

PATIENT INFORMATION

COMMUNICATION TACTICS

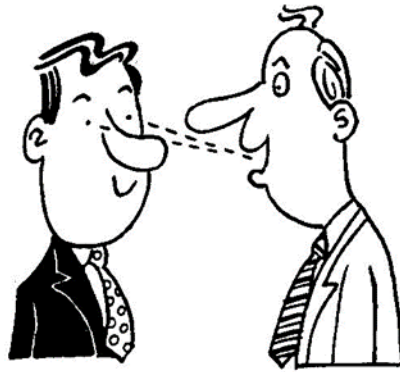


How can other people help me?



DO

**Get my Attention Before
Speaking**



DO

Face Me



DO

Come to the Point



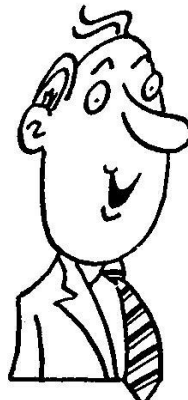
DON'T

Cover your Mouth



DON'T

Turn Away Whilst Talking



DON'T

Shout



DON'T

Speak too Quickly

What can I do to help myself?

- Make sure the person gets my attention before they start speaking.
- Make sure they face me.
- Make sure I can see their face clearly.
- Ask them to speak normally and not exaggerate their lip movements.
- Ask them to speak clearly.
- Ask them to repeat or say things differently if I do not understand what they have said.
- Reduce background noise by moving to a quieter space, if possible.
- Use assistive devices, like remote microphones with hearing aids, to hear speech more clearly over background noise.
- Write things down – use pen on paper, text on device screens or whiteboards.

How to use the telephone with a Hearing Aid

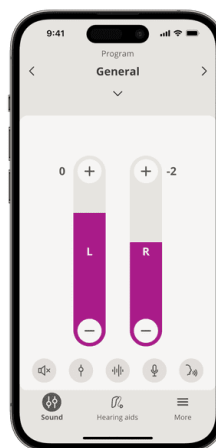


- 1,** Hold the receiver towards the top of your ear, this is where the microphone is situated on your hearing aid. The sound will go straight into your hearing aid.
- 2,** Some telephones are compatible with the Telecoil. Put the hearing aid on to the 'Telecoil Loop' programme and hold the receiver to the ear. Remember to switch back to your 'General' programme once you have finished your call. If you do not have this programme, ask your Audiologist to activate this for you.
- 3,** You could try using loudspeaker/ handsfree function on your telephone.
- 4,** If your hearing aid is Bluetooth compatible, you may be able to stream directly to your hearing aids. Apple devices will connect directly, Android Smart phones will need an extra piece of equipment. There is also extra equipment that can help with your landline telephone. See below.

Oticon Wireless Connectivity

Oticon Companion App

The Oticon Companion App enables you to control your hearing aids, choose what you want hear, and adjust the sound. The App also offers “find my hearing aid” search feature, counselling advice, links to user instructions and low battery notification.



to
a

IFTTT (IF This Then That)

Many ordinary devices can connect to the Internet. Use Oticon’s free hearing aid app Oticon Companion, to link your hearing aids to Internet-connected devices and services that you choose- such as home appliances, lighting systems, email, calendars, and much more. Visit www.on.oticon.co.uk

Other Wireless equipment available:

TV Adaptor 3.0



15 metres



Hands-free ConnectClip

Pair ConnectClip with your mobile phone and hearing aids into a hands-free mobile headset calls, music etc.



turn your
to stream

BTD 800 USB Dongle

Your hearing aids will, together with the ConnectClip and the BTD 800 USB dongle, work as a wireless headset with Zoom or Teams for example



Up to 10 metres

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Phone Adaptor/ ConnectClip

Connect to existing home phone system, answer the call by using the ConnectClip



Up to 30 metres

.....



Remote Control 3.0

Regulate volume, change programs or simply turn off your hearing aids.



EduMic

A wireless microphone which provides direct access to a primary speaker at a range of up to 20 metres. Also connects EduMic to external sources such as a sound field system, smartboards or PC/Tablets etc.

An FM transmitter is required to connect classroom systems



Oticon wireless accessories are compatible with the following hearing aids:

- Oticon Engage
- Oticon Xceed
- Oticon Opn Play
- Oticon Opn Xceed Play
- Oticon Play PX

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You can purchase assistive equipment by using your Internet Search Browser, or by visiting Connevans Limited, who specialise in equipment for deaf and hard of hearing people.

Website: www.connevans.com

Telephone: 01737 247571

Your local Worcestershire County Council Sensory Impairment Team may be able to assist you further.

They can provide training, support and advice on safe mobility, daily living skills and communications skills. They also provide equipment within health and safety guidelines to people. They work closely with their social worker colleagues to provide specialist support, to ensure all needs are considered.

Contact details:

Sensory Impairment Team

People Directorate
Worcestershire County Council
Spetchley Road
Worcester
WR5 2NP

Telephone: 01905 765707.

Or you can email the team on

sensoryimpairmentteam@worcestershire.gov.uk

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.