



**Hearing and Balance Services**

**(Audiology)**

#Client full name#

#Client address#

#Client postcode#

King Edward VII Hospital • St Leonards Road  
Windsor • Berkshire • SL4 3DP

#Current date#

Dear #Client full name#

**Re: Remote Hearing aid Fitting**

Due to the Covid19 we are now unable to do face to face appointments. So we have arranged with you over the phone to send out your new hearing aids in the post.

Your new hearing aids allow us to do a lot of adjustments remotely once you have them. They are well adapted to this style of remote care and work well with the procedures we have put in place to be posted out to you and for you to self-fit.

**How are hearing aids set for me so I can fit them?**

We have your most recent hearing test on our records and we will use this to set up your hearing aids to match your hearing loss, similarly to how we would have done in clinic.

When we post the hearing aid we will also send the relevant thin tubes or earmoulds that attach to them along with batteries. (Please note that in some areas there are delays to Royal Mail delivery so it may take longer than expected for you to receive them)

We will send you all the instructions (videos and booklets) you need to be able to manage your hearing aid in this email and we will send additional pamphlets in the post with the aids too. <https://danalogic.co.uk/for-patients/danalogic-ambio> ( for a link to Ambio pamphlets)

For further videos on how to manage your new hearing aid:

<https://www.resound.com/en/help/hearing-aids/other/videos>

Even if you have had hearing aids before it can take some time to get used to new ones. C2Hear has a very good YouTube website that explains what you should expect from your hearing aids: [c2hearonline.com](https://c2hearonline.com)

Before we posted out your hearing aids we will have asked your permission to turn on the Remote Telecare facility so that we can make adjustments to your aids remotely. For more information see below:

**Bemore App and Remote Telecare**

Our new Danalogic hearing aids have an App called BeMore that you can download onto your phone or tablet. This app not only allows you to make many more changes than just changing the volume or programme, which means you can adjust the sound to suit you more.

It also allows you to send a request to Hearing and Balance for a hearing aid alteration which we can respond to remotely and then send the solution to your app which you then download to your hearing aids. (Don't worry the aids will lead you through what to do!)

If you want to understand more of what the App does; please click on the attached link [Datalogic BeMore App: How to use your App](#)

## What do I do if I have a problem?

Remember, new hearing aids take some time to get used to. If you are not sure what to expect from them you can go to the [c2hearonline.com](http://c2hearonline.com) website. They have videos which help with management of your aid but also videos of new hearing aids users discussing what to expect.

You can send us a message via your BeMore App if it's related to the sound of your aid and we can send an adjustment to you remotely via the internet. Staff will be checking for email messages from the BeMore App daily but remember to please give us a few days to send the adjustment back to you.

You can call us on 0300 365 6222 or email us at [hearingandbalance@berkshire.nhs.uk](mailto:hearingandbalance@berkshire.nhs.uk) for any further queries.

We are still sending batteries and doing postal repairs during Covid 19. Email [hearingaidrepairs@berkshire.nhs.uk](mailto:hearingaidrepairs@berkshire.nhs.uk) or ring the above number if you need a repair.

We will send you a letter in 4 weeks' time to ask how you have found this new process and to check that the hearing aids are meeting your needs.

If you are an existing hearing aid user, we ask that you post your old hearing aids back to us in its black box. We will send a postage paid envelope with your new hearing aids, when we send your follow up letter.

All hearing aids are the property of the NHS and are on loan to you. Please don't lose them as there is a £100 charge per aid. We will send a lost aid information letter explaining this when we post out your hearing aids

Yours Sincerely

Louise Hart  
Adult Service Lead  
Hearing and Balance



# Berkshire Healthcare

NHS Foundation Trust

*When you use our services, we'll ask for and record your personal and health information to help us treat you now and in the future. We may share your information with other organisations to assist with giving you the best care possible, only information that is required and appropriate to support your care and treatment will be provided. To find out more about how we use your information please visit the [Berkshire Healthcare website](#) to see*



**GDE**  
Digital solutions for  
outstanding healthcare

Inspected and rated	Overall	Well led
Care Quality Commission	<b>Good</b>	<b>Outstanding</b> ★



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