

? Interpreter for your appointment

If you require an interpreter, please contact the department and we can arrange this for you.

Balance testing

Brainstem Evoked Response, balance testing and tinnitus rehabilitation:

If you are attending for these appointments, you will receive an additional information sheet.

Facilities available

Baby change facilities are available on the ground floor, please ask at the main reception.

There is a lift available for pushchair and wheelchair access.

P Car park

There is **LIMITED** parking available for patients at the rear of the building.

Views on our service

If you are satisfied we are providing a good service, please tell us. If you are dissatisfied or feel we could improve our service, we would value your comments.

You will find a comments book in our waiting area, or if you prefer, you can contact us on free phone **01384 321266**. The Patient Advice and Liaison Service (PALS) for The Dudley Group NHS can be contacted on **0800 073 0510**.

Audiology clinics are held at:



Audiology Service

Lower Ground Floor,
Brierley Hill Health and Social Care Centre,
Venture Way,
Brierley Hill
DY5 1RU

Telephone: 01384 321 266

Fax: 01384 321 606

Cancellation line: 01384 321559
(if through to answerphone please
leave message)

Our information can be made available in large print and in other languages, please call **0800 073 0510** for more details.

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NHS Audiology

Information about
your appointment:





Our audiology service



The audiology service specialises in hearing tests, balance tests, tinnitus rehabilitation and the fitting and maintenance of hearing aids.

The type of appointment and the day, date and time you will be attending will be stated in the confirmation letter.

Who will you see?

You will see a member of our team of audiologists.

Please let a member of our team know if you have cognitive difficulties or have been diagnosed with dementia.

Hearing test appointment:

We will examine your ears. It is important that your ears are free of wax and infection for this appointment. You will be required to wear earphones and listen to a series of different sounds. You will be given a button to press each time you hear one of the sounds, even when they become very faint.

We will ask you some questions about your medical history, particularly whether you suffer from vertigo, tinnitus or ear infections.

Results:

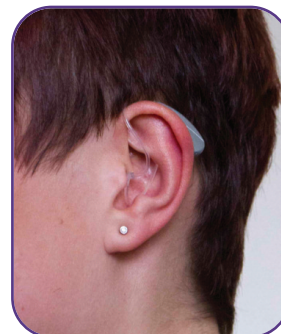
The results will be explained to you at the end of your test, and you will be offered a written copy of the results. We will also send a copy to your GP. Please advise us if there are any other professionals who you wish to receive a copy.

Hearing aid assessment appointment:

A hearing test will be carried out as explained previously. We will ask additional questions about your eyesight and manual dexterity. We may also ask you about your usual routine, where you go and any particular places where you find it difficult to hear. This will help us to decide which type of hearing aid may be best for you. We will usually offer two hearing aids.



Open Fit Aid -
actual size



Example of the
open fit hearing aid

For other levels of loss, an impression will be taken of your ears so that custom made ear moulds can be made.

Hearing aid fitting:

We will make sure that your moulds or domes fit you. We will then place a small tube into each ear to measure the sounds inside your ear whilst you are wearing your new hearing aids. This enables us to fine tune your hearing aids and make sure they are just right across different sounds and at different loudness levels.

We will show you how to put your aids in, how to work them and how to look after them.



How long will it take?

Usually between 30 minutes to an hour.

We aim to see you on time but occasionally clinics can be delayed, please allow for this when planning your visit. To help keep our clinics running on time, we may not be able to see you if you arrive more than 10 minutes late.



What to do if you can't attend the appointment

Please contact us as soon as possible if you cannot attend so that we can offer the appointment to someone else.

If you are ill, please let us know so that we can rearrange the appointment. Please do not come to clinic if you are feeling unwell.

You can leave a message on our cancellation line on 01384 321559.



Hearing aid repairs

10 minute hearing aid repairs are available by **appointment only**. If you feel that you require more time, please let us know at the time of booking.