

Information from Audiology Providers — July update

If you have problems with your hearing aids, you should contact whichever organisation provides the service to you.

Addenbrookes

Message from Rachel Knappett:

Due to the 2m social distancing rule in place, we have to limit the number of patients we can have in the waiting area at any given time and therefore our capacity has been reduced.

We are trying to book in order of clinical priority and time waiting, but there are long waiting lists, so it will take us a while to get to everyone! There is no plan yet to resume open repair clinics, due to the need to restrict and carefully control the numbers in the waiting area. We are continuing to operate a postal repairs service.

Please send your hearing aid(s) in appropriate packaging, with your brown record book and a stamped self-addressed envelope with a LARGE letter stamp. Our address is:

Audiology Clinic 10, Box 94, Addenbrookes Hospital, Hills Road, Cambridge CB2 0QQ.

Telephone: 01223 217797.

Hinchingsbrooke

Message from Nathan Stewart:

Services remain accessible to patients. Patients are able to access repair services, batteries, and remote care. Telephone and email enquiries are being responded to. For battery requests, please phone or email (preferred) and we will post out.

Telephone: 01480 847465 email: hch-tr.audiology@nhs.net

Specsavers

Jag at the Cambridge Store says:

In May, our governing body gave us the green light to start providing routine face to face appointments. To ensure everybody's safety and to provide the most appropriate appointment, one of our audiologists make a remote care call first to understand our customers' needs, and then we confirm the next appointment.

If you have any questions or concerns please do not hesitate to contact us on telephone: 01223 305241 or email: had.cambridge.uk@specsavers.com.

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Living Well
with Hearing Loss

CAMBRIDGESHIRE
HEARING HELP 

Sylvia in Ely says:

Our hearcare services have indeed changed and we are now open in Peterborough and Cambridgeshire for new NHS referrals as well. We are serving private and NHS patients, testing hearing, repairing and adjusting existing hearing aids and also fitting new hearing aids. All services are back to 'normal': obviously we are following the guidelines from the government and professional bodies and use PPE and hygiene measures as is appropriate.

The clinics are open Sundays to Tuesdays in Lisle Lane (in Sainsbury's) and our High Street clinic is open Wednesdays to Fridays. We have reintroduced 10-minute audiopad testing for those people who would like to have a quick screening of their hearing which is available in both clinics 7 days a week during opening hours. We are also concentrating on further training in hearcare, so repairs and bookings are done promptly and our team members can work with confidence.