

## Adult audiology

# Your microsuction appointment

## Information for patients, relatives and carers

### Introduction

This leaflet explains what will happen when you come to the hospital for a microsuction appointment.

The purpose of this appointment is to remove wax from your ears using microsuction. Microsuction uses a gentle suction wand which works in a similar way to a vacuum cleaner to remove wax from the ear canal. This will usually only be possible in special cases, for example, if it is necessary before an essential procedure.

### Before the appointment

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

Please use olive oil drops every night for one week before your appointment to soften the wax so it is easy and comfortable to remove.

If you don't use the drops, we might not be able to remove all of the wax. You can buy olive oil drops at most pharmacies.

### How long is the appointment?

The appointment will last about 15 to 30 minutes.

### What will happen at the appointment?

- We will ask you to lie down for this procedure
- The audiologist will look into your ear using a microscope and use a machine with gentle suction to remove the wax from your ear
- The suction machine can sound quite loud as the wax is being removed
- Please make sure you stay still while the audiologist is using the machine and don't make any sudden movements
- Following removal of wax or possible foreign debris, you might temporarily have increased tinnitus or a reduction in your hearing

The audiologist will give you instructions during the procedure and you can ask questions at any point.

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## Contact details

If you aren't available for your appointment or have any questions or concerns please call the audiology department on **020 3311 1021**.

Alternatively, you can email us at [audiology.imperial@nhs.net](mailto:audiology.imperial@nhs.net)

## How to find adult audiology

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

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

## 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](mailto: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](mailto: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](mailto:imperial.communications@nhs.net)

## Wi-fi

Wi-fi is available at our Trust. For more information visit our website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)

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