

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

Contact details of the Audiology Department:

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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.

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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:
HEARING REASSESSMENT



You, your GP or the ENT Specialist has requested a reassessment of your hearing and hearing aid at the Adult Hearing Aid Department from West Middlesex University Hospital. Your attached appointment letter confirms the date, time and location of your 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, general health and any situations in which you are having difficulty hearing.

We will then look into your ears and check that they are healthy and free of wax. You will listen to a series of sounds presented through headphones and be asked to press a button every time you hear a sound. This allows us to measure the quietest sounds you are able to hear. Occasionally we may also do a pressure test to check how well your eardrums are moving and if you have any fluid behind your eardrum. We will explain the hearing test results to you.

We will programme the latest digital behind-the-ear hearing aid to match your hearing test results. The method used is called Real Ear Measurement and it involves placing a fine, soft and flexible tube into the outside of your ear canal. You will hear medium, soft and loud sounds which enables us to see how the hearing aid performs in your ear.

A full explanation of how to use your new hearing aid will be given along with a new hearing aid guidance book. We will offer you a telephone or appointment based follow up appointment. Please refer to your new guidance book for more details.

Depending on the outcome of your hearing assessment, we may refer you to the Ear, Nose & Throat Department (with your consent). We will send your GP a letter regarding the outcome of your hearing assessment.

WHO WILL I BE SEEN BY?

All hearing assessments are carried out by a qualified Audiologist, who 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 or you may be seen by a student supervised by an Audiologist. 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 will be allocated 30-45 minutes. We aim to see you on time but sometimes Audiology clinics can be unavoidably delayed. We will keep you informed if there is a delay to your appointment.

HOW DO I PREPARE FOR MY APPOINTMENT?

Please ensure your ears are free of wax. If your ears are blocked with wax or you have an active infection in your ear we will not be able to carry out the hearing test.

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

PLEASE BRING YOUR CURRENT HEARING AID WITH YOU TO THIS APPOINTMENT.

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