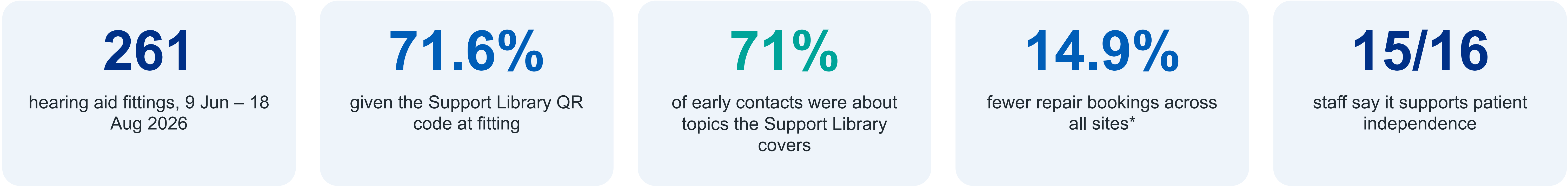


Staff back the Support Library, and most early patient contacts were about **issues it already covers**. The next step is making it **easier to find and access**.

Introducing the Danalogic GN Hearing Aid Support Library in Adult Audiology: A Quality Improvement Evaluation

Maglovski, H., Dalo-Ferreira, G., Riley, L., Almeida, R & Frost-Garman, E.



Background

The Danalogic GN Hearing Aid Support Library is an online resource on hearing aid use, maintenance, troubleshooting and connectivity. GN built it with its Key Opinion Leader group after finding that the information patients needed **already existed but was hard to find**.



Scan to visit the Support Library

Aim

To evaluate implementation of the Support Library in Adult Audiology, exploring:

- implementation and clinician perceptions
- patient self-management
- service efficiency and repair activity
- follow-up outcomes of hearing aid use

Methods

Who 261 new fittings at two sites and one community site (9 Jun – 18 Aug 2026)

What Support Library QR code and leaflet offered at fitting

Measured QR provision, early contacts, follow-up outcomes, repair bookings, web analytics

Staff Survey (n=16) and engagement workshop

Analysis χ^2 / Fisher tests; exploratory QI design

Implementation

QR code given in **187/261 fittings**. The top documented reason for missing it was an **outdated fitting template** (26/38). Provision rose from 36% in week 1 to ~75% after and differed by site (p<0.001).

Site	Given (187)	Not given (74)
Site A	62%	38%
Site B	89%	11%
Community	65%	35%

Early patient contacts

21 patients (8.0%) contacted us before follow-up; **15 of 21** were about topics the Support Library covers. Contact rates were similar with and without the QR code (7.5% vs 9.5%, p=0.62).

Topic	Covered by Support Library	Needed clinician
Batteries / tubing	4	0
Domes / moulds	3	0
Feedback	3	0
Bluetooth	3	0
Loudness	1	0
Insertion / cleaning	1	0
Lost hearing aid	0	2
Appointment request	0	2
Other clinical	0	2

Staff perceptions

15/16

support independence

13/16

could reduce avoidable contacts

12/16

improves patient experience

8/16

recommend it often or always

High support, inconsistent use: 7/16 had never used the Support Library themselves.

Barrier	Count
Language	8
Forgot to mention	7
Patient not interested	6
Digital concerns	5
Unfamiliar content	3
Time in clinic	2

Follow-up outcomes

54 patients attended. **No significant group differences** (all p>0.05); first-time users more often needed further action.

Outcome	First-time (n=32)	New to GN (n=10)	Previous GN (n=10)
Wearing HAs	~85%	~80%	~75%
Satisfied	~55%	~60%	~70%
Comfort issue	~30%	~25%	~20%
Management difficulty	~15%	~20%	~25%
Further action	~40%	~35%	~25%

Conclusions & service improvement recommendations

The gap is consistent signposting and easy access, not new content. Repair bookings fell 14.9% during the project; an association only, not proof of cause.

1. Standard templates

Add Support Library signposting to every fitting template

2. Topic QR codes

Cleaning, batteries, Bluetooth and troubleshooting

3. Language access

Translated resources and interpreter-friendly materials

4. Embed links

Hearing aid app, email replies and follow-up letters

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