

Booking hearing aid repair appointments

We've listened to patient feedback about the different things we could do to improve our service, such as reducing waiting times and making it easier to find out how long repairs will take.

From **1 September 2019**, we're replacing drop-in repairs with an appointment booking system. This will help you pick an appointment date, time and place to suite you.

What's a repair appointment?

A repair appointment is a booked session with our team to help you if you're having issues with your hearing aid.

This may include a lost/broken hearing aid, difficulties with your ear piece or if you need a new ear piece.

What's changing?

Currently, if you have a problem with your hearing aid you have to come to one of our drop in clinics.

From 1 September 2019, we're **stopping** our drop-in sessions at our clinics:

- King Edward Hospital Windsor
- St Marks Hospital, Maidenhead
- Upton Hospital, Slough
- Skimped Hill Health Centre, Bracknell

Our new appointment booking system will allow us to provide a more accessible service for you.

We may also be able to help you with advice over the phone – removing the need for you to actually come to the clinic.

How to book an appointment

To book an appointment, contact our team and select a date, time and place to suit you.

Appointment slots will be available throughout the week, between 8am - 6pm at our clinics, including 4 new locations:

- King Edward Hospital Windsor
- St Marks Hospital, Maidenhead
- Upton Hospital, Slough
- Wexham Hospital, Slough
- Heatherwood Hospital, Ascot
- Skimped Hill Health Centre, Bracknell

Call 0300 635 6222 and press option 1

Contact us

If you have any more questions about booking appointments or repairing your hearing aid, you can contact our team.

How to contact us

If you need to contact us or require further information...

Call: 0300 365 6222

Email: hearingandbalance@berkshire.nhs.uk

www.berkshirehealthcare.nhs.uk

