

Do you wear NHS Hearing Aids that were issued at Addenbrooke's or Saffron Walden Community Hospital?

If so, the volunteers from Hearing Help Essex can clean and retube your NHS hearing aids at these sessions:

- Ⓢ Great Dunmow – Rowena Davey Day Centre – CM6 1EQ
- Ⓢ Saffron Walden – Saffron Walden Community Link - CB10 1HX
- Ⓢ Stansted Mountfitchet – Stansted Council Offices - CM24 8AQ
- Ⓢ Thaxted – The Surgery - CM6 2QN

For further information about these sessions provided by Hearing Help Essex Volunteers please see the Services section of the Hearing Help Essex website.

Please note: There is a limit to the help our volunteers can provide at sessions. If you need new moulds, a hearing test, your hearing aids need adjusting or fine tuning, or your hearing aids have stopped working completely, please contact Addenbrooke's Audiology department direct who can book you an appointment with an Audiologist.

Addenbrooke's Audiology Department contact details are:

Phone: 01223 217797

Email: audiology@addenbrookes.nhs.uk

Hearing Aid Batteries

You can request hearing aid batteries online using this form: [online battery issue form](#)

Or you can collect batteries at NHS hearing aid maintenance sessions run by Cambridgeshire Hearing Help, Suffolk Hearing Advisory Service, Hertfordshire Hearing Advisory Service or Hearing Help Essex. For more information, see link:

[Local hearing help sessions 2022 | CUH](#)

Addenbrookes Audiology Department also operate a postal battery issue service

Please send your brown record book and a large letter stamped self-addressed envelope to:

Audiology

**Box: 94, Cambridge University Hospitals, NHS Foundation Trust
Hills Road, Cambridge, CB2 0QQ**

Repairs and Adjustments

The walk-in repair service is **NOT** open. Addenbrookes Audiology Department operate a postal repair service. If you require this service, please send your hearing aid(s) in appropriate packing, with your brown record book and a stamped self-addressed envelope (with appropriate postage) for return to you.

If you post the hospital your hearing aid they will repair it for you and post it back; however in some cases such as a broken ear mould you will still be required to attend the clinic and see an audiologist. To have your hearing aid repaired as quickly as possible please post the hearing aid in its box (or well packaged), your brown hearing aid record book, a note to say what is wrong and a return stamped addressed envelope (including large letter stamp).