

## Newsletter

**Welcome to our COVID-19 Audiology Newsletter**  
We will be providing you with information about the Audiology service and how we can help you during the pandemic.

We are no longer running the Open Repair drop in clinic at Warwick hospital.

If you have any problems with your hearing aids or require a service, there are a few options you can consider:

1. **Drop off & Collection service** – You can drop your hearing aid off at Audiology reception and an Audiologist will repair/service your hearing aids within 3 working days. The Audiologist will call you when your hearing aids are ready to be collected.
2. **Postal Repair** – If you cannot attend the Audiology department, you can post your hearing aids to us via Special Delivery and we will post them back to you via Special Delivery, once the aids have been repaired.
3. **Booked Repair** – If an Audiologist has checked your hearing aids and you are still having problems, you are then eligible to call us to book a face-to-face repair appointment.
4. **Batteries and spare tubing** - you can contact us to request these using the methods below

### Contact us:

Telephone number: 01926 482 668

Email: [audiology.services@swift.nhs.uk](mailto:audiology.services@swift.nhs.uk)

Postal Address: Audiology Department  
Warwick Hospital  
Lakin Road  
Warwick  
CV34 5BW

### Additional Support

<https://www.swift.nhs.uk/our-services/adult-hospital-services/audiology-hearing>

Scroll down to “Related links” for websites which will support you with your hearing

### Face masks and coverings

When you attend the hospital, you are expected to wear a face mask at all times. Unless you are exempt from this.



We understand how important it is for hearing impaired patients, to see a person's lips and face when they are talking. Clear face masks are currently being developed for staff to use in Audiology and hopefully this will help improve communication between patients and clinicians.

### Communication tips when wearing face masks

- Use simple language
- Use simple signs, gestures and nod – use body language and eye contact
- Speak loudly, clearly and a little slower
- Face the person you are talking to and get their attention first
- Move to a quieter area
- Ask the other person if they understood you or if anything would make the communication easier

