



ASSISTIVE DEVICES

You were recently seen in the Audiology clinic regarding your difficulty hearing with your hearing aids. The Audiologist may have suggested that we assess 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: amplified & flashing doorbell, TV loop system and the TV echolink system.

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 policy.

If you need to cancel this appointment, you are only allowed to cancel your appointment twice. If you cancel a 3rd time you will be discharged back to your GP & will need a new referral. This is in line with the hospital policy.

Please arrive on time for your appointment. If your appointment is at West Middlesex University Hospital, report to the Audiology and Hearing Aid Reception. Failure to do so will result in not being seen. Please arrive on time for your appointment.

Please ensure your mobile phone is switched off before this appointment.

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

If you need an Interpreter do contact us well in advance for this to be arranged.

If you require transport, as this is your first appointment with this department, you need to get your GP to arrange this.

The appointment has been allocated for 1 hour and you will be seen by a qualified Audiologist, who is registered with The Registration Council for Clinical Physiologists or an Adult Rehabilitation Officer.

Initially your personal details will be verified. Your ears will be checked to ensure you have no ear wax.

The devices will be demonstrated to you and tested to see if it helps you. PLEASE ENSURE YOU BRING YOUR HEARING AIDS WITH YOU TO THIS APPOINTMENT.

Please inform the Audiologist at the start of the appointment if you have a pacemaker.

The staff member will then fill in a form to the relevant social services team and recommend the required devices. You will be given a copy of this form.

The relevant social services team will contact you to install / deliver the appropriate devices to your home.

PLEASE TAKE NOTE THIS IS ONLY AN ASSESSMENT OF THE DEVICES YOU MAY REQUIRE. IF YOU NEED ANY HELP IN THE FUTURE REGARDING MAINTANENCE OF THE DEVICES YOU NEED TO CONTACT THE SOCIAL SERVICES TEAM.