

Royal National Throat, Nose and Ear Hospital

Nuffield Hearing and Speech Centre



Your appointment

- The date and time of your child's first appointment is in the enclosed letter. Your visit may take some time, and we recommend you allow half a day for your first appointment.
- Please complete the enclosed questionnaire and bring it with you on the day.
- If this appointment is inconvenient for you, or you wish to cancel, please contact us on:
Telephone: 020 3456 5655
Minicom: 020 3456 5318

You may have to wait some time before another appointment can be arranged.

- Please call these numbers if you need any other information (e.g. accommodation detail).
- If you need an interpreter your referring doctor/GP will need to write to us beforehand, so that we can arrange this.
- We recommend that you ask your partner, a relative or a friend to accompany you to the appointment.



On the day

When you arrive at the centre please report to the reception desk. Please arrive on time, as it may not be possible to see you if you are late.

We try not to keep you waiting, but in the event of a delay, there is a play area for children and light refreshments are available from the tea bar. Your child may be called for a hearing test, or other assessment before being seen by the doctor.

Please bring with you:

- Your appointment letter
- Your completed questionnaire
- Any hearing aids, moulds etc.
- Reports and letters from other professionals who have already seen your child (if available)
- Your child's 'Red Book' (parent-held child record)

NB. If you do not attend your appointment your child will be referred back to your GP. You will not be offered a further appointment without another referral letter.



Who are we

We are a specialist team of professionals whose main concern is the well-being of the whole child. We look particularly at the effect of the children's difficulties on their social, emotional and educational development. You may wish to be seen by different professionals within the team, as appropriate.

The team includes:

Audiovestibular physicians, paediatricians and ENT surgeons will ask about your family history and your child's progress, as well as examining your child. If possible they will come to a diagnosis and/or arrange for tests to confirm this. They can also arrange for other tests for your child if needed.

Nursing staff and play specialist are experienced in the care of children and can support you and your child throughout your visit.

Audiologists are responsible for specialist hearing testing, and for the measurement and fitting of hearing aids if necessary.

Advisory teachers of the deaf provide advice and guidance on the educational and communication needs of children with a hearing loss.

Speech and language therapists offer specialist services for children with specific speech and language disorders and for those with a hearing loss.

Clinical psychologists assess the learning, social, emotional and behavioural needs of children and are available to support families in managing those needs.

What do we do?

Hearing

- Diagnosis and management of hearing loss from birth to adulthood.
- Support and counselling for children with a hearing loss and their families.
- Independent assessment and advice on communication needs and development of language, speech and listening skills.
- Independent advice on educational issues for children with a hearing loss.
- Our cochlear implant team can assess and offer follow-up care to suitable children.

Speech and language

- Screening clinics for children with speech and language difficulties.
- Individual diagnostic speech and language assessments.
- Individual group therapy.
- Expert advice on developmental verbal dyspraxia.

Tinnitus

- Diagnosis, management and counselling for children with tinnitus.

Balance

- Diagnostic assessment and management of disorders of balance in children.

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.

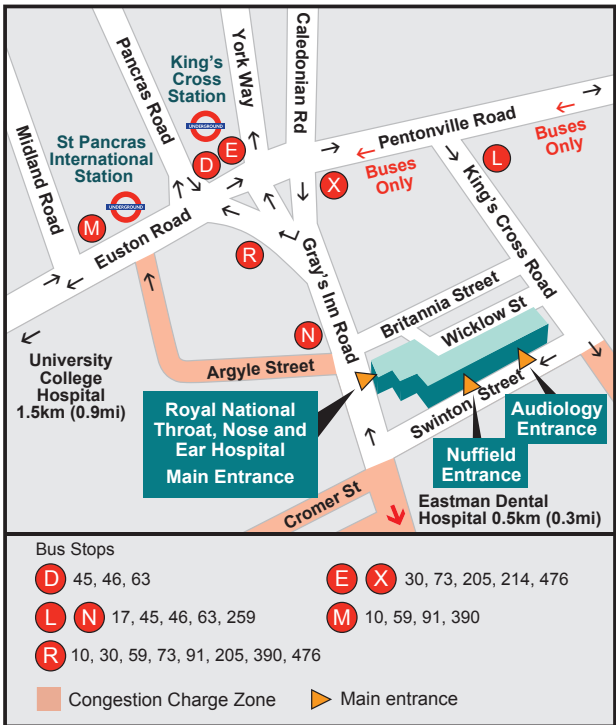
Telephone: 020 3447 3042

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.



First published: April 2012
 Last review date: March 2012
 Next review date: April 2014
 Leaflet code: UCLH/SH/RNTNEH/NHSC/NHSC02
 © University College London Hospitals NHS Foundation Trust

Created by Medical Illustration RNTNEH 020 3456 5103 Unique Code: 27405



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

Safety
Kindness
Teamwork
Improving