

Your questions - Telephone

Ian I found I had to give up using the telephone probably a year or even two before I eventually had the implant. After the switch on I didn't attempt to use the phone. I think it was probably six months on that I attended a workshop here in Southampton on using the telephone, and being guided on various pieces of equipment that could help you and strategies for dealing with callers in helping you to discern what they were saying. That encouraged me to start to try again.

I am married and my wife can make almost all the telephone calls but I find, or had found that you lose out, particularly talking to family. She may take half an hour on the call and relays what has been said in perhaps a minute. You miss the relationship. You can't guide the telephone call, and elicit different information from the people you are talking to.

So after the course here, I tried to use the phone and I have got to the point now where I can make a call if I know that I am calling somebody who is aware that I will find it possibly difficult.

Andrew I can use a telephone and I have no problem with a telephone at all.

Stan I am trying to practice as much as possible. There is one funny incident that happened the other week, where as I was on my own in the house and the telephone rang downstairs - which is again is something I couldn't hear 6 weeks ago - I thought I would go and answer it, and just get the practice. It's probably nothing important, just somebody trying to sell something. So I rushed down, picked up the phone and the chap on the other end said, "Hello, could I speak to Mr Maddams please?", and I heard it perfectly - and I panicked and threw the phone down!

Janet I've tried using my mobile phone and I speak to my daughter who is very good with me. I also speak to my younger brother on the phone, because he lives in Scotland, but I haven't really used the telephone for quite a few years and I find it difficult. I have been doing it more and more lately, and I think that's what I needed to do because I am improving - they are telling me I am improving, so fingers crossed.

Juliet I am able to use the phone again after a lot of practice and help from the auditory implant centre. They have a splendid training programme for this. I have recruited various of friends and relatives for this and undertake the learning programme that I was given, and now I can use the phone pretty well for chatting to people whose voices I'm familiar with.

I do find if I am speaking to say a call centre or someone I don't know if I explain that I use a cochlear implant and ask them to speak slowly and clearly people are always most helpful.

- Britt-Marie** I was invited by the implant centre to a telephone workshop, I did go and we tried all sorts of things, but I am afraid I am not really able to use the telephone. I can talk to my family about “How are you? What are you doing?”, things like that but if they asked me a proper question that I have to give a reply to, I say, “Please text me.”, or I use FaceTime which is fantastic.
- Chris** I use something called the DECT phone, and this is a very interesting phone because I can hold it here [away from the head], and I get sound in both the hearing aid and also the implant. And having the sound in both ears makes understanding conversation very, very much easier.
- Now, the problem that I'm having with it is nothing physical, it's actually confidence and psychological. I can use it with people whose voices I'm familiar with, but at the moment I lack the confidence to use it with voices that are unfamiliar.
- Tayseer** With the implant I use the telephone to talk with my family, my brother and my friends and occasionally I use it at work as well. Generally, all I need to do is make sure I am in a quiet place, and I can use the phone without any help
- Margaret** I just started to use the telephone. I will only phone people that I know will understand and I can explain to them. I have answered the telephone once or twice when it has rung and my husband Jim has not been there. I have managed, and I hope that it will go from good to even better.