

# Your guide to hearing products and services at Specsavers

Specsavers

# Welcome to Specsavers Audiology

Hearing loss can affect every aspect of our lives, especially the things that are the most important to us such as relationships with family, friends, or work colleagues. It's no wonder that people who experience hearing loss often say they feel isolated from the world around them.

The good news is that at Specsavers, we can provide everything you need for better hearing. We offer free hearing tests with a hearing care professional, the latest high-tech hearing aids from world-leading manufacturers, as well as aftercare and remote support for as long as you need us. Plus, if you're unable to visit one of our stores unaccompanied, we can now come to you instead\*.

Also, in many parts of England, we are accredited to provide NHS digital hearing aids funded by the NHS.

\*A charge may apply. Contact your local store for more details.



# Understanding hearing loss

Hearing loss is surprisingly common. In fact, it affects around 1 in 5 adults in the UK. It happens gradually, so you might not even realise it's getting worse. It can be a normal part of ageing or can be caused by experiencing too much noise over a long time.

The type of hearing loss that you experience mostly depends on which part of the hearing system is affected.

For example, if it is the outer or middle ear, sounds are muffled. If it's the inner ear, you may think that people are mumbling. Higher pitched sounds could be a struggle and consonant sounds like 't' and 'p' might be harder to hear, or sounds will become distorted.

Source: Action on Hearing Loss prevalence estimates using Office for National Statistics population data (2018).

# Common symptoms of hearing loss

There are a number of tell-tale signs that might indicate that you have hearing loss. Do any of these seem familiar to you?

- You have the TV or radio volume uncomfortably loud for other people
- Telephone conversations are hard work
- You ask people to repeat things or misunderstand what they say
- You have difficulty following conversations in groups
- It is harder to hear what others are saying if there is background noise, such as in restaurants or on the street
- You feel isolated because you cannot hear properly
- You avoid situations that you used to enjoy because of your hearing difficulties
- Someone suggests that you might not be hearing as well as you used to
- You feel tired or exhausted having to focus on what people are saying all the time



# Check your hearing at home

You can carry out a quick and easy hearing check at home using our free online hearing test. It will give you an indication of whether a full test in store is needed.

**Just visit: [specsavers.co.uk/hearing](https://www.specsavers.co.uk/hearing)**



The online hearing test is not a replacement to a full in-store hearing assessment. It just gives an indication of levels of hearing loss.

# What happens in a hearing test?

Everybody's hearing is different. That's why we use a number of techniques and the latest technology to allow us to tailor your hearing care to your individual needs.

Your first appointment usually takes around an hour. While we adjust to new social distancing guidance, we'd ask that you attend your appointment alone, if possible. If you're a returning customer, we might suggest making a RemoteCare appointment instead.

After asking a few questions, the audiologist will test your ears by playing sounds at different pitches through a pair of headphones and asking you to press a button every time you hear a sound. They will then ask you to wear a special headband that will test how well you hear sounds through vibrations.

Our stores use tiny cameras, called otoscopes, which examine the health of your ear canals and eardrums, ensuring that sound has a clear pathway through the structures of the middle and inner ears – they'll even show you on screen what they're seeing. This will be recorded to help keep track of any changes in your ear over time.

If you need to wear a hearing aid, your audiologist will talk you through all the options that might be suitable for you. They may also take a mould of your ear canal, so that your new aid fits properly. This takes five minutes and is completely painless.

Most of our stores use Real Ear Measurement, to account for the individual acoustic characteristics of your ear canals. A special microphone analyses the sounds produced by the hearing aids in your ear canal to ensure you're getting the right amount of sound amplification.

In some cases your hearing aids can be fitted on the same day as your test. They'll be programmed to your needs and we'll make sure you know how to use them before you leave the store.

We'll also organise a follow-up appointment after four weeks to check that everything is well and fine-tune the programming if necessary. This may be via our RemoteCare service or with the finetuning app.

# Hearing aids

## About hearing aids

Hearing aids are incredible pieces of technology and are crammed with many features to help improve your hearing. Just like your eyes, your hearing test provides us with a prescription which can be loaded into the hearing aids, allowing them to amplify some of the frequencies you've been missing.

They feature tiny processors that enhance the important sounds you need to hear from incoming sound. As well as being able to focus on speech, hearing aids can also make it more comfortable in noisy conditions by automatically sensing and then reducing the background noise. For example, the sound of traffic, street and crowds. So you can better hear and enjoy conversations in busy places without the distraction of background noise.

You can also get rechargeable hearing aids and ones that can connect to your phone.

## Finding the right hearing aids for you

Because everyone's hearing is unique, our audiologists will help you to choose the right hearing aid for your individual needs.

## We give you two hearing aids

Hearing loss naturally occurs in both ears – which is why we give you two hearing aids, programmed to work together to give you the clearest stereo sound possible. They allow you to focus on the sound you've been missing and to help filter out unwanted background noise. Our hearing aids also come in a variety of styles and colours, so we can choose the right look for you.

# Leading brand digital hearing aids

We have a range of digital hearing aids to suit your lifestyle and budget. Our branded hearing aids feature some of the biggest names in hearing and are available at market-leading prices, alongside our best-selling Specsavers Advance range.

The price of hearing aids is dependent on the type and number of features they have, not the severity of your hearing loss. Look out for 'invisible' hearing aids from £495, or ones that connect to your smartphone and rechargeable Bluetooth® options from £995.

Our hearing package includes:

- A full hearing check and assessment
- Two digital hearing aids
- Aftercare included
- Four years' supply of batteries\*
- Choice of colours and fitting styles
- 100-day money-back guarantee
- Four-year warranty on aids and wireless accessories
- Pre-fitting wax removal\*\*
- Remote assistance (remote care and remote fine-tuning)

\*Excludes rechargeable hearing aids, which come with either appropriate charger unit or rechargeable batteries.

\*\*We'll give you a refund of £55 for the wax removal service when you buy hearing aids.



# Specsavers Advance

Your hearing, your way

Specsavers Advance hearing aids are built for us by world-leading manufacturers, so you'll find all the same great technology and quality you'd find in other leading hearing aid brands, just at Specsavers prices

Specsavers Advance models vary to suit your hearing needs, lifestyle and budget. So whether you struggle with volume, certain pitches or speech, if you need hearing aids for work, home or when you're out and about – we'll find the right ones for you.

We'll help you to pick from our range of fitting styles and colours (including 'invisible' ones), and we'll do the rest – making all the necessary adjustments to make sure they're perfectly tailored for you.



Specsavers Advance hearing aids are available at the following prices:

| Hearing instrument | Price per pair | Rechargeable option   | Sound quality | Suitability for active lifestyles | Suitability in small groups | Social situations |
|--------------------|----------------|-----------------------|---------------|-----------------------------------|-----------------------------|-------------------|
| Elite              | £1,995         | Yes (no extra charge) | ★★★★★         | ★★★★★                             | ★★★★★                       | ★★★★★             |
| Super              | £1,695         | Yes + £100            | ★★★★          | ★★★★                              | ★★★★                        | ★★★★              |
| Premium            | £1,395         | Yes + £100            | ★★★           | ★★★                               | ★★★                         | ★★★               |
| Plus               | £1,095         | Yes + £100            | ★★★           | ★★                                | ★★                          | ★★                |
| Standard           | £895           | Yes + £100            | ★★★           | ★★                                | ★★                          | ★                 |
| Star               | £495           | No                    | ★★★           | ★                                 | ★                           | ★                 |

## Branded hearing aids available from £1,995

We have broken down our current hearing aid range into a star system based on their functionality and price. The star system is based on comparisons to other models in the same range and is a quick guide to the number of features each model has.

# Complete hearing solutions

Even with the best possible hearing aid set up you may find you have difficulties with the television or hearing conversations with background noise. Assistive listening devices (ALDs) connect wirelessly with your hearing aids and stream the sound directly to them – which creates a complete hearing system that allows you to focus more on the sounds you want to hear. Talk to your audiologist about which accessories suit your needs and hearing aids.

With our Specsavers Advance bundles, you can save by purchasing hearing aids and ALDs together.

By purchasing one of our bundles, you can save up to £49 off the full price of purchasing separately. Bundles are only available with selected Advance products.

## Wireless accessories

There are a wide range of wireless accessories which can connect with most hearing aids to ensure you get the most out of every listening situation. They range

from simple remote controls to wireless streamers and wireless microphones which can pick up what you need to hear and stream it clearly and directly into your hearing aids. Many of the hearing aids in our Specsavers Advance range are compatible with these latest accessories.

## Hearing aid apps and Bluetooth streaming

There are a number of hearing aids in our range that can connect directly to your smartphone. So you can stream phone calls directly into your hearing aids, allowing you to have a clear and natural conversation. You can also download apps for many of our hearing aids which allows you to control your hearing aids easily and discretely from your mobile device. Talk to our team to find out if your phone is compatible.

# Earwax removal

Earwax probably isn't something you've given much thought to, but it's actually a very important part of your ear health.

## What is earwax?

Essentially, earwax is an efficient self-cleaning service for your ears, and helps to protect the sensitive ear canal from things like bacteria and debris that can cause infections.

Produced naturally by glands in the ear canal, you'll recognise earwax as any colour from yellow, to bright orange, to dark brown. Your body will normally produce enough earwax to maintain health on its own, but sometimes this wax can become hard and impacted, which can lead to problems like hearing loss, or discomfort.

## How can we help?

We remove earwax via microsuction. It's the quickest and safest method of earwax removal, including hard or impacted wax. The process is much more comfortable as it avoids touching the sensitive skin of the ear canal, and has no contact with the eardrum.

The medical suction device will quickly and carefully remove the earwax, while constantly maintaining vision of the ear canal using a microscope. So we'll be able to ensure wax removal quickly, comfortably, and with minimal risk of further complications.

In minor cases we may use manual removal. This method of earwax removal is performed with the use of tiny specialist tools to gently tease out the wax from the ear canal.



# NHS hearing services

We're accredited to provide NHS services in many areas across England, so if you live in one of these, you could get a hearing check, two NHS digital hearing aids and free aftercare, funded by the NHS.

**To check whether we offer NHS provision in your area – visit [specsavers.co.uk/hearing](https://www.specsavers.co.uk/hearing) or call 0800 077 8659.**

## NHS funded hearing services at Specsavers

- 1 Check whether you qualify at [specsavers.co.uk/hearing](https://www.specsavers.co.uk/hearing) or by calling 0800 077 8659
- 2 Make an appointment to see your GP who will assess your hearing needs and check your ears for excess earwax
- 3 If you're eligible for NHS-funded hearing aids, your GP will let you know how to make an appointment with us

### What if the service is not in my area?

Where your local health authority has not chosen to commission this service in the community, you can still access NHS-funded hearing aids through your GP.

Eligibility dependent on age, where you live, and GP referral.

# Why choose Specsavers?

## A trusted name in hearing care

Since the start of our audiology services in 2002, we've been applying the same standards of care you'd find in our optics services – making sure that everyone has access to great value and expert hearing care.

## We have experts in every store

All of our hearing aid audiologists are registered with the Health and Care Professions Council (HCPC) as hearing aid dispensers, a register of health and care professionals who meet the HCPC high standards for training, professional skills, behaviour and health.

## Appointment times when and where you need them

With over 750 stores nationwide and clinics running midweek and weekends, you can choose a time and a place that's convenient for you.

## Aftercare and ongoing support are all part of the service

We want you to get the most from your hearing aids, so we'll organise a follow-up appointment after four weeks to check that everything is well and fine-tune the programming if necessary.

When you purchase hearing aids we will show you how to use and clean them. Then, if you experience any difficulties, our fully trained teams are always available in-store to carry out any basic hearing aid maintenance you require. If you need replacement batteries, they're free and available without appointment too.

## RemoteCare service

Sometimes, rather than coming into store, we might suggest that you chat to us by video or phone with our free consultation service, RemoteCare. It's for anyone who needs sight or hearing advice – even if you're not currently a customer.

## Remote fine-tuning

We also provide remote fine-tuning, which is done via an app. This allows our audiologists to keep in contact with you and make adjustments to your hearing aid settings without you having to come into store. You can also find extra information, like how to clean your hearing aid and common questions.

Just book an appointment by calling your local store or booking online and we'll be in touch to see if a RemoteCare consultation would be better.



# The UK's No.1 high street provider of hearing aids

For more information or to book  
a free hearing test, call 0808 143 1143  
or visit [specsavers.co.uk/hearing](https://www.specsavers.co.uk/hearing)

At Specsavers, we aim to make our pricing as clear and plain as possible.  
Your purchases at Specsavers are treated differently for VAT purposes depending  
on the goods you buy, on which VAT is payable at 20%, and the professional  
services, which are exempt from VAT, involved. (Not applicable in Channel Islands.)

Source: Based on number of stores. The following are registered trademarks of  
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