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Sandwell and West Birmingham
NHS Trust

Taking care of your bone conduction hearing aid

Information and advice for patients

Audiology

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A Teaching Trust of The University of Birmingham

Incorporating the Midland Metropolitan University Hospital, City Health Campus, Sandwell Health Campus and Rowley Regis Hospital.

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PATIENTS
PEOPLE
POPULATION

You have recently been issued with a bone conduction hearing aid similar to the picture below.



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This is a very high value hearing aid worth around £3000 and it is therefore very important that you use and store this item carefully. The NHS Constitution states that patients have a responsibility to use NHS resources responsibly. This information leaflet advises you how to use and store your hearing aid safely, and how to report any loss or damage.

How can I keep my hearing aid safe?

Your hearing aid is a valuable instrument on loan to you or your child from the NHS.

Any hearing aid lost or damaged through neglect may incur a charge for replacement.

It is your responsibility to ensure you or your child are wearing and storing the hearing aid correctly.



We expect all children under 11 years old (at primary school and younger) to use the safety clip issued at your fitting appointment. The clip attaches to the hearing aid and your child's clothes. This prevents the hearing aid from being lost should it become unclipped from the band or cap. Safety clips can be issued to adult patients on request.

Please ask staff for a replacement clip if it is lost or broken. We can give you spare safety clips to keep in school, grandparent's house etc.

The hearing aid must be removed for swimming, when taking a shower/bath/ washing hair, sleeping etc.

At your fitting appointment we issued you a care kit. Please use this to store your hearing aid when it is not being worn. Keep this bag out of reach of small children and pets.

Remember to switch your hearing aid off, otherwise it may whistle and annoy other people.

Remember to use the battery lock and store your spare batteries out of reach of small children and pets as they can cause serious health issues or death if eaten.



How should I report that I have lost or damaged my hearing aid?

Please contact us via phone or email so we can book a repair appointment.

We can be contacted on the following numbers:

Hearing Services Centre & James Preston Health Centre on 0121 507 4875

Audiology Department at Lyng Health Centre, Rowley Regis Hospital & Neptune Health Park on 0121 612 2366

via UK Relay App/ Textphone (prefix 18001)

Lines open Mon-Fri 8.30am-4.15pm(except for Bank holidays)

Our email address is:

swb-tr.audiology@nhs.net

You will be asked to fill out a lost aid form, and you may be charged for a replacement.

Further Information

NHS Website

Hearing aids: healthy body

<https://www.nhs.uk/live-well/healthy-body/hearing-aids/>

(Website accessed 15 August 2024)

