

Royal National Throat, Nose and Ear Hospital

Audiology service
Adult Hearing Aid Centre



This leaflet aims to guide you through the process of what will happen when you attend your appointment and any future visits you may have.



Welcome to the Adult Hearing Aid Centre at the Royal National Throat Nose and Ear Hospital.

You have been referred to us as a result of a recent visit to your doctor about your hearing.

This leaflet will guide you through the process of what will happen when you attend your appointment and any future visits you may have.

Direct referral assessment appointment

If you have not recently had your ears checked please visit your doctor prior to the appointment to have wax removed (unless you have been advised against syringing). The appointment may not be able to proceed if your ears are blocked.

- Your appointment will last around one hour.
- Your audiologist will ask you questions about your medical history and hearing problems.
- You will have a hearing test.
- The results will be explained and your audiologist will discuss your options with you.
- If you decided to go ahead with hearing aids, your audiologist will help you develop a personal plan, identifying problems and setting goals.
- You may be fitted with your hearing aids on the day, if not, a date will be arranged for you to return for a fitting appointment.

Fitting appointment

Your appointment will last around one hour

- Your audiologist will ensure you understand the benefits of hearing aid provision.
- Your hearing aids will be fitted using advanced verification techniques to ensure you get the maximum benefits from them.
- You will be given full instructions including a demonstration of:
 - How to change the battery
 - Operate the controls
 - Insert and remove the aids
 - Clean and maintain them
- You will be issued with a fitting pack which will include instruction manuals, batteries and a variety of other documents for you to read.





Follow up appointment

This will be arranged after your fitting to ensure you are managing your hearing aids well.

- You will be given the option of coming in to the hospital, arranging a telephone based appointment or having a questionnaire posted to you.
- Your appointment will last around thirty minutes. The phone call will last around ten minutes.
- Your audiologist will check your use of the aids to ensure you are maximising them in all situations.
- You will be offered advice on other devices which may help you in daily living situations.

Aftercare

Your hearing aid will need regular servicing and maintenance.

- We recommend visiting the repair clinics to have your ear mould re-tubed every six to eight months (if appropriate).
- If your hearing aid breaks, stops working or develops a fault, you can drop in to one of the regular repair clinics.
- We believe your hearing aid will last for several years, however, we suggest that you have a three year review with your audiologist.

What should I bring with me?

You are welcome to bring a friend or relative along to your appointment.

If you require access to an interpreter or require the use of hospital transport, please inform your doctor.

Contact details

If you have any other concerns or questions regarding your appointment, please contact us on:

Telephone: 020 3456 5220

Email: uclh.hacrntne@uclh.nhs.uk

Where can I get more information?

NHS Direct

Telephone: 0845 4647

Website: www.nhsdirect.nhs.uk

University College London Hospitals

235 Euston Road, London. NW1 2BU

Switchboard: 0845 155 5000

Website: www.uclh.nhs.uk

UCLH cannot accept responsibility for information provided by external organisations.

PALS - If you have any concerns

PALS is a patient-friendly, easy to access service designed to provide a personal contact point to assist patients, relatives and carers. If you have a problem that you have not been able to sort out we can help you to resolve it. PALS are open 10:00 till 16:00 Monday to Friday.

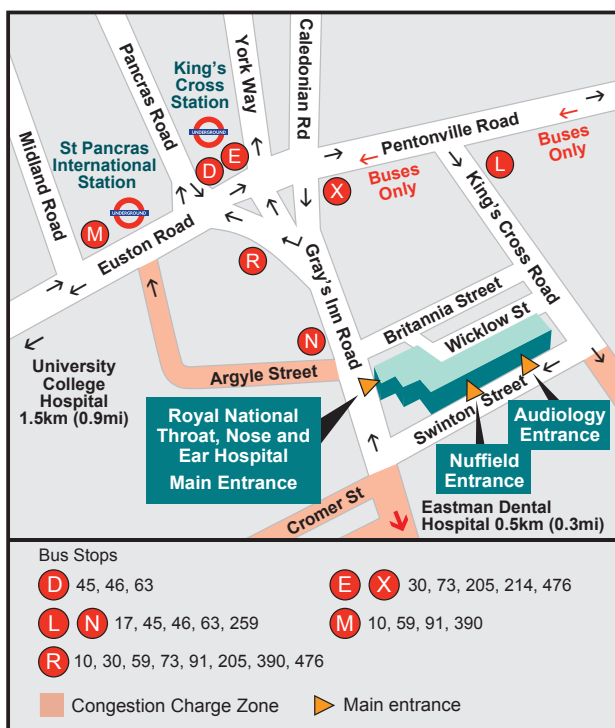
Telephone: 020 3447 3042

Email: pals@uclh.nhs.uk

If you need a large print, audio or translated copy of the document, please contact us on 020 3456 5305. We will try our best to meet your needs.

How to get here

The hospital is near King's Cross Station. You are advised to travel by public transport due to no parking at the hospital. Pay and display parking may be available nearby.



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We are committed to delivering top-quality patient care, excellent education and world class research

Safety
Kindness
Teamwork
Improving