

---

## Tinnitus assessment

You have been referred for this appointment by your GP because you are hearing sounds in one or both ears (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 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 60-75 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, 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 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.

A management plan will be agreed with you based on your test results and the difficulties you are experiencing.

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

- further investigation or management if necessary

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

## 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.

You may want to try the self-management strategies agreed in your management plan. If needed, a follow-up appointment (either in the clinic or over the telephone) will be booked in 6–8 weeks to discuss progress.

If a referral for further investigation or management has been recommended, this will be arranged and you will receive 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:** 020 3311 1021

**St Mary's Hospital:** 020 3312 1015

**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.

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 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** (Charing Cross Hospital), or **020 3312 7777** (St Mary's Hospital). 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)

# Your tinnitus assessment appointment

## Information for patients, relatives and carers

Adult audiology  
Published: July 2021  
Review date: July 2024  
Reference no: 2977

© Imperial College Healthcare NHS Trust