

Audiology department

Hearing aid batteries

Information for patients, relatives and carers

All hearing aids are powered by small batteries, the size of which is determined by the hearing aid you have. Batteries are provided free of charge if you have been issued with NHS hearing aids and, if you request supplies by telephone or email, we can post them to you (see contact information on page 2). Please see below to identify the battery for your hearing aid.



Hearing aid batteries should last between 5 and 14 days, but may last longer. The life expectancy of the battery depends on a number of factors such as how often you wear your hearing aid, the battery size and the level of your hearing loss.

Your hearing aid will warn you when your battery power is low by playing some beeps into your ear. This pre-warning starts when the battery has only a few hours left and may be repeated at regular intervals. If the battery runs out the instrument will turn off. This does not mean there is a fault.

To replace the battery, follow these instructions:

1. Open the battery door completely
2. Remove the old battery from the battery compartment.
3. Remove the sticky label from the positive (+) side of the new battery and let the battery sit for at least one minute.
4. Any moisture on the battery surface should be wiped off before insertion.
5. Make sure that the flat side of the battery (marked positive +) faces upwards when placed in the battery drawer. If the battery does not fit in the drawer or the door is difficult to close the battery may be the wrong way up. Do not force the battery door to close, as this can damage the hearing aid.
6. Close the battery door.

Used batteries can be returned to the department for recycling. Please note that used batteries are a Royal Mail restricted item and should not be sent through the post.

Battery risks

Swallowing batteries or inserting them in the nose or ears can cause serious injury or death.

Please let your audiologist know if you are living with young children or an adult who may be at increased risk of swallowing a battery. This includes people with a learning disability, dementia or other sensory or cognitive impairment. We are able to attach a secure battery compartment to your hearing aids – please let us know if this is needed.

Storage

It is important to store batteries out of reach and in a safe place, where anyone who is at risk is not able to access them. Avoid storing batteries in excessively hot or cold temperatures.

What to do in an emergency

If you think someone has swallowed a battery or inserted it into their ear or nose, you must take them to the nearest A&E as soon as possible.

Contact details

| Charing Cross Hospital (Adults) | St Mary's Hospital (Adults) | St Mary Abbots Hearing Aid Centre (Adults) |
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| Adult audiology department Charing Cross Hospital 1 st floor, south wing Fulham Palace Road Hammersmith W6 8RF Tel: 020 3311 1021 Email: audiology.imperial@nhs.net | Adult audiology department St Mary's Hospital Basement, Mary Stanford Wing, Praed Street, W2 1NY Tel: 020 3312 1015 Email: ichc-tr.imperialaudiologystmarys@nhs.net | St Mary Abbots Hearing Aid Centre 2 Beatrice Place, Marloes Road, W8 5LW Tel: 020 3315 6011 Email: audiology.imperial@nhs.net |
| Charing Cross Hospital (Paediatrics) | St Mary's Hospital (Paediatrics) | Woodfield Road Medical Centre (Paediatrics) |
| Children's hearing department Charing Cross Hospital 2nd Floor, north wing Fulham Palace Road London W6 8RF Tel: 020 3311 1020 Email: childrens.hearing@nhs.net | Children's outpatients 6th Floor, Queen Elizabeth Queen Mother Building St Mary's Hospital Praed Street, London W2 1NY Tel: 020 3312 2448 Email: smpaediatric.audiology@nhs.net | The Medical Centre 7e Woodfield Rd London W9 3XZ Tel: 020 3312 2448 Email: smpaediatric.audiology@nhs.net |

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. 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

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

Wi-fi

Wi-fi is available at our Trust. For more information, visit our website: www.imperial.nhs.uk

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