

## **Repairs & Battery Supplies for Hearing Aids**

# **Important Notice**

## **Drop-in Repair & Drop-in Battery Service Closure**

Owing to the COVID-19 pandemic, and preparations which we as a set of hospitals are undertaking at this time, we can no longer provide face-to-face appointments in the department.

We ask that you contact us by telephone or email and we will offer a postal service for your urgent repairs and supply of batteries.

We are also offering a drop off and collect service Monday to Friday. The information below pertains to the service available at **Trafford General Hospital**.

- 1.) If you have a faulty hearing aid, please put it in a sealed envelope with your name, contact number and description of the fault.
- 2.) You can leave the envelope in a drop off box located at the Urgent Care Centre entrance.
- 3.) In most cases it is possible for one of our clinicians to fix the hearing aid whilst you wait. If you call the department once you drop the hearing aid off, the reception team will be able to inform you whether or

not you can wait for a clinician to fix the hearing aid and bring it out to you. If this is not the case, then you will be contacted when it is ready to collect.

The drop off and collect service is also available at Altrincham Hospital. A similar procedure applies, however please note that an Audiologist will only be present to carry out the repairs every Wednesday. The hearing aids will not be able to be collected from Altrincham Hospital but rather delivered to you by our staff.

Please note that the drop off box is located at the ground floor reception.

**Our Contact:**

Tel: for all repairs. 0161 746 2304 (adults)

0161 746 2911 (children)

Email: [trafford.audiology@mft.nhs.uk](mailto:trafford.audiology@mft.nhs.uk) (adults)

[Trafford.paedaudiology@nhs.net](mailto:Trafford.paedaudiology@nhs.net) (children)

Thank you so much for your help and support at this time and we hope to see you again soon.

The Audiology team.