

RNID in Communities online hearing check script

Introduction

Hi my name is _____. I'm a volunteer with RNID. Would you like to check your hearing today?

[At this point, it is important to confirm that the service user doesn't have hearing aids or diagnosed hearing loss]

If you've never checked your hearing before, it's a good idea to check it regularly. Changes to our hearing are usually very gradual so you may not notice at first.

The check

The check involves wearing headphones and listening for different numbers being said over some background noise. It's quick and painless, the check only takes around 3 minutes.

The hearing check is not the same as a full hearing test carried out by an audiologist (or hearing specialist), but it's a quick and reliable way to find out if you need a full test.

Take a seat and I will explain how the check works.

[Open the [hearing check](#) on the tablet]

Do you have tinnitus or are you sensitive to loud sounds? You'll hear constant white noise during the test. If you think you'll find this uncomfortable, don't take the test.

Do you have any questions?

[Tap 'Skip this step']

Here's how the check works.

- You'll listen to a voice saying 3 numbers.

- Enter the 3 numbers you heard using the keypad on the screen. Select ? each time you can't hear a number.
- You'll repeat steps 1 and 2 until the check is complete.

The voice will get quieter as the check continues. Most people reach a point where they can no longer hear the numbers comfortably. It's normal to not be sure what you've heard.

Don't worry if you don't hear all the numbers, it's important to enter what you think you hear or '?' so the check can continue. Unfortunately, I won't be able to repeat what the person has said.

Do you need help with using the tablet?

[If yes] No problem. You can tell me/write down which numbers you hear, and I'll enter them on the tablet for you.

We need to set the volume so you can hear the numbers comfortably before we start. I'm going to put the headphones on, you'll hear some white noise and someone saying some numbers. You can adjust the volume by pressing this button. Let me know if you need help with this.

Once you can hear the numbers comfortably, let me know, or press 'start the check'.

Great, let's start the check.

[Offer the service user the headphones to put on themselves but be aware they may require some help with positioning. Put headphones on and adjust/check volume. When the headphones are on the service user may not be able to hear you, so use gestures to confirm they are ready]

[Tap 'Start the check']

[Some people may need supervision while taking the check to make sure they are pressing the buttons correctly and progressing to the next stage. Ensure they don't adjust the volume once the check has started.]

[If someone is really struggling at the start or wants to start the check again take the headphones off and check they are ok and then restart the check.]

Results

Your result suggests you do not have hearing loss.

The results suggest you don't have hearing loss right now. But if you still are still concerned about your hearing, or begin to experience any problems in the future, it's best to get a full hearing assessment with an audiologist.

[Hand them a QR code card]

This card has a QR code that links to the online hearing check. It's a good idea to repeat the check every 2 years. If you know someone who might benefit from taking our online hearing check, you can share it with them.

Is there anything else I can help you with?

Thank you for getting your hearing checked today.

Your result shows you have signs of hearing loss.

[Allow them time to read the page if necessary. Consider asking the below questions depending on how the service user reacts to the results]

Is that what you were expecting?

How do you feel about the results?

Would you like me to go through the options?

It's important to remember that while the hearing check is a reliable way to check for signs of hearing loss, only a full hearing assessment can give you detailed results. We would recommend you get a full hearing assessment. As part of this, an audiologist will discuss your hearing in detail and the options available to you.

You can get a referral to an NHS audiology service from your GP, or you can go directly to a private hearing care provider. In some areas of England, you may be able to refer yourself directly to an NHS audiology service – your GP should have more information.

Do you want some more information about what happens at a hearing assessment?

[If yes, we can give a copy of the information leaflet which includes a section on this or give a link to the information on our website share our guide on [getting your hearing tested](#).]

If someone is upset or anxious by any result:

[Give them time to process, don't make it seem like you're rushing to see the next person.]

[Reiterate that the best next step will be to get a full assessment, especially if they are concerned. Try not to say "it's just a check" as we don't want to suggest the test is inaccurate.]

[Reassure them that they have done a good thing by getting their hearing checked and that there is plenty of support available, including from us, if they are diagnosed with hearing loss.]

[If someone is really concerned and upset and wants to do it again, restart the check, however normally the best course of action is to suggest they get further investigation. We should not offer a repeat check as standard.]

If someone has specific questions about the results:

The check tests both ears at the same time so it can't give results for each ear. The check also can't tell us the level of hearing loss overall, this is why it's important to get a full assessment with an audiologist.

[Important to note that hearing loss is not measured in percentages and for most people the hearing will be roughly the same in each ear. It's uncommon for someone to have a different level of hearing in each ear.]

Would you like to speak to one of our friendly team about this in more detail?

[If yes, give Contact RNID details]

If someone mentions difficulty getting a referral or getting a GP appointment.

[Advise them on local arrangements if known, otherwise recommend the GP letter and contacting Contact RNID for more information]

If you'd like an NHS hearing test, we can give you a letter with your hearing check result to share with your GP. Would you like one?

[If yes, give them a copy of the hearing check letter]

Finally, if you need any information on deafness, hearing loss or tinnitus, Contact RNID will be able to help you.

[The "It Does Matter" leaflet includes details for Contact RNID]