



# Having a hearing aid fitted at the hospital

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## Information for patients from the Audiology Department

You have been given this leaflet as you agreed to have hearing aid(s) fitted after your hearing aid assessment. This leaflet explains:

- how to prepare for your appointment
- what will happen at your fitting, and
- what you should expect from your hearing aid.

If you have any questions after reading this leaflet, please speak to the audiologist at your fitting.

Please see your appointment letter for where to come when you arrive at the hospital.

### How do I prepare for my appointment?

Please read this leaflet carefully. You should share the information with your partner and family, as there may be information they need to know. This is particularly important if they are taking care of you after your appointment.

Please make an appointment to see your GP at least two weeks before your hospital visit if:

- you feel you may have too much wax in your ear, or
- an ear infection.

We will not be able to fit your hearing aid(s) if you have an ear infection. Your tests can be affected or cancelled if you have either.

### What will happen at my hearing aid fitting appointment?

- The audiologist will look down your ear canal with an otoscope. An otoscope is a small hand-held device that illuminates (throws light on) your ear canal and ear drum.



An audiologist examining a patients ear with an otoscope

- To set the hearing aid(s) specific to your hearing loss, a number of measurements, settings, and programming will be performed.
- Following the programming of your hearing aid, the audiologist will show you how to use and clean your hearing aid.
- You will be shown how to insert and remove your hearing aid, and how to and when to change the batteries.
- For more information, please ask a member of staff for a copy of the **Information about your hearing aid** leaflet.

The style and type of hearing aid(s) you are receiving would have been discussed at your previous appointment.



Example of available hearing aids

### How long will my appointment take?

Your appointment will take approximately 30 to 45 minutes.

### Will I have any further appointments?

You will need to return to the Audiology Department on average every three to six months to have your hearing aid checked. You will be given information about this. You will not be routinely offered a follow-up appointment.

The Audiology Department has an open access policy. This means that you can contact the department at any time to arrange follow-up appointments and hearing assessments. You do not need another referral from your GP.

If you have any questions for the audiologist do not hesitate to ask them at your appointment.

### What should I expect from my hearing aid?

- Your hearing aid(s) will adjust automatically, according to the setting and where you are.
- The hearing aid(s) will not restore your hearing. They help with the hearing difficulties and challenges that you have had. You should be able to hear many everyday sounds that you may not otherwise be able to hear. You may also begin to hear sounds that you have forgotten, such as the rustling of your jacket or the hum of your fridge. Many of these forgotten sounds may be quite noticeable at first. They will soon become acceptable as you wear the hearing aid and adapt to it.
- Many new hearing aid users find that their own voice sounds different, but this will become acceptable over time.
- You will need to be patient and positive to go through the new changes. Improvements and benefits from hearing aid(s) is a gradual process. Most new hearing aid users will take between eight and 12 weeks to fully get used to this new way of hearing.
- If you have decided to have two hearing aids, it is important that you wear them as a pair. They are set up to work together.

### What if I have any questions or concerns about my hearing aid(s)?

If you have any questions or concerns, please contact us using the details below.

- **Audiology Department**  
Telephone: 01227 864252 (lines are open 10am to 12 noon and 2pm to 4pm)  
Email (EKH-TR.audiology@nhs.net)

**This leaflet has been produced with and for patients.**

**Please let us know:**

- If you have any accessibility needs; this includes needing a hearing loop or wanting someone to come with you to your appointment.
- If you need an interpreter.
- If you need this information in another format (such as Braille, audio, large print or Easy Read).

**You can let us know this by:**

- Visiting the Trust web site (<https://www.ekhuft.nhs.uk/ais>).
- Calling the number at the top of your appointment letter.
- Adding this information to the Patient Portal (<https://pp.ekhuft.nhs.uk/login>).
- Telling a member of staff at your next appointment.

**Any complaints, comments, concerns or compliments**, please speak to a member of your healthcare team. Or contact the Patient Advice and Liaison Service on 01227 783145 or email ([ekh-tr.pals@nhs.net](mailto:ekh-tr.pals@nhs.net)).

**Patients should not bring large sums of money or valuables into hospital.** Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property has been handed into Trust staff for safe-keeping.

**Further patient information leaflets** are available via the East Kent Hospitals' web site (<https://www.ekhuft.nhs.uk/patient-information>).

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