



If you need this information in another language or medium (audio, large print, etc) please contact Customer Care on 0800 374 208 or send an email to: customercare@salisbury.nhs.uk.

You are entitled to a copy of any letter we write about you. Please ask if you want one when you come to the hospital.

If you are unhappy with the advice you have been given by your GP, consultant, or another healthcare professional, you may ask for a second (or further) opinion.

The evidence used in the preparation of this leaflet is available on request. Please email: patient.information@salisbury.nhs.uk if you would like a reference list.

Author: Beth Claesen
Role: Senior Hearing Therapist
Date written: June 2013
Last revised: June 2016
Review date: June 2019
Version: 1.1
Code: PI1107

Information for patients given an appointment for a telephone follow-up after a hearing aid fitting (page 1 of 2)

Do not throw this leaflet away, it contains important information which may help you during your telephone follow-up appointment. Please keep it safe by your telephone.

You have been given a date and time when we will telephone you. If this appointment is not convenient please contact the department to rearrange it. Please remember to be at home for this call.

Do not attend the hospital.

What is the telephone follow up service?

- you will be contacted by an assistant audiologist 8-12 weeks after your hearing aid fitting to check your progress.
- we can answer any questions and offer support and guidance.
- at the end of the call, the assistant audiologist will decide if you need a further appointment at the hospital.
- this call is free of charge as we are telephoning you.
- the hospital telephone number will not show up on your phone, it will say caller unknown so please make sure your phone will accept unknown or blocked callers. If there is a particular number you would like us to use, such as your mobile number, please let us know.
- it may take time to get used to the sound of your hearing aid. The general advice is to wear it for at least six hours a day by the time you receive your telephone call.

What will happen during my telephone follow up?

- the assistant audiologist will first confirm your name, address and date of birth, to check they are talking to the right person.
- you will be asked general questions about how you are getting on with the hearing aid, that you are happy changing batteries, fitting the hearing aid, using the controls and know how to access the audiology service when you need to.
- the assistant audiologist will ask you how you are finding the hearing aid in the situations you told us were troublesome when

Audiology Department
01722 429335

you came for your original assessment and hearing test. For example, these may have included listening to the television, hearing on the phone, hearing in a group, or hearing your friends and family clearly.

- you will be asked how often you wear your hearing aid and be given time to ask any questions you may have and for your comments. Use the space at the bottom of this page to jot down any questions you want to ask.
- it can take time to become used to wearing a hearing aid. This is because your brain has become accustomed to hearing at a reduced level. It may take time to acclimatise to hearing more clearly.

Tips on using the telephone with your hearing aid

- hold the receiver slightly higher up than normal, so the middle of the speaker lines up with the top of your hearing aid.
- if you have a speaker option on your phone, it may be useful to use this, as then the sound goes to both your ears and you don't have to worry about placing the handset in the right place.
- if your hearing aid has a volume control, adjust it so that you can hear comfortably.

Hearing aid not working or you don't feel confident using the phone?

If you are still having problems hearing on the phone when you are using your hearing aid, and you are concerned that you won't hear well enough for your follow up call, you can cancel it and make an appointment at the hospital. Please do this in writing or by asking someone to telephone the department on your behalf.

How long will the call last?

It should take no longer than 15 minutes. It is important to complete this call as it gives the assistant audiologist a good idea of how you are progressing and how we can help you. You may want to sit down while we speak.

Space for your notes/questions
