



North Tees and Hartlepool
NHS Foundation Trust

What happens at an Adult Hearing Aid Follow-up appointment?

Information for patients

This leaflet can be made available in other formats including large print, CD and Braille and in languages other than English, upon request.

What is a Hearing Aid Follow-Up?

A hearing aid follow-up appointment is an appointment that is usually arranged approximately 10 weeks after your hearing aid fitting, and is to check how you are managing with them. This will be either with an Assistant Audiologist or an Audiologist.

What is an Assistant Audiologist?

An Assistant Audiologist is a member of the Audiology Team who is trained in-house to assist (help) the Audiologist and complete some of the more routine appointments. They will not be able to adjust the sound or programming of your hearing aid but can provide basic maintenance.

What is an Audiologist?

An Audiologist is a qualified professional who provides assessments for hearing problems and non-surgical treatments to help a person deal with hearing loss, such as providing a hearing aid.

What will happen at the Hearing Aid Follow-up?

We will ask you questions about how well you feel you hear with your new hearing aids and complete a short questionnaire with you.

We will listen to any concerns or problems and try to resolve them.

We can offer hearing counselling or signpost to other agencies/suppliers of equipment for the hard of hearing.

We will explain the future care and maintenance needs of your hearing aid. This will include how and where to obtain replacement batteries.

What will happen after the Hearing Aid Follow-up?

We will recommend that you arrange an appointment with the department every 5-6 months for routine maintenance.

We will contact you towards the end of your care to offer the choices available to continue with care.

What if I need help at my appointment?

You are welcome to bring along a significant other for support.

Do you need any of the following?

- BSL interpreter
- Interpreter (language)
- Wheelchair
- Communication aid
- Other

If yes, **you must** contact the department in advance so that we can try to arrange this.

Contact numbers

North Tees and Hartlepool NHS Foundation Trust

University Hospital of Hartlepool

Telephone: 01429 522585

Monday – Thursday, 8.00am – 6.00pm,

Friday, 8.00am – 5.00pm

Onelife Hartlepool

Telephone: 01429 522768

Monday – Thursday, 8.00am – 6.00pm,

Friday, 8.00am – 5.00pm

Peterlee Community Hospital

01429 522766

Monday – Thursday, 8.00am – 6.00pm,

Friday, 8.00am – 5.00pm

Seaham Primary Care Centre

01429 522766

Monday – Thursday, 8.00am – 6.00pm,

Friday, 8.00am – 5.00pm

This leaflet has been produced in partnership with patients and carers. All patient leaflets are regularly reviewed, and any suggestions you have as to how it may be improved are extremely valuable. Please write to the Quality Assurance Team, University Hospital of North Tees or email: patientinformation@nth.nhs.uk

Comments, Concerns, Compliments or Complaints

We are continually trying to improve the services we provide.

We want to know what we're doing well or if there's anything which we can improve, that's why the Patient Experience Team is here to help.

Our Patient Experience Team is here to try to resolve your concerns as quickly as possible. If you would like to contact or request a copy of our PET leaflet, please contact:

telephone: 01642 624719

Monday – Friday, 9.00am – 4.00pm

Messages can be left on the answering machine and will be picked up throughout the day.

freephone: 0800 092 0084

Email: patientexperience@nth.nhs.uk

Out of hours if you wish to speak to a senior member of Trust staff, please contact the hospital switchboard who will bleep the appropriate person.

telephone: 01642 617617

24 hours a day, 7 days a week

The Patient Experience Team is available to discuss your concerns in person Monday – Friday, 1.30pm – 4.30pm. The office is based on the ground floor at the University Hospital of North Tees.

Data Protection and use of patient information

The Trust has developed a Data Protection, Caldicott and Disclosure Policy (IG5) in accordance with the Data Protection Legislation (General Data Protection Regulations and Data Protection Act 2018) and the Freedom of Information Act 2000. All of our staff respect this policy and confidentiality is adhered to at all times. If you require further information please contact the Information Governance Team.

telephone: 01642 383551 or email: information.governance@nth.nhs.uk

University Hospital of North Tees, Hardwick, Stockton-on-Tees. TS19 8PE

University Hospital of Hartlepool, Holdforth Road, Hartlepool. TS24 9AH

Telephone: 01642 617617

Fax: 01642 624089