

**Patient
Information**

Telephone review

Introduction

As part of your hearing care, your audiologist may arrange to contact you by telephone to check how you are getting on with your new hearing aid. This leaflet outlines what will happen during this telephone appointment.

Telephone review

A telephone appointment, with an audiologist, will be made about 6 to 12 weeks after your digital hearing aid(s) have been fitted. This is to find out how you are getting on with the new aid(s). The appointment will last for about 15 minutes. During this telephone call you will be asked questions about your hearing and your digital aid, such as:

- How often do you use your hearing aid?
- When do you use your hearing aid?
- What are the benefits of using a digital hearing aid?
- How do you manage the controls

Problems you may have during the telephone review

If you find that you cannot hear the audiologist during the call or if you have any concerns about the telephone call or your hearing aid please contact Hearing Services. The details are at the end of this leaflet.

If you are not able to answer some of the questions the audiologist will send you an appointment so you can come to the Clinic to discuss any concerns.

If you miss the call for any reason or would like to rearrange your telephone appointment please contact the department.

Contact information

Hearing service appointments

Reference No.

GHP11039_07_18

Department

Audiology

Review due

July 2021

**Patient
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Gloucestershire Royal Hospital

Great Western Road
Gloucester
GL1 3NN

Cheltenham General Hospital

Sanford Road
Cheltenham
GL53 7AN
Tel: 0300 422 6773
0300 422 6965
0300 422 6919
Text phone: 0300 422 466
Monday to Thursday, 8:30am to 4:30pm
Friday, 8:00am to 4:00pm
Email: ghn-tr.hearingservices@nhs.net

Further information

For information on advice about deafness or related ear problems, you may wish to contact the following organisations.

Action on Hearing Loss

Tel: 0808 808 0123
Textphone: 0808 808 9000
Monday to Friday, 9:00am to 5:00pm
Email: information@hearingloss.org.uk
Website: www.actiononhearingloss.org.uk

British Deaf Association (BDA):

Text phone: 02476 550393
Website: www.bda.org.uk

Sign Community

Website: www.signcommunity.org.uk

Appointment details

Date:

Time:

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