

## **COVID-19 Change of Paediatric Audiology Services**

Due to the coronavirus (COVID-19) pandemic we have made significant changes to our service.

### **Appointments**

Some of our appointments will be changed to a telephone or video consultation. Details of how to dial in will be sent to you if they apply to you.

If you are unable to attend an appointment that you have booked, please email us at [uclh.paediatric.audiology@nhs.net](mailto:uclh.paediatric.audiology@nhs.net)

If possible, please do try to email us as our phone lines are very busy and you may experience a long wait for your call to be answered. If your query is urgent or you are unable to use email, please call 020 3456 5160 or 020 3456 5144.

### **Children Hearing Aid Department (CHAD)**

#### **Repairs and lost hearing aid**

Currently we are offering a postal only repair and replacement service for hearing aids.

If you have lost or require repair of your hearing aids, please inform us via email at [uclh.enquiry.chad.rntne@nhs.net](mailto:uclh.enquiry.chad.rntne@nhs.net)

If you are unable to use email, please call 020 3456 5160 or 020 3456 5144.

Please send the hearing aid for repair with the following information:

- \* Name
- \* Date of birth
- \* Postal address
- \* Description of the problem and which ear (left / right or both)

Post to the address below:

**Paediatric Audiology  
CHAD Team  
The Royal National ENTED  
47-49 Huntley Street  
London WC1E 6DG**

If you do not receive replacement/repaired hearing aid(s) within 5-10 working days, please contact us on the number above.

You may find helpful information and interactive multimedia videos provided by:  
<https://www.ndcs.org.uk>; <https://c2hearonline.com>

## Batteries

Currently we are offering a postal only battery service.

Please contact us via an email [uclh.enquiry.chad.rntne@nhs.net](mailto:uclh.enquiry.chad.rntne@nhs.net)

Please include in your email:

- \* Name
  - \* Date of birth
  - \* Postal address
  - \* Battery size (brown/A312, orange/A13, or blue/A675) or hearing aid make
- If you are unable to use email, please call 020 3456 5160 or 020 3456 5144.

## Earmoulds

Currently we are offering only emergency appointments if impressions are considered necessary. Please contact us for advice via an email [uclh.enquiry.chad.rntne@nhs.net](mailto:uclh.enquiry.chad.rntne@nhs.net)

If you are unable to use email, please call 020 3456 5160 or 020 3456 5144.

## Information for GPs and professionals

We will do our best to support GPs, professionals and patients during the coronavirus (COVID-19) pandemic.

If your patient is an existing patient of our service: Patients can contact us directly via an email [uclh.paediatric.audiology@nhs.net](mailto:uclh.paediatric.audiology@nhs.net) or via telephone 020 3456 5655.

If your patient is new to our service: Please complete the referral on our website section **How to refer**.

## Adult Hearing Aid enquiries

If you are adult patient, please visit Hearing aids service site or email: [aarc.rntne@uclh.nhs.uk](mailto:aarc.rntne@uclh.nhs.uk), if you are unable to use email, please call 020 3456 5240

## Cochlear Implant enquiries

If you have enquiries regarding cochlear implant, please email: [uclh.enquiry.cirepairs@nhs.net](mailto:uclh.enquiry.cirepairs@nhs.net)