

## Batteries

**You will not be able to obtain batteries in person from the Royal Berkshire Hospital or most community sites.**

In order to obtain hearing aid batteries please email us [audiology.repair@royalberkshire.nhs.uk](mailto:audiology.repair@royalberkshire.nhs.uk) or follow the instructions on the back of your battery card, to have batteries posted to you.

**Please note: We are continually adapting our provision, in line with the changing situation, and official advice. As such our services are subject to change. Be assured that changes to the service will be communicated via multiple channels, including updated information leaflets and our website. We thank you for your patience as we navigate this 'recovery phase'.**

Audiology Department  
West Drive Buildings  
Royal Berkshire Hospital  
4 Redlands Road  
Reading RG1 5EY  
Telephone 0118 322 7238  
[www.royalberkshire.nhs.uk/wards-and-services/audiology.htm](http://www.royalberkshire.nhs.uk/wards-and-services/audiology.htm)

Audiology, June 2020  
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Royal Berkshire  
NHS Foundation Trust

**Changes to  
hearing aid  
repair services:  
Current provision**

Information for patients

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RBH Audiology hearing aid repair services have undergone some recent changes. This leaflet explains current provision, and is intended for patients whose hearing aids were fitted by the RBH Audiology Department (including our services in Henley, Wokingham, Bracknell, Thatcham, Wallingford, Wantage, and our Mobile Unit).

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### **Walk-in repairs closed**

Unfortunately, due to the complexities of managing social distancing requirements in a healthcare setting, **it has been necessary to suspend the hearing aid drop-in repair service at all of our sites.**

We are continuing to run services; however, in order to keep our patients and staff safe, the majority of these are being carried out remotely (by phone or video).

**Please do not attend the Audiology Department in person unless this has been agreed with one of our audiologists.**

We are unable to accept hearing aids dropped off in person; however, there are a number of alternative options, if you experience problems with your hearing aids.

### **Self-help**

It may be that the issue with your hearing aid could be resolved quite easily at home.

At your fitting appointment you should have received a blue booklet titled 'Your hearing aid'. This provides self-help and troubleshooting advice; you can also access a PDF version on our website, under the 'self help' section:

<https://www.royalberkshire.nhs.uk/wards-and-services/audiology.htm>

(alternatively google RBH Audiology)

We have also produced a series of videos covering hearing aid maintenance and troubleshooting, which are available on our YouTube channel (on YouTube search for Royal Berkshire Audiology – our channel should be the first option on the list).

c2Hearonline.com is a website with a wealth of interactive multimedia videos about hearing aids and how to hear well.

### **Accessing service**

If, after reading the recommended self-help resources, you are still unable to resolve the problem with your hearing aid, the following options are available:

#### **Post**

We continue to provide a postal repairs service; you should include in the envelope:

- Your hearing aid(s)
- Your name and contact details
- Information about the fault
- A stamped (two 1<sup>st</sup> or 2<sup>nd</sup> class stamps), self-addressed envelope

#### **Email**

You can direct queries about your hearing aids to [audiology.repair@royalberkshire.nhs.uk](mailto:audiology.repair@royalberkshire.nhs.uk), which is managed by our repairs team.

#### **Phone**

You can also contact us on 0118 322 8219/8637, where a clinician will help you get the support you need.