

Introduction to the Adult Hearing Aid Service

The audiology department offers assessment, provision, follow-up and repair of hearing aids. The department is located on the first floor of Beeden house in Bedford Hospital, South Wing.

Opening hours: Mon-Thurs: 9.00am – 5:00pm, Friday: 9.00 – 4:30pm (closed for lunch 12.30 – 2.00pm)

How do I get an NHS hearing aid?

You can be referred to the department through your GP (family doctor). Your first appointment in the audiology department will usually be a hearing assessment which takes about one hour. If a hearing aid is appropriate, you will usually be fitted with your hearing aid(s) at the second appointment, which also takes about one hour. All the new hearing aids we fit are digital, behind the ear hearing aids.

What should I do if I feel my hearing has changed?

If your hearing changes suddenly or you get an ear infection you should see your GP. If your hearing has changed gradually and the hearing aid does not seem to help as much as it used to then contact us for a reassessment. Please book a repair appointment to check that the hearing aid is working properly and visit your GP surgery to check for wax.

Where can I get batteries?

You can get batteries from Bedford Hospital when the department is open and from any of the health centres listed on the back of this leaflet. Please bring along your record book and used batteries. If you find it difficult to collect batteries someone else can pick them up for you as long as they bring your record book. We also offer a postal service.

How do I get my hearing aid serviced?

Most behind the ear hearing aids require the tubing to be changed every six months. This can be arranged by contacting us or Bedfordshire Hearing Advisory Service for a repairs appointment. If you would like to change the tubing yourself, ask us to show you how.

What should I do if my hearing aid isn't working?

You may be able to solve some problems yourself. Try changing the battery, check that the earmould isn't blocked with wax and that there isn't any moisture in the tubing. See your hearing aid instruction leaflet for more information. If you are still having problems contact us for a repairs appointment. We aim to see routine repairs in two to three days.

If you have difficulty getting into the clinic for an appointment then we may be able to solve the problem if you send the hearing aid to us or arrange for someone to bring it in for you. Be sure to enclose your record book and a note explaining the problem. We will then be able to send it back or let you know when it is ready for collection.

What should I do if my hearing aid is whistling?

Whistling is caused by sound escaping from the earmould so make sure the earmould is in the ear properly. Wax can also cause whistling so ask the nurse at your GP surgery to check your ears. If you are still having problems contact us for a repairs appointment.

What happens if I lose or damage my hearing aid?

Contact the department to arrange an appointment. There will be a charge for lost or damaged hearing aids.

Batteries

Bedford Bedfordshire

The Surgery 2 Goldington Road	Pemberley Surgery 32 Pemberley Avenue	De Parys Medical Practice 23 De Parys Avenue
The Surgery 6 Lansdowne Road	Putnoe Medical Practice Queens Drive	The Surgery 85 Goldington Avenue
London Road Health Centre	The Surgery 13 Linden Road	The Surgery 12 Goldington Road
Rothsay Surgery 14 Rothsay Place	Queens Park Medical Centre 23C Carlisle Road	The Surgery 6 Lansdowne Road
Priory Medical Practice 78 Shakespeare Road		
Amphill Health Centre, 57 Oliver Street	Arlesey Medical Centre, High Street	Biggleswade Health Centre, Saffron Road
Ivel Medical Centre, 35-39 The Baulk, Biggleswade	The Surgery, 137 High Street,,Cranfield	The Highlands, Flitwick
The Surgery, 26 Silver Street, Great Barford	The Village Medical Centre, Kingswood Way, Great Denham	Harrold Medical Practice, Peach's Close
King Street Surgery, 273 Bedford Road, Kempston	St John's Surgery, 16 St John's Street, Kempston	Greensands Medical Practice, Brook End, Potton
Sandy Health Centre, Northcroft	The Surgery, 27b Kings Road, Sandy	Sharnbrook Surgery, Templars Way
Shefford Health Centre, Iveldale Drive	Larksfield Surgery, Arlesey Road, Stotfold	Wootton Vale Healthy Living Centre, Fields Road

Bedfordshire Hearing Advisory Service

BHAS offer free advice, information, battery exchange and hearing aid maintenance service **by appointment only**. Further information: 01707 324582 or <http://hhas.org.uk/bedfordshire>. Please contact the surgery to make an appointment:

Bedford Hospital: 01234 792191
 London Road Health Centre: 01234 266851
 Linden Road Surgery: 01234 273272
 Priory Medical Practice, Shakespeare Road: 01234 262040
 The Surgery, Honeysuckle Way, Goldington: 01234 213300
 The Medical Centre, Kingswood Way, Great Denham: 01234 244000
 Harrold Medical Practice: 01234 720225
 Peacock Medical Practice, Great Barford: 01234 870325
 Wootton Vale Healthy Living Centre, Wootton: 01234 762500
 Putnoe Medical Centre: 01234 310431
 Marston Clinic, Marston Mortaine: 01234 766551
 Cranfield Surgery: 01234750234
 King Street Surgery, Kempston: 01234 853047

Other sources of help

Social services can sometimes provide assistive equipment to help with hearing problems in the home. You can contact the deaf and hearing impairment team on 01234 276124 or ask us for a referral.

The Royal National Institute for the Deaf (RNID) has an information line 0808 808 0123 as well as an equipment catalogue and website www.rnid.org.uk

Lipreading classes are available from the WEA (adult education). Contact them for more details on 01234 302203. Further information and copies of our leaflets are available on our website: www.bedfordhospital.nhs.uk

Date of publication: January 2010
 Date for review: January 2012
 © Bedford Hospital NHS Trust

Audiology, Bedford Hospital NHS Trust, Kempston Road, Bedford, MK42 9DJ.
 Tel: 01234 792191, Minicom: 01234 795888 audiology@bedfordhospital.nhs.uk