

Adult audiology department

# Hearing aid fault finding

Information for patients, relatives and carers

Please refer to the following guide if you are experiencing issues with your hearing aids:

- **Fault – no sound / intermittent sound**

The battery may be flat or inserted the wrong way round. To fix change the battery.

- **Fault – no sound / intermittent sound / low volume**

The tube may be blocked with condensation or wax. To fix blow through the tubing gently (see removing condensation leaflet) or remove wax from the tubing or replace the tubing (see re-tubing ear moulds leaflet) or book an appointment at the audiology department or post to the audiology department for retube.

- **Fault – intermittent sound / low volume**

The volume control (if applicable) may be set too low. Turn the volume up or switch the aid off and back on again to reset the volume. If the aid is not powerful enough on restart, book an appointment at the audiology department.

- **Fault – no sound / low volume**

The hearing aid may have been set to the **Telecoil** or **Loop** programme (if applicable) in an area where there is no loop installed. Switch the hearing aid off and back on again to switch off the loop programme.

- **Fault – no sound / intermittent sound / low volume**

There may be a build-up of wax in the ear canal. Soften the wax with olive oil drops (if the ear drum is not perforated) and see your GP for removal.

- **Fault – aid beeping**

The beeping may be an indication that the battery needs changing. Change the battery.

- **Fault – aid whistling**

The ear mould may be loose or inserted incorrectly. Reinsert the mould and ensure it fits securely. If the mould is loose, book an appointment at the audiology department for a new impression to be made of your ear.

- **Fault – aid whistling**

The tubing may be blocked with wax, stiff or cracked. Replace the tubing (see re-tubing ear moulds leaflet) or book an appointment at the audiology department or post to the audiology department for retube.

- **Fault – aid whistling**

The hearing aid may need reprogramming. Book an appointment at the audiology department.

**If you are unable to fix the problem, please contact the audiology department to arrange a hearing aid repair, see the contact details below.**

## Contact details

<b>Charing Cross Hospital (Adults)</b>	<b>St Mary's Hospital (Adults)</b>	<b>St Mary Abbots Hearing Aid Centre (Adults)</b>
Adult audiology department Charing Cross Hospital 1 <sup>st</sup> floor, south wing Fulham Palace Road Hammersmith W6 8RF <b>Tel:</b> 020 3311 1021 <b>Email:</b> <a href="mailto:audiology.imperial@nhs.net">audiology.imperial@nhs.net</a>	Adult audiology department St Mary's Hospital Audiology department, Basement, Mary Stanford Wing, Praed Street, W2 1NY <b>Tel:</b> 020 3312 1015 <b>Email:</b> <a href="mailto:ichc-tr.imperialaudiologystmarys@nhs.net">ichc-tr.imperialaudiologystmarys@nhs.net</a>	St Mary Abbots Hearing Aid Centre 2 Beatrice Place, Marloes Road, W8 5LW <b>Tel:</b> 020 3315 6011 <b>Email:</b> <a href="mailto:audiology.imperial@nhs.net">audiology.imperial@nhs.net</a>

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 about my visit?

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** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). 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  
 Or email [ICHC-tr.complaints@nhs.net](mailto:ICHC-tr.complaints@nhs.net)  
 Telephone: **020 3312 1337 / 1349**

## Alternative formats

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)

## Wi-fi

Wi-fi is available at our Trust. For more information visit our website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)

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