

## Patient information

### Hearing Tactics

#### Audiology Department – Aintree Hospital

Hearing tactics are simple tips to help a person with a hearing loss join in conversation and can be useful in difficult listening situations.

Here are some simple considerations that can help you hear more effectively.

- Tell the person you're speaking to that you have a hearing loss before you start a conversation.
- Ask the speaker to get your attention before they start speaking
- If possible, keep background noise to a minimum.
- Don't stand too far away from the speaker. Make sure you can see the speaker's face and lips – their gestures and facial expressions will help you understand what they are saying. Ideally, you should be within three to six feet of the person you are listening to.
- If your hearing isn't the same in both ears, make sure you are in the best position to maximise your 'good side'. Ask people to change places with you if needed.
- Make sure the speaker is looking at you, and you know the topic of conversation.
- Ask the speaker to speak normally, but more slowly and distinctly, but not to shout.
- Ask the speaker questions to confirm understanding.
- Try to keep calm. If you become anxious or flustered, it will be harder for you to follow what's being said.
- If you don't catch what someone says the first time, don't be afraid to ask them to repeat it or say it in a different way.
- If a sentence has not been heard after it has been repeated, ask the speaker to rephrase it, or as a last measure write it down.
- Pay attention, if your attention wanders from the conversation, you are not going to catch all that has been said.
- Don't expect too much—sometimes it is the situation that is making it difficult to hear. Even with all of the hearing tactics employed, you may still miss what is going on.

**If you still have problems, please contact the Audiology Department for further advice.**

**Tel: (0151) 529 0328/0329**

**Email: [audiology@aintree.nhs.uk](mailto:audiology@aintree.nhs.uk)**

### **Other useful information**

The following information is to give you some advice whilst you are waiting to see an Audiologist, if you decide that you need additional help.

Additional information can be found from RNID: <https://rnid.org.uk/information-and-support/hearing-loss/living-with-hearing-loss/communication-tips/>

### **General information**

We are a recognised training centre for the University of Manchester, so on occasion, a student maybe present at your appointment with your consent.

If you have any concerns or queries about or service, please let us know and we will do our best to help you.

### **Feedback**

Your feedback is important to us and helps us influence care in the future.

Following your discharge from hospital or attendance at your outpatient appointment you will receive a text asking if you would recommend our service to others. Please take the time to text back, you will not be charged for the text and can opt out at any point. Your co-operation is greatly appreciated.

### **Further information**

**The Audiology Department can be contacted on:**

**Tel: 0151 529 0328 / 0329**

**Text phone:**

**0151 529 4195**

**Email: [audiology@aintree.nhs.uk](mailto:audiology@aintree.nhs.uk)**

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