

Trafford Audiology Adult Hearing Service Hearing Aid Leaflet

Audiology Department

Trafford General Hospital, Moorside Road,
Davyhulme, Manchester, M41 5SL
Telephone: 0161 746 2304
Email: trafford.audiology@mft.nhs.uk



Please tell us how your appointment went
or any feedback you wish to give about your
Audiology experience.

Scan QR Code to fill in a short questionnaire:

Getting used to your hearing aid(s)

Your hearing aid(s) have been specifically programmed for your hearing loss and are designed to help you hear speech and environmental sounds better. Hearing aid(s) do not restore normal hearing, but instead provide substantial benefit to people with hearing loss.

When you first try your hearing aid(s), it is expected that things will sound different. It takes time to adapt to the sound and you will learn to adjust to the sound through your hearing aid(s). Everyone has a unique experience with hearing aids, it may take people differing lengths of time to adapt to their hearing aid(s). Some sounds can initially sound harsh, sharp, or tinny if you have a high frequency hearing loss. For example, the sound of cutlery, plastic bags, rustling leaves, and paper may sound a lot more noticeable and take some time to adjust to. It is also common to notice the sound of your own voice seeming different, this will also take a brief period to adjust to.

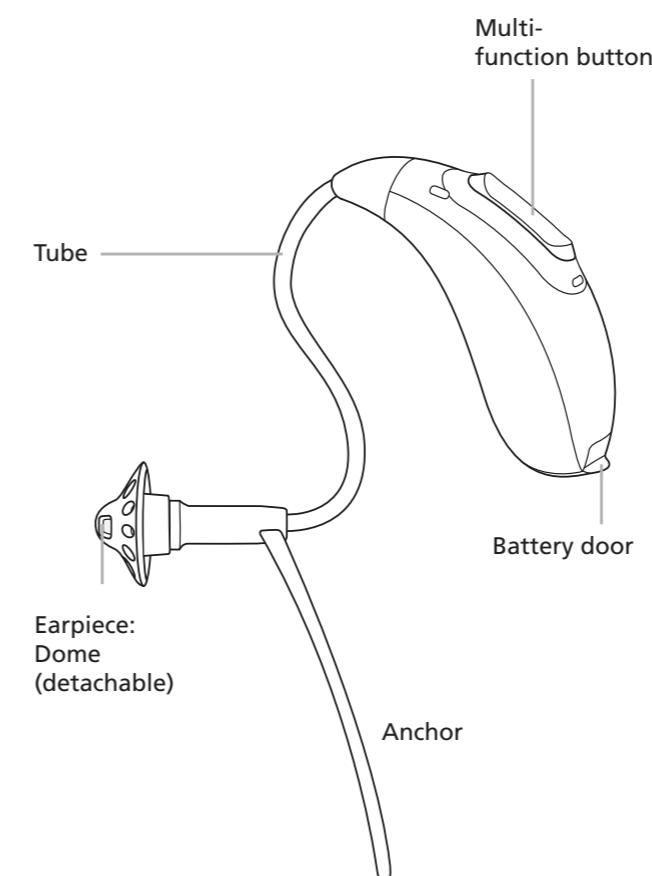
Initially, you may also be more aware of surroundings and background noise, this is very normal. Try to persevere through the adjustment period and try not to get frustrated. The more often you wear the hearing aids, the quicker you will adapt to the sound.

If you have been issued with two hearing aids, they have been programmed as a pair and must be worn together. Some features on your hearing aid may be unavailable if you do not wear them both.

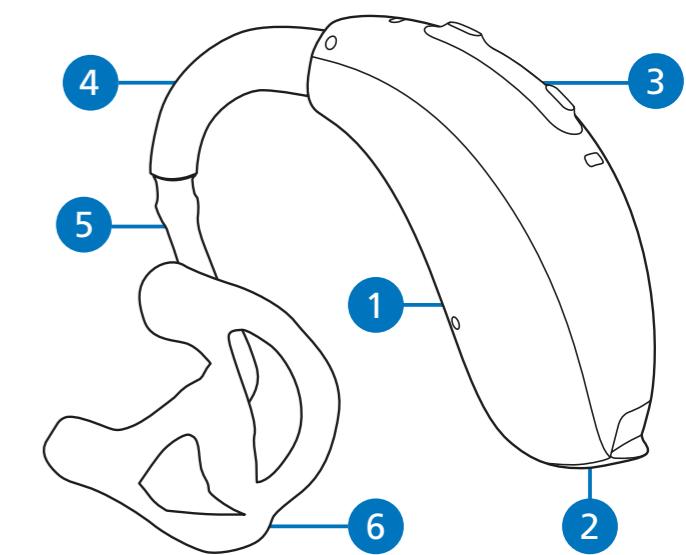
Operation of your Hearing aid

This will have been demonstrated by your audiologist at your fitting appointment. Please refer to your hearing aid instruction booklet for further instructions.

Slimtube



Earmould



- 1 Right or left indicator* on back of hearing aid
- 2 Battery compartment with ON/OFF switch
- 3 Multi-function button

- 4 Hook
- 5 Tube
- 6 Classic ear mould

*Right = red | Left = blue

Hearing Aid Batteries

Please refer to your hearing aid instruction booklet for advice on how to insert and remove the batteries.

Replacement batteries can be collected, free of charge, from any of the following clinics:

(one packet of batteries per hearing aid will be provided)

Trafford General Hospital: Outpatient reception & Audiology reception

Altrincham General Hospital: Ground Floor Reception

Chapel Road Clinic: Clinic Reception

Timperley Health Centre, Grove Lane: Clinic Reception

Partington Health Centre: Clinic Reception

Delamere Health Centre (Stretford): Clinic Reception

Postal Service: Batteries can be provided by post, please send a stamped address envelope to: Audiology Department, Trafford General Hospital, Moorside Road, Davyhulme, Manchester, M41 5SL.

Please recycle used batteries in a battery recycling bin at your local supermarket.

Battery Safety

Button batteries (charged or flat) can cause serious harm or death in as little as 2 hours if swallowed and can cause serious injuries if they become lodged in the nose or ear.

- Keep batteries in their original packaging and out of reach of children, vulnerable adults, and pets. It is good practice to place used batteries back into their original packaging to ensure no old batteries have gone missing.
- Keep hearing aids (even those with tamper proof battery compartments) out of reach of children, vulnerable adults, and pets when not in use.

If you suspect a child, vulnerable adult or pet has swallowed a button battery:

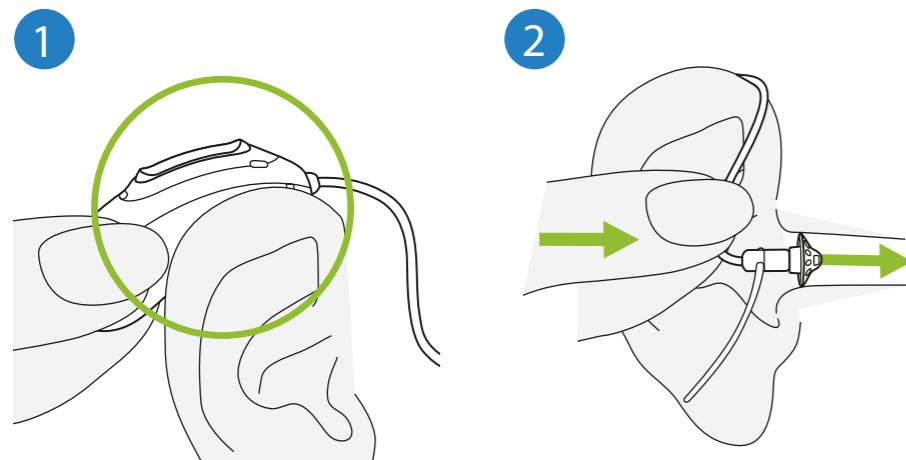
Take them to the nearest emergency department or dial 999. You must attend A&E straight away, even if symptoms are not being shown. Take your pet to the vet as soon as possible.

Lost or Damaged Hearing Aid Policy

The hearing aids are on loan to you from the NHS and if they are damaged or lost, there will be an administration fee of £80 per hearing aid for a replacement.

If you cannot solve any troubleshooting at home or you do not feel confident in doing so, please contact us. Your issue may need to be resolved by one of our clinicians and may not be simple enough to solve at home.

Slimtube insertion



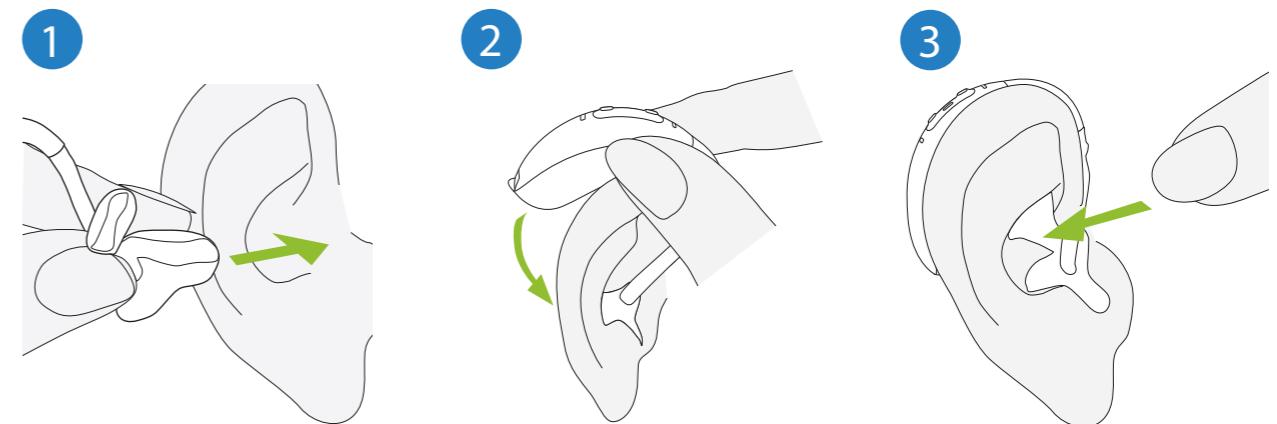
Place the hearing aid behind your ear.

Insert the earpiece into your ear canal.

If there is an anchor attached to the earpiece, tuck it into the bowl of your ear to secure your hearing aid.

- The hearing aid with the **RED** marker is for your right ear.
- The hearing aid with the **BLUE** marker is for your left ear.

Earmould insertion



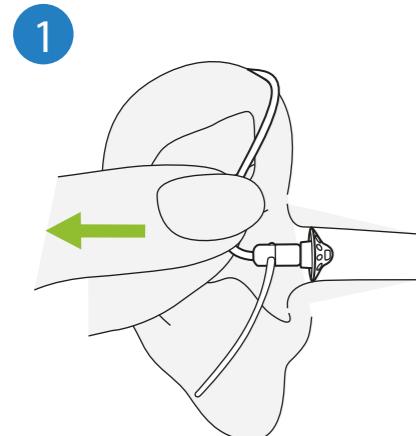
Take the earmould up to your ear and place the ear canal part into your ear canal.

Place the hearing aid behind your ear.

Make sure the upper part of the earmould is fully inserted into the upper part of the bowl of your ear.

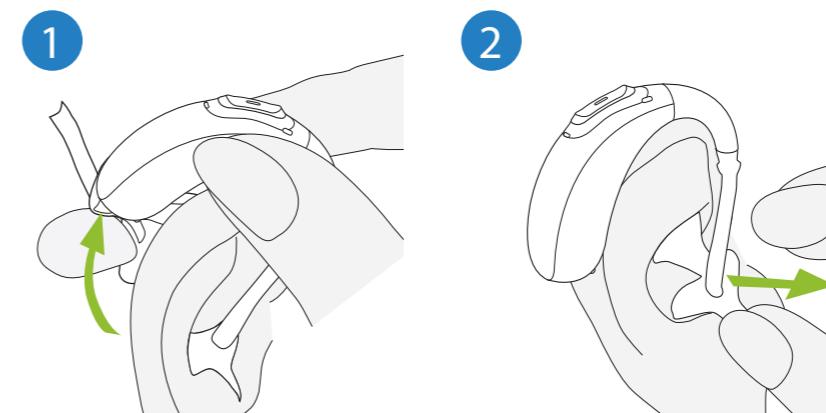
- The hearing aid with the **RED** marker is for your right ear.
- The hearing aid with the **BLUE** marker is for your left ear.

Slimtube removal



Pull on the bend of the tube and remove the hearing aid from behind the ear.

Earmould removal



Lift the hearing aid above the upper part of your ear.

Grasp the earmold with your fingers and gently remove it.

Cleaning your slimtube

The hearing aids require cleaning. Where possible, try to do this once per week or whenever the hearing aid isn't working

- 1 Unscrew the slim tube off the hearing aid
- 2 Thread the cleaning wire through from the top to the bottom of the slim tube
- 3 Pull the cleaning wire through the slim tube then clean wire with a damp cloth.
- 4 To re-attach the slim tube, screw it back on to the hearing aid.



Scan the QR code to view Phonak's 'How to clean a hearing aid with an slimtube video':

SCAN ME

Cleaning your earmould

The hearing aids require cleaning. Where possible, try to do this once per week or whenever the hearing aid isn't working

- 1 Where possible the earmould should be wiped clean with a tissue or baby wipe daily.
- 2 Wipe with damp cloth and look for wax at the outlet
- 3 Ensure the tube is clear of water before putting the hearing aid and earmould back together.



Scan the QR code to view Phonak's 'How to clean a hearing aid with an earmould video':

SCAN ME

Troubleshooting

	Possible cause	Solution
No Sound	<ul style="list-style-type: none"> • Aid not switched on • Battery not inserted properly • Dead battery • Blocked tubing • Condensation/ water in tubing 	<ul style="list-style-type: none"> • Close battery compartment fully • Insert battery with flat side facing up • Replace battery • Earmoulds: pick out wax as carefully as possible/ re-tube ear mould • Slimtube: clear with cleaning rod/wire or replace slimtube • Disconnect the tube from the aid and shake/ blow through tube or use air puffer to clear
Whistling / buzzing in the ear	<ul style="list-style-type: none"> • Condensation/ water in tubing • Mould or slimtube not inserted correctly • Excess wax in the ears • Damaged tubing • Cracked/ loose ear mould 	<ul style="list-style-type: none"> • Take aid out and re-insert carefully • Ask gp / nurse to check ears and remove wax if necessary – meadoway details in part 1 • Replace tubing or contact our clinic to arrange this • Contact repair clinic

Notes

Hearing Aid Maintenance

The tubes on your hearing aid(s) need replacing **every 6 months**. We have provided you with a year supply of tubes which should be changed in:



To change your tube simply separate it from the hearing aid as you would for cleaning and replace it with a new one from the tubes provided. It is important you change the coloured markers on the hearing aids to ensure you are connecting the correct tube to the correct hearing aid:

- The hearing aid with the **RED** marker is for your right ear.
- The hearing aid with the **BLUE** marker is for your left ear.

Once you have used the last tube, please contact the audiology department for additional tubes to be posted.

CALL: 0161 746 2304

EMAIL: Trafford.audiology@mft.nhs.uk

ONLINE FORM: (scan QR code below)

Replacement Tubes
- Order Form -
Trafford General
Hospital



Hearing Aid Maintenance

The tubes on your hearing aid(s) need replacing **every 6 months**.



Please contact the audiology department for an appointment to change your tubes.

CALL: 0161 746 2304

EMAIL: Trafford.audiology@mft.nhs.uk

Notes

Notes

