

Adult audiology department

# Open-fitting hearing aids

## Information for patients, relatives and carers

This leaflet is aimed at patients who have been fitted with hearing aids with a thin tube. Please read the information below to help you to look after your hearing aids.



*Image provided by danalogic<sup>GN</sup>*

- The tube should **never** be used without a dome (the grey part on the right-hand side of the hearing aid above) attached
- **Do not** remove the dome from the thin tube when cleaning
- The dome must be properly attached to the sound tube (this is the clear hollow pipe) before inserting it in your ear
- If you think that the dome has come off inside your ear **do not** try to remove it yourself - please go to an urgent care centre, or seek medical attention from your GP.
- The cleaning wire should only be used for cleaning the thin tube when this is detached from the hearing aid
- Do not use hearing aids with thin tubes in ears with excessive wax or infection
- Do not share your hearing aids or any of the parts with others
- Make sure your hands are clean when inserting or cleaning the thin tube

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.imperialaudiologystmarys@nhs.net">ichc-tr.imperialaudiologystmarys@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>

## Acknowledgements

With thanks to danalogic<sup>GN</sup> for kind permission to use their image.

## 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](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: [ICHT-tr.complaints@nhs.net](mailto:ICHT-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)