton-in-Ashfield
01623 557 136

Ravenshead

Ravenshead Surgery
30 Longdale Avenue
Ravenshead
01623 794 222

Shirebrook

Shirebrook Health Centre
17 Patchwork Road
Shirebrook
01623 742420

Kirkby-in-Ashfield

Rehab Centre, Reception 2
Ashfield Community Hospital
Kirkby-in-Ashfield
01623 784 723

Warsop

Warsop Health Centre
Church Street
Warsop
01623 845 683

Rainworth

Rainworth Health Centre
Warsop Lane
Rainworth
01623 794 293

Farnsfield

The Surgery
Station Lane
Farnsfield
01623 882 289

Newark

Newark Hospital
Boundary Road
Newark
01636 681 681

Newark Health Centre
14-22 Portland Street,
Newark NG24 4XG
01636 652500

Collingham

Collingham Medical Centre
High Street
Collingham
Newark
01636 892156

Bilsthorpe

Bilsthorpe Surgery
35 Mickledale Lane
Bilsthorpe
01623 870230

Pleasley

Pleasley Surgery
Chesterfield Road
Pleasley
01623 810249

Selston

Selston Community Unit
139 Nottingham Road
Selston
01773 810 245

Blidworth

Abbey Medical
59 Mansfield Road
Blidworth
01623 795 461

Southwell

Southwell Medical Centre
The Ropewalk
Southwell
01636 813 561

Edwinstowe

Edwinstowe Health Centre
High Street
Edwinstowe
01623 822 303

Ollerton

Ollerton Health Centre
Church Circle
New Ollerton
01623 860 471

Sutton-on-Trent

Sutton-on-Trent Surgery
Hounsfield Way
Sutton-on-Trent
Newark
01636 821023

Recycle your old batteries. Return your old batteries when obtaining new ones, unless instructed otherwise. Some supermarkets now have a battery recycling point - use these to dispose of unwanted/used batteries.

Sherwood Forest Hospitals NHS Foundation Trust

Audiology Services
Newark Hospital
Boundary Road
Newark
Nottinghamshire
NG24 4DE

Telephone: **01636 685750**
Email: **sfh-tr.Audiology@nhs.net**
Textphone: **0792 0206720**

Audiology Services
Clinic 8, King's Treatment Centre
King's Mill Hospital
Mansfield Road
Sutton-in-Ashfield
Nottinghamshire NG17 4JL

Telephone: **01623 672383**
Email: **sfh-tr.Audiology@nhs.net**
Textphone: **0792 020672**

Adult Deaf and Visual Impairment Service

Welbeck House
Darwin Drive
Sherwood Energy Village
New Ollerton
NG22 9FF

Telephone: **0300 500 80 80**
Mobile: **07342 063969**
Email: **advis.duty@nottscc.gov.uk**

C2Hear, Interactive multimedia videos on hearing aids and how to hear well: **www.c2hearonline.com.**

Advanced Bionics - Rehab Portal
www.abrehabportal.com

Further sources of information

NHS Choices: **www.nhs.uk/conditions**
Our website: **www.sfh-tr.nhs.uk**

Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

King's Mill Hospital: 01623 672222
Newark Hospital: 01636 685692
Email: **sfh-tr.PET@nhs.net**

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email sfh-tr.PET@nhs.net

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

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