

Hearing Aid Repairs and Servicing

Audiology at Conquest Hospital, Hastings and Eastbourne Park Primary Care Centre

All ESHT Audiology patients can have their hearing aids repaired by sending them into the Audiology Departments above by post. Please enclose your details ('brown' hearing aid record book).

We strongly advise you send your hearing aids in by the Royal Mail 'special delivery' service so that they are insured sufficiently to cover the Audiology 'lost aid charge', as you will be held liable for payment of this in the case of loss or damage beyond repair.

We will repair/service your aids and send back to you via the 'special delivery' postal service so that are insured and delivered promptly.

We are required to offer patients access to a repair service within 5 working days of request. Currently we are trying to have most repairs sent back by the next working day following receipt (excl. Fridays), but due to variations in demand and staffing this cannot be guaranteed

For batteries and tubes please send a stamped self-addressed envelope (SSAE) to us with your details ('brown' hearing aid record book), and include a note telling us your requirements (standard post is adequate for this as there is no need to insure against loss or damage). We will then use the SSAE to return your requested items to you, so please ensure the postage will be adequate for what you require.

For further help/tutorials regarding the use and maintenance of hearing aids please see our colleague's videos on <https://c2hearonline.com/>

Please DO NOT

Send your hearing aids by normal post as the Audiology Department will not be liable for any loss or damage to your devices

Attend any of the Audiology sites to bring in a repair or request batteries/tubes, as you will not be seen. All attendance at hospital or clinic sites is being strictly controlled to ensure the safety of patients, authorised visitors and staff. Audiology is closed to anyone who does not already have an appointment

“Help us to help you”

In order for us to help keep the hospital phone lines free and ensure your query is dealt with as quickly as possible please contact us by Email: esht.audiology@nhs.net – messages answered 9am to 4pm - Monday to Friday.

If you do not have access to email, then you may call the Audiology admin team – Tel: 0300 131 5679 (for both Eastbourne and Hastings areas). Please be patient as lines may be busy at peak hours. Our team will take details and arrange for you to be contacted. For further updates and information 'Follow Us' on Facebook at www.facebook.com/eshtaudio

Audiology Department addresses for postal repairs / servicing:

Audiology Department
Conquest Hospital
The Ridge
St Leonards-on-Sea
East Sussex, TN37 7RD

Audiology Department
Eastbourne Park Primary Care Centre
Broadwater Way
Eastbourne
East Sussex, BN22 9PQ

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) - Email: esh-tr.patientexperience@nhs.net

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

Reference

The following clinicians have been consulted and agreed this patient information:
Katy Morgan Clinical Scientist (Audiology)

The directorate group that have agreed this patient information leaflet:
Katy Morgan Clinical Scientist (Audiology)

Next review date: November 2025
Responsible clinician/author: Katy Morgan Clinical Scientist (Audiology)

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