



North Tees and Hartlepool
NHS Foundation Trust

What happens at an adult hearing aid fitting 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 Fitting?

A hearing aid fitting appointment is an appointment to have new hearing aids loaned to you to help with your hearing loss. This is usually carried out by an Audiologist and usually lasts 30 - 45 minutes.

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 provide a hearing aid.

What will happen at the Hearing Aid Fitting?

An Audiologist will examine the condition of your ears by looking into the ear canals with a small light

The Audiologist will select and program the hearing aids using a computer.

There will be a couple of tests performed called verification tests. Sounds are played from a speaker with and without your hearing aids in your ear and this ensures they match your recent hearing test.

The Audiologist will instruct you on the controls, how to change the batteries, how to insert the hearing aid in your ear and how to keep them clean.

The Audiologist will provide counselling to help you acclimatise (get used to) to the new sounds and new way of hearing.

We will issue you an Individual Management Plan; this is information from the appointment and what future care we will provide.

What will happen after the Hearing Aid Fitting?

Usually we send for you to have a hearing aid follow-up appointment approximately 10 weeks after the fitting.

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