

Hearing aid users information

University Hospitals Sussex NHS Foundation Trust
Audiology Department

Sussex House, Abbey Road, Brighton BN2 1ES

Direct Telephone: 0300 303 9640

Text: 07551 360721

Email: uhsussex.audiologybrighton@nhs.net

<https://www.uhsussex.nhs.uk/services/audiology>

Give feedback on your
experience in Audiology
here/scan QR code:
<https://bit.ly/audiosurvey>



Head of Audiology: Manuel Loureiro, BSc MSc SFBSA

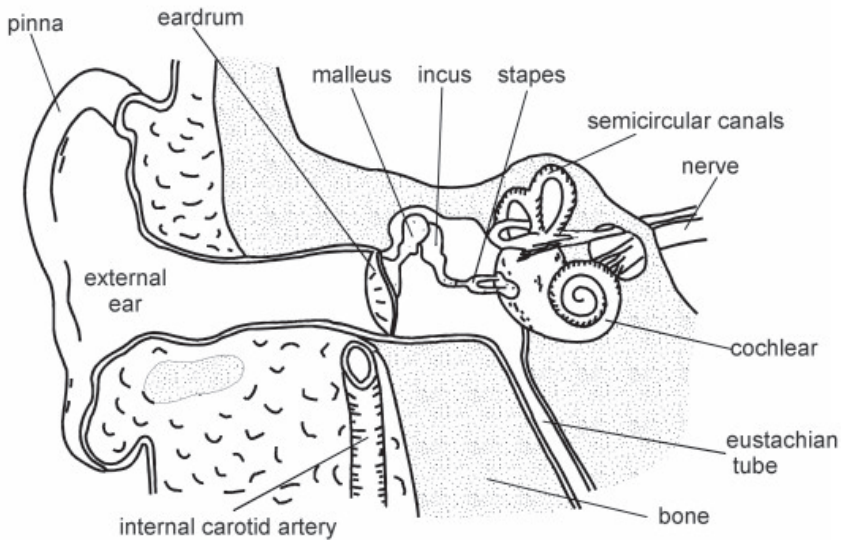
Patient information

Content

1	How does our hearing work?	3
2	How does aiding help with hearing loss?	4
3	How do I maintain my hearing aids?	5
4	How do I put in my hearing aids?	7
5	How do I retube my ear mould?	9
6	How do I find a fault with my hearing aid?	10
7	How do I access repair services and get new batteries?	12
8	Where can I get batteries from?	17
9	Who do I contact for assistive equipment in Sussex?	19
10	Can I use the phone with a hearing aid?	21
11	How do I use the loop system?	22
12	How do I access interpreting services for BSL users?	23
13	Are there any tactics for good communication?	24
14	Can I get assistance with travel?	26
15	Can I register as hearing impaired with my local council?	27
16	Which organisations can be useful?	28
17	Who do I contact for further appointments?	30
18	Lost hearing aids	31

1. How does our hearing work?

Sound waves enter the ear and travel down to the ear drum. The sound waves make the ear drum vibrate, like a drum. This in turn makes three tiny connected bones (the ossicles-malleus, incus, stapes) in the space behind the ear drum vibrate. Beyond these three bones is the inner ear or cochlea, which consists of thousands of tiny hair cells like a rolled up piano keyboard. These cells sense the sound vibrations and convert them into nerve signals. The brain makes sense of these signals and this is how we hear.



CROSS SECTION OF THE EAR

2. How does aiding help with hearing loss?

Hearing loss is common – it affects 12 million people in the UK.

There are 3 types of hearing loss:

Conductive – Where sound is not passed properly from the ear drum to the inner ear (e.g. due to wax or middle ear congestion).

Sensorineural – Where the cause of the hearing loss is the inner ear e.g. the cochlea or hearing (auditory) nerve.

Mixed – a combination of both conductive and sensorineural.

Sensorineural hearing loss is the type of hearing loss many people experience with increasing age. It usually happens **gradually** so people often don't realise that their hearing is getting worse. This type of hearing loss often **reduces the quality** of the sound as well as its loudness.

If this is the reason for your hearing loss, the first signs you may notice are that people's **speech is muffled** or they seem to mumble. You may also have difficulty hearing conversation when you are in a **group**. These difficulties can lead to frustration and tension for both you and your family and friends.

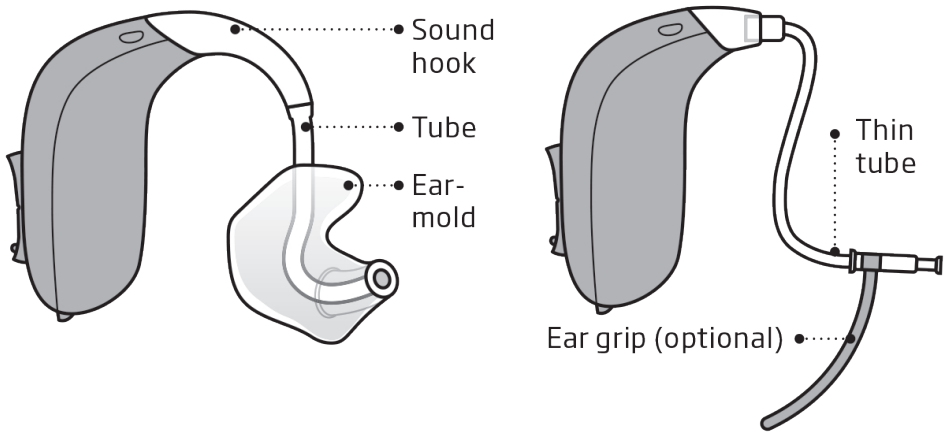
A hearing aid can help. However, **a hearing aid will not cure your hearing loss**. It can only amplify the hearing you still have. It will not give you back the hearing you have lost.

A hearing aid is **not a 'quick-fix'** solution – it takes **time, practice** and **perseverance**. **The more you wear your hearing aid the more benefit you will get**. Wear it even in situations where you do not think you need to - it is easier to start to practice in quiet environments. At first, your own voice **may sound a bit different** but you will soon get used to this.

Remember that your brain has become used to not hearing many sounds and will **take time to adjust to any new situations**. It is normal to hear sounds you have forgotten. These sounds have always been there and with time you will re-learn to filter them out again.

3. How do I maintain my hearing aids?

Your hearing aid consists of two parts:



The **ear mould** is the part that fits into your ear and can be made of different types of material, or it can be a thin tube. The type of material that is chosen depends on various factors, including your **hearing loss**.

The hearing aid itself attaches to the mould by the tubing. The hearing aid could have a volume control and program button. Most hearing aids turn off by disconnecting the battery drawer.

Cleaning: You should clean your ear mould with a damp cloth or antibacterial wipe when you take it out at night. Check that the tubing is not blocked with wax or moisture. Please note, however, that getting the hearing aid very wet will permanently damage it.

Retubing: Your ear mould needs to be retubed every six months. We will show you how to do this or it could be done in a repair appointment. If you have the 'open fit' style of hearing aid, then the tube also needs to be changed about every six months. Should the dome come off the tubing, you should never attempt to replace it – instead, use a new tube and dome as provided by us.

Storing: After a day's use, there can be some build-up of moisture in the hearing aid and tube. When not in use and at night, open the battery drawer and **leave the hearing aid in a dry place** to air out. Avoid extreme heat or cold.

4. How do I put in my hearing aids?

Mould fit

It is important to insert the mould into your ear correctly to prevent feedback (whistling), soreness of the ear or loss of the hearing aid. The correct insertion is demonstrated in the pictures below.



Hold the ear mould by the curved edge and place the tip of the mould into the ear canal.



Twisting slightly, make sure that the top part of the ear mould is pushed under the crease at the top of your ear. This is the most common area to make a mistake.



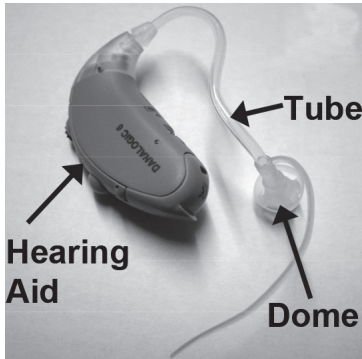
Use the other hand to pull down your earlobe. Push your ear mould firmly in.



With the ear mould correctly positioned in your ear, place the hearing aid behind your ear.

Open fit

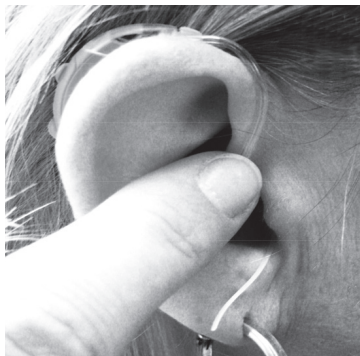
It is important to insert the tube correctly into the ear to stop the hearing aid from whistling or falling out. The correct insertion is demonstrated in the pictures below.



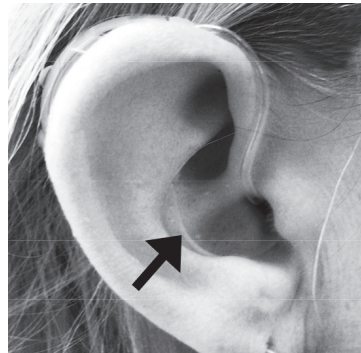
This picture shows the different parts of your hearing aid. The dome goes down into your ear and the hearing aid sits behind.



Place the Hearing aid behind the ear. Letting the tube and dome dangle in front of the ear.



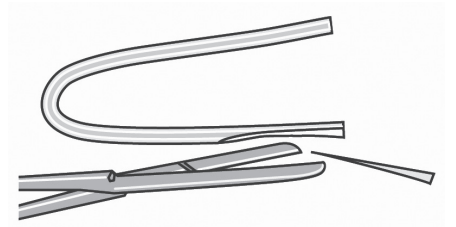
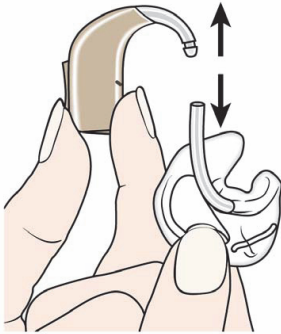
Push the dome in until the tube lies flat against your head. You may need to pull down on your ear lobe with the other hand to help.



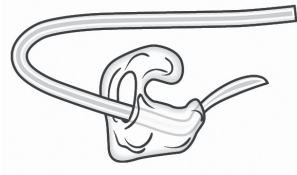
Tuck the retaining strip, if you have one, into the bowl of your ear to help keep the hearing aid in place.

5. How do I retube my ear mould?

1. Remove the old existing tubing with either your hand or pliers.

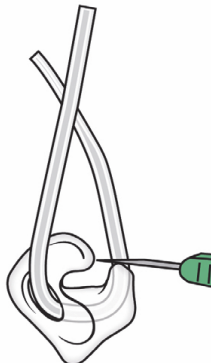
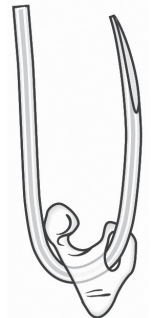


3. Thread the tube into your earmould from the outside, through to the part that fits inside your ear.



2. Using replacement tubing (which you can obtain from your Audiologist), taper the edge of one side using a pair of scissors. Do not cut too close to the bend.

4. Next, pull the tubing through the earmould so that the remaining tubing is facing upwards at approximately a 50 degree angle.



5. Using a sharp pair of scissors carefully cut the tapered tubing flush with the end.

More information can be found at this website including videos of how to retube and insert your hearing aid.



C2Hearonline.com

Helping new hearing aid users to hear better

6. How do I find a fault with my hearing aid?

Symptom	Cause	Action
Hearing aid dead	Battery upside down Ear mould blocked with wax or moisture Battery flat Faulty hearing aid	Rotate battery Clean ear mould Replace Return to Audiology for replacement
Rushing noise	Aid set on 'Telecoil/loop' not 'Microphone' Aid faulty New hearing aid user hearing environmental noise	Reset to 'Microphone' Return for repair Time needed to acclimatise

Symptom	Cause	Action
Feedback (whistling)	Ear mould incorrectly inserted Old, ill-fitting ear mould Wax blocking ear canal Split or crack in tube	Re-insert ear mould New mould needed Visit GP for removal Retube the ear mould
Low volume	Blockage in the ear mould Volume control set incorrectly	Clean ear mould Switch 'off' then 'on' again.
Crackling	Faulty connections Hair brushing microphone	Return for repair Acclimatisation
Hearing aid does not connect to phone	<p>Not all our hearing aids offer this function. However, most hearing aid manufacturers, will have additional equipment available for purchase that can achieve that.</p> <p>For Oticon hearing aid mobile phone compatibility, additional equipment and troubleshooting visit www.oticon.co.uk/hearing-aid-users/support Email: info@oticon.co.uk</p> <p>For Phonak hearing aids www.myhearingaid.co.uk for additional equipment.</p> <p>For Danalogic GN hearing aids, www.danalogic.co.uk/hearing-devices/danalogic-ambio-smart for mobile phone compatibility, additional equipment and troubleshooting.</p>	

7. How do I access repair services and get new batteries?

Re-tubing services (drop in)

These services can provide re-tubing and free batteries.

Brighton and Hove

Brighton

1st Monday every month, 2-4pm

Friends Meeting House, Ship Street, Brighton BN1 1AF

Every Tuesday, 10am-12pm

Sussex House, Abbey Road, Brighton, BN2 1ES

Hove

1st Friday every month, 1-3pm

Hove Polyclinic, Nevill Avenue, BN3 7HY.

West Sussex

Run by RNID

Telephone: **0808 808 0123**

Text: **07360 268 988**

E-mail: **contact@rnid.org.uk**

Website: **www.rnid.org.uk**

Ferring

3rd Tuesday every month, 9.30-11.30am

The Glebelands Centre, Greystoke Road, BN12 5JL

Lancing

2nd Friday every month, 9.30-11.30am

Lancing Parish Hall, 96-98 South Street BN15 8AJ

Rustington

3rd Friday every month, 2-4pm

Samuel Wickens Centre, Broadmark Lane Car Park, BN16 2NW

Shoreham-by-sea

2nd Wednesday every month, 1-3pm

The Shoreham Centre, 2 Pond Road, BN43 5WY

East Sussex

Run by East Sussex Hearing

mail@eshrc.org

07950 855580

01323 722505

www.eshrc.org

Bexhill

2nd Wednesday every month, 10.15 - 11.45am,

Little Common Community Centre, Shepherds Close, TN39 4SQ

4th Wednesday every month, 2 - 3.30pm,

The Albatross (RAFA) Club, 15 Marina Arcade, TN40 1JS

Crowborough

4th Wednesday every month, 10am - 12pm,

Crowborough Community Centre, Pine Grove, Crowborough, TN6 1FE

Eastbourne - East Sussex Hearing Centre

Every Tuesday & Wednesday, 10am - 12.30pm & 1.30 - 3.30pm,

Chantry House, 22 Upperton Road, BN21 1BF

Also available: FREE Ear Health/Wax check both days
and hearing assistive equipment demos on Wednesdays.

Fairlight

1st Friday every month, 10am - 12pm,
Fairlight Village Hall, Broadway, TN35 4DA

Golden Cross

1st Saturday every month, 10am - 12pm,
Deanland Wood Park Community Centre, BN27 3RN

Hastings

3rd Tuesday every month, 10.15 - 11.45am,
Central Hall, Bank Buildings, Station Road, TN34 1NG

Hailsham

1st Friday & 3rd Wednesday every month, 9.45 - 11.45am,
Charles Hunt Centre, Vicarage Field, BN27 1BG

Heathfield

3rd Friday every month, 11am - 12pm,
Union Church, Station Road, TN21 8LB

Herstmonceux

Two Fridays every month, 10am - 12pm,
Village Information Centre, Gardener Street, BN27 4LG
Please check our website for dates

Langney

3rd Friday every month, 10.15 - 11.45am,
Langney Community Library, Langney Shopping Centre, BN23 7RT

Lewes

3rd Wednesday every month, 10.30am - 12pm,
Lewes House of Friendship, 208 High Street, BN7 2NS

Mayfield

2nd Wednesday every month, 10.30am - 12pm,
Mayfacs, London House, High Street, TN20 6AQ
Batteries only at other times

Peacehaven

1st Friday every month, 10 - 11am,
Charles Neville Room, Community House, Meridian Way, BN10 8BB

Pett

1st Wednesday every month, 10am - 12pm,
Pett Village Hall, Pett Road, TN35 4HD

Ringmer

3rd Thursday every month, 3 - 4.30pm,
Ringmer Village Library, BN8 5QH

Rye

2nd Wednesday every month, 10am - 12pm,
Rye Memorial Hospital, Peasmarch Road, TN31 7UD
By appointment only Call: 01323 722 505 to book

Seaford

1st Friday every month, 10am - 12pm Batteries only
3rd Friday every month, 10am - 12pm
St James' Trust, 11 Blatchington Road, BN25 2AB

St Leonards

1st Wednesday every month, 10.15 - 11.45am,
Clifton Centre, 1-2 Stainsby Street, TN37 6LA

Stone Cross

2nd Saturday every month, 10 - 11am,
St Luke's Parish Centre, Rattle Road, BN24 5SL

Three Oaks

Every three months, 10.30am - 12pm,
Three Oaks Village Hall, Butchers Lane, TN35 4NG

Uckfield

1st Thursday every month, 10am - 12pm,
Wealden Volunteering, 79 High Street, TN22 1AS

Wadhurst

1st Tuesday every month, 10am - 12pm,
Carillon Cottage, High Street, Wadhurst, TN5 6AA
By appointment only **Call: 01892 785 658** to book.

Postal repair service

If your hearing aid is faulty, you can post it to the Audiology Department. Include a letter with a description of the fault and your battery card. Your hearing aid will then be repaired and returned to you by post. We will return your aid as quickly as possible.

Hearing aid repairs (by appointment)

If you need a repair to your hearing aid or ear mould, please contact the Audiology Department to arrange an appointment. We will be able to offer a booked hearing aid repair appointment within two working days at Sussex House. You can also be seen at County Oak Medical Centre, Mile Oak Medical Centre, Orchard House at Lewes Victoria Hospital and Princess Royal Hospital, but you might have to wait longer for an appointment.

Repair appointments are not for adjustments of hearing aids that are working well. For this you will need to ask for a follow up appointment.

8. Where can I get batteries from?

All of the locations in section 7 above offer free NHS batteries. The clinics below only offer new batteries and no repair services.

Brighton

Age Concern (near Seven Dials) 29-31 Prestonville Road, BN1 3TJ
Telephone: 01273 720603

County Oak Medical Centre Carden Hill, BN1 8DD
Telephone: 01273 545922

Moulsecoombe Clinic Hodshrove Lane, BN2 4SE
Telephone: 01273 260010

Portslade

Mile Oak Medical Centre Chalky Road, BN41 2WF
Telephone: 01273 426200

Hove

Charter Medical Centre 88 Davigdor Road, BN3 1RF
Telephone: 01273 738070

Lewes

Outpatients department Lewes Victoria Hospital

Neville Road, BN7 1PE

Telephone: 01273 402508

Burgess Hill

Burgess Hill Clinic The Brow, RH15 9BS

Telephone: 01444 248901

Hassocks

Hassocks Health Centre Windmill Avenue, BN6 8LY

Telephone: 01273 845771

Haywards Heath

Outpatients Department

Princess Royal Hospital, Lewes Road, RH16 4EX

Haywards Heath Health Centre

Heath Road, RH16 3BB

Telephone: 01444 414100

Newhaven

Quayside Medical Practice

Chapel Street, BN9 9PW

Telephone: 01273 615000

Newhaven Polyclinic Church Hill, BN9 9HH

Telephone: 01273 511800

Peacehaven

Children & Family Centre Meridian Way, BN10 8BN

Telephone: 01273 612417

9. Who do I contact for assistive equipment in Sussex?

If you need help to hear the TV, phone, doorbell or smoke alarm, get in touch with your nearest centre.

Brighton and Hove

The Access Team,

3rd Floor, Barts House, Bartholomew's Square, Brighton, BN1 1JE
Social Care & Health Access Point

Telephone: **01273 295555**

Text: **01273 296388;**

E-mail: accesspoint@brighton-hove.gov.uk

Website: www.new.brighton-hove.gov.uk/adult-social-care

East Sussex

For an assessment contact:

The Sensory Team

St Mary's House, 52 St Leonards Road, Eastbourne, BN21 3UU

Telephone: **0345 60 80 191**

Text: **07797 878111**

E-mail: socialcaredirect@eastsussex.gov.uk

Website: www.eastsussex.gov.uk/socialcare/adults/disability/sensory/default.htm

Demonstration of equipment available from Social Services
or for purchase from suppliers:

East Sussex Hearing Resource Centre

8 St Leonards Road, Eastbourne, BN21 3UH

Tel/text/fax: **01323 722505**

E-mail: mail@eshrc.org.uk

Website: www.eshrc.org.uk

East Sussex Fire and Rescue Service

Church Lane, Lewes, East Sussex, BN7 2DZ

Telephone: 0303 999 1000

Minicom: 01323 462 003 (available during opening hours)

E-mail: enquiries@esfrs.org

Website: www.esfrs.org/your-safety/home-safety-visits/

West Sussex

For an assessment contact:

Sensory Services Team,

County Hall North, Chartway, Horsham, RH12 1XA

Telephone: 01243 642555

Text: 07736 093462

Fax: 01403 217671

E-mail: as.sensory.services.duty@westsussex.gov.uk

**Demonstration of equipment available from Social Services
(assessments available) or for purchase from shop:**

Action for Deafness - Worthing 2-6 Buckingham Road, BN11 1TH

Telephone: 01903 217341

Action for Deafness - Haywards Heath 22, Sussex Road, RH16 4EA

Telephone: 01444 415582

Text: 07800 005423

E-mail: info@actionfordeafness.org.uk

West Sussex Fire and Rescue Service

County Hall, Chichester, West Sussex, PO19 1RQ

Telephone: **0345 8729 719**

E-mail: **safeandwell@westsussex.gov.uk**

Website: **www.westsussex.gov.uk/fire-emergencies-and-crime/west-sussex-fire-and-rescue-service/home-fire-safety/safe-and-well-visit/#request-a-visit**

For support at work, you may be eligible to apply to the government scheme Access to Work: **www.gov.uk/access-to-work**

For details of funding routes available and to check eligibility, regardless of which hearing aids you use, visit the website **www.hearinggrants.co.uk**.

10. Can I use the phone with a hearing aid?

Yes, however you may need to hold it closer to the top of your ear, where the hearing aid sits, or use it on speakerphone. There are also additional devices you can use to help you hear better on the phone (see below or section 9).

For phone adjustments or equipment

BT Age and Disability Action Team

Telephone: **0800 800150**

Website: **www.bt.com/help/here-for-you**

Connevans

Telephone: **01737 247571**

Website: **www.connevans.com**

Geemarc

Telephone: 01707 372372

E-mail: sales@geemarc.com

Website: www.geemarc.com

RNID (advice only)

Telephone: 0808 808 0123

Text: 07360 268 988

E-mail: contact@rnid.org.uk

Website: rnid.org.uk/information-and-support/technology-and-products/

11. How do I use the loop system?

When activated, the **loop** or **telecoil** setting on your hearing aid should make it easier to hear in public places, e.g. train station, bank, post office, church, theatre or cinema. Look out for the symbol with a **T** in the bottom right corner.



To use the loop system you will need to select the loop program in your hearing aids (if activated) – details of how to do this in your specific hearing aid can be found in the manufacturer's leaflet.

12. How do I access interpreting services for BSL users?

ActionDeafness

Telephone: 08445 938440
Fax: 08445 938441
Minicom: 08445 938445
Website: www.actiondeafness.org.uk

RNID

Telephone: 0808 808 0123
Text: 0808 808 9000
E-mail: informationline@hearingloss.org.uk
Website: www.actiononhearingloss.org.uk

Sign Live

www.signlive.co.uk for ios, android or desktop
access@signlive.co.uk

To check your interpreter is registered visit
www.nrcpd.org.uk/

13. Are there any tactics for good communication?

If you are deaf or hard of hearing

- Have you thought about learning to lip-read? Everyone lip-reads to some extent, especially in noisy places.
- Be open, tell the person you're speaking to that you lip-read, before you start a conversation.
- Ask people to get your attention before they start talking to you.
- Do not stand too far away from the person who is speaking to you.
- Try to keep calm and do not panic. If you become anxious or flustered, it might be harder for you to follow what is being said.
- If your hearing is not the same in both ears, try turning your better side towards the person speaking to you.
- If you do not catch what someone says first of all, do not be afraid to ask them to repeat it or say it in a different way.
- If necessary, ask people to slow down and speak more clearly.
- Do not be too hard on yourself. No one hears correctly all the time.
- Make sure you can see the speaker's face and lips. Their gestures and facial expressions will help you understand what they're saying.
- In a noisy place, move to a quieter area if possible. Position yourself how it suits you best to hear those you are talking to (this may be sitting in a corner or sitting with your back to most of the background noise, for instance).

If you are speaking to someone who has a hearing loss

- Even if someone is wearing a hearing aid, it does not mean that they can hear you. Ask if they need to lip-read you.
- Make sure you have the listener's attention before you start speaking.

- Speak clearly but not too slowly, and do not exaggerate your lip movements.
- Use natural facial expressions and gestures.
- If you are talking to a deaf person and a hearing person, do not just focus on the hearing person.
- Do not shout. It is uncomfortable for a hearing aid user and it looks aggressive.
- If someone does not understand what you have said, do not just keep repeating it. Try saying it in a different way.
- Find a suitable place to talk, with good lighting, away from noise and distractions.
- Remember not to turn your face away from a deaf person. Always turn back to your listener so they can see your face.
- Check that the person you are talking to can follow you. Be patient and take the time to communicate properly.
- Use plain language and do not waffle. Avoid jargon and unfamiliar abbreviations.

Lip Reading

To find classes in your area go to www.atlialipreading.org.uk and search 'find a lipreading class'. Alternatively, do some online learning at: www.lipreadingpractice.co.uk.

Lip reading classes within Sussex area (always check availability and book in advance):

East Sussex Hearing

www.eshrc.org/classes

Chantry House

22 Upperton Road, Eastbourne, East Sussex BN21 1BF

Phone: **01323 722505**

Text: **07950 855580**

14. Can I get assistance with travel?

Railcards

Everyone that wears an NHS hearing device is eligible to apply for a Disabled Persons Railcard from National Rail. This provides discounted rail travel for a small annual fee.

www.disabledpersons-railcard.co.uk.

Bus passes

Anyone that has a severe-profound hearing loss (70dB + loss) in the West Sussex, East Sussex and Brighton and Hove areas is entitled to a disabled person's bus pass. You can apply online or via post. We can provide you with a copy of your audiogram.

Brighton and Hove City council:

Telephone: **01273 291924**

E-mail: buspasses@brighton-hove.gov.uk

Website: www.brighton-hove.gov.uk

East Sussex County Council:

Telephone: **0300 33 09 471**

Website: www.eastsussex.gov.uk

In person: **Pick up a form from your local East Sussex library**

West Sussex County Council:

Telephone: **033 022 26222**

E-mail: buspass@westsussex.gov.uk

Website: www.westsussex.gov.uk

15. Can I register as hearing impaired with my local council?

Registering with your local council as hearing impaired can be beneficial for their data collection and service planning. To register, please contact your council by using the contact information below. We can provide a copy of your audiogram if required.

Brighton & Hove

Brighton & Hove City Council

Business Support

Health and Adult Social Care

2nd Floor Bartholomew House Bartholomew Square,
Brighton, BN1 1JE

Telephone: 01273 296380

E-mail: BSHASC@brighton-hove.gov.uk

West Sussex

Adults' CarePoint

Parkside/County Hall North, Third Floor, Chartway, Horsham,
West Sussex, RH12 1XH

Telephone: 01243 642121

Textphone: 01403 275515

SMS: 07736 093462

Fax: 01403 217671

E-mail: county.deaf.services@westsussex.gov.uk

East Sussex

Health and Social Care Connect

St. Mary's House, 52 St Leonard's Road, Eastbourne, BN21 3UU

Telephone: 0345 60 80 191

Text: 07797 878 111

Minicom via type talk: 18001 0345 60

Email: Health and Social Care Connect

16. Which organisations can be useful?

RNID

Telephone: 0808 808 0123
Text: 07360 268 988
E-mail: contact@rnid.org.uk
Website: www.rnid.org.uk

Run by East Sussex Hearing

E-mail: Mail@eshrc.org
Telephone: 07950 855580 01323 722505
Website: www.eshrc.org

Hearing Link

Telephone: 0300 111 1113
Website: www.hearinglink.org
Email: enquiries@hearinglink.org

Hear Together

E-mail: info@heartogether.org.uk
Website: www.heartogether.org.uk

Talking Hands

Website: www.bsltalkinghands.com

Sense

Tel/text: 0300 330 9256 or 020 7520 0972
Website: www.sense.org.uk

Deafblind UK

Telephone: 0800 132320

Text: 07950 008870

Text relay: 18001 then 0800 132320

Facetime: helpline.dbuk@deafblind.org.uk (not BSL)

E-mail: info@deafblind.org.uk

Website: www.deafblind.org.uk

Meniere's Society

Telephone: 01483 740597

Text: 01483 771207

Website: www.menieres.co.uk

National Deaf Children's Society Helpline

Tel/text: 0808 800880

Website: www.ndcs.org.uk

Take on Tinnitus

Telephone: 0800 018 0527

Website: www.takeontinnitus.co.uk

Tinnitus UK

Telephone: 0800 018 0527

E-mail: helpline@tinnitus.org.uk

Website: www.tinnitus.org.uk

Hearing Aids for Music

Website: www.musicandhearingaids.org

17. Who do I contact for further appointments?

We recommend a reassessment of your hearing every three years. Please phone the Audiology department to book a reassessment appointment.

Further appointments can be booked at any site where our clinics are based:

Sussex House

Royal Sussex County Hospital

County Oak Medical Centre

Mile Oak Medical Centre

Orchard House at Lewes Victoria Hospital

Princess Royal Hospital

If you are unable to attend or no longer need your appointment, please let us know as soon as possible by using the below contact details. We can then agree another date/time that is convenient for you or cancel the appointment if you no longer wish to be seen.

These appointments are in great demand and if you no longer require one please let us know as soon as possible so your time can be offered to another patient.

Direct phone: **0300 303 9640**

Text: **07551 360721**

Email: **uhsussex.audiologybrighton@nhs.net**

Website: **www.uhsussex.nhs.uk/services/audiology**

18. Lost hearing aids

NHS hearing aids remain government property, provided on loan to patients that need them. If you lose your hearing aid, you will be charged for the lost hearing device. This is not a charge for a replacement, but to cover the loss of NHS property. The current fee is £72 per aid.

There are exceptions to the charge so please contact us for more information and a replacement.

This leaflet is intended for patients receiving care
in Brighton & Hove or Haywards Heath

Ref. number: . 2036.5
Publication date: 12/2024
Review date: 12/2027

© University Hospitals Sussex NHS Foundation Trust Disclaimer:
The information in this leaflet is for guidance purposes only and is in no way
intended to replace professional clinical advice by a qualified practitioner.

