

This Information leaflet has been reviewed and approved by the Audiology Patient Panel. If you would like to get involved, please leave your contact details with a member of the reception staff.

## Patient Information

### Assistive Listening Devices- Telephones



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**Telephone: 01480 847465  
Email: [hch-tr.audiology@nhs.net](mailto:hch-tr.audiology@nhs.net)**

**<https://www.nwangliaft.nhs.uk/a-z-of-services/a/audiology/>**



If you require this leaflet in another format for example LARGE PRINT, please ask your audiologist, a member of reception, or contact the department

#### Document History

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## Useful National Organisations

### **Action on Hearing Loss**

**Address:** 1-3 Highbury, Station Road, London N1 1SE

**Telephone:** 0808 808 0123

**Textphone:** 0808 808 9000

**SMS:** 0780 000 0360

**Email:** [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

**Website:** [www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

### **Hearing Link**

**Address:** 8 Saffrons Road, Eastbourne, East Sussex BN21 1DG

**Telephone/Textphone:** 07526 123255

**Email:** [enquires@hearinglink.org](mailto:enquires@hearinglink.org)

**Website:** [www.hearinglink.org](http://www.hearinglink.org)

### **British Tinnitus Association**

**Address:** Ground Floor Unit 5, Acorn Business Park, Woodseats Close, Sheffield, S8 0TB

**Helpline:** 0800 018 0527

**General Enquiries:** 0114 250 9933

**Email:** [helpline@tinnitus.org.uk](mailto:helpline@tinnitus.org.uk)

**Website:** [www.tinnitus.org.uk](http://www.tinnitus.org.uk)

### **Hearing Dogs**

**Address:** The Grange, Wycombe Road, Saunderton, Princess Risborough, Buckinghamshire, HP27 9NS

**Telephone:** 01844 348 100

**Text relay:** 18001 01844 348100

**Email:** [info@hearingdogs.org.uk](mailto:info@hearingdogs.org.uk)

**Website:** [www.hearingdogs.org.uk](http://www.hearingdogs.org.uk)

## Useful Local Organisations

### **Cambridgeshire Sensory Services**

**Address:** Unit A, Amundsen House, 18 Stocks Bridge Way, St Ives, PE27 5JL

**Telephone:** 0345 045 5202

**Email:** [careinfo@cambridgeshire.gov.uk](mailto:careinfo@cambridgeshire.gov.uk)

**Website:** [www.cambridgeshire.gov.uk](http://www.cambridgeshire.gov.uk)

### **Cambridgeshire Hearing Help**

**Address:** 153 St Neots Road, Hardwick, Cambridge, CB23 7QJ

**Telephone:** 01223 416141

Textphone: 07852 699196

**Email:** [enquiries@cambridgeshirehearinghelp.org.uk](mailto:enquiries@cambridgeshirehearinghelp.org.uk)

**Website:** [www.cambridgeshirehearinghelp.org.uk](http://www.cambridgeshirehearinghelp.org.uk)

### **Come and Be Heard (Hearing Link)**

**Address:** 1 Lyon's Court, Wimpole Street, Chatteris, Cambridgeshire, PE16 6NJ

**Telephone:** 01354 695317 (Hilary Coates, Come and Be Heard Secretary)

**Email:** [hmc2208@gmail.com](mailto:hmc2208@gmail.com)

**Meetings:** They usually meet on the last Friday of the month 2-4pm

### **Living Well with Hearing Loss (Cambridgeshire Hearing Help)**

**Address:** 153 St Neots Road, Hardwick, Cambridge, CB23 7QJ

**Telephone:** 01223 849798

**Email:** [livingwell@cambridgeshirehearinghelp.org.uk](mailto:livingwell@cambridgeshirehearinghelp.org.uk)

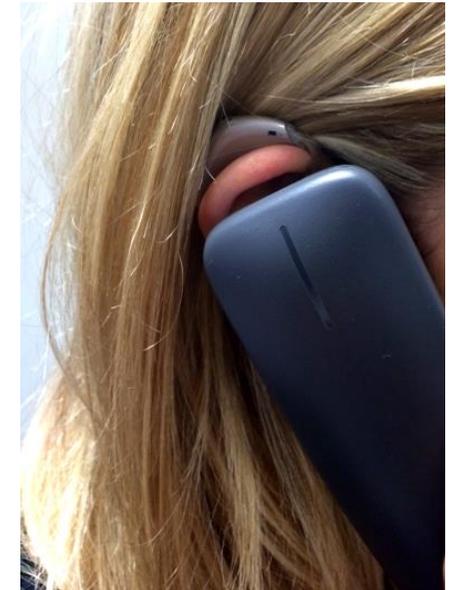
**Website:** [www.cambridgeshirehearinghelp.org.uk/living-well/](http://www.cambridgeshirehearinghelp.org.uk/living-well/)

Workshops and online courses available

## Why is it difficult to hear on the phone?

Using the telephone can be very challenging for people who have a hearing loss. This is partly due to the fact that you do not have face-to-face contact with the speaker, and so cannot benefit from lip-reading cues. You are also dependent on the speaker holding the phone close to their mouth to provide good quality speech.

Hearing aids can further complicate matters by changing the way you need to hold the receiver. With a hearing aid inserted, you will need to hold the receiver to your hearing aid microphone (which is located at the back of your hearing aid) rather than to your ear.



## Loudspeaker

Many people find that using the loudspeaker function on your phone can be very helpful. Using the loudspeaker will allow you to use both ears to listen, reduce the need for accurate positioning of the receiver and reduce the risk of causing feedback (whistling, shrieking or buzzing sounds coming from your hearing aid).

The loudspeaker button on your phone may look something like this:



Please consult your manual as not all phones have this feature.

If you are still struggling using these techniques, you may benefit from extra equipment to make telephone use easier.

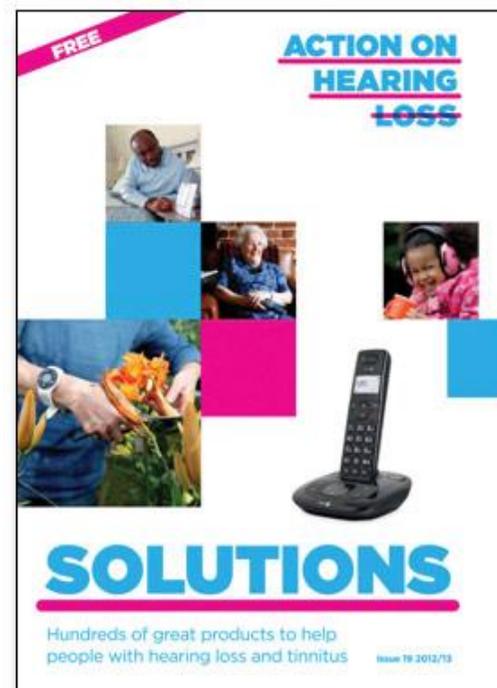
## Feedback

If you are experiencing feedback (whistling, shrieking, buzzing sounds) when you hold the telephone receiver next to your hearing aid, firstly:

- Ensure your ears are clear of wax as this is a major contributor to feedback
- Ensure your hearing aid has a fresh tube and there are no wax blockages in the tubing or earmould.
- If this is unsuccessful, make an appointment with your Audiology department as they should be able to eliminate the feedback for you
- You may benefit from a telephone with the loop feature to eliminate persistent feedback when speaking on the phone.

## Stockists

We recommend Action on Hearing Loss when purchasing specialist hearing equipment. A catalogue is available on request from the Audiology department.



**Website:** [www.actiononhearingloss.org.uk/shop/](http://www.actiononhearingloss.org.uk/shop/)

**Email:** solutions@hearingloss.org.uk

**Telephone:** 03330 144 525

**Textphone:** 03330 144530

**Do not forget to quote 'Hinchingbrooke' when placing an order.**

## Specialist Phones

You may wish to purchase a specialised telephone, which may come with extra features such as:

- Volume control
- Tone control for altering the bass and treble
- A telecoil / loop system installed.

There are many different models depending on your requirements and prices are very affordable. A catalogue is available on request from the Audiology department.

Some of the hearing-aid compatible phones available to meet your individual requirements include:

- Cordless phones for portability
- Large button phones for sight loss
- Programmable photo buttons for memory loss
- Mobile phones
- Smart phones



## In-line Amplifiers

It may be beneficial to have more volume when listening on the phone. One of the easiest ways to boost the volume of your existing telephone is to use an in-line amplifier. These are a good option if you do not wish to change your existing telephone, or if you use many different telephones throughout your day in different locations.

They are small, portable and can easily be carried in your bag and plugged into phones at home, work or at a relative's house.



## Telephone Alerters

If you are having trouble hearing your phone when it rings, you can purchase a telephone alerter. This device connects with your existing phone and can be linked to a second unit in order to extend its range. When your phone rings a light will flash and a loud alarm will sound. A vibrating pad can be purchased separately, to be placed under your pillow, to alert you during the night.

This may be helpful if you cannot hear your phone when you are in the garden or when you are in your lounge with the door closed and the television on and your telephone is in another room.



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## Telecoil / Loop

The telecoil / loop is a programme within your hearing aid that allows you to magnetically connect your hearing aids with any device that has a loop system attached. You may have seen the following picture in public buildings such as banks, post offices, churches and theatres:



It is possible to use the loop system when listening on the phone. The loop will ensure you are getting the best quality sound from your phone and will stop your hearing aids from whistling when you hold the phone near to them.

You can use the loop with your existing phone with the addition of a Neck Loop. You will plug the Neck Loop into your phone, wear it around your neck and activate the loop setting on your hearing aid.

If you are unsure whether you have the loop in your hearing aids, contact the Audiology department and they will be able to clarify this for you. If you do not have the loop, make an appointment with the Audiology department to have it activated in your hearing aids.



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