

Adult audiology department

# Retubing ear moulds

## Information for patients, relatives and carers

This leaflet is aimed at patients who have been fitted with hearing aids with ear moulds and would like to learn how to replace the tubing. Ear moulds need retubing regularly to maintain the best sound quality. You should check the tubing regularly and replace it as soon as it shows signs of hardening or discolouring.

<p>1.</p> <p>Pull the old tubing out of the ear mould. Do not throw the old tubing away as you will need it later.</p>	<p>2.</p> <p>Cut the last 5 centimetres (2 inches) off a piece of tubing to a narrow/pointy end. Thread this through the mould until it comes out the other end.</p>
<p>3.</p> <p>Pull the tube until the bend reaches the mould. All of the pointy section should have come through the other side.</p>	<p>4.</p> <p>Cut the pointy end as close as possible to the end of the ear mould. Any tube sticking out could rub your ear and make it sore.</p>
<p>5.</p> <p>Take the old piece of tubing you saved and line it up with the newly threaded tube. Cut the end to the same length.</p>	<p>6.</p> <p>Push the end of the tubing onto the plastic nozzle on your hearing aid. Make sure that it bends in the right direction, as shown.</p>

## Contact details

Charing Cross Hospital (Adults)	St Mary's Hospital (Adults)	St Mary Abbots Hearing Aid Centre (Adults)
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Charing Cross Hospital (Children's)	St Mary's Hospital (Children's)	Woodfield Road Medical Centre (Children's)
Children's hearing department Charing Cross Hospital 2nd floor, north wing Fulham Palace Road London W6 8RF <b>Tel:</b> 020 3311 1020 <b>Email:</b> <a href="mailto:childrens.hearing@nhs.net">childrens.hearing@nhs.net</a>	Children's outpatients 6th Floor, Queen Elizabeth Queen Mother building St Mary's Hospital Praed Street, London W2 1NY <b>Tel:</b> 020 3312 2448 <b>Email:</b> <a href="mailto:smpaediatic.audiology@nhs.net">smpaediatic.audiology@nhs.net</a>	The Medical Centre 7e Woodfield Rd London W9 3XZ <b>Tel:</b> 020 3312 2448 <b>Email:</b> <a href="mailto:smpaediatic.audiology@nhs.net">smpaediatic.audiology@nhs.net</a>

## How do I make a comment or suggestion?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments**, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross Hospital), or **020 3312 7777** (St Mary's Hospital). You can also email PALS at [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net) The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:  
 Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street  
 London W2 1NY  
 Email: [ICHC-tr.Complaints@nhs.net](mailto:ICHC-tr.Complaints@nhs.net)  
 Telephone: **020 3312 1337 / 1349**

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:  
[imperial.communications@nhs.net](mailto:imperial.communications@nhs.net)

Adult audiology  
 Published: August 2023  
 Review date: August 2026  
 Reference number: 2276  
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