

## Children's audiology

# Appointment to fit your child's hearing aid or aids

## Information for patients, relatives and carers

### Introduction

This appointment is to programme a hearing aid or aids to your child's hearing. We'll show you how to use them and how to look after them. It usually follows tests of your child's hearing by an audiologist, ear, nose and throat doctor or audio-vestibular doctor. They agreed your child would benefit from trying hearing aids.

### What should I do before the appointment?

**Do you need an interpreter for the appointment?** Please tell us if you need one.

**Make sure your child's ears are clear of wax.** If they are not clear, we cannot do the procedure. Ask your GP or practice nurse to check your child's ears if you are unsure.

**Talk to your child about the appointment before you arrive.** Let them know what to expect.

### How much time do I need for the fitting appointment?

Appointments last about 60 minutes. This depends on your child's hearing loss and needs.

### What should I bring to the fitting appointment?

- if your child already wears hearing aids, please bring them with you.
- bring a calming and familiar item, like a toy, with you, just in case your child becomes upset. Sometimes children get confused or distressed by the unfamiliar clinical setting.

### What happens in the fitting?

You will be seen by a children's (paediatric) audiologist (there may be two). They will review the difficulties your child is having with their hearing.

Your hearing aids will then be fitted by following these steps:

1. The hearing aids will be measured to their ears. We'll check they fit comfortably.
2. Their latest hearing test results will be used to create a computer prescription, and the hearing aids will be programmed to match this. Depending on your child's developmental

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age and hearing loss, the audiologist may perform further tests that are right for their age to confirm the hearing aid fitting. This could include speech testing.

3. Simple checks will be carried out to ensure that the sound is comfortable for your child.
4. You will be shown how to use and maintain the hearing aids. Your child will be shown too, if appropriate. We'll give you full written instructions.
5. We may talk to you about a referral to other suitable services. We work closely with speech and language therapists and teachers of the deaf (TOD) and may recommend a referral to their services.

## How will my child react to their hearing aids?

**It takes time to get used to new hearing aids.** They may sound and feel strange at first. Your child's brain needs to adapt to the change. Wearing the hearing aids regularly will speed up the process of adapting to the new sounds. Find more advice in our leaflet: 'Getting your child to wear their hearing aids'.

## What happens after the appointment?

1. **Follow-up appointment** – we will book a follow-up appointment for you within two to six weeks (face to face or on the telephone) to see how you are getting on with the hearing aids. We can resolve possible issues and answer any questions you may have. Please contact us before the follow-up appointment if you have any queries
2. **Hearing aid support** – after this appointment, you may contact the audiology department for hearing aid batteries or spare parts to be sent to you by post if you need them.
  - if your hearing aids need maintenance or repair, you can post them to us
  - you can also contact the administrative team for an appointment with the clinician if you need adjustments to settings
  - **Ongoing review** – we will continue to review your child's hearing every few months. This depends on the nature of their hearing loss, level of hearing loss and their age.

## Where do we go for the appointment?

Check your appointment letter. It will tell you which hospital you need to attend. It will be Charing Cross Hospital **or** St Mary's Hospital.

- if it's **Charing Cross Hospital**, look for **Paediatric audiology**, Second Floor, South Wing

How to get to Charing Cross Hospital: [www.imperial.nhs.uk/our-locations/charing-cross-hospital/find-us](http://www.imperial.nhs.uk/our-locations/charing-cross-hospital/find-us)

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- if it's **St Mary's Hospital**, look for **Children's hearing**, Sixth floor, Queen Elizabeth Queen Mother Building (QEQM)

How to get to St Mary's Hospital: [www.imperial.nhs.uk/our-locations/st-marys-hospital/find-us](http://www.imperial.nhs.uk/our-locations/st-marys-hospital/find-us)

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

## Contact details

### Charing Cross Hospital

Paediatric audiology department  
Second floor, South wing  
Fulham Palace Road  
Hammersmith  
W6 8RF

Tel: 0203 311 1021

Email: [childrens.hearing@nhs.net](mailto:childrens.hearing@nhs.net)

### St Mary's Hospital

Children's hearing  
Children's outpatients  
Sixth floor, Queen Elizabeth Queen Mother  
Building  
Praed Street  
London W2 1NY

Tel: 020 3312 2448

Email: [smpaediatric.audiology@nhs.net](mailto:smpaediatric.audiology@nhs.net)

## How do I make a comment about my experience?

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 3313 0088. You can also email PALS at [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net)

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)