

# 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.

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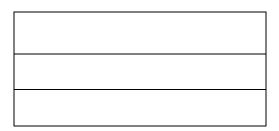




## **Maintenance Schedule**

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
(You will receive a reply when your email has been received)

Request online: <a href="https://www.wwl.nhs.uk/ourdepartments?service=3">www.wwl.nhs.uk/ourdepartments?service=3</a> (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.

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



Phone: 0808 802 1212

Text: 81212

www.veteransgateway.org.uk

