

Drop-in hearing aid repair clinic

The drop-in repair clinic is open each working day only at the Royal Cornwall Hospital in Truro between:

Monday – Friday 9am until 4pm

The clinic is run by the department's trained assistants and you can attend without an appointment. You will not be turned away but there can be waits at peak times so your patience is appreciated.

In the repair clinic you can have:

- the tubing replaced on your hearing aid
- a new impression taken of your ears
- an additional hearing aid program eg for the loop
- an adjustment to the length of the tubing to ensure your hearing aid is comfortable
- your hearing aid adjusted to stop any whistling
- a faulty hearing aid replaced, or arrange a replacement (separate appointment sometimes needed).

Unfortunately, in the repair clinic you cannot:

- have your hearing retested
- have adjustments made to the sound quality of the hearing aid. You will need to make an audiology appointment for this.
- have treatment for an infection or wax removal. For this you will need to see your health practitioner.

Please contact us if you wish to arrange a repair appointment at a location closer to home. Don't forget we also offer a postal service for repair. Contact details are overleaf.

Continued overleaf

Cornwall Hearing Support Volunteers

We can also arrange for one of our trained volunteers to visit you at home if you cannot visit the hospital. The volunteer can check that the aid is working, clean/re-tube the earmould, and teach you how to use the aid. They cannot alter the settings on the aid or look in your ear for wax.

We are always looking for new volunteers, particularly in west and mid-Cornwall. If you would like to help others with their hearing aids and have a few hours to spare then please contact Geoff Billing on 01872 253744 for details on the application and training process.

Contact us

Technical enquiries or volunteer request: 01872 253787

Appointments: 01872 253747 or 01872 254907

Email: rcht.audiology@nhs.net

SMS: 07340 356773

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If you would like this leaflet in large print, braille, audio version or in another language, please contact the General Office on 01872 252690