



West of England Hearing Implant Programme
Gate 36, Brunel Building
Southmead Hospital
Bristol
BS10 5NB

Tel: 0117 342 1191

E mail: wehip@uhbristol.nhs.uk

Dear Cochlear Implant Recipient,

Changes to postal repair service

Should you experience a problem with your speech processor and are unable to attend the Department to collect a replacement, we operate a postal repair service.

We require confirmation of return of the faulty processor prior to dispatch of a replacement.

If your speech processor requires attention and you wish us to post you a replacement, please

- Contact us to advise us of the problem. Tel: 0117 342 1191 or email WEHIP@UHBristol.nhs.uk
- Take your faulty speech processor to the Post Office and send it to us by Special Delivery.
- The Post Office will give you a Tracking Number.
- Contact us with that Tracking Number to confirm it is on its way.
- We will then dispatch a replacement to you by Special Delivery.
- This will require a signature on arrival.

Should loaner or faulty processors not be returned in the manner agreed by the West of England Hearing Implant Programme, you will be invoiced for the full cost.

Thank you for your co-operation.

Yours sincerely

West of England Hearing Implant Team