

Oticon White Noise Generators

Audiology Department

This leaflet is for people who have been fitted with one or two hearing aids. In it you will find information about the audiology department and your new hearing aid(s).

If you have any further questions, please speak to a doctor or nurse caring for you.

What happens when I visit the audiology department?

It's **very important** that you check in at the reception desk **every time** you visit the audiology department. This will help us to try to see you on time.

At your visit, you might see just one team member or you might see several.

Information about my device(s)

I have white noise generator/s

The type of device is ***Oticon Tinnitus Device***

The settings on my hearing aid(s) are as follows:

Noise + volume control

My batteries are size **orange (13)**

My tubing size is

I received my hearing aid(s) on

Any other information:

Lost device policy

In the case of you losing your device(s) and requiring a replacement, the following charges will apply:

- One replacement aid £75
- Two replacement aids £100

This payment goes towards not only the cost and replacement of the lost hearing aid but also the administration costs involved in booking appointments and the cost of replacement ear moulds / slim tubes.

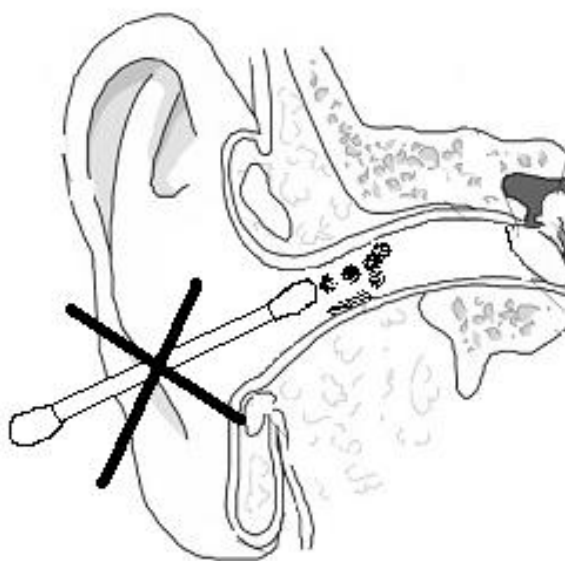
Looking after your ears

Did you know that wax helps to keep our ears healthy?

Wax comes in all different colours, from light yellow to black. Working together with the little hairs in our ears, it helps to carry dust and debris out of the ear canal, protecting the middle and inner parts of the ear.

Wax is only a problem if it blocks the ear canal. If using cotton buds, whilst you may see some wax come out on the end, ear buds will be pushing wax deeper into the ear canal where it wouldn't naturally form. This can be difficult to remove and can in some circumstances cause a temporary hearing loss.

If you feel you have wax blocking your ears, do not use cotton buds. Instead see your practice nurse who can wash out the wax, also known as ear irrigation. Sometimes when the wax is very hard, the nurse may ask you to use olive oil or bicarbonate of soda softening drops for a few weeks before they attempt to remove it. If you have ever been told that you have a perforation (hole in the eardrum), then please see your GP for advice before using ear drops. If irrigation is



not appropriate for you then your GP may refer you to your local ENT (Ear Nose and Throat) department to have the wax suctioned out.

Battery Safety

Coin / button batteries such as those used in hearing aids can be extremely harmful if ingested and should be treated as a medical emergency. Battery compartments on hearing aids should be tamper-proof (lockable battery compartment) for anyone at risk of accidental ingestion, such

as children under five years of age, as per an NHS national safety alert. If you do not have a lock on your battery compartment and you/your carer believe it is appropriate that you have this feature, please contact the audiology department and speak to an Audiologist urgently.

Tamper proofing may be required for hearing aid users living with children aged under five years, hearing aid users who have additional risk factors of coming to harm from their hearing aid batteries or who live with someone with these additional risk factors putting them at a higher risk of swallowing a coin / button battery or pushing one into an ear or nostril. Additional risk factors to consider include complex learning difficulties, dementia, other cognitive or sensory impairments, individuals who may self-harm and vulnerable adults.

In the case of suspected ingestion of a coin / button battery, the matter should be treated as a **medical emergency**. The removal of the battery itself may be an inadequate action to prevent further damage, with further symptoms manifesting later. Following an incident as such, expert input, careful monitoring and several follow ups may be required. In case of a medical emergency as such **please call an ambulance or go directly to A&E Department**.

The potential risk of coin / button battery ingestion:

- Choking, rapid tissue necrosis, perforation, haemorrhage, catastrophic internal bleeding and death.

Ways to reduce risk of coin/button battery ingestion:

- Keep coin/button batteries out of sight in a sealed container out of reach of individuals who are at high risk.
- Keep used batteries out of reach/sight instantly and dispose of safely as soon as possible, to avoid at risk individuals finding used batteries that have fallen on the floor or other easily accessible places.

The importance to act immediately:

- Trust your instincts and act fast, do not wait to see if any symptoms develop. Due to the lack of clear symptoms it is important to be vigilant with flat or spare batteries in the home and the hearing aid which contains them.
- Symptoms vary but may include, cough, gag or drool, stomach upset, vomiting, pointing to their throat or stomach, pain in their abdomen, chest or throat, loss of appetite, reduced appetite or not wanting to eat solid food/unable to eat solid food.
- A specific symptom to coin/button battery ingestion is vomiting fresh (bright red) blood.

Device insertion

Make sure the slim tube is correctly inserted into your ear



1. Firstly, place the instrument over your ear.



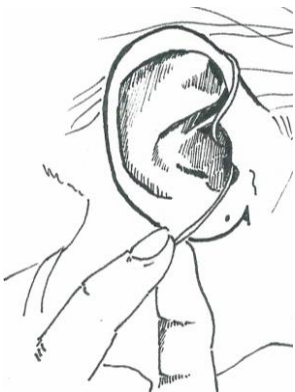
2. This should leave the slim tip in place in front of your ear canal.



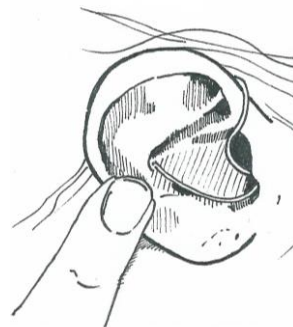
3. Now take the end of the slim tubing and push it firmly down your ear.



4. The dome should be placed far enough into the ear so that the tube lies flush against your head.



5. Now take the retention wire and bend it around the bowl of your ear (sometimes this retention wire may be cut off for your convenience).



Correct insertion

If your hearing aid is still not working or you require an appointment to see us please see below options available to you

Booked Repair Clinic: Repair appointments are offered on **Mondays, Tuesdays, Wednesdays and Thursdays** at Trevelyan House and on **Fridays** at St George's Hospital.

Please call **020 8266 6363** or email Audiologist.Appointments@stgeorges.nhs.uk to arrange an appointment. We will usually be able to see you within a few days. When you telephone, please specify clearly that you need a *repair* appointment.

Walk-in Repair Clinic: Friday walk-in clinics at St George's Hospital have stopped as of the 20th of July 2015. All repairs will now be in booked repair slots, see above for information on how to arrange this.

Drop-in Service: A hearing aid can be dropped off at the Audiology Department at Trevelyan House to be repaired. Please ensure that you leave your details and a contact number on which to call you once the aid is repaired. Repairs usually take about a week; therefore if you are unable to manage without your hearing aid, this may not be the best option for you.

Postal Service: Hearing aids can be posted to us to be repaired. It is essential to include your details and home address in the envelope.

Repairs usually take about a week or more as unfortunately this is also affected by the postal service. Therefore if you are unable to manage without your hearing aid, this may not be the best option for you

Please note that loss of hearing aids in the post is considered a lost hearing aid and standard lost hearing aid procedure will be followed, therefore you may wish to consider sending them by signed delivery.

Frequently Asked Questions

I've lost my device. What do I do?

All devices are issued by the NHS free of charge and remain the property of the hospital that issued them. They are very valuable so if you were to lose or damage the device there would be a charge of £75 for a replacement (or £100 for two devices). If you feel you are unable to pay this charge then you must write to the 'Head of Adult Rehabilitation' at the above address to ask for exemption with a reason why. Each loss will be decided on a case by case basis.

I need new batteries. How do I get them?

You do not need to pay for your batteries, they are provided by the NHS provider of your hearing aids.

You are entitled to two packets of batteries per hearing aid, per visit. **For batteries for your St George's hearing aid(s) the options are as follows:**

- 1) If you would like to collect replacement batteries for your hearing aids you can do so by visiting the reception desks at our below clinic locations in office hours (Monday-Friday 9am to 5pm) unless otherwise stated:

Main Hospital Site: ENT and Audiology Department, Ground Floor Lanesborough Wing, St George's Hospital, SW17 0QT

Trevelyan House: First Floor Audiology Suite, 160 Tooting High Street,
Tooting SW17 0RT

St John's Therapy Centre: Entrance B, 162 St John's Hill, London SW11 1SW
Monday, Tuesday, Wednesday and Thursday clinic days (9am to 5pm)

- 2) Ask a friend or relative to take your battery card or patient information to one of the above audiology clinics during working hours for battery collection.
- 3) If you or a friend cannot attend clinic to collect your batteries, you may write to us to request them by post. Please ensure you include your details to us, with a stamped, self-addressed envelope for the return of your batteries. Our address is:

Audiology Department
First Floor, Trevelyan House
160 Tooting High Street
London SW17 0RT

My GP has made a new referral to the department and I have not heard anything. Who do I contact?

All new referral appointments are arranged by the Central Booking Service you can contact them to discuss your referral and appointment on 020 8725 0007.

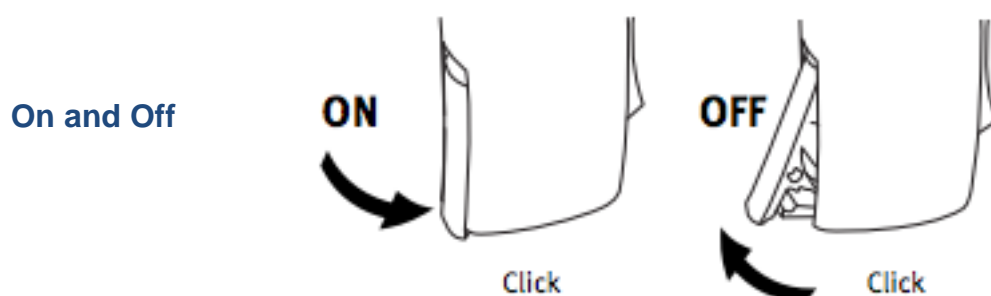
I need a follow up appointment. Who do I contact?

To book a follow-up appointment, please contact the call centre on 020 8266 6363.

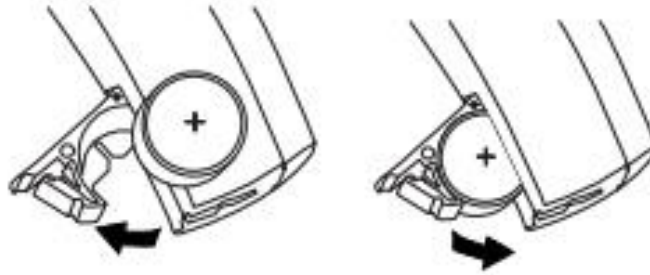
I can't hear on the phone. Is there another way I can contact the Audiology department?

E-mail: audiologist.enquiries@stgeorges.nhs.uk

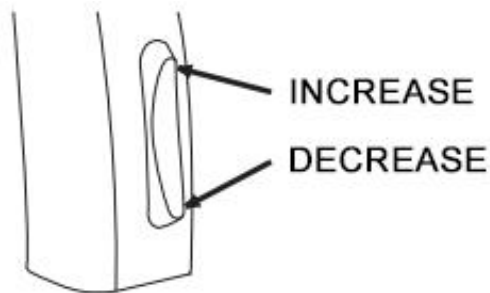
Oticon Device



Changing the Battery



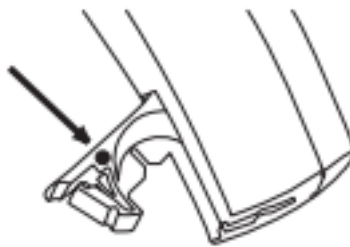
Volume Control and Program Button



Colour Indicator

Red = Right

Blue = Left



Cleaning the slim tubing

The slim tubing can sometimes become blocked with wax as directed below.

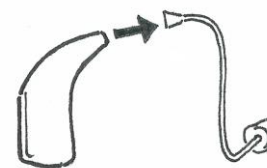
Please note we currently provide two different manufactured hearing aids, for which the instructions to remove are slightly different.

Your type of hearing aid should be documented on page 2 of your booklet.

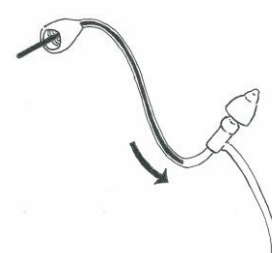
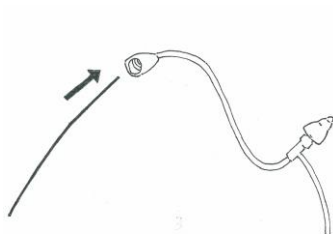
If you have an **Oticon** hearing aid please **PULL** off the tubing.

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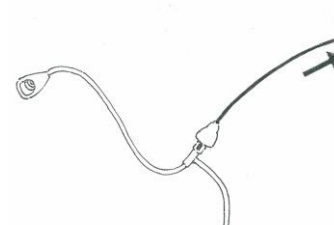
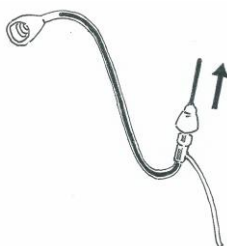
1. Unscrew or pull the slim tubing from the end of the hearing aid.



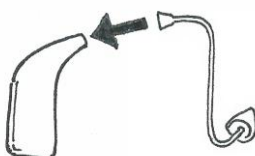
2. Push the cleaning wire through the tubing from the hearing aid end towards the tip



3. Pull the wire right through so it comes out at the tip end



4. Screw the slim tube back onto the hearing aid.



If you have any problems with doing this, please visit the hearing aid repair clinic and an audiologist will be happy to assist you.

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

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

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 our services by searching 'St George's Hospital' on the AccessAble website (www.accessable.co.uk). The guides are designed to ensure everyone – including those with accessibility needs – can access our hospital and community sites with confidence.



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