

Adult audiology

Your move to adult audiology

Information for patients, relatives and carers

Introduction

This leaflet explains what will happen when you come to the adult audiology department for your transition appointment. This appointment helps us transfer your hearing care from the children's audiology service to the adult audiology service.

This leaflet also explains what happens if you have any problems with your hearing aid(s) in the time between your final children's audiology appointment and your first adult audiology appointment.

When will my move to adult audiology happen?

Your appointment with the adult audiology team will take place about one year after your final appointment with the children's audiology service.

You will remain under the care of the children's audiology service until you attend your first appointment in adult audiology.

So, if you,

- have any issues with your hearing aids
- need new batteries
- need help from an audiologist

please contact the children's audiology team. The contact details are on page 3 of this leaflet.

Once you've been to your first appointment in the adult audiology department, your care transfers. The adult audiology team will look after your hearing and hearing aids from then.

Before the appointment

Please let us know if you need an interpreter for this appointment. Use the contact details for the adult audiology service on page 3 of this leaflet.

Please make sure your ears are clear of wax. Wax in your ears can make it very hard to assess your hearing. Ask your GP or practice nurse to check your ears if you think you might have wax in them.

If you cannot attend the appointment you are given, please contact the adult audiology department in advance. The appointment can be rearranged.

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.

What do I need to think about before my appointment?

Before your appointment, please think about:

- the situations where you would like to improve your hearing
- how important it is for you to do something about it

What will happen in the appointment?

The adult audiology team will see you for a face-to-face appointment.

They will introduce you to the service and briefly assess:

- your hearing
- your satisfaction with your current hearing aids

They may discuss other alternative hearing aid technology available to you.

They will advise you on how your hearing aids can be maintained and repaired through the adult audiology services.

It's very important that you attend this appointment. We need to make sure your audiological care continues once you've grown out of the children's service.

What will happen after the appointment?

If you need new hearing aids, you will either be added to a waiting list or booked an appointment to have them fitted.

If you do not need new hearing aids, you will not automatically receive another appointment. But you can contact the adult audiology department at any time to book an appointment if you need:

- hearing aid maintenance
- hearing aid adjustments

Contact details for children's and adult audiology services

Charing Cross Hospital, Fulham Palace Road, London, W6 8RF

Children's audiology

Second floor
South wing

call: 020 3311 1020

email: childrens.hearing@nhs.net

Adult audiology

First floor
South wing

call: 020 3311 1021

email: audiology.imperial@nhs.net

St Mary's Hospital, Praed Street, London W2 1NY

Children's hearing

Children's outpatients
Sixth floor
Queen Elizabeth Queen
Mother Building (QEQM)

call: 020 3312 2448

email: smpaediatric.audiology@nhs.net

Adult audiology

Basement
Mary Stanford building

call: 020 3312 1015

email: ichc-tr.imperialaudiologystmarys@nhs.net

St Mary Abbots, 2 Beatrice Place, Marloes Road, London W8 5LW (adult audiology only)

Hearing Aid Centre

call: 020 3315 6011

email: audiology.imperial@nhs.net

How to find adult audiology

You may have been shown to our adult audiology department at your final children's appointment. You can find us:

- at Charing Cross Hospital, on the first floor of the south wing (through the ENT department)
- at St Mary's Hospital, in the basement of the Mary Stanford Wing.
- at St Mary Abbots, we're in the Hearing Aid Centre in Kensington. This is at unit number 2 of Beatrice Place. This is a small cul-de-sac off Marloes Road.

Patient transport may be available if getting to hospital is difficult for you. Please call to check that you are eligible.

call: 020 3311 5353

visit: www.imperial.nhs.uk/patients-and-visitors/help-support-and-feedback/patient-transport

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

How do I make a comment about my visit?

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**). The PALS team will listen to your concerns, suggestions or queries. They are often able to help solve problems for you.

call: **020 3313 0088** email: imperial.pals@nhs.net

Or, if you need to **complain**, contact the Complaints department.

call: **020 3312 1337 / 1349** email: ICHC-tr.Complaints@nhs.net

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

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

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