

Booking an appointment

Please Call **028 2563 5483** or email

audiology@northerntrust.hscni.net for **ALL** appointments and queries for Antrim, Ballymena, Coleraine, Moyle, Mid Ulster and Whiteabbey; providing the below identifying information.

- Your name.
- Date of Birth.
- Your telephone number.
- What the nature of the problem is.

If you require an appointment and your call is picked up by the answering machine, you will receive a letter in the post. If you haven't received a letter within 14 days please contact the department again.

Ordering Batteries

When ordering batteries for your NHS hearing aid, state the type or colour of batteries you require as per table below, with the addition of the above information.

Batteries and filters can be ordered via post or picked up at Audiology Reception, Braid Valley during the opening hours.

Supplies can also be ordered by email. Please include above information only please.

Its best to order batteries when you have one packet left, if posted it may take up to 10 working days for you to receive them.

Batteries	
P13	ORANGE
P675	BLUE
P312	BROWN
P10	YELLOW

Braid Valley Hospital Reception opening hours

Mon – Fri 8:30am – 12.45pm
1.30pm—4.30pm

We **DO NOT** offer a walk in service at any of our departments. Patients will only be seen if they have an appointment.

In cases of urgency hearing aids may be left for repair or posted to the address below. They can be posted back or collected as requested. When posting include identifying details and place in a padded envelope ensuring the correct postage is paid.

 Northern Health
and Social Care Trust

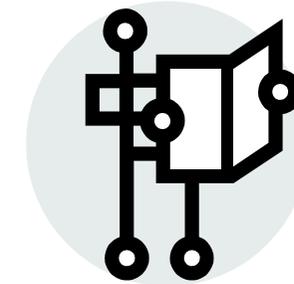
Audiology Department

**Braid Valley Hospital
Cushendall Road
Ballymena
BT43 6HL**

Phone: 028 2563 5483
Email: audiology@northerntrust.hscni.net

 Northern Health
and Social Care Trust

Audiology Services Hearing Aid Information



Please read and keep

Tel: 028 2563 5483
Email: audiology@northerntrust.hscni.net



Your Hearing Aid

Research has found that wearing Hearing Aids can lessen the impact of hearing loss on your life. The more you wear them the more you'll get out of them.

Hearing Aids are designed to help you hear everyday sounds such as the telephone or doorbell, and improve your ability to hear speech. They should make you feel more confident when talking to people and make it easier to follow conversation

The Audiologist will choose the best hearing Aid for you by considering a number of factors. All hearing aids prescribed by the Northern Trust are digital which are programmed to your hearing loss.

Hearing aids are extremely beneficial electronic modern devices and as such are expensive. We thank-you for taking reasonable care of the device supplied to you.

If you feel your hearing aid is no longer meeting your needs or perhaps you have lost your aid — PLEASE contact Audiology department rather than your GP.



Adapting to your Aid

Hearing will usually deteriorate very gradually over time, most people find when they get their first hearing aid it takes some time to adapt. This may take several months but everyone is different.

1. Begin by using your aid at home, i.e. watching TV or quiet conversation with one or two people.
2. Try to use your hearing aid outside but somewhere peaceful.
3. Wear your hearing aid to the local shop or go for a walk in traffic.
4. Finally, try your hearing aid somewhere noisy like work, a restaurant or supermarket.

Eventually, with time you should be able to wear your hearing aid most of the day (but not at night time) this is where you will see the greatest benefit.

Your Hearing Aid Details:



Troubleshooting

If your hearing aid stops working the first things you should do are:

1. Check the battery has power and is inserted correctly.
2. Is it on the correct program? New aids can be reset by opening and closing the battery compartment.
3. If there is a volume control ensure that it is set to the correct level, usually 2-3.
4. Ensure that the earmould or dome is not blocked with wax.
5. Droplets of condensation can block the sound pathway, take the hearing aid out, examine and shake it.
6. If your hearing aid has filters, they may need replaced



Sensory Support Services

If you have difficulty with any of the following the sensory support team may be able to help you:

- Communication
- Hearing the doorbell or the telephone
- Hearing alarms, for example, smoke alarms, alarm clocks, baby alarms
- Tinnitus

For further advice contact the Sensory Impairment team through the Call Management Centre.

0845 6003111