

Please note that the repairs service is only available for patients with hearing aids supplied by the RBH Audiology service (including those fitted at our Henley, Wokingham, Bracknell, Thatcham, Wallingford and mobile unit locations).

**Please note that all appointments must be booked in advance.**

### **Contacting us**

Audiology Department  
West Drive Buildings  
Royal Berkshire Hospital  
4 Redlands Road, Reading RG1 5EY

**Telephone: 0118 322 7238**

**Email:**

[audiology.royalberkshire@nhs.net](mailto:audiology.royalberkshire@nhs.net)

**Website:**

[www.royalberkshire.nhs.uk/featured-services/audiology/audiology-adults/hearing-aid-faults-and-repairs/](http://www.royalberkshire.nhs.uk/featured-services/audiology/audiology-adults/hearing-aid-faults-and-repairs/)

To find out more about our Trust visit  
[www.royalberkshire.nhs.uk](http://www.royalberkshire.nhs.uk)

**Please ask if you need this information in another language or format.**

RBFT Audiology, reviewed: July 2023  
Next review due: July 2025



**Royal Berkshire**  
NHS Foundation Trust

# **Hearing Aid Repair Services**

Information for patients

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**The Royal Berkshire Hospital's Audiology hearing aid repair services have undergone some recent changes. These aim to streamline services and improve efficiency, resulting in reduced waiting times when patients visit. This service is for patients with hearing aids provided by the RBH Audiology service (including those fitted at Henley, Wokingham, Bracknell, Thatcham, Wallingford, and our Mobile Unit).**

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### **Why has my hearing aid stopped working?**

It is important that you look after your hearing aids by performing regular cleaning and maintenance. Failure to carry out these basic tasks can result in reduced output of sound, feedback (whistling) and can cause a hearing aid to stop working.

You should have been given a "Your Hearing Aid" booklet at your fitting appointment. This contains step-by-step troubleshooting advice.

Following this advice will ensure that you are able to resolve most common

faults that occur with hearing aids. If you require another copy of this booklet, please contact us.

You can also find troubleshooting advice on our website:

[www.royalberkshire.nhs.uk/featured-services/audiology/audiology-adults/hearing-aid-faults-and-repairs/](http://www.royalberkshire.nhs.uk/featured-services/audiology/audiology-adults/hearing-aid-faults-and-repairs/) and on our YouTube channel (search for 'Royal Berkshire Audiology' on YouTube).

### **Requesting hearing aid parts**

You can request spare parts for your hearing aids (batteries, tubing, domes, and cleaning rods) by visiting our website

[www.royalberkshire.nhs.uk/featured-services/audiology/audiology-adults/hearing-aid-faults-and-repairs/](http://www.royalberkshire.nhs.uk/featured-services/audiology/audiology-adults/hearing-aid-faults-and-repairs/)

If you are unable to use our website, please ask someone to request the items on your behalf. Please note that anyone requesting parts on behalf of a patient must provide full details of the patient requiring the parts.

Alternatively, please telephone 0118 322 7238 or email:

[audiology.royalberkshire@nhs.net](mailto:audiology.royalberkshire@nhs.net)

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### **Hearing aid repair appointments**

If your hearing aid has developed a fault that you have been unable to resolve, you can arrange a hearing aid repair appointment by visiting our website

[www.royalberkshire.nhs.uk/featured-services/audiology/audiology-adults/hearing-aid-faults-and-repairs/](http://www.royalberkshire.nhs.uk/featured-services/audiology/audiology-adults/hearing-aid-faults-and-repairs/)

If you are unable to use our website, please ask someone to book an appointment on your behalf. Please note that full details of the patient must be provided when booking the appointment. Alternatively, please telephone 0118 322 7238 or email: [audiology.royalberkshire@nhs.net](mailto:audiology.royalberkshire@nhs.net)