

Information about your hearing aid upgrade appointment

Gwent Audiology Service

Introduction

This information leaflet outlines the care that you will receive when you attend the Audiology Department for your hearing aid upgrade appointment.

We will assume your consent to have any of these procedures carried out when you attend the appointment. Please feel free to say during the appointment if you do not wish the tests to continue.

We actively encourage you to bring a friend or family member to all appointments. Please inform us using the contact details on your appointment letter, or when you arrive in the clinic if you would prefer to be seen on your own.

If you require any communication support, please contact the department with details of your preferred language and we will do our best to arrange this for you. You can contact us via phone, text, or email. The details on how to contact us are included with your appointment letter.

Your appointment will be with a suitably qualified Audiologist who has experience in fitting hearing aids. As you will receive updated hearing aids you must return your existing hearing aids at this appointment.

During your appointment

The Audiologist will check the fit of the earpiece that has been selected for you.

There are two types of earpieces that are used:

- A made to measure earmould, which has been made for you from the impression which was taken at your assessment appointment. We will check the earmould to ensure that it is comfortable for you. The tubing threaded through it will be cut to the correct length.
- "Open ear fitting" a slim tube with a soft earpiece that will be measured to fit correctly.

We will then check that the hearing aid(s) and the earpiece fits correctly behind your ear.

Testing the hearing aid

We will carry out tests to ensure that the hearing aid is fitted correctly for your hearing loss and the individual shape and size of your ear. These tests will involve you listening to sounds coming through a speaker set on the desk. We will start by placing a small tube in your ear canal. Then we will repeat the test with the tube and earpiece in your ear and the hearing aid attached. Some of the sounds may be loud but should not cause you any discomfort. The Audiologist will then use these tests to make fine adjustments to the hearing aid and ensure it is well fitted for you.

Setting up the hearing aid controls

Based on the information you discussed at the beginning of the appointment, the Audiologist will decide which programmes you will need on the hearing aid to gain most benefit from using it.

Further help and advice

It is important to remember each person is an individual with unique needs. The audiologist will discuss how you will adapt to any changes to the hearing aid.

It is normal for the hearing aid to sound strange at first. It can take several months for you to get used to the sound of a new hearing aid. We will discuss this with you in greater detail and based on your individual management plan we will explain how the new hearing aid will help you.

During the appointment, if there is anything that you are unsure about, please do not hesitate to ask.

**“This document is available in Welsh /
Mae’r ddogfen hon ar gael yn Gymraeg”.**