

# HEAR *say*

News from Harley Street Hearing and Musicians' Hearing Services

## WELCOME

2016 has been a very exciting year for us with new members of staff joining our team of highly qualified hearing professionals. We were also chosen by HCA Healthcare to offer audiology services at London's newest high-tech medical facility, The Shard.

In the new year we will be opening new hearing clinics in Herne Hill, South London and also in Elstree, Hertfordshire which I'm sure will be handy locations for our patients in those areas.

Hearing technology is advancing at an amazing speed so, if you'd like us to show you any of the new styles, complimentary trials are now available.

As always we provide the best hearing advice in the UK and individualised customer care. If you have any hearing concerns please don't hesitate to contact Katherine and her team who will be happy to help you.

**Paul Checkley**  
*Clinical Director*



# What's new...

## Widex Beyond™

The best-sounding made-for-iPhone hearing aid technology.

Finally a device that provides exceptional 2.4 GHz direct connectivity and leading-edge sound.

With a customisable app allowing full streaming functionality and control over your listening environment, hearing aid wearers are seamlessly connected anywhere and anytime.



### Benefits of Beyond:

- 30% better speech understanding in wind
- Soft level noise reduction – accurate amplification of soft speech sounds, while bothersome soft noises are reduced.
- Can be personalised by the wearer resulting in easy-to-stream, exceptional sound.
- Unique streaming protocol provides the most crystal clear, true-to-life, streamed sound of any hearing aid available on the market.

The BEYOND app can be customised to adjust various sound settings and listening programs to suit your individual preferences. Settings can be modified with personal pictures and specific sound templates to be used in various environments – such as a favourite restaurant, when visiting family and friends, or any other social situation.

And with the Preference Control, wearers can choose between clarity of speech and comfort, while the sound equalizer allows you to alter the details of your sound settings for even more customisation whenever needed.



## Phonak Belong™

Now at last a true re-chargeable hearing aid.

A typical hearing aid goes through 100 batteries every year. We now bring you the first ever rechargeable hearing aid to feature a built-in lithium-ion battery technology.



With no more fiddly batteries these hearing aids also feature advanced new technology which provides superior listening performance.

### The benefits for you:

- 24 hours of hearing with one simple charge
- Quickest charging, longest lasting rechargeable hearing aid to date
- 40% more power than conventional rechargeable batteries
- No more hassle of changing batteries
- Cutting edge system further enhanced for unmatched hearing performance



Ideal for those constantly on the move, Phonak rechargeable hearing aids also come with smart charging options. The power pack, which is easily attached to the Phonak Charger Case, provides power for seven full charges of two hearing aids, ideal for short trips where no power source is available. In addition, Phonak offers a compact mini charger giving users full flexibility.

Call us for a demonstration on any new products.

### musicians hearing health scheme



We are delighted to be in partnership with major UK charity, Help Musicians UK, Musicians Hearing Services and the Musicians' Union. This amazing scheme gives all UK professional musicians affordable access to specialist hearing assessments and hearing protection.

For details on eligibility see our website [www.musicianshearingservices.co.uk](http://www.musicianshearingservices.co.uk)

# TV & Radio

## CHANNEL 5 UNDERCOVER - Nailing the Fraudsters

Harley Street Hearing helps Paul Connolly, (Irish investigative journalist, radio personality and documentary maker) investigate the world of hearing testing fraud in the UK. Our Clinical Director, Paul Checkley, discussed correct hearing test practice, and Senior Audiologist, Jaspreet Bahra, tested Paul Connolly to show how hearing testing should be carried out.



If you would like to see the episode which was shown on Channel 5's UNDERCOVER: Nailing the Fraudsters go to our website [www.harleysthearing.co.uk](http://www.harleysthearing.co.uk)

## RADIO 2 – Steve Wright

Steve Wright – infamous DJ who hosts a daily afternoon show on Radio 2, came into our clinic for microsuction and was so impressed with the procedure and service he invited our Audiology Manager, Matthew Allsop, into Radio 2 to

help the nation understand different hearing issues. The interview took place on the last day of Radio 2's special Health MOT week and included discussing the causes and diagnosis of hearing loss, tinnitus, wax removal and balance.

To listen to the interview check out our home page [www.harleysthearing.co.uk](http://www.harleysthearing.co.uk)



## Customer review ★★★★★

“Hearing aids the NHS had to offer me were not adequate for my type of hearing loss, but, thanks to more sophisticated hearing aids from Harley Street Hearing I have been able to keep working. I heard about them through my own patients and I can't recommend them more warmly myself.

I am immensely grateful to the wonderful team for their knowledge, expertise as well as their incredible patience. They

have allowed me to experiment with different types of hearing aids, various types and shapes of in-the-ear hearing moulds, custom made and anti-allergic, to suit my needs. Matthew Allsop is my personal audiologist – a gem, he is amazing, so kind and professional, and the whole team are friendly and very efficient. Going to see them has been such a satisfying and pleasant experience.”

Hedwig Verdonk  
D.O. Registered Osteopath.



## THEATRE HEARING GUIDE



We understand how frustrating it can be, for people wearing hearing aids, when trying to hear clearly at a live performance; and

understanding the equipment available can be difficult.

In response to this we have developed a Theatre Hearing Guide – designed to help you get the most out of every show.

Simply search for any venue on our website to find the facilities that are available for your hearing needs, contact details, as well as details of any additional discounts available.

## HEARING ADVICE FOR WEST END SHOWS

We've recently been testing the crew's hearing for Motown the Musical, currently on at The Shaftesbury Theatre.



Along with Wicked, who have recently celebrated their 10th anniversary, at the Apollo theatre and Guys & Dolls at the Phoenix theatre.



# BEHIND the DOOR at 129

Introducing:

Our team welcomed 2 new highly qualified audiologists this year.



**Jack Stancel-Lewis**, who specialises in vestibular diagnostics, hearing therapy and hearing aid technology.

His experience of diagnosing and treating patients with hearing and balance disorders comes from his work in some of the top NHS trusts, including Cambridge and Imperial College. Jack enjoys playing tennis and rugby in his spare time, also fundraising and volunteering.



**Melissa Korn** has worked in the NHS as a clinical audiologist, and also with numerous cutting edge hearing aid distributors. She

has gained a wide knowledge in all areas of hearing aid technology, along with her diagnostic expertise. Melissa has a real passion for enhancing people's quality of life by improving their hearing. Melissa is a keen sportswoman, participating in regular charity 10km fun runs around London.

## New Facilities

London's newest high-tech medical facility, The Shard – London's most iconic 21st century



landmark, is now home to our new audiology clinic; we were chosen by HCA to provide their audiology services. The clinic is located right next to London Bridge station, on the 6th floor.

Our new South London clinic will be opening in the new year in Herne Hill. As well as our Hertfordshire clinic in Elstree.

We will shortly be offering London's most technologically advanced Balance Centres at the Wellington Hospital & The Shard. More information to follow...

## MORE THAN 15 MILLION IN THE UK WILL SUFFER FROM HEARING LOSS BY 2035

The national UK charity Action on Hearing Loss (AOHL) estimates that one-in-five British people (15.6 million) will suffer from a hearing loss of at least 25dB in their better ear by 2035. The World Health Organization (WHO) predicts hearing loss to be among the top 10 disease burdens in the UK by 2030.

**Hearing loss is already a major issue**  
Today more than 11 million people across the UK suffer from hearing loss, which translates to about one-in-six British people. Around 900,000 people in the UK suffer from severe or profound hearing

loss, meaning that they have a hearing loss of at least 70dB in their better ear.

**Many people in need of hearing aids**  
Previous studies have shown that only 45% of people with hearing loss in the UK use hearing aids even though it could be beneficial.

If you, or a family member or friend, has noticed their hearing is changing, or you feel you need to protect your hearing in noisy situations call us now. Should you find you have a hearing loss we offer complimentary trials on new hearing technology.

## Here to help

Did you know that my team are trained in hearing aid repairs so, if your hearing aid is not working properly, you don't need to book an appointment to see your audiologist as in most cases we can help you on the spot.

Just drop into our head office at 129 Harley Street and, if at all possible, we can have your hearing aids working again there and then. If you cannot attend in person, we are



happy to help you over the telephone or Skype.

**Katherine O'Neill**  
Practice Manager

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### NORTH LONDON HEARING

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