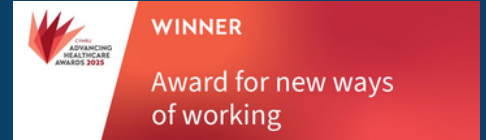


NORTH WALES AUDIOLOGY PATIENT NEWSLETTER

SPRING 2026

Audiology van wins award!



The mobile audiology van "Hear to Help" has been visiting various sites since September 2024 aiming to bring care closer to patient's homes. On 15th November 2025 the van won a prestigious award at the "Advancing Healthcare Awards Cymru" event under the category of 'New ways of working'. Well done to all who have been involved!

Volunteer Drop-in Clinics

Our Hearing Aid Volunteers are here to support you. If you have an NHS hearing aid in North Wales you can access one of our drop-in sessions to receive friendly help and advice regarding your hearing aid.

THEY CAN SUPPORT YOU WITH:

- SERVICING AND RETUBING YOUR HEARING AID
- BATTERY PROVISION
- SUPPORTING HEARING AID USE
- PEER SUPPORT AND SHARING EXPERIENCES
- INFORMATION AND SIGNPOSTING

A LIST OF AVAILABLE VOLUNTEER CLINICS IS IN YOUR BLUE BOOK, OR ON OUR WEBSITE.

Could you be a volunteer?

Our Audiology Community Volunteers offer support at home and at community drop-in clinics to those unable to regularly maintain their own hearing aids. We are always on the look out for new volunteers to join our team.

If you are interested in finding out more about joining our volunteer team, please contact us through the details on the bottom of this newsletter.

WREXHAM
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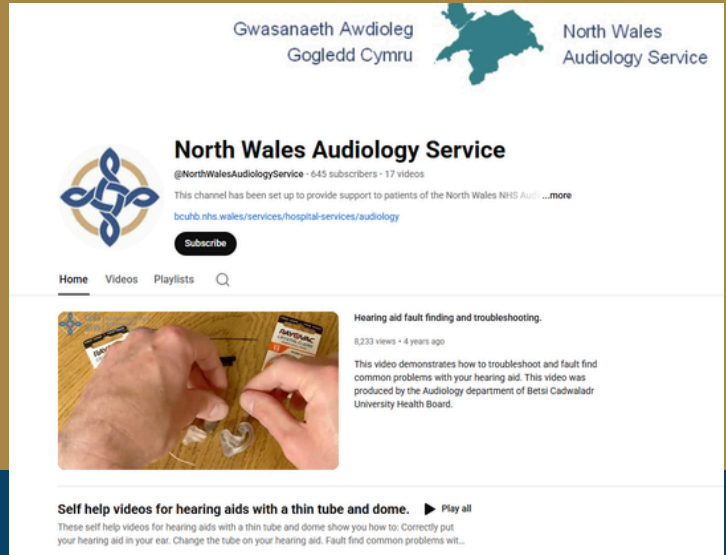
BANGOR
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To access our website
please scan the QR code



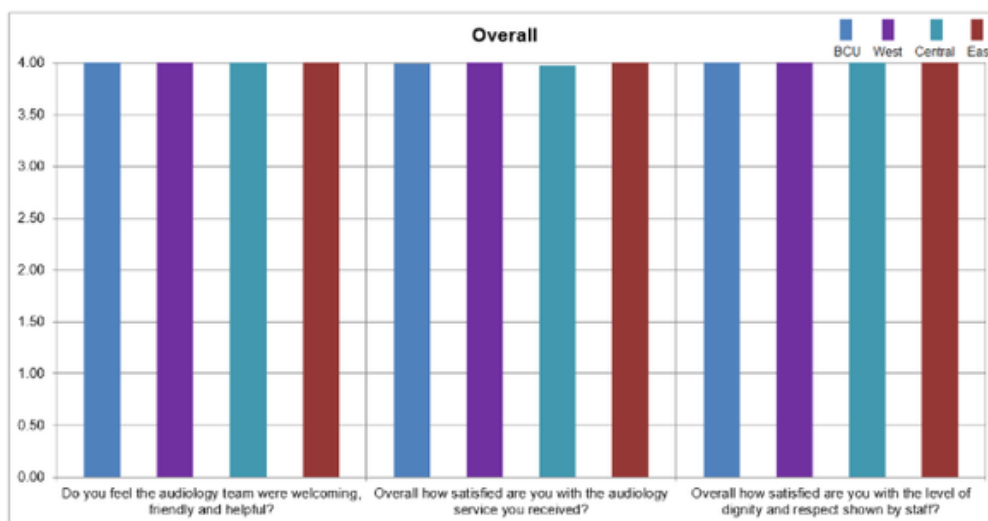
ONLINE INSTRUCTIONAL VIDEOS

Getting used to having hearing aids and learning how to manage them can be a big learning process. To make this easier we have developed a range of instructional videos which can be viewed on our YouTube channel. These include videos on cleaning, managing wax build up and how to put your hearing aids in. You can search for us on YouTube, "North Wales Audiology Service" or scan the QR code below:



SERVICE SATISFACTION QUESTIONNAIRES

Every 3 months we hand out satisfaction questionnaires to patients to gather their feedback about our service. We use this information to try and improve our service. The most recent results from December 2025 show high overall scores averaged 3.99/4.



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