

THIS LEAFLET IS TO ADVISE PATIENTS
WHAT TO EXPECT FROM THEIR
UPCOMING AUDIOLOGY APPOINTMENT

Contact details of the Audiology Department:

WEST MIDDLESEX UNIVERSITY
HOSPITAL
OPD 5, FIRST FLOOR
TWICKENHAM ROAD
ISLEWORTH
TW7 6AF

T: 020 8321 5681

E: caw-tr.wm-audiologydepartment@nhs.net



Concerns and Compliments

Chelsea & Westminster Hospital NHS Foundation includes Chelsea and Westminster and West Middlesex University Hospitals as well as services provided at a range of other sites.

If you have concerns or wish to give feedback about services, your care or treatment, you can contact the PALS office on the Ground Floor at each main hospital site

Alternatively, you can send us your comments or suggestions on one of our comment cards, available at the PALS office, or on a feedback form on our website www.chelwest.nhs.uk/pals.

We value your opinion and encourage you to provide us with feedback.

**Chelsea and Westminster Hospital NHS Foundation
Trust**
www.chelwest.nhs.uk

Chelsea and Westminster Hospital
369 Fulham Road, London SW10 9NH

Patient Advice and Liaison Service (PALS)
E: cwpals@chelwest.nhs.uk T: 0203 315 6727

West Middlesex University Hospital
Twickenham Road, Isleworth, Middlesex TW7 6AF

Patient Advice and Liaison Service (PALS)
E: wmpals@chelwest.nhs.uk T: 0208 321 6261

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Chelsea and Westminster Hospital **NHS**
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WELCOME TO THE ADULT AUDIOLOGY SERVICE FROM WEST MIDDLESEX UNIVERSITY HOSPITAL

Patient Information leaflet:
ASSISTIVE DEVICES



WHY DO I HAVE THIS APPOINTMENT?

You were recently seen in the Audiology clinic regarding your difficulty hearing with your hearing aids. The Audiologist may have suggested that we assess you for assistive devices as available and supplied by either the Hounslow Social Services Sensory Team or the Richmond Adult Social Care Access Team. The purpose of this appointment is to demonstrate some devices to you.

PLEASE ENSURE YOU BRING YOUR HEARING AIDS WITH YOU TO THIS APPOINTMENT.

WHAT WILL HAPPEN AT MY APPOINTMENT?

At this appointment we will verify your personal details. You will be asked some questions about your ears and your hearing difficulties at home. We will then proceed to demonstrate assistive devices such as an amplified and flashing doorbell, TV loop system and the TV echo link system.

After this we will complete the referral form for the relevant Social Services Team. You will receive a copy of this form.

Please note: the Audiology team only assess you for these devices. The Social Services team supply and install the devices. If you need any help in the future regarding maintenance of the devices you need to contact the Social Services team.

HELPFUL CONTACT INFORMATION:

HOUNSLOW ADULT SAFEGUARDING,
SOCIAL CARE AND HEALTH

General enquiries: 020 8583 3100

RICHMOND ADULT ACCESS TEAM

General enquiries: 020 8891 7971
adultsocialservices@richmond.gov.uk

WHO WILL I BE SEEN BY?

All Assistive Devices appointments are carried out by a qualified Audiologist or Rehabilitation Officer. The Audiologist is registered with the Registration Council for Clinical Physiologists. We are a teaching hospital so on occasion there may also be a student present in the appointment. If you are not comfortable with this, please let us know when you check in for your appointment at the Audiology Reception desk.

HOW LONG WILL MY APPOINTMENT TAKE?

The appointment has been allocated for 60 minutes. We aim to see you on time but sometimes Audiology clinics can be unavoidably delayed as someone in front of you may need more time. We will keep you informed if there is a delay to your appointment.

HOW DO I PREPARE FOR MY APPOINTMENT?

If you need an interpreter please contact us for this to be arranged. We cannot guarantee availability of interpreters for all languages, so please arrange this well in advance.

If you require hospital transport please contact us well in advance to arrange this.

If you wish to bring a family member, carer or friend to this appointment please feel free to do so.

CAN I CANCEL MY APPOINTMENT?

If you need to cancel this appointment, you are only allowed to cancel your appointment twice. Please contact us soon as possible to rebook your appointment.

Please note, this clinic has limited availability.

If you fail to attend this appointment, you will be discharged back to your GP's care and will need a new referral. This is in line with the Hospital Trust Policy.

PLEASE ARRIVE ON TIME FOR YOUR APPOINTMENT. PLEASE ENSURE YOUR MOBILE PHONE IS SWITCHED OFF PRIOR TO BEING CALLED INTO THE CONSULTING ROOM.