

# Individual Care Plan Slimtubes (batteries)

Audiology



The Patient Information Leaflets page on the Trust website is available on the link:  
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

Author ID: SF  
Leaflet Ref: Audio 022  
Version: 1  
Leaflet title: Individual Care Plan Slimtubes (batteries)  
Date Produced: September 2025  
Expiry Date: September 2027

**Our Values**People at  
the HeartListen and  
InvolveKind and  
RespectfulOne  
Team

## Maintenance Schedule

You have been provided with a 1-year supply of batteries and tubes. For the hearing aid to work effectively, the tubes must be changed every 4 months.

Please change your tubes in:


## Repair and Collection Service

If you are experiencing problems with your hearing aid, you can drop it off at reception and leave it with us for 2 working days.

### Reception opening times:

Monday to Friday  
8.30am to 12pm  
1.30pm to 5.30pm



## Annual Supplies

### How to order your 1-year supply of hearing aid batteries and tubes:

Email: [audiology@wwl.nhs.uk](mailto:audiology@wwl.nhs.uk)  
(You will receive a reply when your email has been received)

Request online: [www.wwl.nhs.uk/ourdepartments?service=3](http://www.wwl.nhs.uk/ourdepartments?service=3)  
(Complete the online request form)

Leave a message:

**01942 774740 - Supplies**

**Please note, you will not receive a reply to your message.**

Text:

**07920 289578**

**Please do not text from a shared mobile**

Your order will be ready for collection at the Audiology Department reception desk **5 WORKING DAYS** after your request is received.

If you have further problems, telephone the department on:

**0300 707 5667 - Appointments**

---

## Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

## Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan  
WN1 2NN

---

## Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



---

## How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

---

© Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust.  
All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner.

**Call 111 first when it's less urgent than 999.**



EMPLOYER RECOGNITION SCHEME

**GOLD AWARD 2021**  
*Proudly serving those who serve.*

Phone: 0808 802 1212  
Text: 81212  
[www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)

