

# Impression and Questionnaire Appointment

## Patient Information

### Adult Audiology Services



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: KF  
Leaflet Ref: Audio 004  
Version: 7  
Leaflet title: Impression and Questionnaire  
Last review: August 2021  
Expiry Date: August 2023



## Introduction

Your appointment will last approximately 30 minutes. During this time the Audiologist will:

- Explain the results of your hearing test.
- Complete a questionnaire with you regarding your hearing.
- Demonstrate the model of hearing aid you will be issued with.
- Take impressions of your ears to produce earmoulds. These are used to fit your hearing aids perfectly to your ears. Impression material will be syringed into your ears. This procedure is painless.
- Arrange your hearing aid issue appointment. This is usually 4 weeks after the impression and questionnaire appointment.

**Please note that the digital hearing aids provided by the NHS are worn behind the ear.**

**If you require any further information please contact the Audiology Department on 01942 774667 or email [audiology@wwl.nhs.uk](mailto:audiology@wwl.nhs.uk) and we will be happy to discuss this with you.**

## Hearing aid Safety

Always follow audiologist instruction when using hearing aids. Tamper proofing should be used as specified in the hearing aid user guide. Infants and young children should never be left alone with hearing aids. It is important to always keep hearing aids and batteries out of reach of young children and pets. If it is thought that a battery has been swallowed, please go directly to Accident and Emergency. If you require any further information, please contact the Audiology Department telephone 01942 774667 or email [audiology@wwl.nhs.uk](mailto:audiology@wwl.nhs.uk) and we will be happy to discuss this with you.

Please use this space to write notes or reminders

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## 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 to 4pm)

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

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## 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 pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## 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.

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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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