

Communication tactics

For those with a hearing loss:

- Inform people you have hearing loss so that people are aware.
- Ask people to face you when they speak to you – it gives lots of extra information.
- If you have a better hearing ear, try to position yourself with this ear towards the speaker.
- Ask people to get your attention before talking to you.
- Do not be afraid to ask people to repeat themselves.
- Move closer to the speaker.

For those speaking to a person with a hearing loss:

- Speak clearly facing anyone who wears hearing aids or has a hearing loss. Do not cover your mouth.
- Do not exaggerate lip movements as this can make it more difficult to lip-read.
- Get the attention of the person before speaking to them.
- Use natural facial expressions and gestures.
- If you are asked to repeat yourself, consider rephrasing what you have said rather than saying the same thing or shouting.
- Find a suitable place to talk with good lighting and minimal background noise.



For further support, scan the QR code or visit our patient support portal at: danalogic.co.uk/patient-portal