

What to Expect during Your Visit

The information below is offered as a guide as to what to expect during your visit.

Hearing Assessment / Reassessment

We will start by asking you some medical questions. It would be helpful if you could bring along a list of any medication you regular take.

We will talk through any hearing difficulties you have been experiencing. It would be helpful if you can give this some thought before you attend. Perhaps write down the 2-3 places or situations where you would most like to hear better. Please bring along any hearing aids you may have been prescribed in the past and any related documentation.

We will examine your ears to see if they are healthy.

We will conduct some hearing tests. All tests will be fully explained before starting and will only be carried out with your consent.

The results of the tests will be explained and if necessary the treatment options available to you will be discussed.

Hearing Aid Fitting

We will start by reviewing the information you gave to us at your last appointment. We will re-examine your ears to make sure there has been no change since we last saw you.

Please bring along any previous hearing aids you may have been prescribed in the past and any related documentation.

We will use a computerised system to programme your hearing aids. This allows an accurate match to your individual hearing loss. We will discuss whether any additional hearing aid features would help you to hearing better in your everyday listening situations. We will then verify that the hearing aids are working as we would expect using Real Ear Measurements. These require a thin soft tube to be placed a short distance into your ears to record how the hearing aids respond to sounds which will be played through a loud speaker. We will then explain how to use your hearing aids, talk about how to get the most from them and show you how to care for them.

Hearing Aid Follow Up / Fine Tuning

We will later review your progress to see how you are getting on with your hearing aids.

This is usually done by telephone, but can be done via letter or face-to-face in another appointment.

Sometimes it may be necessary to reprogramme or fine tune your hearing aids.

Ongoing Hearing Aid Support

This will be provided via Walk-In Hearing Aid Repair and Support clinics.

The details for these can be found in your hearing aid service book.