

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, assess your hearing and create a management plan based on the findings.

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.

Please make sure your ears are clear of wax, to allow us to complete the procedures. 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 approximately 45-60 minutes.

What do I need to bring?

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

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 the hearing difficulties you may be experiencing.

Depending on your history and symptoms, one or more of the following tests may be performed:

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 information about your eardrums and middle ear. A soft probe will be inserted in your ears for a few seconds and you may feel a pressure change.

Acoustic reflex threshold test

During this test, you will hear a series of tones in your ear through a soft probe. 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 may 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 management
- using communication tactics
- no further management, if appropriate

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

When will I get my results?

The results will be explained in the appointment and you will be given or sent a copy of the report, which will also be sent to your GP.

What will happen after the appointment?

If hearing aids have been agreed, you will be added to a waiting list or booked an appointment to have hearing aids fitted.

Alternatively, we may send the hearing aids to you in the post, if possible.

If a referral for further investigation or management has been recommended, 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 call 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

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