

Advice and Support

Action on Hearing Loss

Tel 0808 808 0123 (Freephone)
www.actiononhearingloss.org.uk

Bristol Audiology Department

Tel 0117 342 5854 (voice, Tynetalk, NGT text relay)
Email audio.dept@uhbristol.nhs.uk

Bristol Hearing & Balance Service

Email Audio.Dept@UHBristol.nhs.uk

Carers Support Centre

Tel 0117 939 2562
www.carerssupportcentre.org.uk

Centre for the Deaf

Tel 0117 939 8653
Email office@centrefordeaf.org.uk

Customer Services South Gloucestershire Council

www.southglos.gov.uk/council-and-democracy/customer-services

Deafblind UK

Tel 01733 358 356
Email info@deafblind.org.uk

Gloucester Deaf Association

Tel 01452 372 999
www.gda.org.uk

Hearing Impaired Support Scheme

www.hissbristol.org.uk

Sense

Tel 0300 330 9256
Email info@sense.org.uk

Deaf, Deafblind, deafened and Hard of Hearing Group (DDD&HHG) South Gloucestershire

This Group meets every three months. The meetings are arranged and hosted by South Gloucestershire Council. It brings together members of the public, charities, organisations and professionals. If you would like to be involved please contact Kim Lewis, Commissioning Officer on Kim.Lewis@southglos.gov.uk

Who we are

The Care Forum believes that health and care services always work best when they listen and serve the people who use them. To achieve this, we listen to people and other organisations, and we amplify their views.

We use our expertise to help to come up with solutions to some of the challenging problems that affect our local services.

We help to create effective, modern services to meet the needs of people today, and for future generations.



The Care Forum also runs the Well Aware service. Well Aware provides information on a wide range of organisations, support groups, community groups, events and activities that can help improve your health and wellbeing in Bristol and South Gloucestershire.

You can search for yourself at www.wellaware.org.uk or call the free phone number **0808 808 5252** to speak to a member of the team.

www.thecareforum.org
Tel 0117 965 4444

The Care Forum would like to thank everyone who worked in partnership to produce this leaflet.



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Your journey through Hearing Loss Services

Information for people with hearing problems in South Gloucestershire

Across the UK 11 million people have a hearing loss!

Did you know only 40% of people with a hearing problem do something about it when they notice a change. Hearing loss can be temporary or more likely permanent. It often comes on gradually as you get older, but it can sometimes happen suddenly.

The purpose of this leaflet is to give some brief information about what to expect if you have a potential hearing problem.

For further information you can find out more on the NHS website: www.nhs.uk/conditions/hearing-loss

This leaflet was produced in partnership with:



Follow the road...

1. Noticing a Change

Noticing you have a hearing loss can be difficult, here are some of the things to look out for:

- Do people mutter when talking?
- Do you need to turn up the TV?
- Do your family and friends say you shout?

If these or other issues are bothering you speak to your local pharmacist to address common problems such as excess wax or infection.



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2. Visiting your GP Practice

If, having spoken to a pharmacist, your hearing still seems low, then you should book an appointment with your local GP. Your GP will ask about your symptoms, check the condition of your ears and give advice about what to do next. If needed, they can refer you to a specialist for more tests.

Only a GP can refer you on so it is really important that you contact your local GP Practice and book an appointment.

If and when you are referred you should have a choice of where you go, e.g. Audiology at the hospital or an AQP* (Any Qualified Provider). There may be some exclusions and you may need referring to the ENT (ear nose & throat) department.

*AQP is a private provider that has a contract with the NHS to provide Audiology services to patients, meaning the aids and care you receive are free.



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3. Testing

Once referred you will have more extensive hearing tests whether you are seen at the Hospital or by an AQP. Tests can take around an hour and you will be asked lots of questions and hear lots of different sounds to test your hearing.

You can bring someone with you to this appointment.

Once you are fully tested you will be advised on what is best for you and your hearing.



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5. Aftercare

Taking good care of your hearing aid/s is really important. You can be charged by the NHS for a replacement if you lose it or if it is damaged.

If your hearing aid stops working and you need help you are entitled to have an aftercare appointment with your hearing aid provider to 'service' the aid. These are short 10 or 15 minute appointments to sort out the problem.

Hearing aids do need updating regularly, i.e. every few years.

There is lots of local support and advice available to you when you need it, details of which can be found overleaf.



4. Choosing, fitting and getting used to your hearing aid/s

If your specialist recommends hearing aids, they will talk to you about the different types available and which might suit you best.

A few hearing aid types may be available to use straight away, however it is more likely that you will have a further appointment as these will need to be custom made after your ear has been measured or a cast of your ear has been taken. Aid/s will usually be ready in a few weeks.

When your hearing aid/s is ready, it will be programmed to suit your level of hearing loss. You will be given guides and information on how to care for your hearing aid/s.

Another appointment may be arranged for a few weeks later to check how things are going.

More information on hearing aids can be found at <https://bit.ly/2Fvx8N9>

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Your journey through Hearing Loss Services

This pathway shows what you can expect to happen if you think you have some loss to your hearing.