

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	Item to check	Possible cause	Action
No sound / Intermittent / Low volume	Battery	Battery flat or inserted the wrong way round	Change battery
	Tubing	Condensation in the tube	Blow through the tube gently
		Wax blocking the tube	Remove wax from the tube or replace the tubing (see information sheet on retubing, or book an appointment at the audiology department)
	Volume control (if applicable)	Volume control might be set too low	Turn the volume up. If the aid is not powerful enough, phone and book an appointment at the audiology department
	Programme setting	The hearing aid may have been switched on to the Telecoil or Loop programme in an area where there is no loop installed	Switch the hearing aid off and back on again to switch off loop programme
	Wax	Build-up of ear wax	Soften the wax with olive oil drops and see your GP for removal
Aid beeping	Battery	Warning that the battery needs changing	Change the battery in the hearing aid
Aid whistling	Ear mould	Loose fitting ear mould	Book an appointment for a new impression to be made of your ear at the audiology department
		Mould inserted incorrectly	Reinsert the mould ensuring it is fitting securely

Aid whistling	Tubing	Tube blocked with wax	Remove wax from the tube or replace the tubing (post to the audiology department or book a repair appointment)
		Stiff or cracked tubing	Replace the tubing (post to the audiology department or book a repair appointment)
	Settings	Aid needs 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.

Contact details

Charing Cross Hospital (Adults)	St Mary's Hospital (Adults)	St Mary Abbots Hearing Aid Centre (Adults)
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 Audiology department, 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 (Children's)	St Mary's Hospital (Children's)	Woodfield Road Medical Centre (Children's)
Children's hearing department Charing Cross Hospital 2 nd 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: smpaediatic.audiology@nhs.net	The Medical Centre 7e Woodfield Rd London W9 3XZ Tel: 020 3312 2448 Email: smpaediatic.audiology@nhs.net

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 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