

To arrange to see the Volunteers
at either Ashford or St Peter's Hospital
please call:

01784 884351 (Appointment Centre)

and ask for an 'Audiology Volunteer
Appointment'

If your hearing aid is broken or needs
adjusting please call: **01784 884351** to
make an appointment to see an Audiologist.

Further Information

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Advice and Liaison Service (PALS) on 01932 723553 or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

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We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on 01932 723553.



To use the text relay service, prefix all numbers with 18001.

اگر نیاز به ترجمہ دارید، لطفاً با شماره 01932 723553 تماس بگیرید.
ने उदात्त उचनमे दी लैत्र वै उं विरथा ववरे इस नैव उे देन वरे: 01932 723553
اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براؤکرم اس فون نمبر 01932 723553 پر رابطہ کریں
Se precisa de uma tradução por favor contacte: 01932 723553
আপনার অনুবাদের দরকার হলে এখানে যোগাযোগ করুন : 01932 723553
यदि आपको अनुवाद की ज़रूरत है तो कृपया हम नंबर पर फोन करें: 01932 723553
Jeżeli chcemy, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Ashford Hospital
London Road
Ashford, Middlesex
TW15 3AA
Tel: **01784 884488**

St. Peter's Hospital,
Guildford Road
Chertsey, Surrey
KT16 0PZ.
Tel: **01932 872000**

Website: www.ashfordstpeters.nhs.uk

The Hearing Support Volunteers

Audiology Department



Hearing is one of our most important senses and hearing loss or impairment can affect people's lives in so many ways. Many people have hearing aids but may find them difficult to use. You may not be confident putting them in or cleaning them. You may have difficulties hearing on the phone or in other situations or may even have given up trying.

The Hearing Support Volunteers are committed to offering help and support on these and other issues such as:

- ✓ Cleaning of ear moulds
- ✓ Retubing of ear moulds
- ✓ Helping you put your hearing aid in
- ✓ Helping you with the controls
- ✓ Providing information on more effective ways of hearing
- ✓ Providing information and demonstrating other equipment you may find helpful such as loop systems, phone amplifiers and smoke alarms.

A number of the volunteers use hearing aids themselves and so have personal experience of them. The volunteers are not qualified audiologists however and for example they cannot:

- ✗ Examine ears or give medical advice
- ✗ Make or adjust ear moulds
- ✗ Adjust the hearing aid sound
- ✗ Replace broken hearing aids or moulds
- ✗ Assist with private hearing aids

Although if you need an Audiology appointment they can help you to make one.

As the volunteers work alongside the Audiologists they have professional support and can liaise with them.

Did you know?

- Your ear mould should have a new tube fitted every 6 months.
- A damaged or old tube can affect the sound quality of your hearing aid

