



West Middlesex University Hospital

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

DIRECT REFERRAL

Your GP has referred you to have your hearing tested. This appointment is to test your hearing to decide if a Hearing Aid would be of benefit to you.

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.

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 Trust Policy.

Please arrive on time for you 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.

If your appointment is at Feltham Centre for Health, report to the St. David's Practice. If your appointment is at Teddington Memorial Hospital, report to the Main Outpatient Reception Desk which is on the ground floor. If your appointment is at Whitton Clinic, report to the main desk on the ground floor.

Please ensure your mobile phone is switched off prior to 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 and this can 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 30 minutes and you will be seen by a qualified Audiologist, who is registered with The Registration Council for Clinical Physiologists. We are a training site for student Audiologists through The Middlesex University and University College London (UCL). On occasions you may see a student under supervision of an Audiologist. If you wish a student audiologist not to be present please contact us.

Initially your personnel details will be verified. A medical history of your hearing will be taken. ***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. 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. (If you have a previous Hearing Test please bring this with you to the department as we can then compare the test results.) 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 and a decision will be made if you need one or two hearing aids. We recommend, if appropriate that 2 hearing aids are fitted as this gives better perception of speech and sound localisation.

It will be discussed with you if you are suitable for an open fit hearing aid or if an impression needs to be taken for a mould fitting.

An appointment will be made with you for the fitting appointment. A letter will be sent with a copy of your test results to your GP

On occasions we may request that before the fitting of the hearing aid you see an Ear Nose and Throat (ENT) specialist. If you do need this referral we send a letter to your GP requesting that he/she refer you to ENT. We advise that you make an appointment with your GP within 2 weeks of your Direct Referral appointment to discuss this ENT referral with your GP.

Gillian Ross April 2017

Review date April 2019