



Information for
patients and
carers

Adult Audiology Transition

About the Department

After your final transition review appointment in the adult service, you will not receive further routine appointments for hearing aid reviews. It is your responsibility to contact us when you have a problem with your hearing or hearing aid/s. If you encounter a problem, contact us as soon as possible. We are based at the Royal Preston Hospital and Chorley and South Ribble District Hospital.

What should I do if I lose my hearing aid?

Take care of your hearing aid/s, if they are lost or damaged you may be charged £75 (exemptions apply, please ask a member of staff). If this does happen, you will need to contact the department to start the process of replacement.

Batteries

Batteries are issued free of charge, to all patients with NHS hearing aids, and are available from the Hearing Aid Department. A 12-month supply is issued. They can be issued out by post if you are unable to attend the department.

Ear moulds

There are standard ear moulds used in Adult Audiology. The choice is limited to the most appropriate and suitable type of material, not colour or design.

Hearing Aid tubing

Your hearing aid tubing will need replacing every 4-6 months. You need to contact us to book an appointment to have your tube replaced or we can offer you a retube kit for you to learn how to do it yourself.

Hearing tests

If you feel your hearing has deteriorated since your hearing aid was issued, please contact us to book an appointment to check the problem is not due to wax or a fault with the hearing aid. Once these problems are ruled out a hearing test can be booked, but there will generally be a waiting list for this.

Sudden hearing loss

If you are concerned about a sudden severe change to your hearing it would be best to visit your GP or Accident and Emergency for medical assessment.

Wax build-up

If you feel you may have a build-up of wax in your ears, olive oil ear drops are recommended to help remove wax if there are no signs of ear infections or perforations. Dewax appointments can't be arranged via the Adult Audiology service. Dewax appointments can be arranged by contacting your GP who will refer you to a local service within your GP practice or to ENT.

Common Problems and their Solutions

Symptom	Possible cause	Solution
No Sound	Worn-out battery	Change Battery
	Blocked tube (wax/condensation)	Clean tube
Intermittent or reduced sound	Blocked tube (wax/condensation)	Clean tube
	Worn-out battery	Change Battery
	Build-up of wax in ear canal	Have ear checked by GP
Whistling/ Squealing noise whilst in ear	Earpiece not inserted correctly	Reinsert hearing aid
	Build-up of wax in ear canal	Have ear checked by GP
	Tubing split	Make appointment for replacement tubing

If none of the above solutions solves the problem, contact the department for assistance.

Suppliers of equipment

Sarabec

15 High Force Rd, Middlesbrough, TS2 1RH

Web: www.sarabec.com

Tel: 01642 247789

Fax: 01642 230827

Mincom/textphone: 01642 251310

E-mail: mail@sarabec.co.uk

Hearing Products Ltd (HPI)

Echo House, 26/27 Haigh Park, Stockport, SK4 1QR

Web: www.hear4you.com

Tel: 0161 480 8003

Fax: 0161 480 8006

E-mail: info@hear4you.com

Medequip Assistive Technology Limited

Unit G4

Leyland Business Park

Leyland, Preston

PR25 3GR

Web: www.medequip-uk.com

Tel: 01772 286573

Fax: 01772 479694

E-mail: leyland@medequip-uk.com

Sources of further information

www.lancsteachinghospitals.nhs.uk

www.nhs.uk

www.accessable.co.uk

All our patient information leaflets are available on our website for patients to access and download:

www.lancsteachinghospitals.nhs.uk/patient-information-leaflets

Social Services – LCC Adult Social Care:

Hearing Impairment Team

Telephone: 0300 123 6720

Mobile SMS: 07860 031294

Minicom/textphone: 01254 220666

Fax: 01772 533661

Email: csc.acscustomerservices@lancashire.gov.uk

Hearing Impairment Social Care Support Officer for the area:

Central - Sarah Edwards

East Lancs - Stephen Walker

North - Gail Pointon

There is a sensory team of Rehabilitation Officers for Visually Impaired (ROVIs) who work with those who have visual loss and Hearing impairment Social Care workers (HISCO) who work with those with hearing loss. The sensory team will promote safe and independent living which may also include provision of advice/information, equipment and service provision in liaison with the Care Act.

Access to Work:

Self-referral for an assessment at WORK to support with hearing and communication:

Telephone: 0800 121 7479

Textphone: 0800 121 7579

RNID (Royal National Institute for Deaf People)

For information on hearing loss, tinnitus, assistive devices

Web: <https://rnid.org.uk/>

Tel: 0808 8080123 Email: information@rnid.org.uk

Hearing Link (previously Hearing Concern)

The Grange, Wycombe Road, Saunderton, Princes Risborough,
Buckinghamshire, HP27 9NS

Tel/SMS: 07526 123255 Email: Enquiries@hearinglink.org

C2 Hear Online

Interactive multimedia videos on hearing aid use

Web: www.c2hearonline.com

Relay UK (formally Next Generation Text Service)

Helping anyone with a hearing/speech impairment with communication over the phone

Relay UK Team
Internal Box 14
Telephone House
170-175 Moor Lane
Preston
Lancashire
PR1 1BA

Tel: 0800 7311 888

Textphone/Relay UK app: 0800 500 888

Email: relay.uk.helpdesk@bt.com

Emergency Texting Services

66247 (used in Lancashire only) – www.lancashire.police.uk or
www.lancsfireescue.org.uk

999 used in UK (mobile must be registered) – www.emergencysms.net

Lancashire Teaching Hospitals NHS Foundation Trust is not responsible for the content of external internet sites.

Contact details

Audiology Department (Hearing & Balance Service)
Royal Preston Hospital
Sharoe Green Lane
Fulwood
Preston
PR2 9HT

Tel: 01772 522751 Email: hearing.balance@lthtr.nhs.uk

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the

buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team. If you want to stop smoking, you can also contact the Quit Squad Freephone 0800 328 6297.

Please ask if you would like help in understanding this information. This information can be made available in large print and in other languages.

Gujarati:

આ માહિતીને સમજવામાં સહાયતા જોઈતી હોય તો કૃપા કરીને પૂછો. આ માહિતી મોટા છપાણામાં અને અન્ય ભાષામાં ઉપલબ્ધ કરી શકાય છે.

Romanian:

Vă rugăm să întrebați dacă aveți nevoie de ajutor pentru înțelegerea acestor informații. Aceste informații pot fi puse la dispoziție în format mare și în alte limbi."

Polish:

Poinformuj nas, jeśli potrzebna jest ci pomoc w zrozumieniu tych informacji. Informacje te można również udostępnić dużym drukiem oraz w innych językach

Punjabi:

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਵੱਲੋਂ ਮਦਦ ਲੈਣੀ ਚਾਹੋਗੇ ਤਾਂ ਕਰਿਪਾ ਕਰਕੇ ਇਸ ਬਾਰੇ ਪੁੱਛੋ। ਇਹ ਜਾਣਕਾਰੀ ਵੱਡੇ ਪ੍ਰਿੰਟ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵੱਲੋਂ ਮੁਹੱਈਆ ਕੀਤੀ ਜਾ ਸਕਦੀ ਹੈ।

Urdu:

دو سر ی زبانوں او ر بڑی اگر آپ کو ہی معلومات سمجھنے کے لیے ل مدد کی ضرورت ہے تو یی چھپا یں یبھ ابی دست بو یسکت ہے برا ے مہر یان بو ےی چھہ۔ معلومات

Arabic:

مطبوعه بأ ح ر ف ك بير ة و بلغات إذا كنت تر يد مساعده في فهم هذه المعلومات يُر جى أن. تطلب آخرى يملكن تو فير هذه المعلومات

Department: Audiology Department

Division: Surgical Services

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