

“Drop-in” hearing aid servicing sessions

Withington Community Hospital

Audiology Department

Ground Floor, Withington Community Hospital

Nell Lane, Manchester, M20 2LR

Tel. (0161) 217 3074

Open: Monday to Friday, 9.00am - 12.00pm & 1.00pm - 4.00pm

(Closed bank holidays)

Please telephone to arrange an appointment if you cannot attend during “drop-in” session opening times.

Wythenshawe Hospital

Audiology Department

1st Floor, Outpatients B, Area 7, Room B.28

Entrance 5, Wythenshawe Hospital,

Southmoor Road, Wythenshawe, M23 9LT

Tel. (0161) 291 2407

Open: Tuesday & Friday, 1:15pm - 4:00pm

(Closed bank holidays)

Wythenshawe Forum Health

Basic hearing aid servicing, batteries and advice.

Open: 2nd Wednesday of each month, 9.00am - 11.45am.

You can pick up batteries:

By visiting the department: you or someone on your behalf can bring the record book and we will supply new batteries.

By post: using the window envelope provided, enclose your record book and ensure the hospital address is visible. We will return your record book with new batteries and a spare envelope for next time.

University Hospital of South Manchester 

NHS Foundation Trust

Hearing Aid Care

Help with your NHS digital hearing aid

This leaflet provides information on how to use your hearing aid and what you should do if you have any problems.

How to switch your hearing aid ON/OFF

To turn the hearing aid **OFF**, open the battery drawer.

To turn it **ON**, close the battery drawer.

How to change the programs

The push button on the hearing aid changes between programs.

The audiologist can tell you if any programs have been set.

How to change the battery

When changing the battery ensure that the side with the sticker is facing upwards. Place the battery into the hearing aid drawer and peel the sticker off, then close the drawer to switch the hearing aid on.

If it has been inserted correctly the drawer will close **smoothly**, if there is any resistance then turn the battery over.

Please don't force the battery drawer, it can break very easily.

IMPORTANT

Hearing aids are expensive devices which are provided on loan from the NHS.

Loss or damage beyond repair to the hearing aid may result in an administration fee being charged for replacement.

Looking after your hearing aid

If the clear/ flexible tube that connects your ear insert to the hearing aid becomes hard or discoloured, it needs replacing.

This tends to be **3 times per year** and coincides with the need for new batteries. This helps to keep the hearing aid in good working order.

If the aid stops working, ear wax may have blocked the tube. You can clear it with a pin or something similar.

If the problem lies with the hearing aid itself, it will need to be brought to the audiology department.

Ear insert discomfort - if the ear mould is uncomfortable, come to the "drop-in" service desk in the audiology department at **Withington Community Hospital** to have it modified.

To keep your ear insert clean, give it a wipe over with a damp cloth or a wet wipe.

It is important that you do not get the hearing aid wet.

If you have difficulty attending the department, a friend, relative or carer can bring your hearing aid in for service or repair.