

## Important service information

## Annual Hearing Aid Aftercare

### Appointment Information

 [Audiology.Dept@UHBW.nhs.uk](mailto:Audiology.Dept@UHBW.nhs.uk)  
[www.uhbw.nhs.uk](http://www.uhbw.nhs.uk)

We have offered this appointment so that we continue to support you in the use of your hearing aid. This is normally for 15 minutes.

### What is an aftercare appointment?

Hearing aids should be serviced annually. At your appointment we will be able to offer advice, help with cleaning, provide you with spare tips, domes and tubing where required. We will also provide you with a further year's supply of batteries and any other information you require. It is an opportunity to address any questions or concerns you may have since we last saw you.

**Can I bring someone with me?** Yes, if you would like to be accompanied by a friend, relative or carer we would welcome this. It can be help to have someone with you to remember 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), also if you have a medically implanted device e.g. Pacemaker or PVP shunt or use motorised mobility equipment, as this will impact on where the appointment can be booked for accessibility.

### Who will I see for my appointment?

You will be seen by a specialist member of the audiology team who has been trained to deal with hearing aids. As a teaching hospital you may be seen by a supervised student audiologist on a clinical placement with us from their University. 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 at an aftercare appointment?

Depending on the outcome of your appointment, it might be necessary to replace your tubing, take an impression of your ear for a new ear mould, re-programme a replacement hearing aid or provide you with advice. In some cases, this might require you to attend a second appointment, for example to collect a new ear mould.

In some circumstances, the clinician might suggest that you require a new hearing test. If this is the case, we will arrange for you to have a short review appointment.

### **What happens after this appointment?**

If you do not require another appointment, we will automatically contact you for your next aftercare appointment in a year's time.

If you do require a further support, we will offer you an appointment with a choice of date and time to suit you.

If you require a review of your hearing, you will either:

- Be offered an appointment at the time of your aftercare appointment and you will be provided with an information sheet explaining what to expect from your next appointment.
- Be added to our waiting list and receive either a phone call offering you a choice of appointments or a letter asking you to ring us to make an appointment.

### **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.

**This is a short appointment, if you are late it may not be possible to see you and the appointment may need to be rebooked.**

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