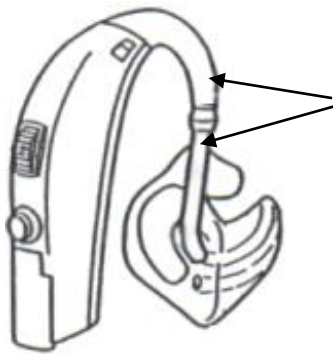


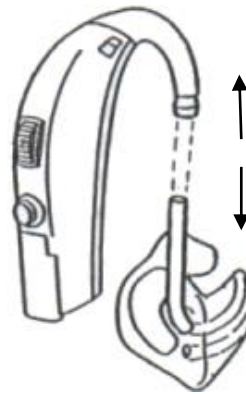
How to clean your hearing aid

Audiology Department

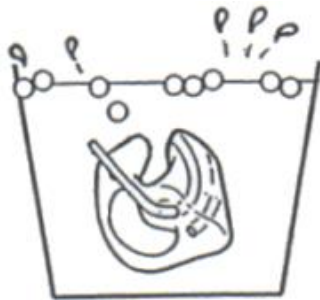
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Foundation Trust
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1. Hold the earpiece and the hearing aid at the points shown.



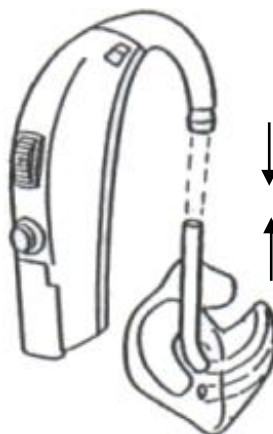
2. Gently detach the ear piece from the hearing aid. Do not remove the tubing from the earpiece.



3. Wash the earpiece in warm soapy water or run under hot water including through the tubing.



4. Shake the tubing to clear any remaining water, leave in a warm place to completely dry off.



5. Fit earpiece back onto hearing aid as shown.

For more information contact
Audiology Department
Telephone: 01493 452354
audiology@jpaget.nhs.uk

Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

Trust Values

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| <ul style="list-style-type: none">• Courtesy and respect• A welcoming and positive attitude• Polite, friendly and interested in people• Value and respect people as individuals
So people feel welcome• Attentively kind and helpful• Look out for dignity, privacy & humanity• Attentive, responsive & take time to help• Visible presence of staff to provide care
So people feel cared for | <ul style="list-style-type: none">• Responsive communication• Listen to people & answer their questions• Keep people clearly informed• Involve people
So people feel in control• Effective and professional• Safe, knowledgeable and reassuring• Effective care / services from joined up teams• Organised and timely, looking to improve
So people feel safe |
|--|--|



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

For a large print version of this leaflet, contact PALS 01493 453240