

HEARsay

News from Harley Street Hearing and Musicians' Hearing Services

WELCOME



Thank you for your continued support over a challenging time. We worked hard to provide a service

throughout, even though on a much smaller scale, but have now bounced back with a renewed vigour. Our thanks also to Cameron Mackintosh for this wonderful image from "Phantom of the Opera" which is currently showing at Her Majesty's Theatre in the West End.

We have welcomed 3 new highly skilled Clinical Audiologists to our team who will be delighted to see you when you come to see us for your annual reviews at 2 Harley Street and North London Hearing in Golders Green.

We continue to be here for all your hearing needs 9am-5.30pm Monday to Friday.

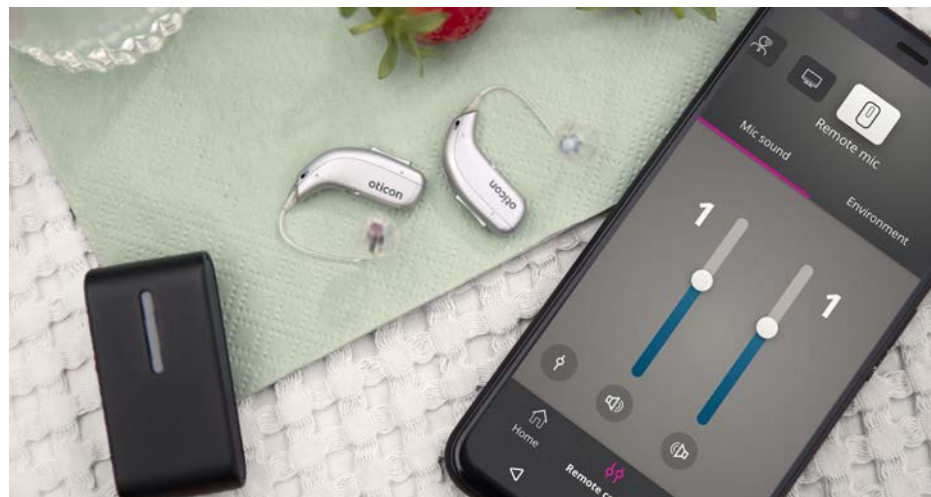
We look forward to seeing you for your next review.

Paul Checkley
Clinical Director

Photo courtesy of Johan Persson

What's new...

A new range of Oticon hearing aid *technology*



Hearing aids that support how your brain naturally works

Oticon More helps you experience the full sound scene in all its richness, with more of all the little details in fantastic balance and clarity.

Amazing sound quality brings music back to life

Oticon More revitalises your hearing because it captures the rich sounds all around you in high fidelity – whether it's birdsong, a violin concerto, or the bubbling laughter of children.

A dedicated music programme – **Oticon MyMusic** – immerses you in live or streamed music and is easy to activate using the Oticon ON app on your phone.



Oticon More is now available as a mini RITE with disposable batteries as well as a rechargeable option.

Further tests show that with Oticon More:

- *You can hear people you are looking at very well, helping you follow conversations*
- *You can hear other people speaking around you far more easily – so you don't have to turn your head and can naturally move between different conversations*
- *You can be more aware of the other things happening around you, like people calling for your attention, or birds singing*
- *You can get clearer sound much more quickly each time the sound environment changes.*

Oticon More is powered by a **Deep Neural Network** – a type of advanced artificial intelligence – which mimics the way the brain works. Oticon have trained this intelligence with 12 million real-life sound scenes, so it has learned how each individual sound should sound, delivering amazing detail and clarity.

Accessories

You can now enhance your hearing with a range of products including:



TV adapters which allow you to enjoy watching TV at your preferred volume, while the rest of the family can keep the volume at a level that suits them. The sound is rich and natural and there are no delays, so the sound matches the visuals on your TV screen.



Connectclips turn your hearing aids into a wireless stereo headset. You can make hands-free phone calls and stream music from your smartphone. Tune in to someone speaking from a distance using its remote microphone functionality. You can even use as a discreet remote control for your hearing aids.



Smart Chargers and Mini Desk Chargers
Charge your hearing aids on the go.

Remotecare means your audiologist can adjust your hearing aids and do follow-up consultations in the comfort of your own home.

Ask your audiologist about new technology and accessories that can help you to hear better.

Reviews



The NHS struggled for a year to make my hearing aid work when I play the piano. They were ok with speech but music was a disaster. Then I went to Harley Street Hearing and they solved the problem in just two visits. I come back for regular checks and minor adjustments and nothing is too much trouble. These people are a pleasure to deal with as well as being real experts.

Edward H

I have been going to Harley Street Hearing for 2 years now. The quality of care and advice is exceptional and their customer service is amazing. I am totally satisfied with the solution they found for me and thankfully my professional life is all the better. Thank you.

Mary D

Excellent and friendly service. Took my 16 year old and I cannot say how much it has convinced him to give hearing aids a try after 4 years of him refusing! Audiologist was lovely, helpful and reassuring, the best service received, thank you.

Surraya K

Always good caring service. Without a doubt the best hearing services I know of in London.

Andrea M

As a local doctor, these guys are invaluable for any hearing related issue. All my patients have been delighted with the care and thus I too am delighted they are so well looked after. I would recommend the team wholeheartedly for any hearing issue whatsoever.

Dr Martin S

My annual review was due. An appointment was made to suit me. The lady listened intently to all I said, did a hearing test, and assured me my hearing had not deteriorated since my last visit. I left reassured that my hearing was of paramount importance to them. Many companies use the Corona virus as an excuse for giving a poor service. At Harley Street Hearing I found quite the opposite. I was given an exemplary service. Kind regards

Anthony H



Our expert team are every day asked questions about hearing aids and new technology so Audiologist & Partner Matthew Allsop now has a YouTube channel 'The Hearing Guy', to help others wondering the same thing.

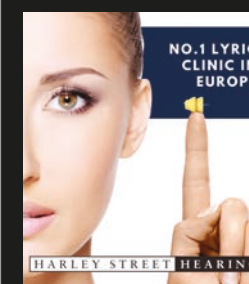
So Matthew, why did you start the Hearing Guy?
The original idea was to create 'How to' videos for our patients with hearing loss, to make their life easier. Due to a general lack of information it has evolved to include content such as the best apps, benefits available, and new technology reviews based on my experiences with new products.

What kind of response have you had?
Fantastic! That's why I've continued to do more and more, we currently have over 1,200 subscribers and a lot of suggestions for new videos.

How have manufacturers reacted to your You Tube Channel?

I now have manufacturers coming to me asking to review their products. I have been certain to not only discuss the positives, but also some of the drawbacks that I've noticed having fitted the technology.

To keep up to date with everything new or that you'd like to know about hearing technology subscribe to the 'Hearing Guy' channel. Any suggestions for future topics are most welcome.



Lyric Number one in Europe

We have more Lyric hearing aid users, new trials & Lyric annual renewals than any other clinic across the whole of Europe.

Balance Centre

Our **vestibular team** at 7 Devonshire Street specialises in balance issues. Bouts of dizziness, vertigo, and nausea can make many of life's routine tasks virtually intolerable. If you find you are experiencing any of these symptoms we can help you with a full vestibular assessment.



Meet *the team*

Audiologists



George Roberts is a Clinical Audiologist. He has returned to Harley Street Hearing after 18 months in Paediatrics.

George qualified as an Audiologist in 2015 with a First Class degree from the University of Manchester. He spent the next 3 years working with the NHS, enrolled on the Scientist Training Programme which he completed in 2018.

George has a special interest in working with clients experiencing balance disorders to assess their problems and help them to rehabilitate. He is also experienced in diagnostic Audiology, hearing aid technology and paediatric Audiology.



Lulu Mohamed is a Clinical Audiologist. She completed her undergraduate degree in Medical Genetics at Queen Mary University of

London and went on to complete a Masters in Audiology at University College, London (UCL). Lulu has a wealth of experience working in the field of Audiology both in the NHS and privately. She is particularly interested in vestibular diagnostics and hearing aid rehabilitation. Lulu is passionate about improving people's quality of life through better hearing and improved overall communication.

Administration

Our friendly team are always on hand to help with any enquiries.

Call us Monday-Friday 9am -5.30pm on 020 7486 1053



Victoria, Florence & Kate



Matt & Charlotte

WEST END SHOWS

We're delighted that the West End musicals are now re-opening. We continue to be the go-to providers for hearing advice and protection for some of the most prestigious West End shows:

- **Frozen** – Theatre Royal Drury Lane
- **Get Up Stand Up! The Bob Marley Musical** - Lyric Theatre – Shaftesbury Avenue



Congratulations!



Jaspreet has a wonderful baby girl, Sophia.

George has recently celebrated his engagement to fiancé Alice

We now have a new Management System to streamline our services to you so expect to hear from us soon. Don't forget Harley Street Hearing provide a lifetime of aftercare for all our hearing aid patients.

HARLEY STREET HEARING

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NORTH LONDON HEARING

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