

# Bone Anchored Hearing Aid Fitting Pack

**This leaflet explains more about being fitted with a bone anchored hearing aid (Baha), including information about the Auditory Implant Service. If you have any questions, please speak to the doctor or audiologist caring for you.**

## Contact Information

Tel: 020 8725 1152 (Monday to Friday, 9am to 4pm. Out of hours, please leave a message)

Email: [stgh-tr.auditoryimplantservice@nhs.net](mailto:stgh-tr.auditoryimplantservice@nhs.net)

## Who are the St George's Hospital audiology team?

Lead Consultant	Mr David Selvadurai
Consultant	Miss Nneka Eze
Consultant	Mr Robert Harris
Consultant	Mr Parag Patel
Consultant	Dr Elwina Timehin
Auditory implant manager	Sharmila Patel
Auditory implant coordinator	Tash Gerrow
Audiologist	Karen Egan
Audiologist	Matt Clarkson
Specialist Audiologist	Kerry Downes
Specialist Audiologist	Rashmi Singh
Advanced Audiologist	Samantha Baskerville

## What should I expect from my Baha?

You will need time to get used to wearing your processor. The sound you will get is amplified, so won't sound like normal hearing, but luckily our brains are very good at helping us get used to the new sound. As long as you wear your processor regularly, you will get used to it.

It is perfectly normal to hear some background noise and for everything to seem louder initially, but this will soon settle as your brain adjusts to the new level of sound. To help this process, listen to sounds around the house such as water running, cupboards and doors opening and closing or turning the pages of a newspaper. Regular use means better sound quality and volume for you in the long-run.

The Baha will make some sounds much easier to hear, but some things may still be difficult to pick up:

Your Baha can:

- make sounds louder
- make some sounds clearer
- make listening in quiet places easier
- help you to pick up more information
- help you feel more relaxed about hearing important information.

Your Baha can't:

- make sounds the same as normal hearing
- cut out all background noise
- allow you to hear perfectly.

## **When should I wear my Baha?**

You can wear your processor most of the time. You need to take it off:

- when sleeping
- when taking part in activities such as sports when you could lose it (or use the safety line provided)
- In the bath, shower or when swimming. Your processor is not waterproof – always use an umbrella to keep it dry in the rain
- when using hair products e.g. hairspray, to avoid damage to the microphone or casing (or cover it properly)
- if you need a magnetic resonance imaging (MRI) scan (refer to the MRI reference card).

## **What after-care will I receive?**

After your fitting appointment you will have a review appointment to see how you are managing. Following this there are usually no further automatic appointments and it will be up to you to contact the department if you have any problems.

If you are under the care of ENT then these appointments will carry on as usual.

## **How can I make the most of my Baha?**

Make sure you are in the same room as the person you are talking to, with good lighting so you can see them. Look at the person you are talking to and try to lip-read as well as to hear them to help your brain process the information.

Give people your full attention when they are talking to you. Ask people to get your attention first before starting to talk to you. Say what you think you have heard back to the person to check, instead of asking them to say it again.

Your ENT doctor will explain how to take care of the area around your implant. If you have any questions about this then please ask at your next appointment. If you have a Baha Connect you will be given a cleaning kit at your post-op check appointment. You should use the cleaning brush around the area every day.

At least once a week, clean the external case of your Baha with a sound processor cleaning wipe or an antibacterial wipe (for skin not a household wipe). Also clean the snap with the small sound processor brush you have been given. There is a thin plastic seal around the snap which must not be removed.

Make sure your hands are clean when you touch, adjust or clean your Baha and try not to let the inside or outside of the case get dirty. Anything touching your Baha may cause a whistling sound (feedback). To stop this, try not to let anything (e.g. hat, hairbrush, phone, glasses) touch your Baha.

Please be aware that extreme temperatures will harm your Baha. Try to avoid it getting very hot or cold (e.g. by leaving it on a car dashboard in bright sunlight).

Your implant could set off airport security metal detectors. Always remove the Baha when going through security and turn it off to pass through the scanning machine. You will receive a travel card which can be shown at security to show that you have an implant.

## **How do I wash, dye or cut my hair with a Baha?**

The skin around your Baha might be sore and could be more easily infected for a few months after your surgery. Wait at least one month after surgery before dyeing your hair. Tell your hairdresser about your Baha.

If you have a Baha Attract, take care when you wash your hair as the skin around the implant site might be sore until it heals. Your hair might be slightly thinner around your Baha if the magnet rubs.

If you have a Baha Connect, you will be given a small plastic cap (healing cap) to put over the part called the abutment whenever you wash your hair. You should also wear this at night to stop skin growing over it and during hair dyeing to protect your skin.

## **How do I use a telephone with my Baha?**

When talking on any kind of telephone, hold the receiver close to the Baha instead of your ear. Do not touch the Baha with the phone as this will make feedback.

If you have a Baha 5 and a compatible phone then you can stream calls and other audio directly. If you have a Baha 5, you can use a wireless phone clip to make hands-free calls on your mobile phone or a landline that works with Bluetooth.

## How can I troubleshoot my Baha?

Problem	Possible cause	Possible solution
No sound or weak sound	Weak or dead battery	Change battery
	Volume too low	Turn volume up
Feedback	Object (e.g. hat, hairbrush, phone, glasses) touching the Baha	Move object away from Baha or reposition Baha
	Hair or debris caught in abutment	Check abutment site is clear and healthy
Sound is distorted or intermittent	Volume too high	Turn volume down
	Weak or dead battery	Change battery
	Loose abutment	Contact the audiology team
Sound processor does not work	Not turned on	Turn device off and on again
	Battery drawer not properly closed	Check battery drawer is fully closed
	Weak or dead battery	Change battery
	Battery inserted incorrectly	Take battery out and put back correctly
	Faulty connection	Contact your audiology team

## How can I get my Baha repaired?

If the Baha is working a bit but there are problems with the sound please contact the implant coordinator to organise a review appointment with an audiologist.

If your Baha is not working at all (has no output) you can drop it off at the reception desk at the Audiology department and it will be sent away to the manufacturer for repair. This will normally take one to two weeks depending on the problem. When handing in the device, please give your name, contact details and a description of what is wrong. The team will let you know when your Baha is ready to collect.

Make sure you tell the receptionist that you are leaving a Baha and not a different hearing aid. The Baha is your responsibility so it is important that you keep a record of bringing it in including the date, time and the person who you give it to. Never post it to us.

## What happens if I lose my Baha?

Please look after your Baha. It costs around £3500 and is on loan to you from the NHS. If you lose your Baha you will be charged £250. You will also be issued an older model until you are due for an upgrade (three years after fitting).

## How do I get new batteries for my Baha?

To collect new batteries you can:

- Come to the audiology department in Lanesborough wing, St George's Hospital, Monday to Friday, 9am to 5pm
- Take your Baha MRI/ID card to another clinic (page 7 of this leaflet shows where the clinics are)
- Ask a friend or relative to take your Baha MRI/ID card to one of the listed clinics to collect batteries for you
- Email or call us and we will post the batteries out to you
- Write to us requesting batteries and will post them out to you>

Our address is:

St George's Hospital  
Audiology department  
Ground floor, Lanesborough wing  
Blackshaw Road, London, SW17 0QT

## Useful information

### Apps

Baha 5 is made for iPhone but can be used with some Android phones also. The following apps are available:

**Baha Support:** for all Baha users, to help with general care and maintenance.

**Baha 5 Smart:** Allows you to stream sound from your phone to your Baha, and to control the Baha remotely.

**The following page illustrates all the different centres which offer batteries for your processor.**



Reference: AUD\_BAHA\_02 Published: September 2018 Review date: September 2020

## Do you wear NHS hearing aid provided by St Georges? If yes, did you know you could collect replacement batteries from the following locations around Wandsworth?

If you wish to use one of these clinic you will need to bring your battery card or information issued when you received your hearing aids and show it to the reception staff during the days and times noted below.

Unfortunately this service is only available to patients whose hearing aid(s) were provided by St Georges Hospital NHS Trust. If you received them from elsewhere, please contact your provider. **Please note some centre's only provide batteries once per month during Action of Hearing Loss drop-in repair sessions as advertised.** Please ask at reception for further details on the drop-in repair sessions.

**Platt Christian Centre**  
22 Felsham Road, Putney, SW15 1DA  
Tel. No: 020 8780 9330  
Batteries can be collected in repair clinic times only, please call to confirm

**Age Concern Wandsworth**  
549 Old York Road, Wandsworth Town, SW18 1TQ 0208877 8940  
Batteries can be collected in monthly repair clinic times only, please call to confirm

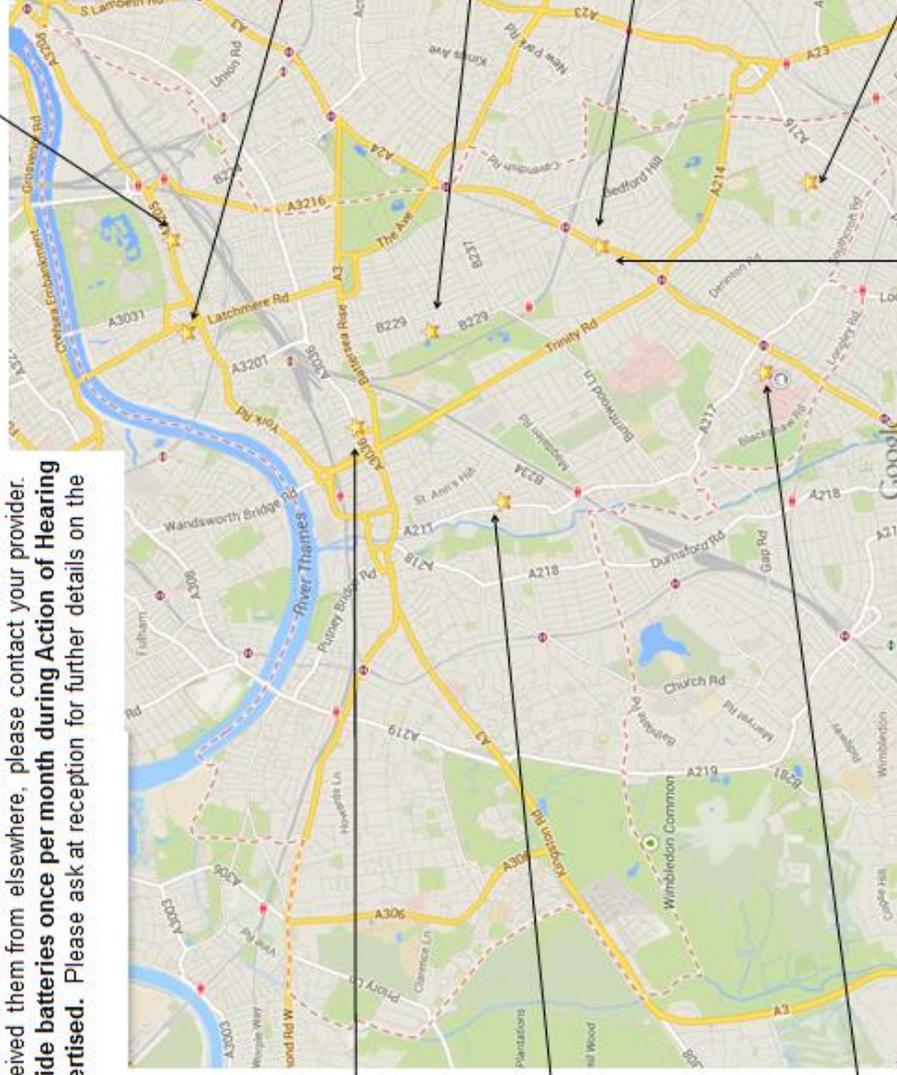
**St Johns Therapy Centre**  
Entrance B, Outpatient Reception  
162 St John's Hill,  
Battersea, SW11 1TN  
Tel. No: 020 8812 4000  
Monday – Friday 9 a.m. – 4 p.m.

**Brocklebank Health Centre**  
249 Garratt Lane, Wandsworth, SW18 4UE. Tel. No: 020 8812 5450  
Monday – Friday 8.30 a.m. – 7 p.m.

**St Georges Hospital**  
Audiology & ENT Reception,  
Laneborough Wing, Blackshaw Road,  
Tooting, SW17 0QT  
Tel. No: 020 8725 1151  
Monday – Friday 9 a.m. – 5 p.m.

**For more details on the drop-in repair sessions, run by Action on Hearing Loss please contact 07501 257 443**  
**Please note this service is not provided by St Georges Healthcare Trust.**

**Battersea Park Library**  
309 Battersea Park Road  
Battersea, SW11 4NF  
Tel. No: 020 7720 4122  
**Last Friday of the Month only**  
**2 p.m. to 4 p.m**



**Doddington Health Clinic**  
311 Battersea Park Road, SW11 4LU  
Tel. No: 0208 812 5550

**Stormont Health Clinic**  
Antrim House, Stormont Road, SW11 5EG  
Telephone: 0208 812 5700  
Monday – Friday 9 a.m. – 5 p.m.

**Bridge Lane Group Practice**  
20 Bridge Lane,  
Battersea, SW11 3AD  
Tel. No: 020 3538 0882  
Monday – Friday 8 a.m. – 6 p.m.

**St Michael's Day Centre**  
St Michael's Church & Hall, Cobham  
Close, Battersea SW11 6SP  
Tel. No: 020 7228 0245

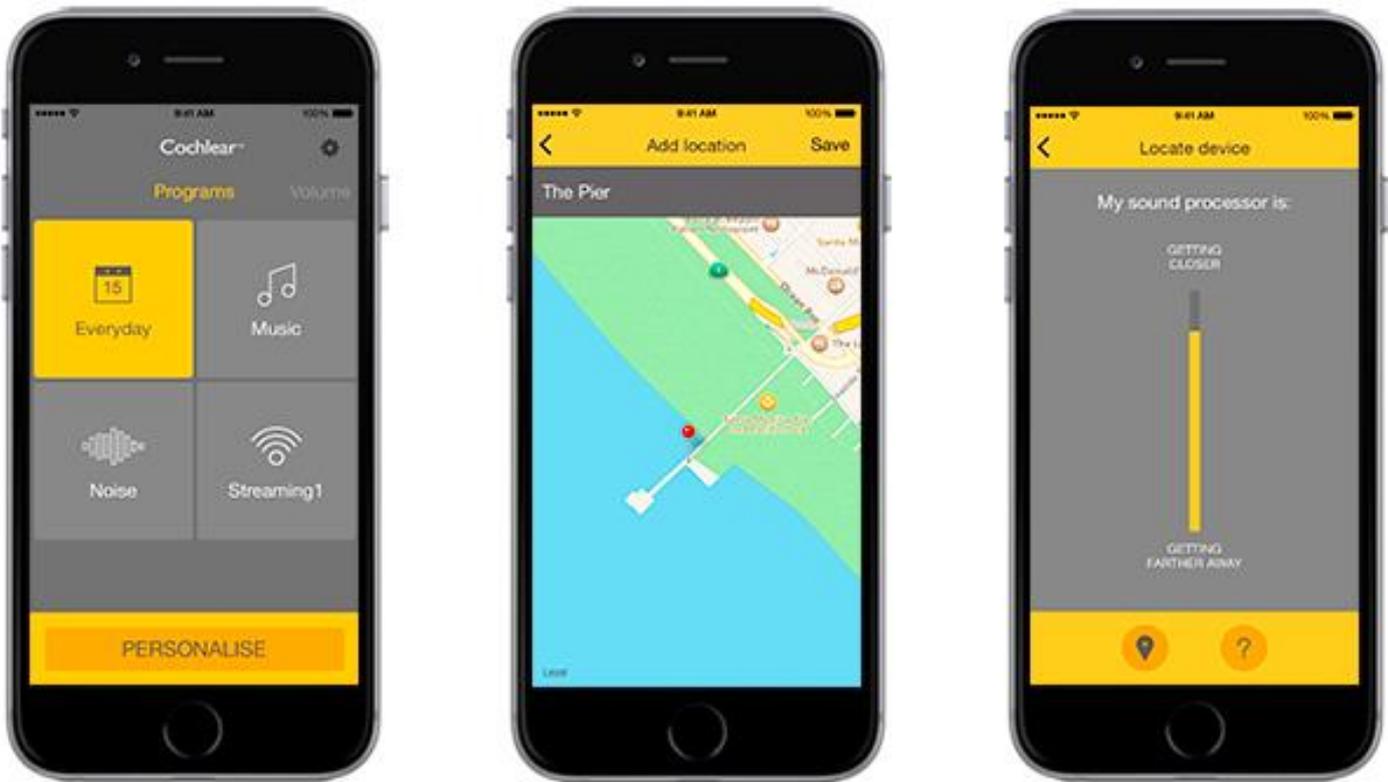
**Balham Health Centre**  
120-124 Bedford Hill,  
Balham, SW12 9HS  
Tel. No: 020 8812 6200  
Monday – Friday: 8.30 a.m. - 6.30 p.m.

**Nelson Health Centre**  
Kingston Rd, London, SW20 8DA  
Telephone: 020 3668 3400.

**Furzedown Project**  
91-93 Moyser Road,  
Tooting, SW16 6SL  
Tel. No: 020 8677 4283  
Monday – Friday 10 a.m. – 4 p.m.

**Balham Park Surgery**  
236 Balham High Rd, SW17 7AW  
Tel. No: 020 8722 8772  
**Mon to Fri: 8.00 a.m. - 6.30 p.m.**

**St Pauls Community Centre**  
23 Inner Park Road, SW19 3ED  
Tel. No: 020 8785 6327  
Batteries can be collected in monthly repair clinic times only, please call to confirm



For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit [www.stgeorges.nhs.uk](http://www.stgeorges.nhs.uk)

## Additional services

### Patient Advice and Liaison Service (PALS)

PALS can offer you on-the-spot advice and information when you have comments or concerns about our services or the care you have received. You can visit the PALS office between 9.30am and 4.30pm, Monday to Friday in the main corridor between Grosvenor and Lanesborough wings (near the lift foyer).

**Tel:** 020 8725 2453 **Email:** [pals@stgeorges.nhs.uk](mailto:pals@stgeorges.nhs.uk)

### NHS Choices

NHS Choices provides online information and guidance on all aspects of health and healthcare, to help you make decisions about your health. **Web:** [www.nhs.uk](http://www.nhs.uk)

### NHS 111

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones. **Tel:** 111

### AccessAble

You can download accessibility guides for all of our services by searching 'St George's Hospital' on the AccessAble website ([www.accessable.co.uk](http://www.accessable.co.uk)).