



Patient Information

Information for patients having a telephone follow up after hearing aid fitting

Do not attend the hospital

Please **do not** throw this leaflet away; it contains important information which may help you during your telephone follow-up appointment.

You have been given a date and time for your telephone follow-up appointment. If this is not convenient please contact the department to rearrange it on 01793 604065 between 8.30am-1.00pm and 2.00pm-5.00pm Monday-Friday.

Please remember to be ready for your telephone follow-up appointment at the given appointment time.

Please be aware that it may take time to get used to the sound of your new hearing aid. The general advice is to wear it for at least six hours a day to acclimatise yourself to hearing more clearly.

What is the telephone follow up service?

- You will be contacted by a member of the Audiology team approximately four weeks after your hearing aid fitting to check on your progress.
- We can answer any questions and offer support and guidance.
- At the end of the call, the clinician will decide if you need a further appointment at the hospital.
- This call is free of charge as we are telephoning you.
- The hospital telephone number will not show up on your phone, it will say caller unknown. If there is a particular number you would like us to use, such as your mobile number, please let us know.

What will happen during my telephone follow up?

- We will first confirm your name, address and date of birth, to check that we are talking to the right person.
- You will be asked general questions about how you are getting on with the hearing aid, that you are happy changing batteries, fitting the hearing aid, using the controls and know how to access the Audiology service when you need to.
- We will ask you how you are finding the hearing aid in the situations you told us were troublesome for you when you came for your original



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assessment and hearing test. For example, these may have included listening to the television, hearing on the phone, hearing in a group, or hearing your friends and family clearly.

- You will be asked how often you wear your hearing aid and be given time to ask any questions you may have and for your comments. Use the space at the bottom of this page to jot down any questions you want to ask.

Tips on using the telephone with your hearing aid

- Hold the receiver slightly higher up than normal, so the middle of the speaker lines up with the top of your hearing aid.
- If you have a speaker option on your phone, it may be useful to use this, as then the sound goes to both your ears and you don't have to worry about placing the handset in the right place.
- If your hearing aid has a volume control, adjust it so that you can hear comfortably.

Hearing aid not working or you don't feel confident using the phone?

If you are still having problems hearing on the phone when you are using your hearing aid, and you are concerned that you won't hear well enough for your follow up call, you can cancel it and make an appointment at the hospital. Please do this in writing by post or email gwh.audiology.dept@nhs.net; alternatively ask someone to telephone the department on your behalf.

Reception with answerphone

01793 604065 between 8.30am-1.00pm and 2.00pm-5.00pm Monday-Friday.

How long will the call last?

It should take no longer than 15 minutes. It is important to complete this call as it gives the assistant audiologist a good idea of how you are progressing and how we can help you. You may want to sit down whilst speaking with us.

Space for your notes/questions

Smoking will not be permitted on any NHS site in England. Smoking will not be permitted within any of our buildings or anywhere outside on our sites. Smoking facilities will not be provided. Please be considerate of others when vaping in hospital grounds.

This information sheet is available to order in other languages and formats. If you would like a copy, please contact us on 01793 604031 or email gwh.pals@nhs.net

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