

HEARsay

News from Harley Street Hearing and Musicians' Hearing Services



WELCOME



Paul Checkley
Partner

Welcome to the 14th edition of Hearsay. Thank you to the Royal Opera House for this image of MADDADDAM, choreographed by Wayne McGregor. We continue to provide hearing protection and hearing advice for their chorus.

It's been a fantastic few months across the practice. We hosted Hear Here 2025, an inspiring event where individuals with hearing loss came together to connect. We also launched our new online booking system for Ear Wax Removal Services, making it easier than ever to book appointments. Best of all, we continue to receive amazing feedback from patients, highlighting the quality of our services.

None of this would be possible without our incredible team. Their commitment and care continue to shape the future of hearing services and ensure every patient feels valued. We recently carried out a staff survey to gather feedback, and the responses not only highlighted opportunities for improvement, but also reminded us of what makes Harley Street Hearing truly special.

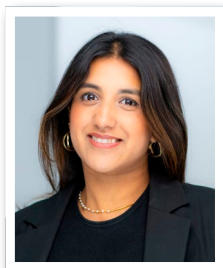
These insights will help us build an even more welcoming and supportive environment from the moment you walk through the door.

Thank you, as always, for your continued support.

Photo courtesy of Andrey Uspenski

What's New...

In The World Of Hearing Aid *Technology*



Barathy Ganeshakumaran
Senior Clinical Audiologist

Six Months with AI Hearing Aids: What I've Learned in the Clinic

It's hard to believe six months have passed since we began fitting AI-powered hearing aids, mainly Phonak and Oticon receiver-in-canal models. I was curious how much of a difference they'd really make.

Now, after dozens of fittings and follow-ups, I can confidently say this technology has made a meaningful impact.

Real Patient Stories, Real Impact

One of my first AI fittings was with a man in his late 60s. He'd used hearing aids before but struggled in noisy settings. At his follow-up, he said, "I could hear my granddaughter at her birthday party, without having to fake it."

That moment stuck with me.

Many patients report clearer speech in busy places, less mental fatigue, and a more natural sound. Some say it feels like the hearing aid just "knows" what they need.

What Makes These Aids So Smart?

AI hearing aids analyse the environment and adjust automatically. Whether you're sitting in a quiet room, navigating a noisy café, or walking outdoors with wind noise, they adapt in real time.

A few patients call them their "personal sound assistant", which captures how intuitive they feel.

What's Changed for Us Audiologists

Core steps – hearing tests, fittings, physical comfort – remain the same. But we now help patients understand how the devices learn and improve over time.

Follow-ups have become more important. AI gathers usage data, allowing us to fine-tune settings more precisely.

Even with smart technology, personalisation still matters. Some prefer full automation; others like app control. The flexibility accommodates both.

Looking Ahead

AI hearing aids represent a real shift in how we deliver hearing care. While not ideal for everyone right away, they're helping many hear more clearly and with less effort.

If you're considering AI hearing aids for yourself or a loved one, the best way to know is to try them.

Hearing Industry Leaders Unite for Hearing Health

At a landmark event in the European Parliament, partner Matthew Allsop joined leaders from across the hearing care industry – including all major worldwide hearing aid manufacturers – to spotlight hearing care as a crucial factor in addressing Europe's demographic challenges.

The gathering emphasised that hearing loss is not just a personal health issue, but a widespread societal and economic concern, costing the EU €55 billion annually and

contributing to cognitive decline and employment gaps. Despite the transformative impact of hearing aids on quality of life, adoption remains low, highlighting a massive opportunity for collective action and innovation to bring hearing health to the forefront of public policy. Harley Street Hearing & Musicians' Hearing Services, together with Matthew's HearingTracker YouTube channel, are doing what we can to spread the word.

SCAN TO FIND
OUT MATTHEW'S
HIGHLIGHTS FROM
THE EVENT



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

Testimonial – Life with Roger On



Dr Penny McClean
and students

Roger is my friend! He is paired with my Phonak Audéo Sphere aids, and I find that life is more like it was before I developed hearing problems. Recently he has accompanied me:

- On a walk with my son
- At a restaurant
- At meetings of seven and six people round a table
- At my exercise class

Everything was indoors except, obviously, the walk. Tim, my son, wore the Roger in pointing mode, and I could hear him clearly whether we were side by side or in single file.

The lunch venue was relatively quiet. At home our kitchen-diner is quite a resonant space. Using the Roger makes it easier to be part of conversations.

Our weekly exercise class is in a very resonant room. In lecture mode Roger does not cut down the reverb sufficiently. The instructor uses pointing mode so I can hear everything she says, and participate fully in the class.

Using the Roger in table mode for the meetings, I could make contributions without the potential embarrassment of having misheard anything! The second meeting, pictured, was at my Cambridge college, with two current students, both of whom wear hearing aids. We discussed problems relating to student life, from lecturers who can't use microphones to the impossibility of drinks parties...

As I use Roger in more situations, I am discovering what works and what doesn't. A quiet ambiance is best. Despite what the printed guide says, Roger doesn't help in a noisy restaurant. If people at a nearby table are talking loudly, it is them that you hear, not the people you're with.

What would revolutionise restaurants, drinks parties, etc would be the ability to bring the field closer in. But that apart, Roger helps me to relax and not to have to strain to hear everything.

Dr Penny McClean



Hear Here 2025 *An Inclusive Event for the Hearing Loss Community*

As audiologists, our commitment goes beyond the clinic – we're building a connected, inclusive future where everyone's voice is heard. Hear Here is our hearing loss network and this year's annual event brought together the audiology community with powerful stories from speakers:

- Lena Batra, a hearing care and deaf awareness consultant
- Ray Hill, a social worker, author and inclusion advocate
- Matt Frost, a musician and audiologist at Harley Street Hearing



Each speaker offered a unique perspective on navigating life with hearing loss, showing resilience and strength in the face of challenges. Their stories were not only inspiring but also sparked important conversations around self-advocacy, community and building more inclusive spaces.

We're excited to continue growing this community and working toward a more inclusive future for those with hearing loss, so if you'd like to attend next year's Hear Here event, scan here.



If you'd like to be featured as a testimonial, contact us or speak with your audiologist

Hearing Aid Bluetooth Issues?

Andreza Oliveira, our senior clinical audiologist, shares how to help resolve streaming and connection problems:

Tip #1: Restart Devices

The easiest fix is to turn your hearing aids and phone off and on.

Rechargeables: place in charger, then remove.

Battery-powered: open and close battery doors.

Tip #2: Ensure Bluetooth Is On

Go to Settings > Bluetooth and make sure it's switched on. It sounds simple, but it's an easy step to miss.

Tip #3: Re-pair Your Hearing Aids

Phonak/Unitron: In the Bluetooth menu, you should see three device entries – one for streaming and two for the app. If they say “Not Connected”, tap to reconnect. If none appear, turn your hearing aids off and back on; one should appear at the bottom – tap to pair.

Other brands: Go to Settings > Accessibility > Hearing Devices and check your hearing aid is listed. If not, restart and pair again. Once they appear, tap your name to pair.

Tip #4:

Update Software

Ensure both your iPhone's iOS and your hearing aid app are up to date.

iOS: Go to Settings > General > Software Update.

App: In the App Store, search your hearing aid app and tap “Update” if available.

Tip #5: Check Firmware

Hearing aids contain internal software called firmware, which also needs to be updated. Some brands allow firmware updates through the app. Most, however, require an audiologist visit to update.

Tip #6: Close Background Apps

Having too many apps open can affect your phone's performance and interfere with Bluetooth. Swipe up from the bottom of your screen and close unused apps.

Tip #7: Stay Within Range

Bluetooth has a typical range of about 10 metres and requires line of sight for best performance. Keep your phone nearby for consistent streaming.

Still having issues? It may be time to upgrade your hearing aids. Speak to your audiologist for guidance.



Ear Institute

Welcoming the Future of Audiology: UCL Students at Harley Street Hearing

We recently welcomed 11 Audiology students from University College London for a shadowing experience. During their visit, the students observed our expert audiologists, gaining insight into our patient-centred approach and high standards of care.

Beyond clinical exposure, they engaged with our core values of compassion and professionalism. Their enthusiasm and thoughtful questions made the experience enriching for all involved.

Feedback was overwhelmingly positive, with students valuing the opportunity to connect theory with real-world practice. We're excited to welcome one student back in October for a year-long placement as we continue to support the next generation of audiologists.

Wedding Bells

Clinical Lead Jordon Thompson recently tied the knot in Château Soutard in France with his partner Cormac.



Welcome Back!

We're delighted to welcome back North London Hearing's practice manager Lavinia, senior clinical audiologist Lulu and practice assistant Chloe after their maternity leaves.



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