



## Information for patients



University Hospitals  
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NHS Foundation Trust

### Department of Audiology

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## Hearing Aid Fitting Appointment

### What happens at the hearing aid fitting appointment?

The hearing aid fitting will normally last for up to one hour.

Please let the clinician know if you have a medically implanted device. During the appointment the Audiologist will ensure that your hearing aid is fitting comfortably. They will use a computer to programme your hearing aid/s so that they suit you and give you the best results.

If appropriate the Audiologist will also use equipment to check that when your hearing aid is inserted, it produces the correct sound levels in your ear. To do this a small soft flexible silicon tube is put into your ear canal which means a Real Ear Measurement is taken to check the level of amplification you are receiving directly in your ear.

Following this you will be given advice on how to adapt to wearing hearing aids and how to get the most benefit from them. You will also be shown how to use and care for them and provided with a year's supply of batteries.

Our Audiology Department will provide all the continued support, maintenance and repair services you need to make best use of your hearing aids. We will discuss with you how to access these services during your appointment.

Finally, you will receive written information on how your hearing aid works, its maintenance and repair and a hearing aid record card so that you can get batteries and repairs in the future.

### Can I bring someone with me?

If you would like to have someone with you a friend, relative or carer we would welcome this. It can be very helpful to have someone with you to help remember all the information we give you.

### What preparation do I need to do?

If you have any special requirements **please contact us as soon as possible**, i.e. if you require a specific interpreter/BSL or other please let us know (although we cannot guarantee to have the interpreter you want)

## **Who will I see for my follow up appointment?**

You will be seen by a trained specialist called an audiologist. They will be registered with either the Health Professionals Council or the Registration Council for Clinical physiologists. These are the organisations responsible for ensuring that all audiologists are competent and appropriately trained. As a teaching hospital you may be seen by a student audiologist on a clinical placement with us from their University. If so, the student will always be supported by a fully trained Audiologist.

If you prefer **not** to be seen by a student, then please inform us **before** your appointment date to enable us to rearrange our schedule.

## **What happens after the hearing aid fitting?**

To check how you are getting on with your hearing aid and to see whether there are any further adjustments needed the audiologist will arrange for you to have one of the following.

- a follow up appointment with a choice of date and time to suit you or will arrange a telephone follow up
- or in some cases send you a follow up questionnaire.

You will also be provided with an updated copy of your Individual Care Plan (ICP).

## **What if I can't find the answer to my question in this leaflet?**

If you have questions not answered by this leaflet please don't hesitate to contact us using either the address, email address or telephone number at the top of this form.

Our website hyperlink below takes you to our Website; this site includes useful advice, information and videos. Or type: Audiology Bristol and select St. Michael's in a search engine.

<http://www.uhbristol.nhs.uk/patients-and-visitors/your-hospitals/st-michaels-hospital/what-we-do/audiology/> .

We welcome any comments or feedback about your appointment and you can respond on this online survey: <https://www.surveymonkey.co.uk/r/R7HZJKH> as this helps us make changes to support patient care. This document has been reviewed and agreed by the patient participation hearing group.

**If you are late for your appointment, it may not be possible to see you and the appointment may need to be rearranged.**

**If you feel this appointment is not needed please let us know.**