



Hearing aid aftercare and repair

Information for patients from the Audiology Department

You have been fitted with a hearing aid by the hospital. This leaflet explains how you can:

- order replacement batteries for your hearing aid,
- contact us to make minor adjustments virtually, or
- fix the hearing aid yourself.

If you have any questions after reading this leaflet, please contact the Audiology Department.

Battery Replacement Service

If you need replacement batteries, please call or email the Audiology Department. Batteries can be:

- sent to you by post, or
- you can collect them from the receptions of one of our three main hospitals.
 - Kent and Canterbury, Canterbury
 - Queen Elizabeth the Queen Mother (QEQM) Hospital, Margate
 - William Harvey Hospital, Ashford

Repair and Maintenance Service

If your hearing aid needs to be repaired by us, you can either:

- post your hearing aids to us, or
- leave it in a sealed envelope with your details at the reception of one of our three main hospitals (see above).

Hearing Aid Fine-Tuning and Follow-Up

We can make minor adjustments virtually depending on your hearing aid model and technology. Please contact the Audiology Department for further help or information.

Fault finding

The table below explains how you can fix common hearing aid problems yourself at home.

Symptoms	Cause(s)	Action(s)
No sound from your hearing aid	Battery wrong way round	Reposition battery and try again
	LifeTube / Dome / Tip or Ear mould blocked with wax or moisture	Clean out LifeTube / Dome / Tip or Ear mould, or replace LifeTube / Dome / Tip
	Battery flat	Insert new battery
	Faulty hearing aid	Return to Audiology Department for a replacement
Rushing noise	Hearing aid set on 'Telecoil / loop' or 'Streaming' program and not on 'Microphone' program	Reset to 'Microphone' (Hearing Program)
	Aid faulty	Return to Audiology Department for repair
	New hearing aid user hearing environmental noise	Time needed to get used to new hearing aid
Feedback (whistling)	LifeTube or Ear mould incorrectly inserted	Re-insert LifeTube or Ear mould
	Loose or ill-fitting LifeTube / Dome / Tip or Ear mould	New LifeTube / Dome / Tip or Ear mould needed
	Wax blocking ear canal	Contact GP to remove wax
	Split or crack in LifeTube / Dome / Tip or Ear mould	Contact Audiology Department for replacement LifeTube / Dome / Tip or Ear mould
Low volume	Blockage in the LifeTube / Dome / Tip or Ear mould	Clean LifeTube / Dome / Tip or Ear mould
	Volume control set incorrectly	Reset hearing aid by Switch 'off' then 'on' again
Crackling	Faulty connections	Check LifeTube or Ear mould connections first; if still crackly return to Audiology Department for repair
	'Hair brushing' microphone	Amplified sound, time needed to get used to hearing aid

Contact details

If you have any problems or issues fitting your new ear mould, please contact the Audiology Department.

- **Audiology Department**

Telephone: 01227 864252

Lines are open 10am to 12 noon, and 2pm to 4pm

Email (ekh-tr.audiology@nhs.net)

- **Postal addresses:**

- Audiology Department, Outpatients, **Kent and Canterbury Hospital**, Ethelbert Road, Canterbury, Kent, CT1 3NG
- Audiology Department, Outpatients, **Queen Elizabeth The Queen Mother Hospital**, St Peters Road, Margate, Kent, CT9 4AN
- Audiology Department, Outpatients, **William Harvey Hospital**, Kennington Road, Willesborough, Ashford, Kent, TN24 0LZ

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).

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>).

Reference number: Web 560c

First published:
April 2022

Last reviewed:
August 2024

Next review date:
December 2027

Copyright © East Kent Hospitals University NHS Foundation Trust.