

**AUDIOLOGY DEPARTMENT**  
**HEARING AID BATTERIES & REPAIR APPOINTMENTS**

**If you have a hearing aid that requires repairing you must **Tel: 01482 468356** for an appointment. This is an answering machine service, when calling leave your full name & telephone number and we will call you back with an appointment.**

Appointments can also be requested by **Text: 07799 895033**  
or you can **Fax: 01482 468365** or even e-mail us at: [audiology@hey.nhs.uk](mailto:audiology@hey.nhs.uk)

**You can have your hearing aid repaired at the following clinics:**  
**Please state when making the appointment at which clinic you would like to be seen.**

Centenary Building, Castle Hill Hospital  
Hull Royal Infirmary  
Bransholme Health Centre  
East Riding Community Hospital  
Withernsea Hospital  
Alfred Bean Hospital  
Marfleet Primary Healthcare Centre  
Hornsea Cottage Hospital

**Postal Service**

To receive batteries through the post you must send us your battery book/card & **stamps worth at least 98p** for the return postage. *If you are enclosing regular first class stamps you will need more than one.*

If you send your hearing aid for repair via the post you must send it with your battery book & **stamps worth at least £1.30** for the return postage. *If you are enclosing regular first class stamps you will need more than one.*

**Recycling Old Batteries**

Old batteries can be handed in to the audiology department at either Hull Royal Infirmary or Castle Hill Hospital for recycling. Most supermarkets will also offer battery recycling facilities.

**You can collect new batteries from the following clinics:**

**Alexandra Health Centre:** 61 Alexandra Rd, Newland Ave, HU5 2NT Tel 01482 344112 – Mon Fri 8am to 6pm

**Alfred Bean Hospital Reception:** Bridlington Rd, Driffield. YO25 3JR Tel: 01377 241124 - Mon-Fri 9.00 - 5.00

**Bransholme Health Centre:** Goodhart Road, Hull. HU7 4DW Tel: 01482 826788 - Mon to Fri 8.30am to 5.00pm  
**Or North Point Customer Service Centre:** North Point Centre, Bransholme.

**Calvert Centre (Customer Service Centre & 1<sup>st</sup> Floor):** 110a Calvert Lane, Hull. HU4 6BH. Surgery Hours.

**Castle Hill Hospital (Main Outpatients and ENT):** Castle Rd, Cottingham – Mon-Fri 8.30-5pm

**Cottingham – Lloyds Chemist :** King Street, HU16 5QQ Tel: 847112

**Diadem Medical Practice:** 2 Diadem Grove, Hull. HU9 4AL.

**East Riding Community Hospital:** Beverley. HU17 9PA Tel: 01482 886600 - Mon-Fri 9-5pm

**Elliott Chapell Health Centre:** 215 Hessle Road, Hull. HU3 4BB.

**Gilberdyke Health Centre:** Thornton Dam Lane. Gilberdyke. HU15 2UL Tel: 01430 440225 - Mon to Fri 9.00- 4.00

**Goole & District Hospital (Main Reception):** Woodland Avenue, Goole. DN14 6RX Tel: 01405 720720 - 24 hrs

**Highlands Health Centre (Reception):** Lothian Way, Nth Bransholme. Tel: 01482 839494 – Mon-Fri 9am-4.30pm

**Holderness Road Customer service Centre:** The Mount, Holderness Road.

**Holme-on-Spalding-Moor:** The Surgery, Rush View. YO43 4BJ. Tel: 01430 860221 - Mon, Weds, Fri 8.30am to 6.00pm, Tues & Thurs 8.00am to 4.00pm

**Hornsea Cottage Hospital (Outpatients):** Eastgate, Hornsea. Tel: 01964 533146 – Mon to Fri 9am to 5pm

**Hull Royal Infirmary Main Reception:** Anlaby Road, Hull. HU3 2JZ. 24 hours.

**Ings Customer Service Centre:** Ings Centre, Savoy Road HU8 0TX.

**Kingston Medical Centre:** 151 Beverley Road, Hull. HU3 1TY. Surgery open hours

**Longhill Healthcare Centre:** 162-164 Shannon Road, Hull. HU8 9RW. Surgery open hours

**Market Weighton Group Practice:** 10 Medforth Street, Mkt Weighton. YO43 3FF Tel: 01430 875353 - Surgery hours

**Morrill Street Health Centre:** Morrill Street, Hull. HU9 2LJ Tel: 01482 323303 - Mon to Fri 8.30am to 5.00pm

**Marfleet Healthcare Centre:** 348 Preston Rd, Hull. HU9 5HH Tel: 01482 344300 - Mon to Fri 8.30am to 5.00pm

**New Hall Surgery:** Cottingham Road, Hull. HU6 8QF. Tel 01482 343390 – Surgery Hours

**Newington Healthcare Centre:** 2 Plane St, Anlaby Rd. HU3 6BX. Tel: 344200 - Mon-Fri 8am-12.30 & 1.30-5pm

**Orchard Park Health Centre:** Ellerburn Avenue, Hull. HU6 9RR Tel: 01482 857191 - Mon to Fri 8.30am to 5.00pm

**Orchard Park Customer Service Centre:** Orchard Centre, Orchard Park Road HU6 9BX.

**Park Health Centre – East Park Practice Reception:** 700 Holderness Rd Hull. Mon-Fri 8am-8pm Sat 9am-1pm

**Riverside Medical Centre Reception:** The Octagon, Walker St, Hull HU3 2RA. Surgery Hours.

**Rosedale Community Unit:** Preston Road, Hedon. HU12 8JU Tel: 01482 891470 - Mon to Fri 9.00am to 5.00pm

**Southcoates Medical Centre:** 225 Newbridge Road Hull. Tel: 01482 708333 – Mon to Fri 8am to 6.30pm

**St. Patricks Surgery:** St. Patricks Green, Patrington, Hull, HU12 0PF. Tel: 01964 613221 – Mon to Fri 8.30am to 6.00pm (closes at 12.30 on Wednesdays)

**Withernsea Community Hospital Reception:** Queen St, Withernsea. Tel: 01964 614666 - Mon-Fri 9am-4.30pm

**It is possible to obtain help if you have problems hearing the television. These include personal listening or even personal loop systems. Contact the Sensory Team. They may also provide other equipment that you may find useful.**

### The Sensory Team

(Inside the Hull boundary)

**Tel.(01482) 318700**

Fax. 01482 318702

Minicom.01482 318701

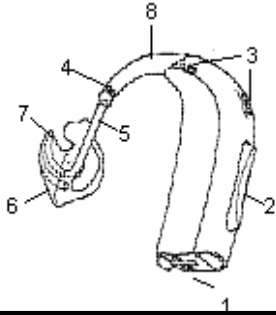
Text.07810-503530

sensory.team@hullcc.gov.uk

If you are classed as the  
**East Riding Of Yorkshire**  
**(01482) 393939**

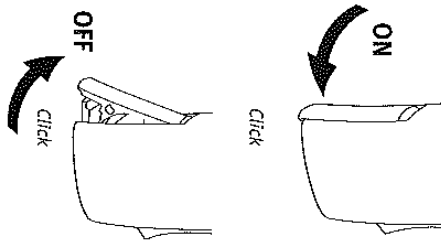
# INSTRUCTIONS FOR USE

## Hearing aid Familiarisation



- 1 - Battery drawer and ON/OFF switch
- 2 - Telecoil/volume control push- button
- 3 - Microphone
- 4 - Hearing aid Filter
- 5 - Hearing aid tube (**New tube every 6 months**)
- 6 - Ear Mould
- 7 - Sound Outlet
- 8 - Sound hook/Elbow

**Note:** Elbow should not be washed

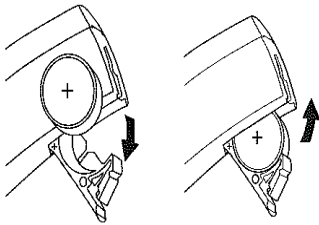


## ON/OFF Switch

Turn ON your hearing aid by closing the battery door completely with the battery in place.

Turn OFF your hearing aid by opening the battery door slightly.

When the battery power is low, you will hear a series of short beeps this indicates that it is time to change the battery.

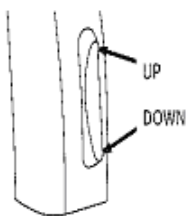


## Battery Insertion

Open the swing-out battery drawer and insert a P13 battery with the + symbol facing upward. Remove sticky orange label.

Each battery should approximately last 1-2 weeks depending on the use.

To collect more packs of batteries please take your battery card to your nearest battery clinic.



## Push-Button

The hearing aid has a push button for switching between different programs such as the loop system (Telecoil). It can be activated by pressing either the upper part or the lower part.

The Telecoil (Loop) allows the instrument to detect electromagnetic signals from telephones and induction loop systems, where these are installed (Banks, Post Offices, Theatres, Churches and many other places) This will allow you to hear the speaker more clearly.

For normal everyday listening situations one beep is heard when the button is pressed.

For Telecoil (Loop), Two beeps are heard when the button is pressed.

**Only press the button when wanting to use the Telecoil program.**



## Your New Hearing aid

You have been recently fitted with a hearing aid by your Audiologist. It is important that you have realistic expectations about what the hearing aid will do for you. Below is some important information for you to read.

### Hearing Aids Will Not Give You Normal Hearing

Hearing aids are exactly that, they are aids to achieve better hearing. They are not a cure for your hearing loss and they will not provide you with normal hearing. The hearing aid amplifies sounds in order to improve your chances of hearing them. The hearing aid cannot alter the way you understand those sounds. **It is important to remember that if you expect to hear better you will be very pleased with your new hearing aid**

### It Takes Time to Adjust

Wearing a hearing aid is not the same as wearing glasses; your hearing is not instantly corrected when you wear it. You need to give yourself time to adapt to the hearing aid. It is likely that your hearing loss has occurred gradually over time. This means that you gradually get used to not hearing certain sounds. The hearing aid does not gradually provide the sound information you have been missing out on.

It takes time to reacquaint yourself with these sounds; the process can take up to three months. **If you give up before this time thinking that your hearing aid is not going to be of benefit you could be very wrong.**

## Everything seems louder

This may seem like an obvious statement but it is important to remember that the hearing aid will initially seem quite loud. As you wear the hearing aid you will adapt to this.

## You Will Still Struggle in Noisy Situations

Unfortunately this is true, however, it is important to remember that even with normal hearing it is difficult to hear in noisy situations. The hearing aid will certainly help you in the noisier environments but you will still need to use other hearing tactics to assist you in these situations. **Your Audiologist will provide you with a sheet of helpful hints.**

## What to do if your hearing aid is not working

<b>Problem</b>	<b>Possible reason</b>	<b>Action</b>
<b>No sound output</b>	Hearing aid is turned off	Turn hearing aid on
	Dead battery	Insert new battery
	Battery inserted incorrectly	Insert battery in correct position
	Sticky label still on the battery	Remove the sticker to activate the battery
	Blocked ear mould	Clean ear mould
	Hearing aid not connected to mould properly	Re-attach ear mould to the hearing aid
	The hearing aid is on the wrong program	Check the hearing aid is on the most suitable program (usually 1). Turn hearing aid on/off.
	The tubing may be blocked or bent	Check tubing. Ring for appointment if new tube needed
<b>Not loud enough</b>	Ear mould may be wrongly inserted	Re-insert the ear mould
	Ear mould blocked with water/ wax	Clean ear mould of blockage
	Excessive ear wax	See your doctor/nurse about getting wax removed
	Tubing may be cracked or with moisture	Check for cracks or condensation. Have tubing cleaned of moisture if possible. If tubing is cracked ring for an appointment
	Deterioration in hearing	Arrange appointment for review appointment
<b>Hearing aid whistles</b>	Incorrectly fitted ear mould	Reinsert ear mould
	Excessive ear wax	See doctor/nurse about getting wax removed
	Covering the microphone	Don't cover the hearing aid microphone
	Mould needs replacing	Ring for impression appointment
<b>Sound not clear or distorted</b>	Weak battery	Replace battery
	Moisture in tube	Remove moisture by disconnecting mould from hearing aid and leave to dry.
<b>Not hearing on the phone</b>	Handset held in the wrong position	Position phone handset over the microphone of the hearing aid (located at the top of ear)
	Loop system not activated	If phone is Telecoil compatible then activate loop program on the hearing aid and hold handset on the hearing aid

If you are unable to solve the problem then please make an appointment by ringing 01482 468356. Leave a short message with name/number with brief description of the problem. You will be called between 9-4 Monday – Friday. Normally within 24 hrs (weekday) of your call.

## **Action on Hearing Loss (AoHL):**

Action on Hearing Loss (formerly RNiD) are a nationwide charity. They have various drop in clinics across Hull which covers the majority of Hearing Aid maintenance, please drop in and See Liz or the other Volunteers to get your tubing changed every 3 – 6 months.

Hear to Help staff and volunteers can provide support with the following:

- tubing, minor repairs, ear mould cleaning and battery replacement
- training on maintenance of hearing aids
- advice and support on making the most of the hearing aids
- rehabilitation courses
- information and signposting to other services
- introduction to other useful equipment.



## **NHS Hearing Aid Maintenance, Battery Supply and Advice**

**Drop in service available at the following venues. No appointment needed.**

**Newington Health Centre - Mondays 9.30am-11.30am**

**Longhill Health Centre – Mondays 1pm-3pm**  
(Fortnightly, alternates with Westbourne)

**Westbourne Health Centre – Mondays 1pm-3pm**

**Hornsea Cottage Hospital – Tuesdays 9.30am-11.30am**

**Orchard Park Health Centre - Tuesdays 1pm-3pm**

**East Riding Community Hospital, Beverley – Tuesdays  
1pm -3pm**

**Bransholme Health Centre - Wednesdays  
9.30am-11.30am**

**Alfred Bean Hospital, Driffield – Thursdays 1pm -3pm**

**Marfleet Group Practice - Fridays 9.30am-11.30am**

**Age UK – First Thursday Each Month 11am-12.30pm**

**If your hearing aid needs adjustment or you need a hearing test  
please contact Audiology on 01482 468356**

## **Hearing Loss: Active Listening Strategies**

If you experience hearing loss or have borderline normal hearing however still struggle to understand what people are saying to you, the following active listening strategies should help enhance your communication with other people. This advice is necessary to create a more positive communicative environment than hearing aids alone can provide.

### **Look at the person who is speaking and ensure you are wearing glasses if you need them**

A lot of information can be obtained by watching as well as by listening; therefore it is important that you position yourself to get a full view of the face, not just a profile view. Although no one can gain all of the information by sight alone, everyone has some lip-reading ability; but we also obtain important cues from facial expressions, gestures, body language, etc.

### **Don't be afraid that people will think you are staring at them**

While you are trying to understand what they are saying it is always polite to look at the person who is talking.

### **Reduce the distance between you and the person talking and avoid carrying on conversations from another room**

The ideal distance for listening is between three and five feet, listening around corners is a problem for anyone.

### **Maximize the use of lighting**

Have the light behind you, not behind the speaker where it may cast a shadow and make lip-reading impossible.

### **Try to reduce or eliminate interfering background noise**

This includes turning down or off the television, radio, running water or fan while conversing. In a social setting or restaurant, you may want to find a quieter corner away from the noise for your conversations.

### **If you are in a room with an open door or window (such as when in a car) facing a noisy or busy area, close it**

### **When going to a restaurant, try to make plans in advance**

Go during off-peak hours, reserve a table in a quiet corner and sit with your back against the wall. Request a booth if available.

### **If one ear is better than the other, ensure the person you have most difficulty listening to is sat on that side**

### **Maintain realistic expectations about what you will be able to hear in various situations and environments**

There will be some situations where listening will be more difficult, and you will need to use more effort and strategies to follow what has been said. Remember that this is true for listeners with very good hearing, as well.

### **Check the situation in public places before blaming your hearing loss**

Find out if others are having difficulty too. It may be due to a faulty public address (PA) system, a poor speaker, or high levels of background noise.

### **Be willing to acknowledge your hearing loss and ask for help**

Most reasonable people will be glad to help if your request is specific and if they know how to improve communication.

### **Don't bluff and nod as if you understand when you don't**

It is better to ask questions than to continue along the wrong path.



### **Tell the speaker if something they are doing is affecting your ability to understand them**

Merely saying, "I didn't hear," or "I didn't understand," doesn't give the speaker the necessary information to correct your problem. Tell them if they are speaking too softly, too rapidly, if their hand is in front of their mouth or if background noise is preventing you from understanding. Inform them of the importance of speaking more slowly, making sure that they are close to and facing you, as well as using facial expressions and gestures to get the message across. Many people are embarrassed because they have no idea how to talk to people with hearing difficulties. Put them at ease and assure them that natural, unexaggerated speech is the easiest for you to understand.

### **Concentrate on the thought or ideas that the speaker is expressing**

Straining to understand every word that is said is exhausting. Don't get discouraged or give up if you miss a few words. Remember some of what is said is unimportant in following the conversation.

### **Try to be aware of the topic of conversation and environmental cues**

Knowing the topic will help us make educated guesses. Helpful friends can be coached to give occasional leads about the subject being discussed. They can unobtrusively say "We are discussing the housing problem" or you can alternatively ask someone in the group to tell you what is being discussed "What are you talking about?"

### **Maintain an active interest in people and events.**

Knowledge about national, regional or world affairs will help you to follow many discussions or conversations more easily.

### **Don't hesitate to ask someone to clarify information you may have missed**

In order to reduce frustration on both sides, it is helpful to be very specific about what you have missed so that the person does not have to repeat the whole message. You may also want to ask the person not just to repeat the information, but also to rephrase it so that words you have difficulty hearing can be replaced with words that are easier to hear.

### **Work at listening**

Don't get into the habit of allowing someone else, such as your spouse or friend, to listen for you. Remember that conversation is a two-way interaction. Do not monopolize it in an attempt to direct and control it. Listening takes more energy than talking.

### **Whenever possible, ask for specifics such as directions or medical information, in writing**

### **When going to a movie or play, read the reviews or a summary of the plot in advance.**

### **When attending lectures, request that speakers use microphones or FM systems if these are available and ensure you sit at the front of the room**

### **When taking information over the telephone, repeat back what you heard to verify that it was correct**

### **Relax and avoid tension**

Recognize that illness and fatigue will make listening more difficult. Allow yourself the luxury of withdrawing at times. Try to relax and keep your sense of humour. Tension interferes significantly with the ability to listen and it drains energy. It is not possible for even the best of listeners to hear everything.

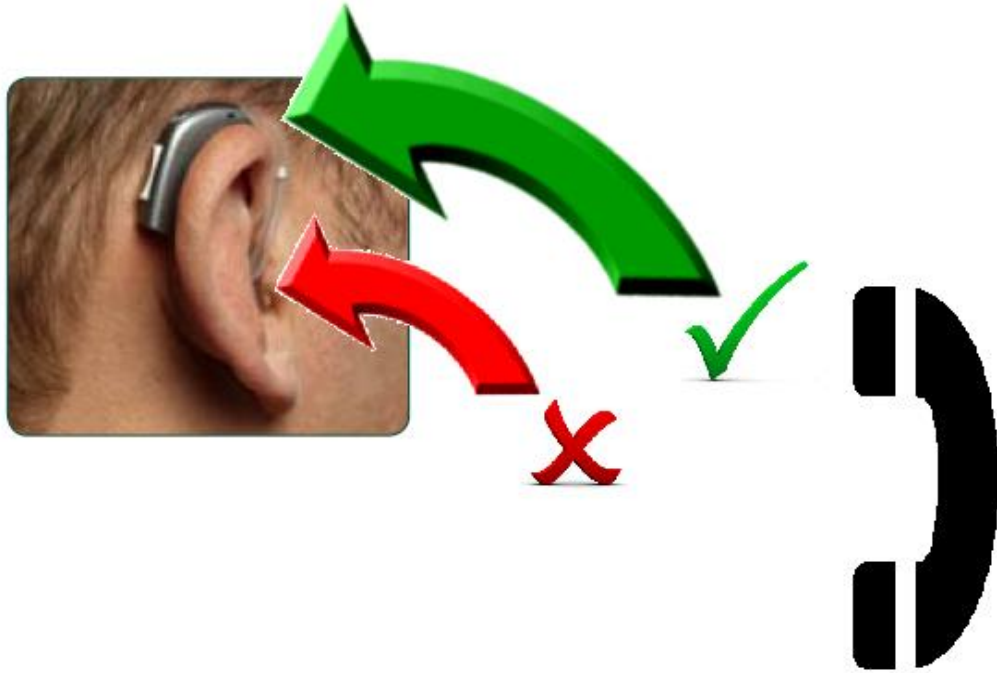
Information taken from the University of California Medical Centre website

([http://www.ucsfhealth.org/adult/medical\\_services/audio/hearingloss/activeListening.html](http://www.ucsfhealth.org/adult/medical_services/audio/hearingloss/activeListening.html))

Note: information removed about aids with multiple microphones, and about improving acoustics of a room. The DSP aids that we provide already have directional microphones and improving acoustics is not always possible in the environments where the majority of people struggle (Pubs/restaurants etc).

## Telephone usage:

When talking to someone on the telephone, it is important that you remember you are now wearing a hearing aid. Therefore you have an earpiece that is blocking your ear to sound (holding the telephone to this will result in problems hearing). You must hold the receiver of your telephone to the hearing aid that is now seated on top of your ear, sometimes the phones can also be set to a more useful volume (if you have someone you know who is technically minded maybe they can help you with this)



Some hearing aids can also be prone to interference when used with digital (or portable) phones, most hearing aid users find they can often get better sound quality from good quality corded phones (the ringers are often louder and speech quality better with some models).



For any further information (including an RNID solutions catalogue), please feel free to ask your audiologist.

## How to clean your earmould (Do this at least once a week)

1



Hold the hearing aid and mould as shown

2



Detach the mould from the aid

3



Wash the mould in warm soapy water

4



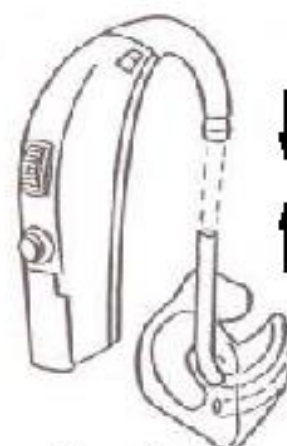
Rinse it

5



Shake it or blow down the tubing to clear any remaining water

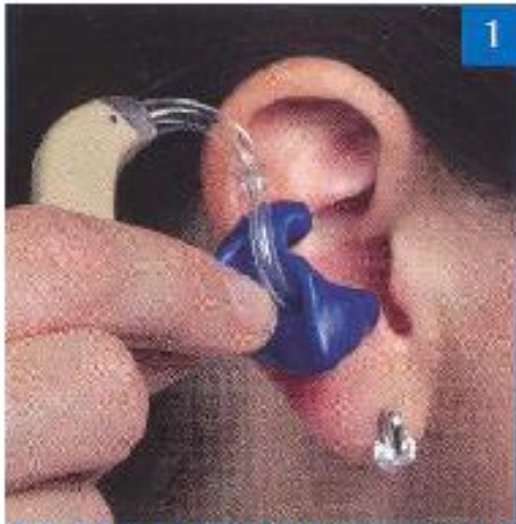
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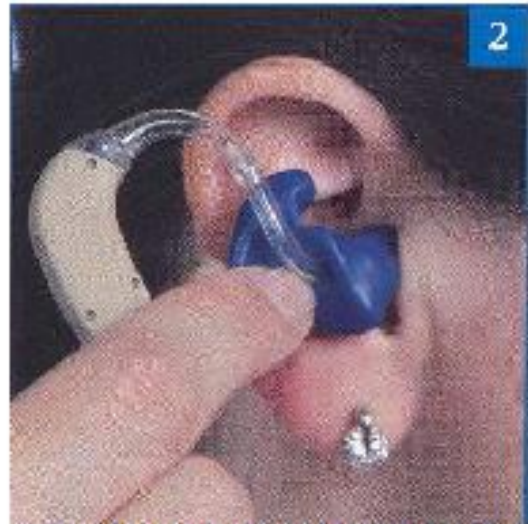
Fit the mould and aid back together

## Putting your hearing aid in

It is important that the earmould is in your ear properly. Some people find it helpful to look the mirror to do this.



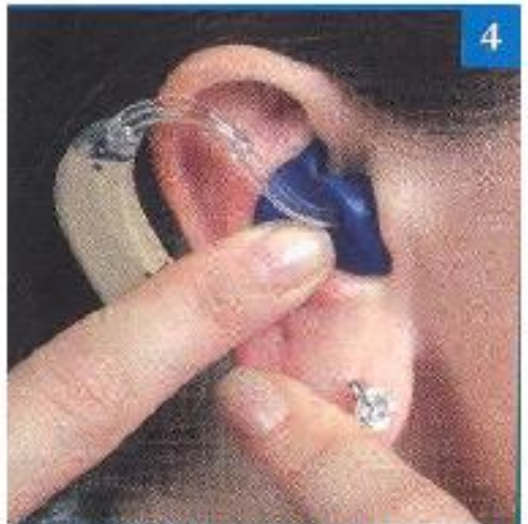
1. Hold the earmould at the back with your finger and thumb. Pull it back past your ear.



2. Put the bit that goes down the ear canal into position.



3. Then get in place the bit that goes into the crease at the top of your ear.



4. Use your other hand to pull down your ear lobe. Push your earmould firmly in.



5. Then put the hearing aid behind your ear. It should look like this when fitted correctly.

Your audiologist may have practised a slightly different method with you, but whatever the method, the important thing is to end up with the earmould fitted as shown in picture 5.