

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

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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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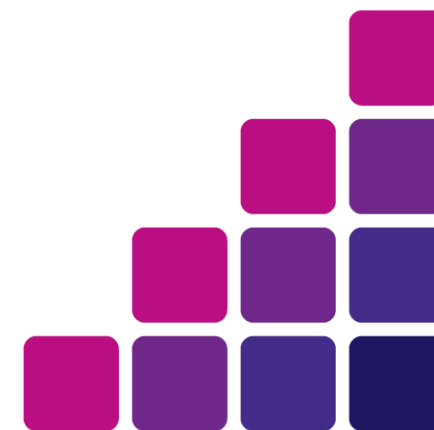
Speak to your clinician



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

Patient Information leaflet:
HEARING THERAPY



WHAT IS HEARING THERAPY?

If you have been referred to see the hearing therapy team it is because the audiologist (hearing specialist), ENT (ear, nose and throat) consultant, or GP think that you might benefit from further advice and guidance on how to manage your condition. Your attached appointment letter confirms the date, time and location of your appointment.

This appointment is an opportunity to speak with one of the specialist team about your condition. People referred to this service are concerned about a condition such as:

- Tinnitus (hearing sounds that come from inside your body, rather than from an outside source)
- Hyperacusis (being very sensitive to certain sounds)
- Hearing loss
- Auditory Processing Disorder (APD) (hearing difficulties caused by the brain not processing sounds in the normal way)

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 specific information about your Tinnitus, Hearing loss, APD or Hyperacusis.

We will give you advice on how to manage your condition. We might refer you to other services that can help further. Most people who attend this appointment are given information and reassurance about their condition and are able to manage it better afterwards. You will receive leaflets about your condition to take home with you.

WHO WILL I BE SEEN BY?

All hearing therapy appointments are carried out by a qualified Audiologist or Rehabilitation Officer with advanced knowledge and experience in counselling people with Tinnitus, Hearing loss, APD or Hyperacusis. 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.

PLEASE NOTE WE CAN NOT PROVIDE MRI RESULTS IN THIS APPOINTMENT.