

Christmas Newsletter 2021



Merry Christmas to you all! Jo and I are both looking forward to a break and hope you and your loved ones have something nice to look forward to over the holiday season. 2021 had a few surprises in store for us all and lots of changes to adapt to. With adapting to these changes, we have the safety and health of you and ourselves as top priority. We have been very busy this year, despite having to play catchup after the August/September lockdown. We continue to be very grateful for your loyalty and support and really enjoy the relationships we build with you over the years. We enjoy being able to provide you with continuity of care, where you always see the same audiologist and are not changing between providers. As we are locally owned and operated, we continue to strive to give you excellent service and reasons to come back to see us over the years.



Text Reminders

We have started a text reminder service where we remind you of your appointments the day beforehand. If you have a mobile phone number we don't know of, please let us know the number so you can take advantage of this service.

Covid 19 traffic light system

With the Covid 19 traffic light system in place, as we are a health service, we are unable to deny access to patients. We continue to have as few a people in the clinic at a time as possible, and screen clients before they arrive where possible. At this point, you are required to wear a mask when you attend, sanitise your hands and scan our QR code with your Covid Tracer app (or manually sign in) on entry to the clinic. Please do not come to the clinic if you are unwell with cold or flu symptoms, or have had contact with anyone with these symptoms. Please only come into the clinic at your appointment time. Although we aim not to have you wait long for your appointment, you may want to bring your own reading material, as no magazines are in the waiting room at present. I am fully vaccinated and recently had my booster shot.



Technology update



We have had lots of new hearing technology available this year which has been exciting. Most hearing aids are fully automatic, meaning you don't need to do anything except wear them. However, if you wish, you can control and manipulate the sound on your hearing aids via your mobile phone with many hearing aid models.

There is a definite growth in interest in rechargeable hearing devices (where you don't need to change batteries). The 'connectivity' features available in these hearing aids have also been popular (where we can connect your hearing aids to your mobile phone to for ease of adjustment of the hearing aids, e.g. volume control, or to send phone calls through to your hearing aids like wireless headphones). In particular Widex Moment, Oticon More and Unitron Blu products have been very popular with also interest and success with Phonak, Resound and Signia products. The benefit of being locally owned and independently operated (i.e. not being owned by a manufacturer) is that you get a huge range of technology to choose from and we are truly free to fit you with the most suitable technology to meet your needs and budget.

Closure over the Christmas break

The clinic will be closing at 5pm on Thursday the 23rd of December 2021 and will be reopening on Monday 10th of January 2022 at 9am. The clinic will be open from 9-3 for that week with normal hours resuming from Monday 17th January 2022. Please ensure you have enough batteries, wax guards etc, to get you through the Christmas break. We are happy to post/courier supplies if you can't get in to the clinic or are more comfortable having your supplies posted.



As always, we truly appreciate your support over the past year. We wish you and your loved ones a happy and safe holiday season and look forward to being of service to you in 2022. Kind regards, Carolyn & Jo