

Audiology Service Open Access & Battery Services

IMPORTANT CHANGES TO THE SERVICE

The Audiology Service has suspended, indefinitely, the open access hearing aid repair and battery services.

This means you will no longer be able to walk in to the Department and request a hearing aid repair or replacement hearing aid batteries.

Service Users who require a hearing aid repair can do so in one of several ways:

1. By sending their faulty hearing aid to the Audiology Department for repair by post.
2. By contacting the Audiology Service and requesting an appointment for a hearing aid repair.
3. By using the “drop box” facility in the Department at University Hospital Ayr of Crosshouse where a hearing aid can be left and staff will collect and have it returned to you upon repair, usually within 24hrs.

These changes are required to ensure your safety and that of Staff. A postal hearing aid repair is preferable to a face-to-face appointment therefore we encourage you to consider this as your first option. We will of course see people by appointment for a repair if this is the best way to resolve a problem but our staff will, at the time of booking, check a number of details with you and will encourage the use of the postal service in the first instance.

Current advice is that when attending a repair appointment you will be required to observe social distancing and staff will be required to wear personal protective equipment (PPE). This means that “walk ins” will not be possible and the Service will not in the foreseeable future be able to support this previously well used service. You will also be required to wear a face covering too when entering the Hospital and coming to a booked appointment.

To provide as helpful and responsive a service as possible there is the option to drop off a faulty hearing aid using the drop box that is positioned in the reception area at the Department. You are requested to package the hearing aid securely and to include your full name, address and date of birth as well as a brief description of the fault with the hearing aid. We will endeavour to repair or replace the hearing aid within 4 hours of receiving it therefore a same day repair and return is possible provided the hearing aid is delivered to the Department before midday. If you wish to return to collect it please ensure a current contact number is included with the package when it is dropped off.

Service Users who require replacement hearing aid batteries can arrange this in one of several ways:

1. By sending their hearing aid service and battery book (the “yellow” book) to the Audiology Service, by post, with a request that we return it with replacement hearing aid batteries.
2. By contacting the Department by email, phone or letter requesting replacement hearing aid batteries to be sent to them by post.

You are strongly discouraged from visiting the Department for replacement hearing aid batteries. If you do visit you will be asked to leave your hearing aid service and battery book in the drop box for us to post out replacement batteries to you.

Please be aware that in most cases it will *not* be possible to physically collect batteries in person.

We will keep these arrangements under review and make changes to them as and when it is safe to do so.

Our two local Charities, Action on Hearing Loss & the Sensory Impaired Support Group will advise when they are able to restore their battery and retubing services however at present these services are unavailable.

Contacting the Audiology Service

You can contact the Audiology Service using any one of the following methods:

1. By Email: aa.audiology@aapct.scot.nhs.uk
2. By Post:

Audiology Department	Audiology Department
University Hospital Ayr	University Hospital Crosshouse
Dalmellington Road	Kilmarnock Road
Ayr	Kilmarnock
KA2 0BE	KA6 6DX

COVID-19 will circulate within our local community for many months to come and it is important that this type of change is made to protect everyone and minimise the chances of large numbers of people becoming ill. Please continue to help support your local Audiology Service by adhering to these arrangements which we know are at times difficult but thank you for your understanding.

Please follow current advice, available at <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19>