

Hearing Aid Servicing and Repairs

Department of Audiology & Audiological Medicine

Lanesborough Wing, St George's Hospital

This leaflet gives information on what to do if you need a repair or servicing of your digital hearing aid. The following information is related to behind-the-ear digital hearing aids provided by St Georges Hospital.

You can find the following information on this page:

- What to do if something goes wrong with your hearing aid.
- Information on how to make a repair appointment.
- Our Walk-in Repair Clinic.
- 'Action for Hearing Loss' Support in Wandsworth Community.

If you wear a bone anchored hearing aid (also known as BAHA) or a Cochlear Implant please ask a member of staff, or have a look at the relevant section of the department website for more information on what to do if you need a repair for these hearing devices.

For information on how to get replacement batteries for your NHS hearing aid please see the Looking after your hearing aid leaflet.

What to do if something goes wrong with your digital hearing aid

We encourage you to get in-touch to arrange a repair appointment prior to attending St Georges Hospital for any repairs and servicing, you may also find it useful to have a look at our troubleshooting guide for helpful hints and tips on how to fix small problems.

If you are unsure what the problem is, or you have tried some of the trouble shooting tips and your hearing aid is still not working then there are several ways to arrange for a repair:

Digital Hearing Aid Repair Appointments

In the first instance of needing a repair, we request you call the appointment line to make an appointment for a digital hearing aid repair offer, this is a 15-minute repair appointment at St Georges Hospital for repairs, re-tubing, earmould collection or impression taking for replacement earmoulds. Please call **020-8725-3000** to book an appointment for a repair.

It is helpful to have your hospital number handy (7 digit code either starting with a letter or the number 2); this should be noted on the front cover of brown NHS battery booklet.

If however you feel that the aid is not set correctly then please book a **Digital Hearing Aid Review** appointment, this is a longer appointment where we will be able to discuss and make adjustments to the settings of your hearing aids, you would call the same number as above to book this appointment.

Walk-In Hearing Aid Repair Clinic

We run a weekly hearing aid repair clinic in our Lanesborough Wing Audiology Department, where we carry out repairs and servicing of any digital hearing aid supplied by St Georges' there is no appointment necessary and patients are seen on a first come basis, hence it can be quite busy, and you may have to wait a while to be seen.

The clinic runs:

Every Friday from 09.00 – 11.30 and 13.30 – 15.30

Please be aware that we run this clinic in conjunction with 'Action for Hearing Loss' (Formally known as the RNID) so you may not be seen by an Audiologist but all staff are trained to carry out hearing aid repairs.

We often have volunteers assisting on the walk-in clinic who can give further instruction on insertion of earmoulds and use of hearing aid controls, please let the reception know if this is your reason for attending the walk-in repair clinic.

We recommend that if you want to have an adjustment to your hearing aid settings that you call for an **appointment** as we have a dedicated appointments where we can spend time making the adjustments you need. The number to call is **020 8725 3000**. It may not be possible to fine-tune your hearing aid on the walk in clinic.

We regret that we cannot see patients who obtained their hearing aids either privately or from another NHS Hospital, if this is the case please return to the centre where you obtained the device, or request your GP to refer you for an assessment at St Georges if you would prefer to be seen by us.

Servicing your Hearing Aid

Your digital hearing aid is provided by St Georges free of charge on loan, therefore we require you to take good care of it. It requires regular maintenance to keep it in good working order this usually requires the tubing of the ear mould or open-fit tube to be replaced once or twice a year. Have a look at our Looking after your hearing aid page for more information on how to care for your digital hearing aid.

You may wish to re-tube your earmould yourself rather than attending a repair clinic, most hearing aids use regular tubing but there are several different types available, ask your audiologist if you are unsure, you can collect spare tubing from the Laneborough wing Audiology reception.

Postal Repairs

If you are not able to attend the repair clinic in person you are welcome to post in your hearing aid along with your hearing aid record book (Brown booklet) to the main audiology department and we will repair it and post it back to you. Our address can be found below:

Department of Audiology
Ground Floor Lanesborough Wing
St Georges Hospital
Blackshaw Road
Tooting
SW17 0QT

'Action on Hearing Loss' Drop in Clinics:

'Action on hearing loss' (formerly known as the RNID) run several drop-in clinics for hearing aid maintenance throughout the borough of Wandsworth these services are run in partnership with St Georges Hospital, but not by the trust itself so you will not be seen by an Audiologist, however the community support officer or volunteer that you will see is trained to service your hearing aid. Community support officers and volunteers can assist with the following:

- Changing earmould tubing, earmould cleaning and battery replacement.
- Completing minor repairs and advising if a hearing aid repair appointment is needed.
- Basic training for hearing aid users on maintenance and usage of their hearing aid.
- Providing advice and support to enable users to make the most of their hearing aid.
- Providing information on other equipment and services that are available.

All clinic and services provided by Action on Hearing Loss are free for NHS hearing aid users; you do not need to live in the borough to attend these clinics. Unfortunately this service is not available for users of private digital hearing aids.

Clinic Locations

- **St Johns Therapy Centre** (162 St Johns Hill, Battersea, SW11 1SW)
- **Furzedown Project** (91-93 Moyser Road, Tooting, SW16 6SJ)
- **Age Concern** (549 Old York Road, Wandsworth SW18 1TQ)
- **St Michaels Day Centre**, St Michaels Church Hall, (Cobham Close, Battersea, SW11 6SP)

For more information about any of these clinics please ask your audiologist for an information leaflet with upcoming dates.

Alternatively contact **Beverley Leach** who runs the clinics on **07501 257443** (Monday to Friday 9am-5pm) or via email beverley.leach@hearingloss.org.uk

For more information about the services provided or to enquire about volunteering opportunities please visit the action on hearing loss website:

<http://www.actiononhearingloss.org.uk/>

'Action on Hearing Loss' community support services

The community support team also regularly visits a number of nursing homes around the borough of Wandsworth and can make home visits for general maintenance and repairs for patients who find it difficult to attend St Georges Hospital. This service is unfortunately **only** available for residents of the London Borough of Wandsworth. Please ask your audiologist if you live within the borough and would like to see if this service could benefit you.

If you have any questions about the information in this leaflet, you can contact:

Department of Audiology & Audiological Medicine
Ground floor
Lanesborough Wing
St George's Hospital
Blackshaw Road
Tooting
SW17 0QT

Telephone: 020 8725 1151 (enquiries)
e-mail: stgh-tr.audiology@nhs.net
minicom: 020 8725 3019
text: 07552 612 845



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