

# Information for patients and carers

## Adult Audiology Transition



## About the department

After your final transition review appointment in the adult service, you will not receive further routine appointments for hearing aid reviews. It is your responsibility to contact us when you have a problem with your hearing or hearing aid/s. If you encounter a problem, contact us as soon as possible. We are based at the Royal Preston Hospital and Chorley and South Ribble District Hospital.

## What should I do if I lose my hearing aid?

Take care of your hearing aid/s, if they are lost or damaged you may be charged £75 (exemptions apply, please ask a member of staff). If this does happen, you will need to contact the department to start the process of replacement.

## Batteries

Batteries are issued free of charge, to all patients with NHS hearing aids, and are available from the hearing aid department. A 12-month supply is issued. They can be issued out by post if you are unable to attend the department.

## Ear moulds

There are standard ear moulds used in adult audiology. The choice is limited to the most appropriate and suitable type of material, not colour or design.

## Hearing aid tubing

Your hearing aid tubing will need replacing every 4-6 months. You need to contact us to book an appointment to have your tube replaced or we can offer you a retube kit for you to learn how to do it yourself.

## Hearing tests

If you feel your hearing has deteriorated since your hearing aid was issued, please contact us to book an appointment to check the problem is not due to wax or a fault with the hearing aid. Once these problems are ruled out a hearing test can be booked, but there will generally be a waiting list for this.

## Sudden hearing loss

If you are concerned about a sudden severe change to your hearing it would be best to visit your GP or Accident and Emergency for medical assessment.

## Wax build-up

If you feel you may have a build-up of wax in your ears, olive oil ear drops are recommended to help remove wax if there are no signs of ear infections or perforations. Dewax appointments cannot be arranged via the adult audiology service. Dewax appointments can be arranged by contacting your GP who will refer you to a local service within your GP practice or to Ear Nose and Throat services (ENT).

## Common problems and their solutions

<b>Symptom</b>	<b>Possible cause</b>	<b>Solution</b>
No Sound	Worn-out battery	Change battery
	Blocked tube (wax/condensation)	Clean tube
	Blocked tube (wax/condensation)	Clean tube
	Worn-out battery	Change battery
Intermittent or reduced sound	Build-up of wax in ear canal	Have ear checked by GP
Whistling/ Squealing noise whilst in ear	Earpiece not inserted correctly	Reinsert hearing aid
	Build-up of wax in ear canal	Have ear checked by GP
	Tubing split	Make appointment for replacement tubing

If none of the above solutions solves the problem, please contact the department for assistance.

## Suppliers of equipment

### **Sarabec**

15 High Force Rd, Middlesbrough, TS2 1RH

Website: [www.sarabec.com](http://www.sarabec.com)

Telephone: 01642 247789

Fax: 01642 230827

Mincom/textphone: 01642 251310

Email: [mail@sarabec.co.uk](mailto:mail@sarabec.co.uk)

## **Hearing Products Ltd (HPI)**

Echo House, 26/27 Haigh Park, Stockport, SK4 1QR

Website: [www.hear4you.com](http://www.hear4you.com)

Telephone: 0161 480 8003

Fax: 0161 480 8006

Email: [info@hear4you.com](mailto:info@hear4you.com)

## **Medequip Assistive Technology Limited**

Unit G4

Leyland Business Park

Leyland, Preston

PR25 3GR

Website: [www.medequip-uk.com](http://www.medequip-uk.com)

Telephone: 01772 286573

Fax: 01772 479694

Email: [leyland@medequip-uk.com](mailto:leyland@medequip-uk.com)

## **Social Services – LCC Adult Social Care:**

Hearing Impairment Social Care Support Officer

OT Sensory Team, Adult Social Care Central

Lancashire County Council

Telephone: [0300 123 6720](tel:03001236720) M: [18002 07795](tel:1800207795) 541356 or Text [07795](tel:07795541356)

[541356](tel:541356) or telephone: 18002 01772 533870 [www.lancashire.gov.uk](http://www.lancashire.gov.uk)

## **Hearing Impairment Social Care Support Officer for the area:**

**Central** - Sarah Edwards

**East Lancs** - Stephen Walker

**North** - Gail Pointon

There is a sensory team of Rehabilitation Officers for Visually Impaired (ROVIs) who work with those who have visual loss and Hearing Impairment Social Care workers (HISCO) who work with those with hearing loss. The sensory team will promote safe and independent living which may also include provision of advice/information, equipment and service provision in liaison with the Care Act.

## **Access to Work:**

Self-referral for an assessment at WORK to support with hearing and communication:

Telephone: 0800 121 7479

Textphone: 0800 121 7579

## **RNID** (Royal National Institute for Deaf People)

For information on hearing loss, tinnitus, assistive devices

Website: <https://rnid.org.uk/>

Telephone: 0808 8080123 Email: [information@rnid.org.uk](mailto:information@rnid.org.uk)

## **Hearing Link** (previously Hearing Concern)

The Grange, Wycombe Road, Saunderton, Princes Risborough,  
Buckinghamshire, HP27 9NS

Telephone/SMS: 01844 348100 Email: [Enquiries@hearinglink.org](mailto:Enquiries@hearinglink.org)

## **C2 Hear Online**

Interactive multimedia videos on hearing aid use

Website: [www.c2hearonline.com](http://www.c2hearonline.com)

## **Relay UK** (formally **Next Generation Text Service**)

Helping anyone with a hearing/speech impairment with communication over the phone

Relay UK Team

Internal Box 14

Telephone House

170-175 Moor Lane

Preston

Lancashire

PR1 1BA

Telephone: 0800 7311 888

Textphone/Relay UK app: 0800 500 888

Email: [relay.uk.helpdesk@bt.com](mailto:relay.uk.helpdesk@bt.com)

## **Emergency Texting Services**

66247 (used in Lancashire only) – [www.lancashire.police.uk](http://www.lancashire.police.uk) or  
[www.lancsfireescue.org.uk](http://www.lancsfireescue.org.uk)

999 used in UK (mobile must be registered) – [www.emergencysms.net](http://www.emergencysms.net)

## Contact details

Audiology Department (Hearing & Balance Service)

Royal Preston Hospital

Sharoe Green Lane

Fulwood

Preston

PR2 9HT

Telephone: 01772 522751 Email: [hearing.balance@lthtr.nhs.uk](mailto:hearing.balance@lthtr.nhs.uk)

## Sources of further information

[www.lancsteachinghospitals.nhs.uk](http://www.lancsteachinghospitals.nhs.uk)

[www.nhs.uk](http://www.nhs.uk)

[www.accessable.co.uk](http://www.accessable.co.uk)

[www.patient.co.uk](http://www.patient.co.uk)

[www.lancsteachinghospitals.nhs.uk/veteran-aware](http://www.lancsteachinghospitals.nhs.uk/veteran-aware)

**Follow us on social media @lancshospitals**

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All our patient information leaflets are available on our website for patients to access and download:

[www.lancsteachinghospitals.nhs.uk/patient-information-leaflets](http://www.lancsteachinghospitals.nhs.uk/patient-information-leaflets)

Lancashire Teaching Hospitals is a smoke-free site. Smoking is not permitted anywhere on any of our premises, either inside or outside the buildings. Our staff will ask you about your smoking status when you come to hospital and will offer you support and advice about stopping smoking this will include Nicotine Replacement Therapy to help manage

your symptoms of withdrawal and the opportunity to speak to a nurse or advisor from the specialist Tobacco and Alcohol Care Team.

If you want to stop smoking, you can also contact Smokefree Lancashire on Freephone **08081962638**

**Please ask a member of staff if you would like help in understanding this information.**

**This information can be made available in large print, audio, Braille and in other languages.**

Our patient information group review our leaflets regularly, if you feel you would like to feedback on this information or join our reading group please contact on email address:

[patientexperienceandinvolve@LTHTR.nhs.uk](mailto:patientexperienceandinvolve@LTHTR.nhs.uk)

**Department:** Audiology

**Division:** Hearing & Balance Service

**Production date:** June 2025

**Review date:** June 2028

**JR 1311 v1**