
Looking after your hearing aid

At your hearing aid fitting you will have been given an instruction leaflet for your hearing aid. This explains how to:

- switch the hearing aid on and off
- change batteries
- operate the controls

If the hearing aid needs repairing you can:

1. Attend one of our open access repair sessions at Addenbrooke's

This service operates on a ticketing system - you do not need to make an appointment, simply ask the receptionist for a repair number. The days and times of these open access clinics are also written on the back of your brown hearing aid record book.

Monday mornings **0900 to 1200**

Tuesday afternoons **1330 to 1700**

Wednesday mornings **0900 to 1200**

Thursday afternoons **1330 to 1700**

Friday mornings **0900 to 1200**

You will be seen in turn through a numbering system and numbers will not be given out in advance of the appointed start time. The clinics are sometimes quite busy, particularly at the start of the afternoon sessions and sometimes you may be seen more quickly by arriving later in the afternoon. If you arrive during the appointed time you will be attended to and

audiologists will always try and keep waits to a minimum. If at any time you are unable to wait you can leave your hearing aid to be repaired and we will post it out to you.

2. Send the hearing aid for repair by post

If you post us your hearing aid we will repair it for you and post it back; however in some cases such as a broken ear mould you will still be required to attend the clinic and see an audiologist. To help us repair your hearing aid as quickly as possible please post us the hearing aid in its box (or well packaged), your brown hearing aid record book, a note to say what is wrong and a return stamped addressed envelope (including large letter stamp).

3. Attend one of the local open access repair sessions in the community

Hearing help sessions are run in the community by volunteers from local charities. These sessions may be closer to your home or easier to access than Addenbrooke's. Like the Addenbrooke's open access repair sessions you do not need to make an appointment unless otherwise stated. At these sessions the volunteers are able to exchange hearing aid batteries and retube earmoulds, but they are unable to repair faulty hearing aids. If you think you have a faulty hearing aid or your problem is more complex then please visit the open access repair sessions at Addenbrooke's or contact Audiology for further advice." Details of the dates and times of the hearing help sessions are available from the charities that run the sessions.

Cambridgeshire Hearing Help:

01223 416141

A.D.A.P.T (A Deaf And ParTially hearing support scheme):

01440 704509

Hertfordshire Hearing Advisory Service:

01707 324582

Hearing Help Essex:

01245 496347

Batteries can be exchanged by post or in the audiology department. The local help sessions can also provide hearing aid batteries.

It is important that you bring your brown hearing aid record book when requesting batteries so that we can update your record. A friend or relative may collect batteries on your behalf if they have the record book. If you bring your old used hearing aid batteries to the Addenbrooke's audiology department we will recycle them for you.