

Adult audiology department

# White noise generators

## Information for patients, relatives and carers

### How to get the most out of white noise generators (WNGs)

#### Who are WNGs for?

WNGs are best used for patients who have normal or very near-normal hearing and whose tinnitus troubles them during the day (they are not worn when sleeping).

#### How can they help?

WNGs should not be used to totally cover the tinnitus as this is unlikely to help in the long-term but they work by trying to help the brain lower its attention to the tinnitus. White noise is easier for the brain to recognise as meaningless and not interesting which encourages the brain to lose interest in this sound. The tinnitus will still be there but the aim is that the white noise and tinnitus become mixed over time with both sounds eventually becoming uninteresting for the brain.

The white noise should sound like gentle rain that can be heard in quiet places but may not be heard in noisy places such as a busy road (you won't be able to change the volume of the white noise).

#### How and when should they be worn?

It is recommended that WNGs are worn every day for a single block of 6-8 hours but a minimum of 4 hours may be a good place to start. Typically, they are worn for 6-18 months, giving time for the tinnitus perception to calm down.

WNGs are not a quick fix so you may not notice an immediate improvement. This is normal as it is a process that needs to take time so please keep using them.

---

## Contact details

Charing Cross Hospital	St Mary's Hospital	St Mary Abbots Hearing Aid Centre
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 Basement, Mary Stanford Wing Praed Street W2 1NY <b>Tel:</b> 020 3312 1015 <b>Email:</b> <a href="mailto:ichc-tr.imperialaudiologistmarys@nhs.net">ichc-tr.imperialaudiologistmarys@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>

## How do I make a comments 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**

## 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)