

Adult audiology department

# Fitting your new ear mould(s) to your hearing aid

Information for patients, relatives and carers

## Introduction

This leaflet is aimed at patients who have been fitted with hearing aids with ear moulds. The information provided in this leaflet will explain how to replace an old ear mould with a new one.

1



Detach the old ear mould from the hearing aid. You may need to twist it slightly and pull it in the opposite direction as shown in the image above.

2



Cut the tubing on the new ear mould to the right length. Use the old piece of tubing as a guide. Hold it against the ear mould and cut the new tubing to the same length.

**OR**

Place the ear mould in your ear and the hearing aid over your ear; ask somebody to mark the tubing just past the end of the hearing aid hook, then remove the ear mould and cut the tubing at this point.

3



Once the tubing is cut to the right length, reattach the mould to the hearing aid.

Ensure the curve of the ear mould matches the curve of the hearing aid, so that it sits correctly on the ear.

### 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.imperialaudiologistsmarys@nhs.net">ichc-tr.imperialaudiologistsmarys@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**

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)