

Q25: If you cannot access user controls on your hearing aids, please indicate.	
Cannot access user controls	20%
Q25a: If you can access user controls, how often do you use these controls?	
1 (Very often)	19
2	7
3	10
4	10
5 (Not at all)	11
No response	15
Q26: To what degree do you find your hearing aid easy to use?	
1 (To a very high degree)	30
2	20
3	20
4	10
5 (Less active)	10
No response	10
Q27: Did you receive adequate information on the use of your hearing aid?	
Yes	83
No	11
No response	6
Q28: Have your hearing aids been adjusted since they were dispensed?	
Never	45
1 - 2 times	34
3 - 5 times	12
6 - 10 times	2
> 10 times	1
No response	6
Q29: Have you been offered guidance/education for using hearing aids and living with your hearing loss?	
Yes, and taken	20
Yes, but not taken	18
No, not offered	56
No response	6
Q30: Have your family and friends been offered guidance/education?	
Yes, and taken	4
Yes, but not taken	4
No, not offered	86
No response	6

Q31: The last time that you were seeking guidance for your hearing problems, did the professional you contacted understand your wishes and problems?	
1 (Not at all)	2
2	5
3	14
4	22
5 (To a very high degree)	41
No response	16
Q32: Overall, how satisfied are you with your hearing aid(s)?	
1 (Not at all)	2
2	5
3	14
4	22
5 (To a very high degree)	41

Table 5. Comfort level, daily use and instruction. English translation of survey questions regarding comfort level, daily use and instruction, with distribution of the answers displayed in a percentage. Where the number of “no response” influences the distribution, it is included.