

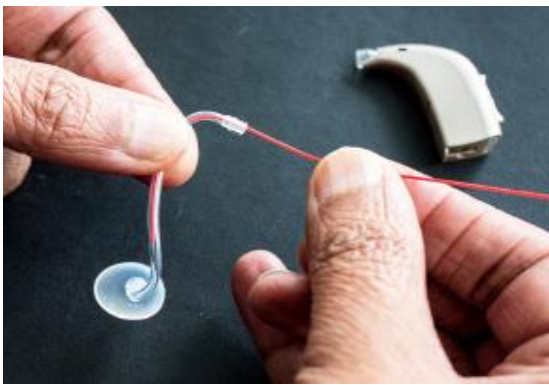
# How to clean your open fit hearing aid

Audiology Department

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James Paget University Hospitals NHS  
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1. Detach the tube from the hearing aid with a firm tug. Be careful not to bend the tubing as a bend will stop the sound from going through to your ear from the hearing aid.



2. Insert the cleaning wire into the top of the detached tubing. Push it all the way through the tubing to clear any wax or debris.



3. Reattach the tube by clicking it together with the hearing aid.

For more information contact  
**Audiology Department**  
**Telephone: 01493 452354**  
audiology@jpaget.nhs.uk

## Feedback

We want your visit to be as comfortable as possible. Please talk to the person in charge if you have any concerns. If the ward/department staff are unable to resolve your concern, please ask for our Patient Advice and Liaison (PALS) information. Please be assured that raising a concern will not impact on your care. **Before you leave the hospital you will be asked to complete a Friends and Family Test feedback card.** Providing your feedback is vital in helping to transform NHS services and to support patient choice.

## Trust Values

- Courtesy and respect
- A welcoming and positive attitude
  - Polite, friendly and interested in people
  - Value and respect people as individuals  
So people feel **welcome**
- Attentively kind and helpful
- Look out for dignity, privacy & humanity
  - Attentive, responsive & take time to help
  - Visible presence of staff to provide care  
So people feel **cared for**

- Responsive communication
- Listen to people & answer their questions
  - Keep people clearly informed
  - Involve people  
So people feel **in control**
- Effective and professional
- Safe, knowledgeable and reassuring
  - Effective care / services from joined up teams
  - Organised and timely, looking to improve  
So people feel **safe**



The hospital can arrange for an interpreter or person to sign to assist you in communicating effectively with staff during your stay. Please let us know.

**For a large print version of this leaflet, contact PALS 01493 453240**