

How to fix your hearing aid problems

This leaflet is about where and how you can fix hearing aid problems

You can visit the clinic



If you have problems with your NHS hearing aid, you can visit our clinic.

Come to the **Audiology department** at **Wrexham Maelor Hospital**.

You do not need an appointment

We are open from **Monday** to **Friday**.

In the mornings from **9 am** until **12 pm**.

And in the afternoons **1 pm** until **4 pm**.

We are closed on bank holidays.

You can go to clinics in other areas



If you live nearer to **Mold, Deeside, Chirk, Dolgellau** or **Tywyn**, phone **Audiology**.

The phone number is **01978 725 304**.

You will need an appointment to go there.

You can send hearing aids by post



You can post your faulty hearing aids to us. This is if you cannot go to our clinic or if you cannot wait for an appointment.

- Write us a note saying what the problem is.
- Write your name, address and date of birth on the note.
- Put your hearing aid and the note in a padded envelope.



- Write our address on the envelope and take it to the post office.



- Ask the post office to weigh the envelope and put the correct stamp on. And put another inside for us to use.



Your aid will be repaired and sent back to you.

New batteries

How to get new batteries from a clinic



You do not need an appointment to get new batteries.



You can get them from **Wrexham Audiology Department**.



Bring your **brown record book** or this blue folder with you.



You can also get batteries from the main reception at these hospitals:
Mold, Deeside, Chirk, Dolgellau, Tywyn



Used batteries should be recycled. You can send them back to Audiology. Or you can put them in a battery recycling point at a supermarket.

How to get new batteries by post



You can also get new batteries by post. Post your brown book to **Audiology, Wrexham Maelor Hospital**.

Please put a large letter stamp inside for us to use.

We will post the book and new batteries back.

Buying new batteries



Batteries can also be ordered online. For example, from Amazon.

Batteries in the blue pack are size 675 (CP44)



Batteries in the orange pack are size 13 (CP48)

Batteries in the brown pack are size 312 (CP41)

These are the batteries used by Audiology, but you can use other brands too.

Battery warning information



Swallowing of hearing aid batteries can cause serious harm or death.

Even batteries that don't work can have this effect.

Hearing aid batteries pushed inside ears or nostrils can also do lots of harm.

What to do if you swallow a battery



Go straight to the hospital. Make sure it has an Accident and Emergency Department. This is known as A&E.

How to prevent accidental swallowing of batteries



Tell your **local Audiologist** if you think you might easily swallow a hearing aid battery.



Hearing aid battery drawers can be locked if needed.



Batteries sometimes get mistaken for pills. Check your pills carefully before you swallow them.

How to prevent accidental swallowing of batteries



Do not keep your hearing aid batteries in the same place as your pills.



Keep batteries away from babies and children. Don't change the battery in front of babies or children.



Be careful with how you recycle your old batteries. Don't leave them in careless places.



Think about any others in your house who might swallow batteries. Make sure your batteries are safe from them as well.

Using the telephone with your hearing aid



Hold the telephone to the hearing aid microphone. This is on the top of your ear.

If you have problems using the telephone, tell your Audiologist.

Your Audiologist can tell you about different types of telephones that may help.