

## Adult audiology

# Your tinnitus assessment appointment

## Information for patients, relatives and carers

### Introduction

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

You have been referred for this appointment by your GP because you are hearing sounds in one or both ears, or in your head (tinnitus).

The purpose of this appointment is to check your hearing and understand how your tinnitus is affecting you. We will give you information about tinnitus and tools to help you manage it.

### Before your 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 tinnitus assessment. Ask your GP or practice nurse to check your ears if you think that wax may be present.

### How long is the appointment?

The appointment will last 60 to 75 minutes.

### What will happen at the appointment?

You will see a specialist audiologist who will ask you questions about your medical history, tinnitus, hearing and any associated symptoms. They may ask you to fill in a questionnaire.

Depending on your history and symptoms, you might have these 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 of your ears which gives information about your middle ear. A soft probe will be inserted in your ears for a few seconds and you may feel a pressure change.

After the testing, the audiologist will give you information and advice about tinnitus and answer any questions you have.

We will agree a management plan with you based on your test results and the difficulties you are experiencing.

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This could include one or more of the following:

- learning more about tinnitus
- trying hearing aids if you have a hearing loss (your audiologist will show you examples)
- self-help relaxation, mindfulness and sleep strategies
- sound enrichment (your audiologist will explain this in your appointment)
- further investigation or management if necessary

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

## When will I get my results?

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

You might want to try the self-management strategies agreed in your management plan. If you need one, we'll book you a follow-up appointment (either in the clinic or over the telephone) in 6 to 8 weeks to discuss your progress.

If you need a referral for further investigation or management, we'll arrange this for you and you'll get an appointment from the appropriate service.

## Contact details

If you cannot attend your appointment or have any questions or concerns please call us at the relevant centre:

**Charing Cross Hospital Tinnitus Administration: 0203 313 0221**  
**St Mary Abbots: 020 3315 6011**

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.

St Mary Abbots Hearing Aid Centre is a community site located at the end of Beatrice Place, which is a small cul-de-sac off Marloes Road in Kensington.

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

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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](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)

Adult audiology  
Published: December 2024  
Review date: December 2027  
Reference no: 2977  
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