



**Portsmouth Hospitals
University**
NHS Trust

Hearing aid fitting

Information for patients

Audiology Department



Specialist Support
This leaflet can be made available in another language, large print or another format. Please speak to the Ward Manager who can advise you.

Working together To drive excellence in care for our patients and communities





What happens now?

You have been referred for a hearing aid fitting. You will be seen by an Audiologist and the appointment will last between 40 and 60 minutes. You are welcome to bring a friend or relative with you. Please bring your reading glasses if you require them. If you have any questions regarding your appointment please telephone the number on your appointment letter.

Communication needs

If you have any special communication needs or require an interpreter please contact the department as soon as possible on 023 9228 6289.

Students

Please note that, as this is a teaching hospital, a student may carry out some or all of your hearing assessment with input from a qualified audiologist. If you have any objections to this, please contact us as soon as possible.

How your hearing aid works

We use the information from your most recent hearing test to give us an individual prescription necessary to programme your hearing aid(s) to the correct level. It is therefore important that you wear each hearing aid in the correct ear and do not use someone else's hearing aid.

- Hearing aids will pick up sound through the microphones within it. The sound then passes through the hearing aid where it is altered to suit your needs based on your prescription. You will be given information on how to for and maintain your hearing aid.

What to expect from your hearing aid fitting

We will introduce ourselves and briefly review the information





gained at the last appointment. We will examine your ears and check the fitting of the ear piece.

We will use a computerised system to set up the hearing aid; this allows us to accurately match the hearing aid to your hearing loss. We will discuss the setup of the hearing aid with you, including any requirement for a loop system or volume control. We will check the output of the hearing aid in your ear by recording some sound measurements. These are known as 'real ear measurements.' During this process we carefully insert a thin flexible tube inside your ear canal. This tube acts as a tiny microphone capable of recording the output of the hearing aid in your ear. We go on play a variety of different sounds at different volumes, both with and without your hearing aid in place. These measurements allow us to fine tune the hearing aid and match your prescription as closely as possible at each pitch. Sometimes it is not possible complete this procedure, for example, if there is too much wax in your ear.

Next we will explain how to operate your hearing aid, change the battery and take it in and out of your ear. We will inform you of how you can get your free NHS hearing aid batteries. We will give you information on what you should expect from your hearing aid and how to get used to wearing it. You will be given written information covering these subjects to take away with you.

What happens next?

A **follow up appointment** will be arranged. This may be face to face at the Audiology department or by phone on a rearranged date and time. This review last 10 - 20 minutes. During this follow up appointment we will ensure that you can use your hearing aid confidently and that you are aware of how to care for your hearing aid.

We will complete a simple questionnaire with you to determine the areas you have seen improvement in your hearing with the hearing aid and will give you some feedback on the results.





We may offer you additional advice on how to improve your ability to hear in some of these situations. You will be given the opportunity to ask any questions you have about your hearing aid.

- Once your follow up is complete will write to your GP and/or referring clinician to inform them we have seen you for your hearing aid follow up. We will ensure that you are aware of how to access our services in the future. We will introduce ourselves and briefly review the information gained at your last appointment. We will examine your ears and check the fitting of the earpiece(s). We will use a computerised system to set up the hearing aid(s); this allows us to accurately match the hearing aid(s) to your hearing loss. We will discuss the set up of the hearing aid(s) with you, including any requirements for a loop system or volume control.
- We will check the output of the hearing aid(s) in your ear by recording some sound measurements. There are known as 'real ear measurements'. During this process we carefully insert a thin flexible tube inside your ear canal. This tube acts as a tiny microphone capable of recording the output of the hearing aid(s) in your ear. We will then play a variety of different sounds at different volumes, both with and with the hearing aid in place. These measurements allow us to fine tune the hearing aid(s) and match your prescription as closely as possible at each pitch.
- If we are unable to carry out these measurements using your ear due to wax, previous surgeries, shape of the ear canal, infections or perforations we can use an alternative system with the computer to fine tune the hearing aid(s).
- We will then check how the hearing aid(s) sound to you once they have been set-up and we may need to adjust these for whilst you are getting used to them.
- We will explain how to operate your hearing aid(s), change





the battery and take it in and out of your ear. We will advise you of how you can get your free NHS hearing aid batteries.

- We will give you information on what you should expect from your hearing aid(s) and how becoming used to wear them.
- You will be given written information on everything covered in the appointment to take home with you.
- Under the title What happens next? We will arrange a further follow up appointment to check how you are getting on with the hearing aid(s). This will either be via telephone or a face to face appointment in the department. Will let you know at the fitting appointment which it will be and when this will happen.





Notes:

This image shows a single page of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.



Consent - What does this mean?

Before any doctor, nurse or therapist examines or treats you they **must** have your **consent** or permission.

Consent ranges from allowing a doctor to take your blood pressure (rolling up your sleeve and presenting your arm is implied consent) to signing a form saying you agree to the treatment or operation.

It is important **before** giving permission that you understand what you are agreeing to. **If you do not understand – ask.** More detailed information is available on request.

How to comment on your treatment

We aim to provide the best possible service and if you have a question or a concern about your treatment then the Patient Advice and Liaison Service (PALS) are always happy to try to help you get answers you need. You can contact PALS on

0800 917 6039 or E-mail:

PHT.pals@porthosp.nhs.uk who will contact the department concerned on your behalf.

Data Protection Legislation – Privacy Notice

Further information on how we look after your personal information can be found on the Trust Information Governance webpage at www.porthosp.nhs.uk - or alternatively, please speak to a member of staff.

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www.porthosp.nhs.uk

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