

HEAR say

News from Harley Street Hearing and Musicians' Hearing Services

WELCOME

We are delighted to be back and operating at full capacity at 2 Harley Street, and our clinic in Golders Green is now also open. We have completed a full risk assessment and developed our Covid-19 practice policy so you can be confident that we have all the appropriate measures in place to ensure your visit to us is welcoming whilst also being safe.

Although facemasks reportedly lower infection rates, they also bring with them a number of challenges for hearing aid wearers. Communication is made more difficult without the aid of lipreading, and the straps make it easy to dislodge hearing aids. There are a number of new hearing aid technology options available should you wish to improve your hearing potential, and we have some useful ideas to help keep your hearing aids safe (more details in this issue).

I would like to thank Cameron Mackintosh for providing the cover image from Mary Poppins. This magical story of the world's favourite Nanny is triumphantly and spectacularly brought to the stage with dazzling choreography, incredible effects and unforgettable songs. Hopefully it will re-open in the West End soon.

We look forward to seeing you at one of our clinics in the near future.



A handwritten signature in black ink, appearing to read 'Paul Checkley'.

Paul Checkley
Clinical Director

Photo courtesy of Johan Persson



What's new... New hearing aid technology

Widex Moment™

Even a top-level hearing aid can sometimes sound artificial until now. The revolutionary WIDEX MOMENT™ changes the game to deliver the purest natural sound ever.

- **ZERODELAY™** technology eradicates problems with delay-based distortion, which is what makes hearing aids sound artificial. The vital component of ZeroDelay™ is the new ultrafast signal pathway that eliminates the processing delay. This means unbelievably clear natural sound for the wearer
- **MAXIMUM MOISTURE RESISTANCE** and long life – since less corrosion means more durability. You'll welcome advanced water-resistant nano coating to resist moisture.
- **FINGERTIP CONTROL** using the WIDEX MOMENT™ app on your apple or android makes it easy to control your hearing aids.



Lyric 4

Latest generation invisible hearing

Lyric 4 is coming soon with a smaller module, making it much more comfortable to wear. New high-tech components further improve reliability and water-resistance and special port protection ensures better resistance to wax. Our existing Lyric users will **automatically benefit from this new technology** and if you would like to try Lyric and see if it works for you, please contact us to arrange a risk-free trial.



Review



I no longer need to use TV subtitles and my iPhone calls are *crystal clear*

About 12 to 15 years ago I was obliged to accept that I was suffering hearing loss. This was mainly because of complaints by friends and family and the difficulties I was having hearing in restaurants and cinemas. I could no longer hear the birds singing. I eventually told my doctor who sent me to the NHS. They gave me hearing aids which helped, but I was still in the situation of constantly asking people to repeat themselves, finding crowded restaurants difficult and relying on TV subtitles. My friends were still telling me to get the problem sorted.



Thanks to a friend, I was recommended to Harley Street Hearing and an appointment was made with Mr Paul Checkley, who was able to assess the extent of my hearing loss, and suggested the best new hearing aids for me. He explained the comprehensive tests and their results very clearly and all my questions were answered, enabling me to understand the extent of my hearing loss in each ear. The hearing aids which he fitted have the huge advantage of a dedicated App which enables all calls to my iPhone to connect directly through to the hearing aids. This has made communicating with my friends and family both here and abroad very clear and easy, an absolute joy whereas before I battled to hear.

Conversations with others has become much more normal, and I no longer have to constantly ask people to repeat themselves, or talk louder.

I can honestly say that my visit to Harley Street Hearing has been hugely beneficial. The new hearing aids they have given me have helped enormously. I no longer have problems in situations with more than one person, I no longer need to use TV subtitles and my iPhone calls are crystal clear.

I recommend them most highly.

B S Molyneux

Why is your *annual review* important?

Research has shown that hearing will generally deteriorate over time by an amount significant enough to affect your quality of life. Having your hearing and hearing aids checked annually is crucial to monitor your hearing loss and ensure that your hearing aids accurately reflect any changes to your hearing thresholds. It is also a free service so you really have nothing to lose!

During your complimentary annual review, we will reassess your hearing and overall auditory health. Any necessary wax removal by microsuction will also be carried out free of charge at this appointment and it is a good opportunity for us to clean, test, and check your hearing aids. This helps to ensure they are functioning optimally and you are receiving the maximum benefit possible. It gives us the chance to further tailor any programs or settings you may have to suit your day-to-day lifestyle and to update us on any changes to your medical history.

As your audiologists it is our duty to ensure that you are kept up-to-date with any technology advances in the field of audiology. We can discuss this with you at your appointment and let you know if there is anything that might be of benefit to you.

Matthew Allsop

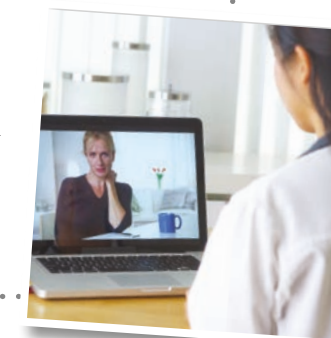
Operations Director

HSH COVID secure

We have implemented appropriate social distancing measures and your audiologist will be wearing various levels of PPE depending on the type of appointment you require. We continue to disinfect all rooms and equipment after each appointment and we would ask that you wear a face mask when attending the practice.

RemoteCare

If you would rather not come into the practice we are now offering RemoteCare appointments for hearing aid assistance and hearing therapy sessions. The recent situation has resulted in increased anxiety and heightened tinnitus issues, so we are here to offer coping strategies and advice for tinnitus management.



BEHIND the DOOR *at 2*



Matt Frost is a Practice Assistant and joined the team after graduating from the Guildhall School of Music & Drama in 2019 with a first-class honours degree in Orchestral Percussion. Matt will be starting his audiology undergraduate degree in Jan 2021 - he already has some good practical experience in audiology and hearing aids so this will help to cement his knowledge.

At the weekends Matt is often found cycling and hiking and loves travelling with friends and family, whether in the UK or abroad. Matt is committed to ensuring every client feels supported and understood, and it will often be Matt's friendly voice you will hear when you call.



Good news *comes in two's!*

Katherine O'Neill, who has been our Practice Manager for 11 years, is expecting twins. Due in October – but could be earlier! Congratulations to Lee and Katherine, wishing them well for this new exciting chapter in their lives together.



Pebbles Oladipo is a Clinical Audiologist. She took her undergraduate degree in Audiology at University of Leeds and has worked as an audiologist for over 4 years. She completed her MSc in Advanced Audiology in 2019.

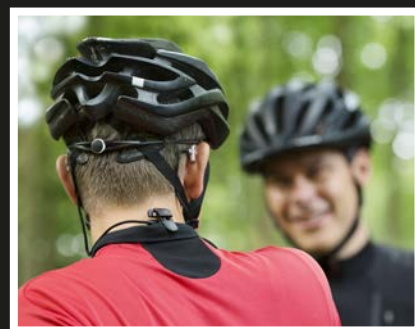
Her particular interest in vestibular diagnostics was sparked by having a family member experience Meniere's disease. She is now a key member of the vestibular team alongside her work in hearing aids and diagnostics.

In her spare time Pebbles enjoys art and crafts. Her love of art started young, when she had her artwork featured at the Tate Modern at the age of 11.

FACEMASKS AND HEARING AIDS

Having to constantly put a facemask on and off means disturbing your hearing aids and potentially losing them. Here are a few solutions:

SafeLine helps you enjoy the moment without having to keep reminding yourself to be careful about your hearing aids. Available to purchase for £19.95 (plus p&cp)



One of our clients, Colin Cannings was having trouble wearing face masks with his hearing aids. His partner designed and made him this simple solution avoiding his ears.



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