

Adult audiology department

The induction loop/telecoil system

Information for patients, relatives and carers

This leaflet is aimed at patients who have been given hearing aids.

Your hearing aid can be set up with an additional program, the loop system, which works if you are in an area where there is a loop system fitted e.g. in a bank or post office. The induction loop system helps hearing aid users hear sounds more clearly as it reduces/cuts out the background noise.

How to pick up the loop system

Your hearing aid will pick up signal from the loop and the sound will be directly sent to your hearing aid. The loop system can usually be accessed by using a button on your hearing aid (your audiologist will show you how to do this). If you wish to have a loop programme activated in your hearing aid please ask your audiologist.

Loop systems in public places

You may see the symbol (right) in public places such as theatres, transport, places of worship, cinemas, banks and shops. This indicates that there is a loop system fitted in this area. You will need to switch your hearing aid to the loop programme to access this system.

If you have a loop programme on your hearing aid and you cannot connect to the loop system in an area where you see the loop system sign, please check that the loop system is working and that it is switched on. If you are still having difficulty, it is possible that the system in this area is not switched on or not working.



The theatre

If you are going to the theatre or to a concert you may need to sit in a particular area in order to pick up the loop. It is best to ask about the setup of the loop system when booking tickets to make sure you can use it during the performance.

Loop systems at home

A loop system can be fitted in your home to help you hear more clearly. You can have loop systems to help you hear:

- the television
- on the telephone (BT telephones are all fitted with a loop system)
- speech in a particular room of your house

Your local social services may help to cover the cost of this.

Possible problems with loop systems

Occasionally the loop system can suffer from interference from electrical equipment. If this happens you will hear a buzzing sound through your hearing aid.

When your hearing aid is switched to the loop programme you will not pick up sound through the microphone. If you are in an area where there is no loop system, it will sound like the hearing aid is switched off. If you wish to have a programme that picks up the loop signal while keeping the microphones active, please discuss this with your audiologist. This may be useful for situations where you need to hear surrounding sounds as well as the loop system e.g. singing in a choir at church.

Contact details

Charing Cross Hospital	St Mary's Hospital	St Mary Abbots Hearing Aid Centre
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

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, 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 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