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The Royal Liverpool  
and Broadgreen  
University Hospitals  
NHS Trust

## Patient information

### You and Your Hearing Aid

#### Ear Nose and Throat Speciality

This leaflet is for individuals who have recently been fitted with digital hearing aids. The information offers guidance on what to expect from your hearing aids and common problems hearing aid users can experience.

Now that you have been fitted with your hearing aid/s it is important you wear them regularly. Most users find that it is easier to build up to more regular use by trying the aids for longer periods of time each day. In general, users who have the greatest difficulties are often the users who only wear their aid/s occasionally.

It is usually easier to begin using your hearing aid/s in your own familiar indoor surroundings. For example your living room with family and friends, listening to the TV or the radio etc. This can then ensure you have more control over the noises you are listening to.

Hearing aid/s can be difficult to use with telephones. It is important that you hold the receiver to the top of your ear, alongside the hearing aid as this is where the microphone is situated. Speak to your audiologist who can demonstrate this for you and give advice on other options if you are still having problems.

In a group of people, where you can hear two or more people speaking at the same time, hearing instruments cannot tell which voice you want to focus on. The device will focus on the most dominant voice, which may not be the voice you are trying to hear. It is important that you ask people to speak one at a time.

Ear mould hygiene is very important for long term hearing aid wear. Please ensure you clean your ear mould regularly each day using baby/face wipes. These can also be used to wipe down the hearing aid itself. Do not use water or detergents on your hearing aid/ear mould. It can take upwards of three months to become accustomed to your new hearing aid/s be patient and persevere.

#### Frequently asked questions

##### **Q. Do I need regular servicing of my hearing aid**

**A.** Yes. We do suggest having your hearing aid regularly serviced. Approximately every six months. You can arrange this by contacting the Audiology Department .

**Q. My hearing aid keeps going on and off. What should I do?**

**A.** Contact the Audiology department and ask for a repair appointment. It is most likely that the tubing and/or the small filter in the hearing aid hook, has some moisture in it. The Audiologist can quickly and easily rectify this.

**Q. The tubing in my ear piece keeps pulling out. What should I do?**

**A.** The tubing hardens and shrinks somewhat with age. It can be easily rectified by an Audiologist.

**Q. I suspect my hearing has got worse. How do I get my hearing checked again?**

**A.** It is always wise to have your hearing aid checked first, just in case there is a hearing aid fault. Some problems can cause a reduction in amplification and may be attributed to your own hearing mistakenly.

If however after this you still feel your hearing has changed, you will need to go back to your family doctor (GP) and ask for a new referral to the Audiology Department

**Q. My ear piece is uncomfortable. What should I do?**

**A.** Sometimes the ear mould can press or rub the cartilage of your ear. This can easily be remedied by modifying the ear mould. Contact the Audiology Department to have your ear mould adjusted.

**Feedback**

Your feedback is important to us and helps us influence care in the future

Following your discharge from hospital or attendance at your Outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

**Further information**

For further information or to make an appointment please contact:

**Audiology Department  
Alexandra Wing  
Broadgreen Hospital  
Thomas Drive  
L14 3LB  
Tel: 0151 706 2533  
Textphone Number: 18001 0151 706 2533**

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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