

Your hearing aid fitting appointment: important information to read before your consultation

About your audiology appointment

An appointment has been made for you to have a behind-the-ear; digital hearing aid(s) fitted at our hospital. This was decided at your previous appointment when it was identified that you have a hearing impairment.

The hearing aid will be provided free of charge and should provide high quality digital sound. Please note that it can take up to six to eight weeks of regular use for the brain to adapt to the new type of mechanical sound it is being provided with through the hearing aid. Please do not worry if things sound strange at first as this is completely normal.

Before the appointment

Please ensure that your ears are free of wax prior to the appointment by consulting your GP. The appointment may not be able to be completed if your ear/s are blocked with earwax.

If you feel that you do not need this appointment, please contact the audiology team. If you require additional support for the appointment, for example an interpreter or patient transport, please contact us in advance.

Important information about COVID-19

You must let us know if you think you have symptoms of COVID-19 (coronavirus) including a high temperature, new continuous cough, or loss or change in your sense of smell or taste. Up to date information on symptoms is available here: www.nhs.uk/coronavirus.

As part of our additional infection control and prevention measures, you will be contacted the day before your appointment to be screened. On arrival to the hospital, you may be asked some screening questions before you enter the building and have your temperature checked.

Before you travel to the hospital for your appointment, please ensure you wear a face mask. You will need to always wear your face mask during your hospital visit. Hand sanitiser will be available for you to use at all our entrances.

During the appointment

An audiologist will call you into the consultation room and briefly outline what will happen during the appointment. A quick history will be taken to make sure there has been no change since your last visit. An examination of your ears will then be conducted.

The hearing aid(s) will be fitted and set to your specific prescription which is based on the level of your hearing impairment. This enables us to ensure your hearing aid/s meet your requirements. The audiologist will then explain to you how to use and look after your new hearing aid(s).

This will allow you a little bit of time to get used to the amplified sound in the consultation room and express any concerns you may have regarding the sound while you are with the audiologist. Once you are happy and comfortable with the sound quality of the hearing aid/s, we will store the settings for you.

Please feel free to bring any prepared questions you may have; we will be more than happy to answer them.

The appointment will last approximately 60 minutes.

Contact us

Telephone: 020 8375 1117 or 020 8216 4912

Email address: RF-TR.AudiologyAdmin@nhs.net

More information

For more information about the audiology service at the Royal Free London, please visit our website: www.royalfree.nhs.uk/services/services-a-z/audiology

Your feedback

If you have any feedback on this leaflet or for a list of references for it, please email: rf.communications@nhs.net

Alternative formats

This leaflet is also available in large print. If you need this leaflet in another format – for example Braille, a language other than English or audio – please speak to a member of staff.

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