

Appendix 2 : Comments parents wrote about their child using the bone conduction kit.

| Categories | Positive comments | Neutral comments | Negative comments |
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| Impact on hearing | <p>“He says to everyone, "I can actually hear you now".</p> <p>“He put his headset on yesterday, and his face lit up like I’ve NEVER seen! He said over and over again, “I can hear everybody, I can hear everybody! Wow, wow, wow, I’m freaking out!” It is no exaggeration to say this has made an astronomical improvement to his quality of life”</p> <p>“I wish I had filmed it when he first tried it on, he said “I can actually hear””</p> <p>“The look on his face when he could hear was priceless”</p> <p>“He said "oh my god! I can hear everything.” It was obvious by his face. He was so surprised”.</p> <p>Child: “It definitely helps with being able to hear”.</p> <p>“I can hear my best friend better now”</p> | <p>“He did like them. They are comfortable. He said he could hear better, that’s the only thing I can go off.”</p> <p>“We only have them connected to the iPad so I can’t tell if she can hear better”</p> | |

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| Impact on anxiety/ worry | <p>“Definitely happier and calmer when wearing headphones”.</p> <p>“She is less emotional, a happier child when she has it on and less tired from lip reading”.</p> <p>“School has a fire drill, he didn’t scream and cry or ask for his ear defenders” (for a child who had previously become dependent on wearing noise cancelling ear defenders for anxiety around loud sounds at school)</p> | <p>“He’s more chilled, he didn’t get shouted at”.</p> | <p>“She feels anxious when headphones aren’t working or charged”.</p> |
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| <p>Impact on speech and language</p> | <p>“She speaks more normally [when wearing the head phones], phonics at school - she is pronouncing ‘ch ’and ‘m ’clearer”.</p> <p>“He used to get the next door neighbour’s name wrong but when he said it right the other day, we was all shocked, even she was shocked”.</p> <p>“She wears the headphones to sing along to Mamma Mia and she now sings the words more clearly”.</p> <p>“It’s made a big difference to how she hears and her speech. She had gone back [during lockdown] to signing for ‘hungry ’ and ‘drink ’from Mr Tumble. The signing stopped with the headphones”.</p> <p>“He was so upset when head set wasn’t working. Little things started creeping in. His speech regressed really quickly. He wasn’t starting his words properly”.</p> <p>“Better pronunciation when wearing it”.</p> <p>“It’s worked really well for her, aiding her speech development. It’s a positive outcome for her”.</p> <p>“He speaks at a better volume level himself when he is wearing headphones”.</p> <p>“His speech is coming on so well in just a week”.</p> <p>“There is a quite a change in how he is saying words. He is able to correct himself more easily when wearing the headphones”.</p> <p>“Other people have said, "wow his speech is more clearer"”</p> | <p>“Her speech is generally improving, although I’m hesitant to say the extent etc. I’ve been surprised at times the length of word she’s used or the complexity of the sentence or that she’s heard and repeated something that I’ve said. However, there are still lots of times when her speech is slurred, or I cannot immediately get what she is trying to say and it’s not clear.”</p> | <p>“His speech is still bad whether he wears them or not”.</p> |
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| <p>Impact on school/ learning</p> | <p>“His learning is much quicker. It’s given him a kick start”.</p> <p>“Her vocabulary is also markedly improved, as is her reading”.</p> <p>“According to his teacher he is now sitting for circle time for the whole amount of time, before he would get up half way through.”</p> <p>“Thank you so much for giving us the opportunity to use the headphones, they certainly helped her and meant that she didn’t fall behind with her phonics or speech.”</p> | | <p>“She doesn’t want to wear them much at school as she is conscious of what the other children in her class think of her.”</p> |
| <p>Teachers</p> | <p>“He engages with the key worker [at nursery] and other kids better with the headphones”.</p> <p>“She continues to consistently wear the headphones at nursery for three days. The staff’s view is that they make a massive difference there as I previously mentioned: more attentive and responsive to what staff say”.</p> <p>Child</p> <p>“I know how to mute it. I was the person who showed my teacher how to do it, [before] when she was talking to another teacher she would hold the mic away as far as she could stretch her arm.”</p> | <p>Child “I keep them in my tray. Miss T charges them on her desk.”</p> <p>“Could you give information to the teachers to do something for deaf awareness week”.</p> <p>“Nursery slowly got used to it.</p> | <p>“Teachers are worried about Covid and won’t swap the mic between them so she can’t hear when she has a replacement teacher once a week and can’t hear in PE.”</p> <p>“The teachers are so busy and stressed. I don’t want to stress them more”.</p> <p>“The teacher is going to see how he goes and then decide whether we should use it”</p> |

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| Impact on home life | <p>“The TV volume stays down now, we just place the microphone by the TV”</p> <p>“The interaction between the boys [siblings] has been better”</p> <p>“She [10y] is relying on it enormously..has paired it to everything in the house. It is now the way she watches TV. She has taken it out with her friends”.</p> <p>“She is getting on really well with the headphones - we've not tried them in school with the mic yet, however pairing them with the iPad at home is simply brilliant. She loves the freedom they give her and obviously, the hearing ability.”</p> <p>“There have been fewer arguments because he could communicate more effectively”.</p> <p>“Everyone at home raised their voices less”</p> | <p>His brother was fed up because he'd had the same trouble, he was like “why didn't I get anything like that?”</p> | <p>“If I am wearing the microphone and walk outside her bedroom the connection is often bad.”</p> <p>“I think a hearing aid would be easier so he could hear all the time”</p> <p>“She doesn't want to wear it at home having worn it all day at nursery”.</p> |
| Impact on fatigue | <p>“She is not as tired when she comes home from school”</p> <p>“He is less tired after a day of wearing the headphones”.</p> | | |
| Self confidence | <p>“His personality has come on a lot”</p> | <p>“I wasn't sure how she would cope with the other children [at school] but she wants to hear”.</p> | |

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| <p>Impact on the parent</p> | <p>“If we hadn’t been part of the study..I do worry about hearing..it’s made me more chilled”.</p> <p>“My biggest worry was that she couldn’t hear and her pronunciation sounds like a deaf child. Having the headphones, I’m not panicking that she is going back to where she was”.</p> <p>“I could talk to her at a normal level, rather than shouting.”</p> <p>“It makes me quite emotional how crazy she became when she tried them the first day...makes me realise that she could hear much better I think”.</p> <p>“They[headphones] also put my mind at rest as knowing she could hear meant I was less worried about when she would have her operation as I knew she was not falling behind in her speech development”</p> | <p>“Shopping trips were easier [when wearing the headphones], she could chat to me and she wasn’t frightened she would lose me”.</p> <p>“He heard my voice, he smiled so much”.</p> | |
| <p>Attention and concentration</p> | <p>“He is very focused when wears the headphones. Beforehand it would have been ‘what’s that? Huh? ’</p> <p>“He has always struggled with concentrating and listening. His teacher says he looks up more [when wearing the headphones].”</p> <p>“He’ll listen to audiobooks to the end now rather than listening to only one or two pages”</p> | | |

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| The headset | <p>“When I wore them at school my friends pretended to play guitar. My friends said ‘when you were wearing the headset you look like a rock girl“ ’</p> <p>“He thinks it’s pretty cool, he thinks it’s like a robot like thing”.</p> <p>“He is very protective over his headphones. The teacher was worrying about them getting damaged and I said ‘no fear, he won’t let anyone touch them””</p> <p>“The headphones give a visual cue to others that she has a hearing loss”</p> | <p>“Can children get their own from a shop? My friend wants one”.</p> <p>Child “I might need to wear them until I’m an adult. I might need a bigger size”.</p> | <p>“A boy commented [teased] and now she really doesn’t want to wear them at school.”</p> <p>Child “Tell other children to be careful with it, don’t wear it at break times or lunch time. I am not wearing it in the playground”</p> |
| Social communication | <p>“Staff also comment that it makes a massive difference with friends - she can hear and interact with them better and they can understand what she says”</p> | <p>“When you are learning language, life, and social skills, whether it is small or not, you are missing something [if you can’t hear]”</p> | |
| The Hear Glue Ear app | <p>“The app appeals to her”</p> <p>“It was very helpful to have the hearing test in the app “</p> | | <p>“The app needs to have an older children section”.</p> <p>“she has got through all of the stories songs and games on the app [in lockdown], the app needs to have more on it.”</p> |

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| <p>General comments</p> | <p>“I can’t tell you how much it has helped”.</p> <p>“It has made a massive difference to her.”</p> <p>“It’s nice to get something to help really”.</p> <p>“This has really helped”.</p> <p>“All his violin lessons for 10 months have been online. He used the headphones paired to iPad for zoom lessons. He just passed his exam”.</p> <p>“We were so desperate and we had run out of options. This is just brilliant. We are over the moon to be part of the study”.</p> <p>“I have been wanting to support [my child] with something like this”.</p> <p>“We are grateful for them...the first two years at school are so important.”</p> <p>“He was excited to have something that was just his”.</p> <p>“I think this has been a fantastic research project and I hope that many more children get to benefit from having access to these whilst they wait for operations.”</p> | <p>“We would rather avoid grommets”.</p> <p>“We were quite shocked at how low her hearing was when tested last year and the need for her to have an operation, personally I’d like to avoid that if possible, but just don’t want her to feel isolated and fall behind.”</p> | <p>“If she had only had this a few years ago. We needed it then.”</p> <p>“I wish we had been given this while he was at primary school. We didn’t think it was a good idea for him to wear them as he starts secondary school”</p> |
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