Audiology – Frequently Asked Questions

Please note we have detailed leaflets on hearing loss and hearing aid management on our website, which should answer the majority of questions. Below are some common phone queries:

Where can I get new batteries, tubes and domes?

For any requests for batteries or hearing aid tubes/domes, please post a stamped, self-addressed envelope with your battery book so we can update your record and post the items to you. Please note you will need to use a large letter stamp. We will then post the battery book and new batteries back to you as soon as possible.

Address: Audiology Department (C41), Royal United Hospital, Combe Park, BA1 3NG.

You can also get batteries from some of our community locations (please ask your local Hospital), and the Royal United Hospital main reception. The ENT/Audiology shared reception (C37) can also provide you with batteries.

How do I book an appointment?

If you have not been seen by Audiology before, or have not been seen by us for over five years, please see your GP. They will be able to refer you into our service, as we do not accept self-referrals. If you have been seen within the last five years and are looking to book a follow up appointment, or to chase your hearing aid fitting, please be aware the average waiting time is currently around four months. We are continuing to work hard to reduce this wait further, but are unable to bring appointments forward due to this high demand.

How do I change/cancel or reschedule an appointment?

Should you need to change your appointment, please contact us well in advance to allow us to offer your appointment to someone else.

Due to the level of demand for our service, if you fail to attend an appointment with Audiology, and have not let us know in advance, you may be discharged back to your GP.

How long is the current waiting time for a hearing aid fitting appointment?

Our waiting time is currently around four months for a hearing aid fitting. We are continuing to reduce this time, but need to prioritise those who have been waiting the longest, or who are clinically more urgent. Our admin team are therefore unable to book anyone in for an appointment over the telephone who has been waiting less that four months.

How to change tubes and domes?

Please see our guide on hearing aid management on the website.

Where can I find out more information about my hearing aid?

Please see our guide to hearing aids on the website. There are specific guides for each hearing aid type, as well as a general leaflet on hearing aid management.

My hearing aid is not working/broken, how can I get a repair?

Before you book a repair appointment, please check our user guides for simple checks and fixes for your hearing aid, which you can do at home. If you feel you require further support, we have a repairs service *by appointment only*. Please contact us to book a repair appointment.

I have lost my hearing aid, can I get a new one?

The cost for a lost hearing aid is £120 per aid. Please contact our department if you have lost your aid, and they will be able to post out a replacement. Occasionally you may need to come in for this e.g., if you need moulds to be retaken.

How often should I have my tubing changed?

It is recommended your tubes are changed every six months, or sooner if they are blocked with wax that cannot be removed, or if they go stiff and discoloured.

How do you change tubes and domes? Can I do it myself?

Yes, it is easy to change your tubes and domes yourself. Please see our leaflet and video on the website for a step-by-step guide on how to do this.

Where can I find further advice and support?

deafPLUS (Somerset)

deafPLUS is a non-profit organisation which provides support for individuals with a hearing loss and/or a visual impairment in Somerset. They can supply equipment for your home and provide information and advice on their mobile advisory service on hearing aids, local and education services and demonstrate equipment. They also provide lip-reading courses for older people.
Website: www.deafplus.org/our-locations/somerset
Call: 01225 446 555

Hearing and Vision Team (Wiltshire)

The Hearing and Vision Team is an organisation that provides support for individuals with a hearing loss and/or a visual impairment in Wiltshire. They can provide information and advice on disability benefits, equipment for your home and other services available.
Website: https://adults.wiltshire.gov.uk/Services/62/Hearing-and-Vision-T
Call: 01380 826 480
Email: hearingandvisionteam@wiltshire.gov.uk

Somerset County Council

The Somerset County Council can show you equipment that may be helpful to you and can provide you with useful information including services available to you, using the phone, employment and your rights.
Website: www.somerset.gov.uk/social-care-and-health/hearing-loss/
Call: 0300 123 2224

RNID

The RNID is a charity that supports individuals who are Deaf, have a hearing loss or tinnitus. They provide communication services, information and advice.
Website: https://rnid.org.uk/
Call: 0808 808 0123

C2Hear

C2Hear is an online service that uses videos to demonstrate how to use and manage your hearing aids and hearing loss. Research has shown that using C2Hear may improve your knowledge, skills, confidence and communication ability.
Website: https://c2hearonline.com/

National Children's Deaf Society (NDCS)

NDCS is a leading charity for deaf children. They are here for every dead child – no matter what their level or type of deafness, or how they communicate. They provide excellent information for children right through from first diagnosis to helping overcome social and educational barriers for deaf children throughout their lives.
Website: https://www.ndcs.org.uk

Tinnitus UK

This is a charity which provides free support to anyone with tinnitus or who is caring for someone with tinnitus.
Website: https://tinnitus.org.uk/