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## Basic Hearing Aid Information

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Patient information

# Basic Hearing Aid Information



## Batteries

Your batteries should last between 7–14 days (depending on your hearing aid use).

Please note that hearing aid batteries can be harmful to babies, young children, pets, and vulnerable adults if swallowed. Please make sure your hearing aid batteries are kept safely, out of reach and recycled appropriately. If a battery has been swallowed, seek medical help immediately.

Batteries, tubing, and corda thin tubes can be requested by posting your brown book or record card to the department address below. Please ensure you enclose a self-addressed, stamped envelope (with minimum of one LARGE first-class or LARGE second-class stamp) it will be too thick to qualify for a small stamp once the batteries are in the envelope.

Batteries can also be obtained from the main reception at Watford General Hospital and the Welcome Desk at St Albans City Hospital upon showing your brown hearing aid record book or record card.

## Cleaning

The ear mould can be wiped with a soft, damp cloth to remove excess wax. **The hearing aid must never get wet.** Details on hearing aid care can be found at: [www.c2hearonline.com/](http://www.c2hearonline.com/).

## Repairs

The tubing should be replaced **every 4-6 months**. **Your hearing aid(s) may stop working effectively if this is not done.**

**We no longer run walk-in repair clinics.** We are only able to repair your hearing aid if you either:

### Post your hearing aid(s) to us.

If you are requesting a postal repair, you can post your hearing aid(s) with the brown book or record card and a note describing the nature of the problem, **ONLY** to the **addresses below** . Please include a stamped, self-addressed envelope for return (a minimum of one **LARGE first-class or LARGE second - class stamp**).



*Or (PTO)*

**Drop off your hearing aid(s)** in an envelope with a completed repair form with your full name, address, date of birth and contact number, and a description of the fault to our drop-off box at the locations below - Monday to Friday, between **8.30am and 11.30am**. Weekdays only, excluding bank holidays.

## Hearing Aid Collection

Your hearing aid can be collected during our collection times which are only:

**Monday to Friday 2.00pm – 4.00pm** (excluding bank holidays)

We aim to have your hearing aids ready to collect on the same day they are dropped off; or posted back if requested, and a stamped, self-addressed envelope was provided.

## **How to contact us**

### **Audiology Departments**

#### **Watford General Hospital**

Vicarage Road

Watford

Hertfordshire

WD18 0HB

Tel: 01923 217646

The drop off and collection point is situated at the main reception of Watford General Hospital.

#### **St Albans City Hospital**

Waverley Road

St Albans

Hertfordshire

AL3 5PN

Tel: 01727 897835

The drop off and collection boxes are situated on the Welcome Desk of St Albans City Hospital.

#### **Hemel Hempstead Hospital**

Hillfield Road

Hemel Hempstead

Hertfordshire

HP2 4AD

Tel: 01727 897835

The drop off and collection boxes are on a trolley before the doors to Outpatients: level 2, Verulam Wing.

**Text only:** 07341478009

Department website: [www.westhertshospitals.nhs.uk/ourservices/adult\\_audiology](http://www.westhertshospitals.nhs.uk/ourservices/adult_audiology)

# PALS

If you need this leaflet in another **language, large print, Braille or audio version**, please call **01923 217198** or email [westherts.pals@nhs.net](mailto:westherts.pals@nhs.net).



Language



Large Print



Braille



Audio

## Concerns, complaints or suggestions

If you are unhappy with your experience or would like to give feedback, please contact our Patient Advice and Liaison Service (PALS). PALS is available to patients, relatives, carers and friends to raise concerns.

For more information, please scan the QR code or visit our [website](#).

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