

Adult audiology

Your hearing assessment appointment

Information for patients, relatives and carers

Introduction

This leaflet explains what will happen when you come to the hospital for a hearing assessment. The purpose of this appointment is to take a full history of your symptoms, check your hearing and create a management plan. You will usually have been referred for this appointment by your GP.

Before the appointment

Please let us know if you need an interpreter for this appointment using the contact details below.

Please make sure your ears are clear of wax, so we can do your hearing assessment. Ask your GP or practice nurse to check your ears if you think that you might have wax in them.

How long is the appointment?

The appointment will last about 45 to 60 minutes.

What do I need to bring?

If you wear hearing aids, please bring them with you.

Before your appointment, please think about the situations where you have trouble hearing and how important it is for you to do something about it. You might want to make a list of situations or people you have difficulty hearing and bring that with you to your appointment.

What will happen in the appointment?

You will see an audiologist who will take a full medical and social history from you and ask about any hearing difficulties you are having.

Depending on your history and symptoms, we will do one or more of the following tests:

Pure tone audiometry

This test measures your hearing levels and is performed in a soundproof room. During the test, we will ask you to respond to various sounds which are played through headphones. The test takes 15-30 minutes.

Tympanometry

This is a quick pressure test, which gives us information about your eardrums and middle ear. A soft ear plug will be put at the entrance to your ears for a few seconds and you might feel a pressure change.

Acoustic reflex threshold test

During this test, you will hear a series of tones in your ear through a soft ear plug. This lasts a few minutes and assesses how well a small muscle in your middle ear is working.

After the testing is complete, the audiologist will agree an appropriate management plan with you, based on the results and the amount of difficulty you are having.

This could include one or more of the following:

- trying hearing aids
- upgrading or reprogramming your existing hearing aids
- referral to other services for further investigation or treatment
- using communication tactics
- no further management or treatment, if appropriate

The audiologist might take measurements of your ears at this stage to make earmoulds, if these are needed.

When will I get my results?

We will explain your results in the appointment and we'll also give you or send you a copy of the report, which we'll also send to your GP.

What will happen after the appointment?

If you'll be getting hearing aids, you'll be added to a waiting list or booked an appointment to have hearing aids fitted.

If you need a referral for further investigation or treatment, we will write to your GP to request this, and you will receive an appointment from the appropriate service.

Contact details

If you cannot make your appointment or have any questions or concerns, please ring us at the relevant centre:

Charing Cross Hospital

Tel: 020 3311 1021

Email: audiology.imperial@nhs.net

St Mary Abbots Hearing Aid Centre

Tel: 020 3315 6011

St Mary's Hospital:

Tel: 020 3312 1015

Email:

ichc-tr.imperialaudiologystmarys@nhs.net

How to find adult audiology

At Charing Cross Hospital we are on the first floor of the south wing.

In St Mary's Hospital we are in the basement of the Mary Stanford Wing

If you need **hospital transport**, please call **020 3311 5353** for an eligibility check.

Unfortunately, hospital transport is not available for St Mary Abbots Hearing Aid Centre.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:

imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk