



**LIVE WELL  
HEAR BETTER**

Pindrop Hearing Practice Brochure



CONTACT US ON 0207 487 2660  
[PINDROPHEARING.CO.UK](http://PINDROPHEARING.CO.UK)





## A UNIQUE APPROACH TO HEARING CARE

We are an industry-leading, independent audiology practice providing the highest standards of clinical audiology in London.

Our unique approach to hearing care allows us to offer our patients far more than what is available on the high street, including exceptional aftercare, superior clinical knowledge, the latest digital technology, and unrivaled patient-centered care.

TO LEARN MORE ABOUT US VISIT  
[PINDROPHEARING.CO.UK](http://PINDROPHEARING.CO.UK)

We specialize in diagnostic hearing and balance tests, the latest and most sophisticated digital hearing aids, earwax removal, tinnitus rehabilitation, and paediatric audiology.



## COMPLETELY INDEPENDENT AND IMPARTIAL

Because every patient is unique, it's crucial that we're free to recommend the best treatment or hearing product for you. That's why we're completely independent. Our specialists will choose the right solution for your specific type of hearing loss, ear shape, lifestyle, and listening needs, from leading manufacturers.

Our team of hearing specialists has over 50 years of combined experience treating children and adults with common and complex hearing conditions. At our flagship clinic on Harley Street, in central London, alongside our clinics in Chelsea and Winchmore Hill, we provide a range of treatments, including hearing aids, hearing implants, wax removal, and tinnitus rehabilitation.

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Know someone who might benefit from our services?  
Ask your audiologist about our **Refer a Friend** scheme

# OUR SERVICES



Hearing Tests



Hearing Aids



Ear Wax Removal



Lyric



Tinnitus Clinic



Diagnostic Audiology



Balance Clinic



Paediatric Audiology



Hearing Protection



Custom Made Earphones

At Pindrop Hearing we are authorised independent providers for all of the world's leading hearing aid manufacturers



## HEARING TESTS

### **The best care possible, from day one.**

Our initial consultation and hearing tests are much more thorough and comprehensive than the free hearing tests offered by High Street chain providers.

Detailed, in-depth 90-minute appointment comprising of diagnostic hearing tests including tympanometry and speech in noise testing in a fully calibrated sound room.



## HEARING AIDS

Our thorough consultation process enables us to recommend the right hearing aid for you and your lifestyle.

We select and prescribe hearing aids from the world's leading hearing aid manufacturers, that we trust to deliver quality and comfort. We believe they are the best hearing aids on the market.



## EAR WAX REMOVAL

### **Safer. Faster. Cleaner. Preferred.**

If you're suffering from a blocked ear or impacted ear wax, our audiologists are fully trained in microsuction ear wax removal and will safely remove the blockage and get you back to feeling normal.

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# OUR 5 STAGE BETTER HEARING PROCESS

We offer a superior hearing aid journey through evidence based practice, patient centred care and meet the highest audiological standards possible.



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## WE PROVIDE

- Highest level clinical expertise and product knowledge
- Long-term focus on your hearing journey, building lasting relationships
- Patient centered practice, creating personal hearing solutions focusing on what's most important to you
- Exceptional customer service
- Consistent dedicated care

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# STAGE 1 INITIAL CONSULTATION

**Duration:** 90 minutes



Our initial consultation is much more thorough and more comprehensive than the free hearing tests offered by High Street chains.

As a totally independent provider of hearing healthcare solutions, we are free to choose the best hearing aids for our clients from the world's leading manufacturers.

With Pindrop Hearing, you have access to the most technologically advanced, discreet hearing aids available.

Our in-depth initial hearing consultation includes a fully comprehensive diagnostic evaluation, after which we will be able to identify the exact type, severity and cause of your hearing loss as well as a range of recommended treatment options.

## WHAT IS INCLUDED?

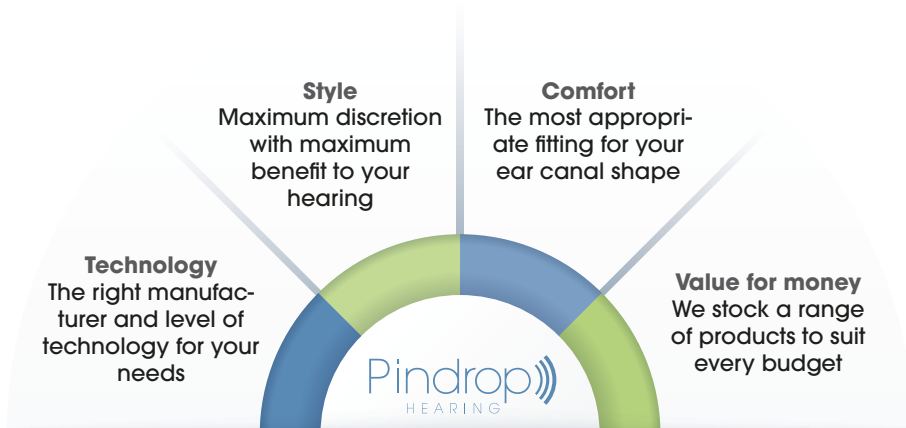
- **In-depth consultation** with a highly experienced, graduate clinical audiologist. We will spend time discussing your symptoms, hearing history, exactly when and where you are experiencing hearing difficulties, as well as other related issues such as tinnitus, loudness sensitivity, noise exposure and family history.
- **Video-otoscopy.** We will examine your ear canal using our specialist video camera, with the option to display the picture for you to see the inside of your ear. We will be able to identify any obvious obstructions such as wax and pinpoint any problems with the ear canal or eardrum.



- **Earwax removal** with micro-suction (if necessary). If we determine there is any occluding wax in the ear canal, this will be removed easily and painlessly using micro-suction.
- **Pure Tone Audiometry with AC, BC & Masking.** This is a full diagnostic hearing test performed in our soundproof booth, from which we can identify the exact nature, severity, and cause of any hearing loss you may have.
- **Tympanometry.** This is a test of middle ear function, where we can identify any negative pressure, congestion, or fluid in the middle ear.
- **Speech Discrimination in noise testing.** This test is done in our purpose-built, calibrated, soundproof room. We will test your ability to understand speech with and without background noise.
- **Full explanation** of your test results with appropriate recommendations.
- **Demonstrations** of the most appropriate hearing technology if applicable.
- **Printouts** of your test results and quotations for further treatment and a report to your doctor if applicable.

## EXPLANATION OF RESULTS AND RECOMMENDATIONS

If we feel that you would benefit from using hearing aids, we will talk to you about the most appropriate device for you, taking into account:



## STAGE 2

# HEARING AID FITTING

Hearing aids arrive with factory settings, so we will need to program yours during a hearing aid fitting appointment.

We use a process called **Real Ear Measurement**, an essential step that measures the performance of the hearing aid while it's in the ear, removing any element of guess work.



### HOW DOES REAL EAR MEASUREMENT WORK?

- Tiny microphones are placed in your ears, so that we can measure the exact levels of sound arriving at your eardrum. The output from the microphone is displayed on a screen for you to see.
- We put in your hearing aids and play a series of calibrated signals, such as speech and music. We can then see the exact level of sound being produced by the hearing aids in your ears and whether the hearing aid is adequately restoring sounds.
- We compare this level to the targets calculated from your hearing test results.
- We make sure that you are totally happy with the sound coming through your hearing aids. We will also show you how to handle your hearing aids, so that you are comfortable using them at home. You will then be able to take your hearing aids home to start making the most of them.



## STAGE 3 USING YOUR HEARING AID

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We recommend that you begin testing your hearing aids in situations where you feel comfortable, for example, when you're talking to family or watching TV.



### WHAT WILL CHANGE?

Speech, music, and television will all sound louder, sharper, and clearer. Consonants such as 's', 'f', and 'ch' will sound more defined.

You may now hear sounds around you that were inaudible or very quiet, such as footsteps on wooden floors, ticking clocks, and bird song. Your own voice will also sound different.

You'll quickly get an idea of how much your hearing aids are helping you and whether any adjustments need to be made.

TO LEARN MORE ABOUT US VISIT  
[PINDROPHEARING.CO.UK](https://www.pindrophearing.co.uk)

## STAGE 4

### FOLLOW UP AND FINE TUNING

We will arrange for two follow up appointments around two and four weeks after the initial fitting so you can let us know how you've been getting on. We will discuss your listening goals that we talked about in the initial assessment and determine how well your goals are being met by using the hearing aids; this gives us clear evidence of the benefit that you are getting.

At this point we can make fine tuning adjustments to your hearing aids to further personalise the sound for you. This process of fine-tuning can make all the difference in the long run: it helps you get the most from your hearing aids, and allows you to use them to their greatest efficiency.

To help us complete this process effectively we have installed a **Surround Sound** system in our clinic, so that we can accurately re-create difficult listening environments such as busy restaurants, cocktail parties or street noise.

We call it the **Sound-Lounge**. This is invaluable in measuring the performance of the hearing aids noise reduction features.

We then repeat the Speech Discrimination in noise tests that we performed in the initial assessment but this time you will be wearing your hearing aids. We compare your scores before and after the hearing aid fitting and we should see a significant improvement.

This gives us objective, documented evidence that your hearing aid fitting has been successful. If for any reason we have not been successful then we can try a different set of hearing aids.



## STAGE 5 ONGOING AFTERCARE

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MOST PEOPLE'S HEARING DETERIORATES OVER TIME AND SO DO YOUR HEARING AIDS. THAT IS WHY IT IS IMPORTANT TO HAVE RELIABLE AFTERCARE.

### FOR YOU

In addition to your 6 monthly check-up appointments, you can come in and see us for minor adjustments or 'fine tuning' any time you like, during your chosen aftercare package.

We also invite you to annual **reassessment** appointments, where we will re-test your hearing, check the hearing aids and re-program them if your hearing has changed. This way, you'll continue to enjoy maximum benefit from your hearing aids.



### FOR YOUR HEARING AIDS

With Pindrop Hearing you have total peace of mind. If anything goes wrong, we will take full responsibilities of the repair within warranty, and return the hearing aids to you in working order as quickly as possible. We can even arrange for you to have a hearing aid on loan while yours is being repaired. Depending on your hearing care plan, you will be covered for a period of two, three or five years.

We have created a number of plans to cater for different requirements and budgets which you can also find in this brochure.

# PINDROP HEARING HEARING AID STYLES

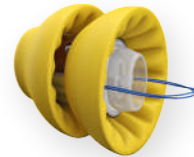
Here is a summary of the different hearing aid styles available from us at Pindrop Hearing. The style that is most suitable for you depends on your particular level of hearing loss and your lifestyle needs.

Our expert team will advise you on this during your consultation.



## Lyric - Invisible Hearing Aids

Lyric is the first and only extended wear hearing device that is 100% invisible.



## Receiver In Canal (RIC)

RIC hearing aids are very discreet, very comfortable and almost invisible from the front or side.

These models can contain technical features, such as wireless Bluetooth connectivity and a rechargeable option.





### Invisible In The Canal (IIC)

These modern hearing aids are inserted deep in the ear canal and so are 100% invisible from the outside.



### In The Ear (ITE)

These hearing aids fit neatly into the ear, but the extra size allows for technical features, such as directional microphones, which improve speech clarity when there is background noise.

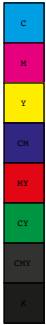


### Traditional Behind The Ear (BTE)



### Completely In The Canal (CIC)

CIC hearing aids fit neatly into the ear canal and are ideal for mild to moderate hearing loss. They are tiny, and their placement in the ear canal allows for natural directional hearing. They are also very discreet and comfortable.



# PINDROP TECHNOLOGY

The following table shows the difference in features between hearing aids of different technology levels.

## INCLUDES

Hear better for one to one, soft voices and small group conversations

Hear better for television and music

### **Bluetooth connectivity dependent on brand and model - ask your audiologist for more details**

Bluetooth connectivity to your smartphone - stream conversation and music \*

Control hearing aids with a smartphone app \*

Connect wirelessly to your TV \*\*

Connect to wireless remote microphones for even better performance in background noise, speech at a distance \*\*

Automatic noise reduction in noisy environments

Conversations in background noise, groups, offices, meetings and restaurants

Adaptive features for moderately noisy environments

Conversations in high levels of background noise, coffee shops, pubs, reverberent rooms

Hear conversations better at social events, conferences, parties, wedding receptions, etc

Hear better outdoors - wind noise reduction

\*Dependent on smartphone model

\*\*Requires additional purchase of TV connector or remote microphone



This is a generic guide and specific features may be different dependent on the hearing aid manufacturer or style of hearing aid.

	ESSENTIAL ★ ★	STANDARD ★ ★ ★	ADVANCED ★ ★ ★ ★	PREMIUM ★ ★ ★ ★ ★
	✓	✓	✓	✓
	✓	✓	✓	✓
	✓	✓	✓	✓
C	✓	✓	✓	✓
H	✓	✓	✓	✓
Y	✓	✓	✓	✓
CB	✓	✓	✓	✓
MY	✓	✓	✓	✓
CV	✓	✓	✓	✓
CMY	✓	✓	✓	✓
A	×	✓	✓	✓
	×	×	✓	✓
	×	×	✓	✓
	×	×	×	✓
	×	×	×	✓
	×	×	×	✓

ASK US ABOUT AFTERCARE



## AFTERCARE PACKAGES

Ask your audiologist about upgrading to one of our extended aftercare programs: **Bronze, Silver, Gold or Platinum.**

Includes **3 - 5 years aftercare**, warranty, servicing and appointments; as well as a list of other added benefits such as earwax removal or discounts for early upgrades.

INCLUDES	BRONZE	SILVER	GOLD	PLATINUM
<b>DURATION</b>	2 Years	3 Years	4 Years	5 Years
6 Month check ups	✓	✓	✓	✓
Annual reassessments	✓	✓	✓	✓
Unlimited appointments and fine tunings	✓	✓	✓	✓
Ear wax removal with microsuction when necessary	×	×	✓	✓
Manufacturer's warranty for repairs and servicing	✓	✓	✓	✓
Batteries and wax guards	✓	✓	✓	✓
Discounts for early upgrades	×	×	✓	✓
One free wireless accessory included	×	×	×	✓
Loan Behind The Ear hearing aids to use if your aids need to be sent for repair	×	×	×	✓

## A UNIQUE APPROACH TO HEARING CARE

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“

At Pindrop Hearing, we pride ourselves on working to the very highest standards of hearing care and building long term relationships with our valued clients. We are committed to looking after your hearing for many years to come. If you have any questions or concerns, please get in touch with our friendly team.

**Rony Ganguly** MSc, AuD

Director & Doctor of Audiology  
Former Chairman of the Association of Independent  
Hearing Healthcare Professionals (AIHHP)

”

# PROFESSIONAL FITTING

Although Hearing Aids have made significant advances in recent years, they only work for you if the settings are correct.

It is essential that the devices are programmed and fitted correctly to your individual hearing prescription, otherwise you may only receive a fraction of the potential benefit.

## COMPARISON

Detailed, in-depth 90 minute initial consultation using principles of patient centred care to fully understand your needs

Fully equipped facilities with sound proof testing booths to meet required standards

Experienced graduate, clinical audiologists with minimum BSc, MSc or Doctor of Audiology

Detailed, in-depth hearing tests including tympanometry and speech in noise testing in a fully calibrated sound room

Optimised Hearing aid fitting using evidence based best practices

Real Ear Measurements - to objectively measure the hearing aids are set to the correct prescriptions

Full training on how to use and maintain your hearing aids

Follow up 2 weeks after fitting with objective measurement of hearing aid outcome by repeat speech in noise testing wearing hearing aids

Second follow up appointment as required

Completely independent, not tied to or owned by a hearing aid manufacturer, free to recommend any model, make or style of hearing aid based on the needs of the patient

At Pindrop Hearing we use Best Practice, Evidence based protocols such as Real Ear Measurements and Speech in Noise testing to guarantee the best possible outcome for your hearing.

The table below compares our testing and fitting protocols with some of our competitors on the High Street.

	PINDROP HEARING	HIGH STREET RETAIL	INDEPENDENT HOME VISIT / INTERNET	NHS
	✓	×	×	×
C	✓	✓	×	✓
H	✓	×	×	✓
Y	✓	×	×	✓
CB	✓	×	×	✓
MY	✓	×	×	✓
CV	✓	×	×	✓
CM	✓	×	×	✓
	✓	×	×	✓
	✓	✓	✓	✓
	✓	×	×	×
	✓	✓	✓	×
	✓	×	×	×



## WHY CHOOSE US?

### We think about hearing healthcare differently

We're a team of Clinical Audiologists with years of experience working in the NHS and private sector alongside some of the UK's most highly regarded ENT consultants and surgeons. Our focus is on giving the very best care, based on the latest research, and using pioneering techniques and equipment, so you see the biggest improvement in your hearing.

TO LEARN MORE ABOUT US VISIT  
[PINDROPHEARING.CO.UK](http://PINDROPHEARING.CO.UK)

# MORE ABOUT US WE ARE CQC REGULATED



## What is CQC?

CQC registration is awarded after a long and rigorous process of inspections, interviews and scrutiny of all policies and clinical protocols. We are very proud to say that all three of our clinics have been successfully approved for individual registration.

We believe this sets us far apart from other, non-registered Hearing Care providers and gives assurance of higher quality care to patients, as well as giving assurance to those medical professionals referring to our services.



To learn more about CQC regulations and processes, you can visit [cqc.org.uk](https://www.cqc.org.uk)

**REVIEW US**

## We would like to invite you to share your experience with us

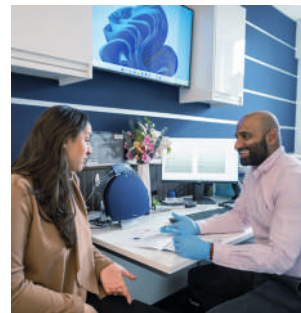
Your feedback is very important to us, we strive to provide the highest level of hearing care and customer service. It only takes a minute and it helps us create a better experience for you and all our patients.

To review us, please visit  
[PINDROPHEARING.CO.UK](https://www.pindrophearing.co.uk)

## Ask us about our customer incentives

- Refer a friend and receive **£50 M&S** vouchers\*
- Review us online and enter our monthly prize draw\*

\*Terms and conditions apply



# OUR LOCATIONS

## Harley Street

41 Harley Street  
London, W1G 8QH  
0207 487 2660

## Winchmore Hill

748 Green Lanes, Winchmore Hill  
London, N21 3RE  
0208 360 2510

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[info@pindrophearing.co.uk](mailto:info@pindrophearing.co.uk)

## Chelsea

412 King's Road, Chelsea,  
London, SW10 0LJ  
0208 150 2330

## Spire Bushey Hospital

Heathbourne Road, Bushey  
Hertfordshire, WD23 1RD  
0208 901 5555

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