

# Patient Information



## Kent Hearing

Living well with hearing loss

### Communication tips for patients

Now that you have taken the first step to communicate and hear better by getting new hearing aids, here are some useful strategies to help you get the most out of them:



- Ask people to get your attention before they start talking to you.
- Always try and find a quiet, calm space or area in which to talk.
- Don't stand too far away. Make sure you can see the speaker's face and lips – their gestures and facial expressions will help you understand what they're saying.
- Avoid background noise wherever possible. Turn the radio or television of or down and turn off running water or any household appliances that may cause background noise and make it more difficult for you to hear.

- Be open. Tell the person you are speaking to that you lip-read before you start a conversation. There is no reason to be embarrassed about having a hearing loss or wearing hearing aids.
- If your hearing isn't the same in both ears, make sure you are in the best position to maximise your 'good side' – don't be shy about asking people to change places with you.
- Stay calm. If you become anxious or flustered, it will be harder for you to follow what is 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 you are unsure about what someone has said, summarise what you think you heard and ask him or her to confirm or explain again.
- If necessary, ask people to slow down and speak more clearly.
- Finally, don't be too hard on yourself. No one, with or without hearing loss, hears correctly all the time!

**We hope you find these tips and suggestion useful. If you require further advice please email [info@kenthearing.com](mailto:info@kenthearing.com) or call us on 07973 187744.**

**Hear Well, Live Well**

[www.kenthearing.com](http://www.kenthearing.com)

Tel: 07973 187744, [info@kenthearing.com](mailto:info@kenthearing.com)

Suite 15, Building 80, Churchill Square, Kings Hill, Kent, ME19 4YU