

# HEARsay

News from Harley Street Hearing and Musicians' Hearing Services



## WELCOME



Matthew Allsop  
Partner

Welcome to the 15th edition of Hearsay.

Thank you to the team behind the stage musical Wicked for this wonderful image. Wicked has been at the Apollo Victoria Theatre for an incredible 19 years, and we are proud to continue providing hearing protection and advice for their team.

As we reflect on 2025, we want to thank you for your continued support. It has been a fantastic year for Harley Street Hearing, welcoming new team members, celebrating milestones, expanding our on-demand clinics to support referrers, and helping many of you on your hearing journey. The number of patients we have supported, along with the positive feedback we have received, is a testament to the dedication of our team and the trust our patients place in us. Seeing the difference expert hearing care can make in people's lives inspires us every day.

Looking ahead to 2026, we are delighted to continue helping you hear, connect, and enjoy the world around you. From all of us, we wish you a wonderful Christmas and a happy New Year, and we look forward to a healthy, joyful, and sound-filled 2026.

Photo courtesy of Andrey Uspenski

# What's New...

## In The World of Hearing Aid Technology

### Phonak Infinio Ultra

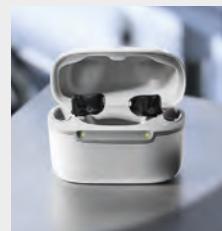
Phonak brings you the Infinio Ultra family of hearing aids, integrating ground-breaking AI technology with a new platform designed to transform your hearing like never before.

#### Benefits of Infinio Ultra:

- AI-powered adaptability: Automatically adjusts to every listening situation for effortless hearing.
- SmartSpeech™ technology: Delivers up to 61% better speech understanding, so you can hear every word clearly – even in noisy or dynamic environments such as restaurants, meetings, or social events.
- Reduced listening effort: Decreases fatigue by up to 45%, helping you stay engaged throughout the day.
- Enhanced music recognition: Whether it's jazz, hip-hop, classical or electronic, the AI sound classification system has been trained to better distinguish among genres, so you can hear every beat clearly.



Other new technology includes Oticon Zeal, a rechargeable, discreet in-the-ear hearing aid that marries functionality and discretion, and Signia's Insio Charge&Go IX, the world's first rechargeable custom CIC (completely in the canal) hearing aid.



For information on all new releases see the Blog section on our website [harleysthearing.co.uk](http://harleysthearing.co.uk)

### The Harley Street Hearing App

We're excited to announce the launch of the Harley Street Hearing app – designed to give our patients fast, easy access to guidance and support, all at the touch of a button. Whether you're just starting your hearing journey or are an existing patient seeking answers, the app provides personalised

guidance, educational videos, and 24/7 AI support for everything hearing-related.

This app is designed to make your hearing journey simpler and more supported, helping you feel confident every step of the way. Harley Street Hearing is proud to introduce this as another UK first for independent hearing clinics,

continuing our commitment to innovation and exceptional patient care.

Download the app by scanning the QR code to get started.

When prompted add the pin  
0202



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

## Simon Lycett's Hearing Journey



**Cinderella-like, I waited to see if this “glass slipper” of a hearing device would fit.**

It's always so nice to be able to name-drop, isn't it?!!! It was while being introduced to the Housekeeper at Chequers by then Prime Minister David Cameron (I was there for work, not pleasure!) that I realised just how bad my hearing had become. I couldn't tell whether the Housekeeper's name was Pam or Pat.

It was no surprise when, shortly afterwards, following a hearing test at Harley Street Hearing, audiologist Paul Checkley explained that I had significant high-frequency hearing loss, which explained my inability to discern some soft phonics. I was 46, and being deeply vain, I was devastated by the news.

Harley Street Hearing offered a variety of hearing aids, and Paul mentioned a hidden device called Lyric. Unfortunately, my ear canals weren't the right size. However, he was confident that within a year or so, Lyric would release a model that might work for me. Vanity and impatience meant I waited – and sure enough, over 12 months after my initial consultation, I was invited to try the new version.

Cinderella-like, I attended a fitting, waiting to see if this “glass slipper” of a hearing device would indeed fit – and oh the relief to find that this “ugly sister” WAS going to the Audiologists' Ball – the Lyrics fitted!

Since then, the process has remained consistently caring, professional, and considerate, thanks to the entire Harley Street Hearing team. Each time I need my Lyrics replaced, appointments are arranged to suit me, and they run on schedule – efficient and easy. Annual hearing tests are scheduled around my diary, with any changes addressed at my next fitting.

The Lyric allows me to live as if I had no hearing loss. I can shower, go to the gym, enjoy parties, and even hear what Prime Ministers' housekeepers are called – all with effortless ease! I am so grateful to Paul and the Harley Street Hearing team for helping me manage my hearing loss with such expertise and care.

**Simon Lycett,  
TV and radio presenter & florist**

If you'd like to be featured as a patient story, please contact: [lauren.culver@harleysthearing.co.uk](mailto:lauren.culver@harleysthearing.co.uk)



## In The Media: Liz Jones's Experience at Harley Street Hearing

We were recently featured in the Daily Mail online and the 16th November edition of YOU Magazine, highlighting the care provided by clinical lead and audiologist, Romy Cohen. With her patient-centred approach and depth of expertise, Romy assessed journalist Liz Jones's long-standing hearing difficulties and developed a plan tailored to her needs.

Thanks to Romy's experience and compassionate care, Liz regained clarity in her hearing and was able to reconnect with the world around her.

Read the full article by scanning the QR code.



## New Sleepbuds for Tinnitus

Ozlo sleepbuds can help you regain calm at night. Their snug, ultra-soft tips and passive noise isolation reduce the intrusion of unwanted external sounds. At the same time pre-loaded tinnitus masking sounds or even your own audio can help distract from and soothe your tinnitus. Contact us to see how they can be integrated into your personalised tinnitus plan.



# Meet the Team

## Q&A with Lerissa Pillay - Clinical Audiologist

### What is your role at the clinic?

As one of the audiologists at Harley Street Hearing, my job is all about helping people hear better and feel more connected to the world around them. No two ears are the same, so I make sure everyone gets the care and support that's right for them.

### What does a typical day look like?

A typical day can include hearing assessments, fitting hearing aids, ENT clinics, wax removals, or supporting someone with their listening devices. I work with a wide range of patients, from young children to older adults, so there's always something new to learn and adapt to. It's busy, rewarding, and never boring!

### How long have you worked at Harley Street Hearing?

I've worked at Harley Street Hearing for two years and it's been a fantastic journey so far!

### What do you like about Harley Street Hearing?

It's such a supportive and welcoming team to be part of: everyone genuinely cares about each other and the patients. There's a strong focus on personalised care, which I really value.

### What do you enjoy most about your job?

I really enjoy working on complex cases for patients who've struggled to find the right solution elsewhere. Seeing the difference it makes when someone hears clearly again, sometimes for the first time in years, is truly special.

### What is important when it comes to patient care?

Being part of an independent clinic means I'm not limited to any single hearing aid brand, which allows me to choose the best solution for each individual. We always go the extra mile by offering tests like aided hearing tests and speech assessments to ensure fittings are precise and support is fully tailored.



# Expanding Our On-demand Diagnostic Services



Harley Street Hearing is delighted to share that we have expanded our on-demand audiology services to Sydney Street Outpatients, part of HCA Healthcare UK, in the heart of Chelsea.

This addition strengthens our growing network of on-demand clinics across London's leading hospitals and medical centres, including those within Phoenix Hospital Group, HCA Healthcare UK, and Nuffield Health.

## Musicians' Hearing Services Sponsors Charity Ride

This summer, DJ Andy Gulch cycled from Birmingham to Ibiza on a cargo bike, performing live DJ sets along the way and raising £4,215 for charity. Musicians' Hearing Services was proud to sponsor his journey and celebrate the dedication of musicians like Andy.



Supporting musicians is at the heart of what we do. From custom-made hearing protection to hearing aids, we understand the unique needs of musicians and help them safeguard their hearing so they can keep performing at their best.

## Hearing the Patter of Tiny Feet

Harley Street Hearing Partner Matthew recently welcomed his daughter, Arabella into the world. The Harley Street Hearing family just keeps growing!



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