

Healthier Communities,  
Outstanding Care

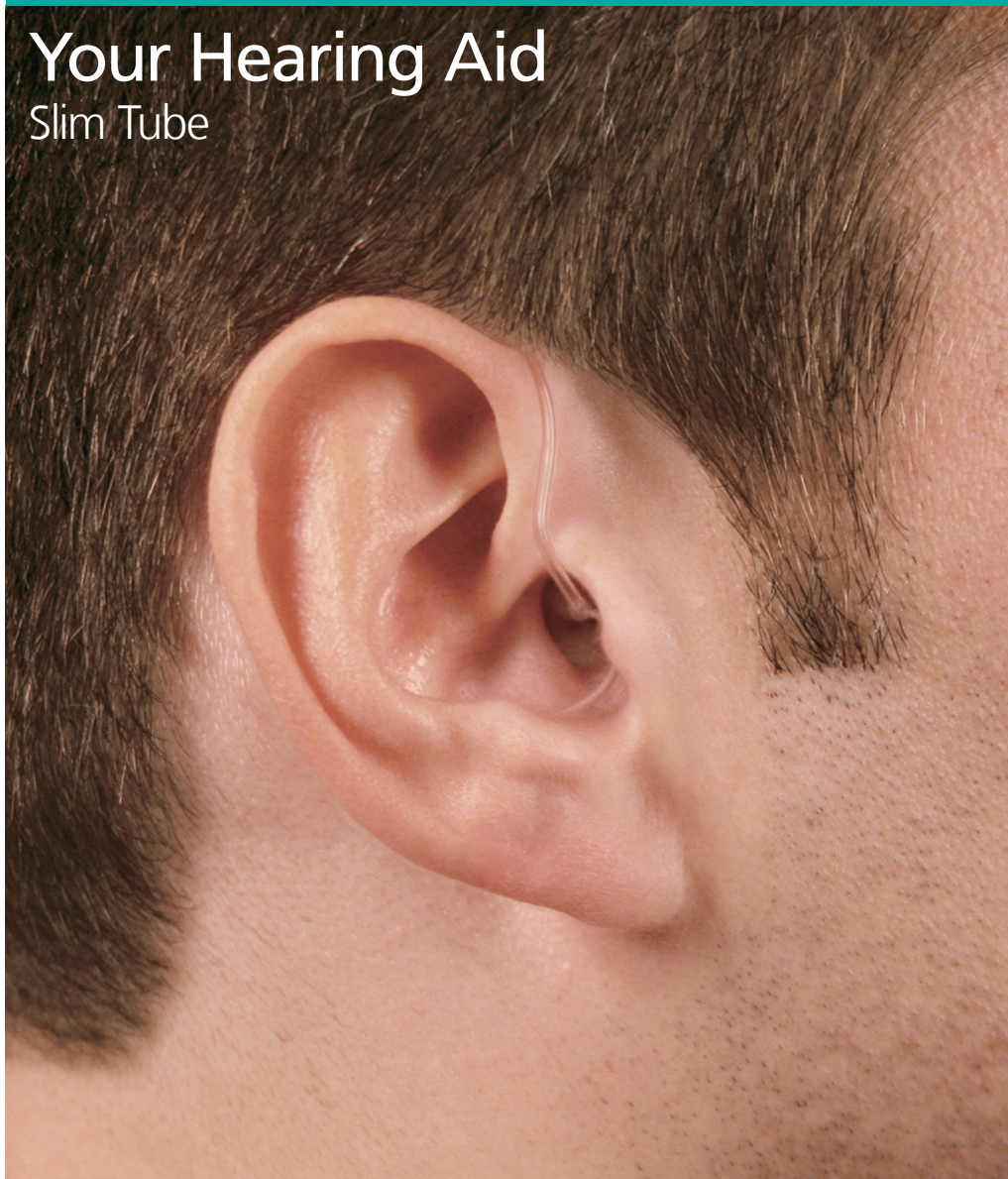


Sherwood Forest Hospitals  
NHS Foundation Trust

# Audiology Services

## Your Hearing Aid

Slim Tube





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

**A:** You should find it easier to hear in most situations, however there could still be areas where you may still have some difficulty. Hearing aids may sound strange initially, but with perseverance, it will make sound more natural over time.

### **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: What devices and systems can I use with my hearing aids?

**A:** Most hearing aids have the ability to connect to a loop system, which can be accessed by pressing the program button on your hearing aid.

The 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

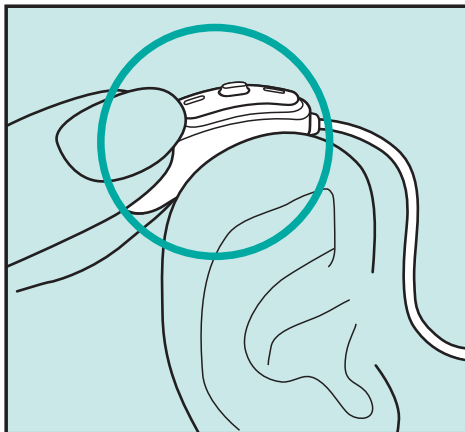
The most important thing to remember when using the phone is that you should hold the receiver to the hearing aid(s) and **NOT** your ear. As a hearing aid user, any sound now passes through your hearing aid before reaching your ear. The picture opposite shows an example of how to achieve this.



## Putting on the hearing aid with dome or SlimTip

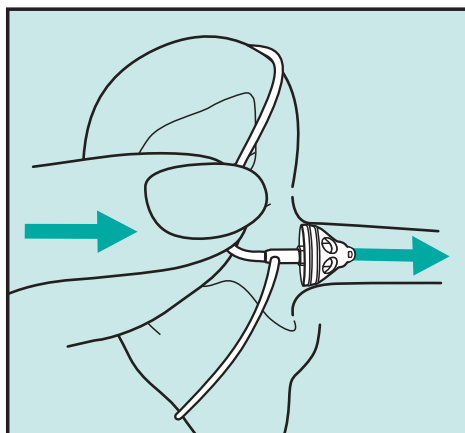
1

Place the hearing aid behind your ear.



2

Insert the earpiece into your ear canal.



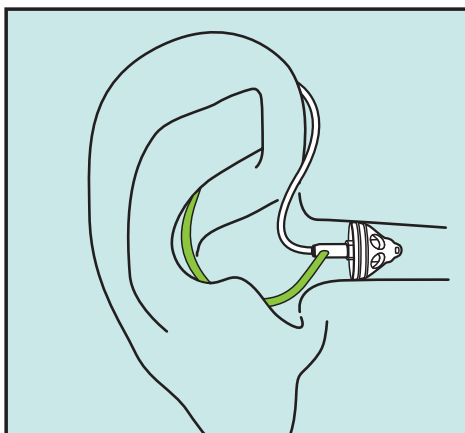
3

If there is an anchor attached to the earpiece, tuck it into the bowl of your ear to secure your hearing aid.

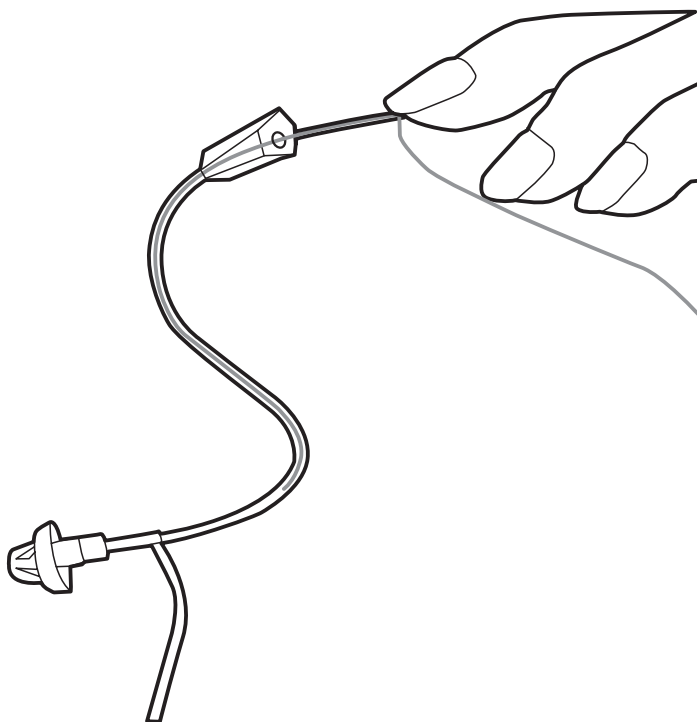
Colour indicator

**Red = Right**

**Blue = Left**



1. One of the most common reasons hearing aids stop working is due to the tubing being blocked. It is therefore important to ensure these are cleaned on a regular basis.
2. Unscrew the top of the slim tube and detach it from the hearing aid.
3. Use a damp cloth to clean the outside of the slim tube and the dome.
4. Using the cleaning rod provided in the kit, gently insert the cleaning rod where the slim tube attaches to the hearing aid. Push the rod all the way through the tube and out through the dome.



**Note: The slim tubes and domes should never be rinsed or submerged in water as water drops may become lodged in the tube, block sound or damage the electrical components of the hearing aid.**

5. Once the slim tube has been cleaned, reattach it by gently screwing it back on to the hearing aid.



## Common problems

### **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 tubing 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 tubing from the aid and leave in a moisture free environment, to allow it to dry.

### **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 dome 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 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 slim tube is damaged or does not fit snugly enough.
- The tubing has split and needs replacing.

**If you have checked everything, but your hearing aid is still not working please arrange a hearing aid repair appointment by contacting 01623 672383.**

**Inspect your hearing aid tube for colour changes, hardening or cracks. In the case of such changes, the tube should be replaced.**

**Replacement tubing can be obtained from the audiology department by emailing: [sfh-tr.audiologyhearingaidrepairs@nhs.net](mailto:sfh-tr.audiologyhearingaidrepairs@nhs.net) Alternatively to arrange an appointment please contact appointments on 01623 672383.**

**Please be aware that if you do not access the service within 3 years you will be discharged back to the care of your G.P.**

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

### **Main Reception / Clinic 8 Reception**

King's Mill Hospital  
Mansfield Road  
Sutton in Ashfield  
**01623 622151**

### **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**

Rosemary Street HC,  
Rosemary Street  
Mansfield  
**NG19 6AB**

### **Sutton-in-Ashfield**

Oates Hill Surgery  
2 Forest Street  
Sutton-in-Ashfield  
**01623 484 810**

### **Ravenshead**

Abbey Medical  
30 Longdale Avenue  
Ravenshead  
**01623 794 222**

### **Shirebrook**

Shirebrook Health Centre  
17 Patchwork Road  
Shirebrook  
**01623 742 420**

### **Kirkby-in-Ashfield**

Health & Wellbeing Centre  
Ashfield Community Hospital  
Kirkby-in-Ashfield  
**01623 784 723**

Ashfield House Surgery  
194 Forest Rd,  
Annesley Woodhouse,  
Kirkby in Ashfield  
**NG17 9JB**

### **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 654 312**

### **Collingham**

Collingham Medical Centre  
High Street  
Collingham  
Newark  
**01636 892 156**

### **Bilsthorpe**

Bilsthorpe Surgery  
35 Mickledale Lane  
Bilsthorpe  
**01623 870 230**

### **Pleasley**

Pleasley Surgery  
Chesterfield Road  
Pleasley  
**01623 810 249**

### **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 821 023**

### **South Normanton**

The Hub  
Shiners Way  
South Normanton  
**DE55 2AA**

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

Appointments: **01623 672383**

All email enquires:

**[sfh-tr.audiologyhearingaidrepairs@nhs.net](mailto:sfh-tr.audiologyhearingaidrepairs@nhs.net)**

Web: **<https://www.sfh-tr.nhs.uk/services/audiology-adults/>**

#### Adult Deaf and Visual Impairment Service (Nottinghamshire residents)

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

Telephone: **0300 500 80 80**

Mobile: **07342 063969**

Email: **[advis.duty@nottscg.gov.uk](mailto:advis.duty@nottscg.gov.uk)**

#### C2Hear

Interactive multimedia videos on hearing aids  
and how to hear well:

**[www.c2hearonline.com](http://www.c2hearonline.com)**

#### Further sources of information

NHS Choices: **[www.nhs.uk/conditions](http://www.nhs.uk/conditions)**

#### 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.

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](mailto: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](mailto:sfh-tr.patientinformation@nhs.net) or telephone 01623 622515, extension 6927.

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

Appointments: **01623 672383**

All email enquires:

**[sfh-tr.audiologyhearingaidrepairs@nhs.net](mailto:sfh-tr.audiologyhearingaidrepairs@nhs.net)**

Web: **<https://www.sfh-tr.nhs.uk/services/audiology-adults/>**

#### Hearing Help UK (Derbyshire residents)

156 Derby Road  
Marehay  
Ripley  
Derbyshire  
DE5 8HU

Telephone: **01773 570976**

Email: **[info@hearinghelpuk.uk](mailto:info@hearinghelpuk.uk)**

Web: **[www.hearinghelpuk.uk](http://www.hearinghelpuk.uk)**

**Online auditory skills training:**  
**[www.hearingsuccess.com](http://www.hearingsuccess.com)**

**Hearing Link:** **[www.hearinglink.org/](http://www.hearinglink.org/)**

**King's Mill Hospital:** 01623 672222

**Newark Hospital:** 01636 685692

Email: **[sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)**