

Audiology Department
Level 7
University Hospitals Plymouth
Derriford Road
Crownhill
Plymouth
PL6 8DH

Tel: 01752 431253/4
www.plymouthhospitals.nhs.uk

Date:

xxxx
xxxx

606-024-1239

Dear xxxx

We recently spoke to you via telephone for and agreed to supply your updated hearing aids by post, given the current restrictions due to Covid-19. We have attached a summary of this discussion and all the necessary information for your new hearing aids, and agreed a telephone follow-up.

If you have any questions about what we discussed please do not hesitate to contact the department.

Yours sincerely,

ADAM BECKMAN
Audiologist

Cc: DR xxxxx for information only / for action
xxxx
xxxx

ENT for information only / for action
Level 7
Derriford Hospital

HEARING AID FITTING – Information and individual management plan

Date:

Fitted by:

We carried out a telephone appointment to discuss your new hearing aids, as we cannot see you face-to-face due to Covid-19.

We discussed your options, and you decided to have the new hearing aids posted to you.

We could not personalise the amplification to the size and shape of your ear and ear tip or mould this way.

We could not run the system to reduce feedback (whistling) on your hearing aid. If the aid whistles then turning down the volume will help you for now.

If you have a smart phone or tablet you can use the GN hearing BeMore app which will allow you to discreetly change your hearing aid settings and personalise your hearing aids without touching them. If the aid whistles then you can turn down just the Treble using the Sound Enhancer page.

You consented to the remote assist system, and we have sent you the information regarding this. If you wish to withdraw consent for this at any time please let us know. *(delete if the patient did not consent)*

Please read the enclosed information to familiarise yourself with your new hearing aids and their settings.

Your hearing aid:

	Right Ear	Left Ear
Hearing Aid Model	Danalogic Ambio	Danalogic Ambio
Hearing Aid Colour	Grey / Medium Blonde	Grey / Medium Blonde
Ear Mould Type		
Tube Size		
Dome Size		
Battery Size		

Your Hearing Aid Settings:

We went through the various options with you today and you have chosen the following hearing aid settings. If you would like to make any changes to these settings please attend our open access repair clinic or contact us using the on-line services.

Your hearing aids are linked together so you only have to press the button on one ear *(delete if not appropriate)*

Your volume control: *Controlled by the left ear / right ear / either ear OR short press*

- This is switched off as this hearing aid is automatic and will turn itself up or down as needed
- This is switched on so you can fine tune its level, but it will turn itself up or down as needed

Your programs: *Controlled by the left ear / right ear / either ear OR Press for two seconds*

1. Automatic for everyday listening situations (1 beep)
2. For noisy places (2 beeps)
3. Loop (3 beeps)

Key things to remember:

Our survey results show that 95% of people would recommend the Audiology service to their friends and family.

- Your tubes need changing every 4-6 months. Come and get them changed on the repair clinic. Times for repairs at Derriford are listed on the back of your brown book, or you can contact your local community hospital for a booked appointment.
- Use the brush in the black carry case to clean the microphone holes every day
- **We have given you information about Sensory Solutions in Plymouth. In the future, they can perform minor repairs and provide information and advice on additional equipment.**
- **We have given you information about the 'Hear to Help' service in Cornwall and Ivybridge. In the future, they can perform minor repairs and provide information and advice on additional equipment**
- **We have given you information about the Devon sensory bus (Devon outreach service). In the future, they can provide a minor repairs service and advice about additional equipment**
- You have been sent some batteries today; when you need new ones take your brown battery book to your GP or local hospital or health centre.
- How to clean, maintain and control the hearing aid is detailed in the hearing aid information booklets you have been sent.
- Information about other hearing and tinnitus services, which you may find useful, can be found in the Adult Services General Information booklet which you received at your Assessment appointment.
- **There is a dedicated YouTube channel providing instructional videos for these types of hearing aids – search “GN Training UK”. These are also on the manufacturer website at <https://www.danalogic.co.uk/for-patients/instructional-videos#resources>**
- **There is a series of short, interactive, multimedia videos about hearing aids, hearing loss and communication produced by the NHS. Search on for 'C2Hear'**
- There is a £65 charge if you lose your hearing aid.

Your follow up:

To check your progress, a telephone follow-up has been booked for:

Date:
Time: 8.15-9.00 a.m. / 5.00-6.00p.m.

This will be a 10-15 minute phone call to check your progress with the hearing aids.

OR

To check your progress, an appointment will be arranged to see the Audiologist in the future. This appointment will be sent in the post. If you are having problems and the appointment has not come through, please contact us to arrange one.

If you have any concerns regarding the tests/procedures performed today, or you wish to discuss your plan in more detail please do not hesitate to contact the department.

Audiology Appointments: **01752 431253/4** Technical calls voice mail: **01752 763181**

If this new aid is successful, we will ask you to send the old one back when it is safe for you to do so. An envelope and spare carry pouch are enclosed.

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COVID-19 - HEARING AID TELEPHONE AND POSTAL FITTING
AQP pathway / non-AQP Pathway

Reason for being non-AQP:

Outcome:

Telephone follow up booked

OR

Follow up appointment
45 mins

Any key information: *"e.g please post new moulds to patient, discuss streamer next time"*

Details of appointment

Telephone consultation

Otoscopy

N/A

Coupler test was carried out at 50, 65 and 80dB:

Comments on right ear: aid functioning as expected

Comments on left ear: aid functioning as expected

Changes made: None

Initial adaptation percentage:

Automatic adaptation manager active

Length of adaptation:

Pt management of aid:

Controls: discussed difference – instruction book sent

Hearing aid insertion: Previous user

Maintenance/cleaning of hearing aids: explained any differences and advised to use cleaning brush daily

Any other discussion:

- Discussed listening tactics and getting used to the new hearing aids.
- *"using aids on the phone ? bluetooth ? why they can't have open fits ?"*

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