

Audio 017 v2 - 2025 final version_A4

Hearing Aids & Bluetooth

Patient Information

Audiology Department

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

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Leaflet Ref: 2

Version: Hearing Aids & Bluetooth

Date Produced: October 2025

Expiry Date: October 2027

Introduction

You can utilise the Bluetooth feature in the hearing aids in different ways:

1. **As hearing aids with streaming options** - this means you can listen to phone calls and media via Bluetooth.
2. **As regular hearing aids, with the use of the MyPhonak App** – this allows you to adjust the sound of your hearing aids. In the long term, we will be able to provide an option of remote appointments in your own home.
3. **As regular hearing aids, with both the above options together**

Bluetooth Guide

You should have been issued with a Bluetooth guide, which will support you in getting this set up. If not, please contact the department. Here are some simple steps to ensure that everything is working well for you.

1. Firstly, check that your mobile phone / tablet is compatible to work with the Bluetooth technology. You can use the link below:
<https://www.phonak.com/com/en/support/product-support/compatibility.html>
2. Ensure that your phone has the latest software upgrade. If in doubt, check with your mobile phone manufacturer.
3. Try restarting the hearing aids by opening and closing the battery drawers/placing them in the charger for 10 seconds then taking them back out.
4. When connecting to Bluetooth settings, the Bluetooth device will only pair to one of your hearing aids and stream through both.
5. When connecting the app, you first need to pair one hearing aid to your mobile phone. Then pair both of your hearing aids to the app.
6. If you lose connection, click 'Forget this device' on the app or follow your phone instructions on how to 'forget' the device and then pair to the hearing aids again.

For more frequently asked questions please visit: <https://www.phonaknhs.co.uk/support-faqs/#>

Please remember the primary role of the Audiology Service is to ensure that you are hearing well. Unfortunately, we are unable to assist you with any technical issues with your phone.

Contact Information

Audiology Department

- Tel: 0300 707 5667
- Text: 07920 289578
- Email: audiology@wwl.nhs.uk
- Web: <https://www.wwl.nhs.uk/our-departments?service=3>

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



Version number: **1.0**

Last modified date: **09th October 2026**

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