

## Hearing Aid Guidance - Open Fitting

### Introduction

We hope that you are happy with your new hearing aid(s). They have been programmed to your unique hearing prescription. This information provides further guidance on what to expect from your hearing aids, how to use them and care for them, and where to get help and advice.

### Getting used to your hearing aids

It is normal for your hearing aid(s) to sound unusual at first. You will hear sounds that you have not heard for some time at that volume. You may find that your own voice sounds different when wearing the hearing aid(s). This is completely normal and will settle with consistent use. Everybody who wears hearing aid(s) for the first time goes through this adjustment period.

You will gain the most benefit from your hearing aid(s) if you wear them all day. Do not wear your hearing aid(s) when showering/bathing, swimming and when you are asleep.

### What you can expect from your hearing aid(s)

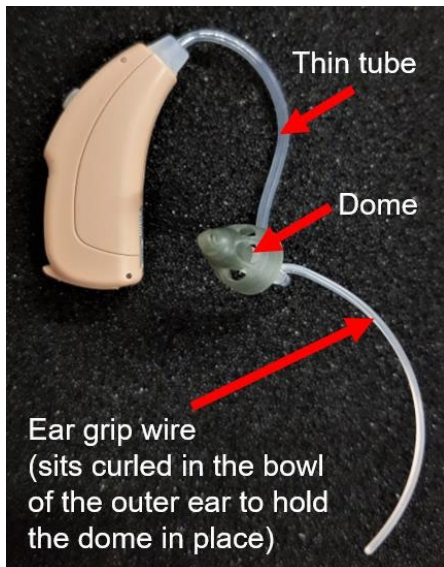
Your hearing aids(s) should improve your ability to hear speech and everyday sounds, but they cannot restore perfect, natural hearing. Therefore, you may still find it challenging to hear conversation in noisy or crowded places. It is important to realise that these situations are often difficult for people with normal hearing too. Hearing aid technology will try to make all speech audible within a certain range of you, so you may still find it helpful to face the person speaking and lip read when in noisy environments.

### Lost hearing aids

The hearing aids are issued at no charge to you but remain the property of the NHS. If you lose your hearing aid, you may be charged a fee. This fee is not for a replacement aid, but for the loss of NHS property. You are exempt from charge if:

- You are under 18 years of age
- You are registered blind
- You have diagnosed dementia
- You have diagnosed learning difficulties
- You are homeless

## Wearing your hearing aids

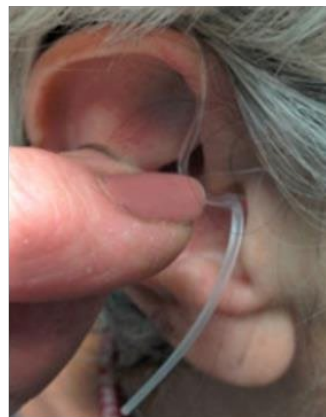


Inserting a hearing aid can feel unusual to start with. Correct insertion will become easier with practice. Your Audiologist can provide advice and assistance if needed.

**1.**  
Place the hearing aid behind your ear



**2.**  
Gently guide the dome into your ear canal



**3.**  
Place the eargrip wire into the bowl of your ear



**4.**  
When fully inserted, the fit should be secure



The tube should lie flat on the side of your head

The eargrip wire should lie curled in the bowl of your ear

(Photographs courtesy of Royal Surrey County Hospital Audiology Department)

## Cleaning your hearing aid and thin tube fitting

When removing your hearing aid at the end of the day, wipe the dome carefully with a clean damp cloth or non-fragranced facial wipe or baby wipe.

If there is any wax blocking the tubing or dome, you can detach the tubing from the hearing aid and thread the cleaning wire through the tubing. Cleaning wires are provided by your Audiologist.

1. Detach the thin tube from the top of the hearing aid by unscrewing it



2. Thread a cleaning wire through the tube to clear any blockage



3. Reattach the thin tube to the top of the hearing aid.



## Using the telephone whilst wearing a hearing aid

A hearing loss can make conversation on the telephone challenging because of the absence of visual cues and lip reading. When using a telephone whilst wearing a hearing aid, you will need to hold the telephone speaker to the top of your ear rather than your ear canal. This is because the hearing aid microphones are located just behind the top of your outer ear. You may also find you need to hold the phone slightly away from your ear to avoid generating a feedback whistle from the hearing aid.

Telephones designed for people with hearing loss and hearing aid users are available to purchase from Action on Hearing Loss and Connevans. Please ask your Audiologist for further information.

## Hearing aid servicing and free NHS battery provision

Your hearing aids require servicing, and the tubing changed **every 6 months**. This is because the tubing becomes hard and brittle over time and this will affect the hearing aid sound quality and comfort.

For hearing aid servicing/repairs and battery collection, the Audiology department offers the following options:

Location	Access
Bexhill Hospital	By appointment only. Telephone the department – 0300 131 5679 to make a repair appointment.
Conquest Hospital	By appointment only. Telephone the department – 0300 131 5679 to make a repair appointment.
Eastbourne Park Primary Care Centre	By appointment only. Telephone the department – 0300 131 5679 to make a repair appointment..

You can also collect batteries at alternative locations. Please ask the Audiologist for a current list.

### Batteries and hearing aid servicing by post

We offer a postal service for hearing aid batteries and servicing.

If you are posting your hearing aids to us, ensure they are packaged appropriately to avoid damage in the post.

Please send your postal requests to:

**Audiology Department, 1<sup>st</sup> Floor, Park Primary Care Centre, 9 Broadwater Way, Eastbourne, BN22 9PQ.**

### What to do if something goes wrong with your hearing aid

Useful solutions to common issues are listed below. If none of these resolve the issue, please arrange for your hearing aid to be serviced by the Audiology Department.

#### No sound from the hearing aid

- Check the battery is inserted correctly
- Replace the battery
- Check the tubing is not blocked with wax. Detach the tubing from the hearing aid and use the cleaning wire to remove any blockage
- Examine the tubing for damage or pinching
- If your hearing aid has a manual volume control, check it is not turned down. If your hearing aid has a loop program, check it is not activated

#### Whistling (feedback)

- It is normal for the hearing aid to feedback if something is covering it or touching it, e.g. if the telephone is held too closely to the ear, or if a hat touches the hearing aid
  - Check the dome is fully inserted
  - You may have excess wax in your ears. Arrange for your GP practice nurse to check your ears and clear them if required
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## The hearing aid keeps falling out of my ear

- Check that the dome is fully inserted and the ear grip wire is positioned correctly
- Telephone the Audiology department for an appointment to check the tubing and dome sizes are appropriate for your ear

## Frequently Asked Questions

### Will wearing hearing aids make my hearing worse?

Hearing aids will not damage your hearing or make your ears “lazy”. In fact, the more sound your ears and brain receive, the better your brain becomes at filtering out important from unimportant sounds.

### Can I wear my hearing aid during airport security checks?

Yes, you can wear your hearing aid(s) when passing through security screening devices (x-ray or full body scan). Your hearing aid(s) will not be damaged by the scanners.

### Is it safe to wear my hearing aid on an airplane?

It is perfectly safe to wear your hearing aid(s) on an airplane during the entire flight, including take-off and landing. The only restriction is if you have an FM device that connects to your hearing aid(s). The FM device will need to be turned off, but the hearing aid(s) can remain switched on.

### Can I wear my hearing aid in the hairdressers?

If there is a risk the hearing aid(s) will get wet or covered in hairspray/product, you will need to remove them.

### What should I do if my hearing aid is stolen?

Report the theft to the Police so that you can obtain a crime reference number. Then inform the Audiology department so that we can replace your hearing aid(s). We will ask you for the crime reference number. Without a crime reference number, you will be charged for each lost hearing aid.

## Audiology Department Contact Details

**Telephone number:** 0300 131 5679

**Email:** [esht.audiology@nhs.net](mailto:esht.audiology@nhs.net)

## Important information

This patient information is for guidance purposes only and is not provided to replace professional clinical advice from a qualified practitioner.

## Your comments

We are always interested to hear your views about our leaflets. If you have any comments, please contact the Patient Experience Team – Tel: 0300 131 4731 (direct dial) or by email at: [esh-tr.patientexperience@nhs.net](mailto:esh-tr.patientexperience@nhs.net)

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## Hand hygiene

The trust is committed to maintaining a clean, safe environment. Hand hygiene is very important in controlling infection. Alcohol gel is widely available at the patient bedside for staff use and at the entrance of each clinical area for visitors to clean their hands before and after entering.

## Other formats

**If you require any of the Trust leaflets in alternative formats, such as large print or alternative languages, please contact the Equality and Human Rights Department.**

**Tel: 0300 131 4434 Email: [esh-tr.AccessibleInformation@nhs.net](mailto:esh-tr.AccessibleInformation@nhs.net)**

After reading this information are there any questions you would like to ask? Please list below and ask your nurse or doctor.

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## Reference

The following clinicians have been consulted and agreed this patient information:  
Ian Woodward (Service Manager)

The Clinical Specialty/Unit that have agreed this patient information leaflet:  
Audiology Department

Next review date: November 2025  
Responsible clinician/author: Ian Woodward (Service Manager)

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