

When given the choice patients prefer rechargeable hearing aids.

Gatekeeping or Caution? Exploring the power dynamic in adopting rechargeable hearing aids.

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Background

While rechargeable hearing aids are available, they are **not yet widely adopted** within adult NHS services.

Reliance on hearing aids that use disposable batteries creates a **logistical burden**, contributing to **workload** and **environmental waste**.

Anecdotal evidence suggests **patients may be resistant** to transitioning from disposable to rechargeable batteries creating a **potential barrier** to adoption.

Aims

The overall project aim was to **engage stakeholders** to **explore perceptions** of rechargeable hearing aids. Specifically:

1. To understand the **facilitators** and **barriers** of adopting rechargeable hearing aids.
2. To **involve key stakeholders** in potential changes to service provision.

Methods

A trial of the **GN Rechargeable Extend CROS** was conducted as part of routine care from March 2025 across 2 acute and 1 community adult sites. The trial included **new** and **existing** CROS and BiCROS users.

Surveys were conducted with **patients before hearing aid fitting** and **at follow-up**.

Surveys were conducted with the **audiology team (clinical and non-clinical)** before and after the trial.

An **additional survey** was made available to **all service users** to gather broader opinions on rechargeable hearing aids and ensure a **diverse range of views** were included.

Results – Staff & Service Users

18 staff surveys completed

- Pre-trial **reticence** centred around lack of **product knowledge, storage & logistics**

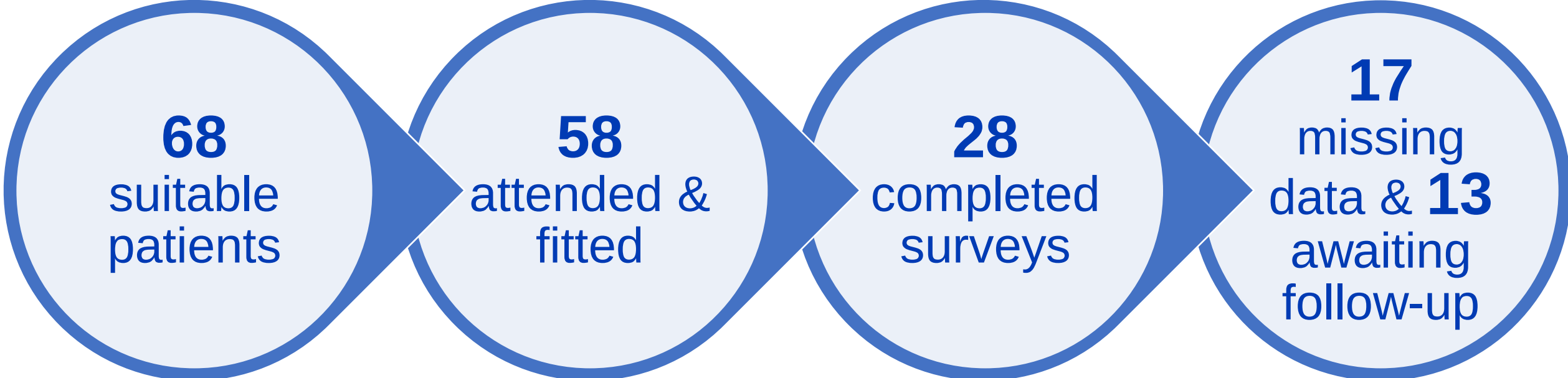
+ Post-trial feedback indicated a **preference** for offering **both rechargeable & disposable battery** hearing aids

45 service user surveys completed

- Majority expressed **no concerns** about rechargeability

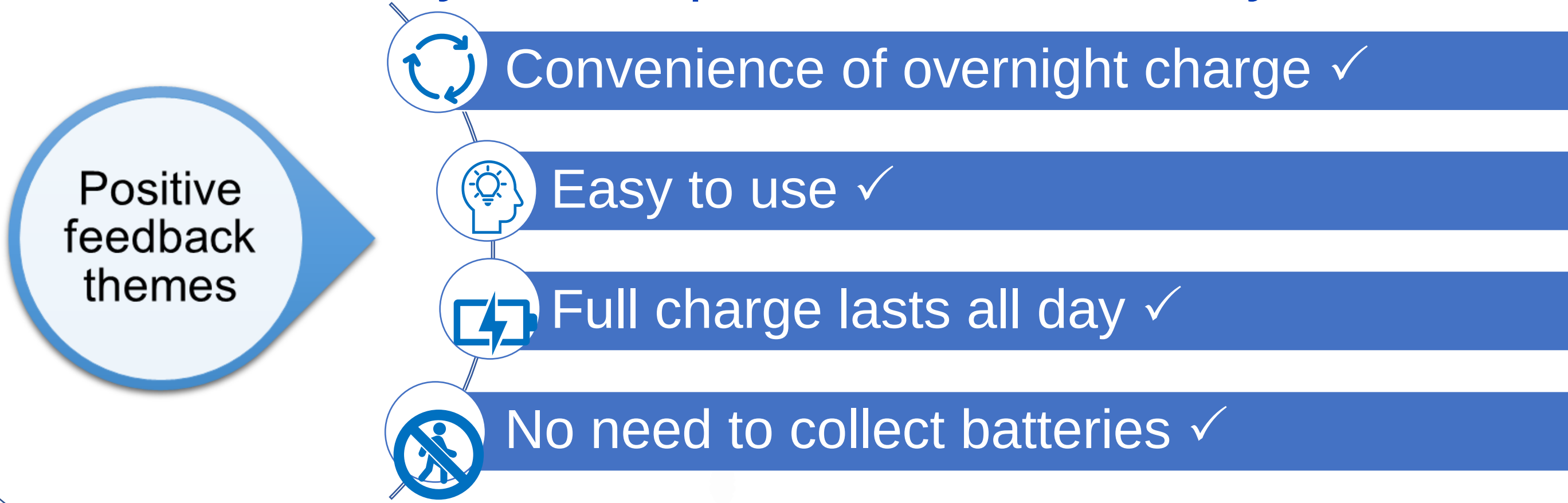
+ Overall **positive** expectations to rechargeable hearing aids, with **91%** already **using other rechargeable** devices

Results – Fitted Patients



86% reported **no problems** with rechargeability. Negative comments related to the **portability** of the **charger**.

90% indicated they would **prefer to use rechargeable**. 10% stated they had no preference either way.



Lessons Learned

Rechargeable hearing aids present **significant benefits** in patient experience, but successful **implementation requires buy in from audiologists**.

Additional **confidence in the product**, **adequate stock planning** and **flexibility** were key facilitators to adoption.

Opinions from audiologists **contrasted** those from patients; this work reinforces **the importance of including service user feedback when making decisions** about future rechargeable provisions.



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