

HEARsay

News from Harley Street Hearing and Musicians' Hearing Services



WELCOME



Matthew Allsop
Partner

Welcome to the latest edition of HearSay. I'm thrilled that Paul has finally "allowed" me to share this space after 10 years.

A big thank you to the production team at *Oliver - The Musical* for the incredible cover image. It's been a pleasure collaborating with Cameron Mackintosh Productions, providing hearing care for their talented cast and crew.

It's been an exciting few months. We've expanded our clinic support to two new locations: Nuffield Health's Highgate Hospital and Phoenix Hospital Group's One Hatfield Hospital, and Hampstead Hearing in Swiss Cottage is growing in popularity.

I'm also delighted to report that my 'Hearing Tracker' YouTube channel has hit 55,000 subscribers, making us the largest hearing-focused channel in Europe—raising awareness about hearing loss and technology and linking in to all the services at Harley Street Hearing.

I'm also excited to highlight advancements in hearing aid AI, helping those struggling with speech in noisy environments. As your audiologists, we're always here to update you on the latest tech at your annual review.

Thank you for your continued trust and support!

Photo courtesy of Johan Persson

What's new...

in the world of hearing aid *technology*

Phonak Infinio

The power of AI - transforming hearing in noise

Introducing the world's first AI-powered hearing aids: the Phonak Infinio family. Engineered to the highest Swiss standards, these devices are built with ground-breaking technology that offers a significant improvement in speech clarity and innovative solutions for understanding speech in noisier environments.

At the heart of these devices is a highly advanced AI chip which is 53 times more powerful than any existing hearing aid processor. Infinio works to create a "hearing bubble" allowing you to hear the people who are closer to you. This SmartSpeech™ Technology automatically adapts to changing surroundings, making conversations significantly clearer and reducing the effort it takes to listen. The result is great sound quality and listening comfort.



The Expert's Opinion

"With extensive experience in fitting and fine-tuning Phonak Infinio, we're seeing excellent results. These devices come with an impressive array of new technologies, including a dedicated AI chip, designed to improve speech understanding, even in background noise. However, it's our role as audiologists to ensure that this technology is optimised for the individual user. Thanks to extensive, targeted training with the Swiss manufacturer and our experience in clinic, we have gained specialised expertise in fine-tuning and personalising the technology to deliver the best possible results for each client. This combination of cutting-edge technology and our professional input truly makes the difference in maximising outcomes"



Romy Cohen
Clinical Lead

Lipreading Classes

It's always easier to understand someone when we can see their face—especially for hearing aid wearers. Some studies show that lipreading can improve speech understanding by up to 50%, particularly in challenging environments like restaurants.

Harley Street Hearing has partnered with City Lit Adult Education to offer affordable lipreading classes to help you improve communication. Mention Harley Street Hearing when booking to get a 10% discount. Visit citylit.ac.uk for more details.

To trial any new technologies call us now on **020 7486 1053**

Testimonial



“ I highly recommend exploring hearing aid options. They can be life changing, opening up an entirely new way of experiencing the world. ”

Dr Olivia Hicks,
Marine Ornithologist
pictured with Emperor
penguin chick

I've known about my moderate hearing loss since I was five years old, when I failed a school hearing test. However, it wasn't until I was 19, when I was finally fitted with hearing aids, that I truly realised what I had been missing.

Social situations were often challenging for me; I was usually shy and quiet, hesitant to share my opinions or engage with new people. I loved being outdoors in open landscapes, especially in the wind, perhaps because it masked the sounds I struggled to hear.

At 18, my paediatric audiologist at St Mary's Hospital, Dr. Sava Soucek, recommended Harley Street Hearing. When I met with Paul Checkley and received my first pair of hearing aids, the experience was incredibly emotional.

For the first time, I could hear sounds like birdsong, ticking clocks, and the crinkling of plastic bags. But more importantly, the hearing aids

allowed me to participate fully in conversations. I gained confidence, becoming more assertive—sometimes even argumentative! This newfound confidence and deeper engagement with the world led me to pursue a career as a marine ornithologist. Now, I travel to remote locations to study seabirds and work with large international teams, something I would have found difficult before using hearing aids.

For anyone struggling with hearing issues, I highly recommend exploring hearing aid options. They can be life-changing, opening up an entirely new way of experiencing the world.

Over the past 17 years, I've found everyone at Harley Street Hearing to be consistently helpful and kind, and I would strongly recommend their services.

Dr Olivia Hicks

We hope you can join us at our annual Hear Here networking event, dedicated to empowering and connecting individuals with hearing loss. Don't miss this unique opportunity to help shape the future of hearing health and advocacy. We look forward to seeing you there!

6pm Thursday 13th March 2025
Ernst & Young,
1 More London
Place, SE1 2AF

To secure your free space scan here:



Supporting new hospitals

We're proud to now be providing on-demand audiology services to ENT consultants at Nuffield Health's Highgate Hospital and The Phoenix Hospital Group's One Hatfield Hospital. This is in addition to our:

four full-service clinics:

- 2 Harley Street
- 127 Harley Street
- North London Hearing in Golders Green
- Hampstead Hearing in Swiss Cottage

and on-demand clinics:

- HCA The Shard
- The Wellington Hospital
- The Phoenix Hospital Group at 9 Harley Street

Meet *the Team*



New Technical Support Service

We are delighted to introduce Amah Asomani, our highly-skilled Hearing Care Assistant, who brings extensive experience working within private audiology. Amah specialises in all methods of wax removal, technical issues with hearing aids and accessories, Bluetooth issues pairing with external devices and performing expert-level repairs, maintenance and fitting / fine tuning of hearing aids.

To enhance your experience, we can now offer an on-demand technical support service to swiftly get you hearing clearly again. Rather than waiting for an appointment, simply call us and we'll arrange for you to visit Amah for fast, professional assistance with your all hearing needs.

Barathy's Hearing Tips

Accessories for work

Barathy Ganeshakumaran - our clinical audiologist is dedicated to helping those with hearing loss through hearing aid rehabilitation and counselling. Here are her top tips for hearing accessories that can enhance communication and productivity in professional settings:

- **Roger On:** This device has a presenter mode that allows the speaker in meetings to wear the Roger, transmitting their voice directly to your hearing aids.
- **Roger Table Mic:** Perfect for meetings or work dinners, it can be placed on the table to focus on one speaker while automatically adapting to changing background noise.
- **Tv streamer:** Can stream from any TV/stereo system for improved hearing in meetings.
- **Bluetooth-Enabled Hearing Aids:** Stream audio directly from smartphones/laptops to your aids, making virtual meetings seamless.



Wedding bells

Practice Manager Victoria married her childhood sweetheart Stuart at Marylebone Town Hall.



Mini Harley St Hearing Additions

Seraiah Grace
North London
Hearing's Practice
Manager Lavinia's
little miracle

Freya
Practice Assistant
Chloe's new beauty



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