



West Middlesex University Hospital

Chelsea and Westminster Hospital **NHS**
NHS Foundation Trust

DIRECT ACCESS TINNITUS CLINIC

Your GP has referred you to us as you have been suffering from Tinnitus. Tinnitus can be very stressful and can affect your everyday living. The purpose of this appointment is to obtain a medical history, test your hearing and to offer advice regarding coping strategies (if you have a previous Hearing Test please bring this with you to the department as we can then compare the test results)

We ask you to complete the attached 'Tinnitus Questionnaire' as this helps us understand how much the Tinnitus affects your daily living.

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 us, you need to get your GP to arrange this.

The appointment has been allocated 1 hour and you will be seen by a qualified Audiologist, who is registered with The Registration Council for Clinical Physiologists. On Occasions it will be an Adult Rehabilitation Officer that will provide the Tinnitus Therapy.

Initially your personal details will be verified.

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

Your ears will be checked to ensure you have no ear wax. ***If your ears are blocked with wax, we will not be able to do the hearing test today.*** You will have to see your GP to have the wax removed and then make a further appointment with us after this has been done.

A medical history is taken regarding your hearing, balance and Tinnitus.

You will be requested to do a hearing test. This is not a complex procedure; you just have to press a button when you hear a tone. Occasionally a second test called tympanometry can be carried out this is to check if you have any fluid behind your eardrums.

The results of the hearing test will be discussed with you relating this to your Tinnitus. The hearing mechanism will also be discussed and coping strategies regarding your Tinnitus.

On occasions we may request that it would be beneficial for you to be seen by an Ear Nose and Throat (ENT) specialist. If you need this referral we will refer you directly to ENT. A letter will be sent to your GP and a copy to the ENT and yourself.

If it is necessary, a follow up appointment may be scheduled.