

Adult audiology

Your hearing aid fitting appointment

Information for patients, relatives and carers

Introduction

This leaflet explains what will happen when you come to the hospital for a hearing aid fitting. In this appointment we will program your new hearing aid(s) to your hearing levels and show you how to use and look after them.

This appointment will usually happen after a hearing or tinnitus assessment appointment, or an ear, nose and throat (ENT) appointment, once it's been agreed that you would benefit from trying hearing aids.

Before your appointment

Please let us know if you need an interpreter for this appointment using the contact details below.

Please make sure your ears are clear of wax so we can do your hearing aid fitting. Ask your GP or practice nurse to check your ears if you think you have wax.

How long is the appointment?

The appointment will last about 30 to 60 minutes, depending on your hearing loss and requirements.

What do I need to bring?

If you already wear hearing aids, please bring them with you.

What will happen at the appointment?

You will see an audiologist who will find out more about the difficulties you are having with your hearing. We'll then fit your hearing aids using these steps:

- We'll measure the hearing aids to your ears and we will check they fit comfortably
- We'll use your latest hearing test results to create a computer prescription, and then programme your hearing aids
- depending on your hearing loss and individual concerns, we might do other tests to fine-tune the hearing aids
- we'll do some simple checks to make sure that the sound is comfortable for you
- we will show you how to use and maintain the hearing aids and give you full written instructions

Please note that it takes time to become used to new hearing aids so they may sound strange at first until your brain adapts to the change. Wearing the hearing aids regularly will help you get used to them more quickly.

What will happen after the appointment?

We will book you a follow-up appointment within 6 to 12 weeks (either face-to-face or on the telephone) to see how you are getting on with the hearing aids. We will try to help with any issues or questions you have.

After this appointment, you can contact the audiology department to ask for hearing aid batteries or spare parts to be posted to you.

If your hearing aids need to be repaired, you can post them to us.

You can also arrange an appointment to see a clinician if you need the settings changed.

Contact details

Charing Cross Hospital

Adult audiology department
1st floor, south wing
Fulham Palace Road
Hammersmith
W6 8RF
Tel: 020 3311 1021
Email: audiology.imperial@nhs.net

St Mary Abbots Hearing Aid Centre

Marloes Road
2 Beatrice Place
Kensington
W8 5LW
Tel: 020 3315 6011

St Mary's Hospital

Adult audiology department
Basement, Mary Stanford Wing
Praed Street
London
W2 1NY
Tel: 020 3312 1015
Email: ichc-tr.imperialaudiologystmarys@nhs.net

How to find adult audiology

At Charing Cross Hospital, we are on the first floor of the south wing

In St Mary's Hospital we are in the basement of the Mary Stanford Wing.

If you need **hospital transport**, please call **020 3311 5353** for an eligibility check.

Unfortunately, hospital transport is not available for St Mary Abbots Hearing Aid Centre.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk

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