



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 **01384 321 266**.

The Patient Advice and Liaison Service (PALS) for The Dudley Group NHS can be contacted free phone on **0800 073 0510**.

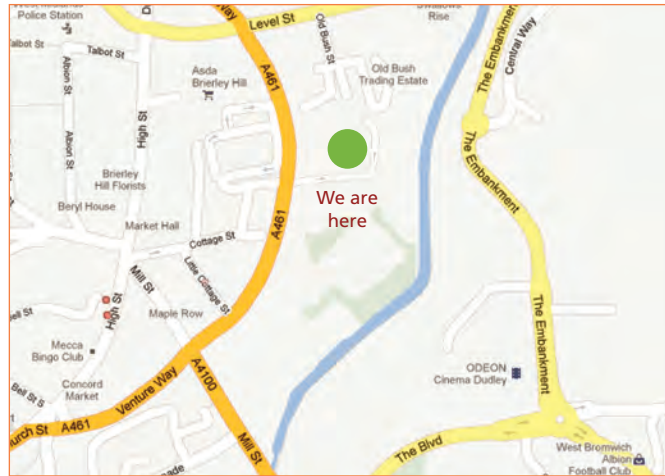


Precious Pink



Blue Ocean

Aids are actual size!



Children's Hearing Assessment 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

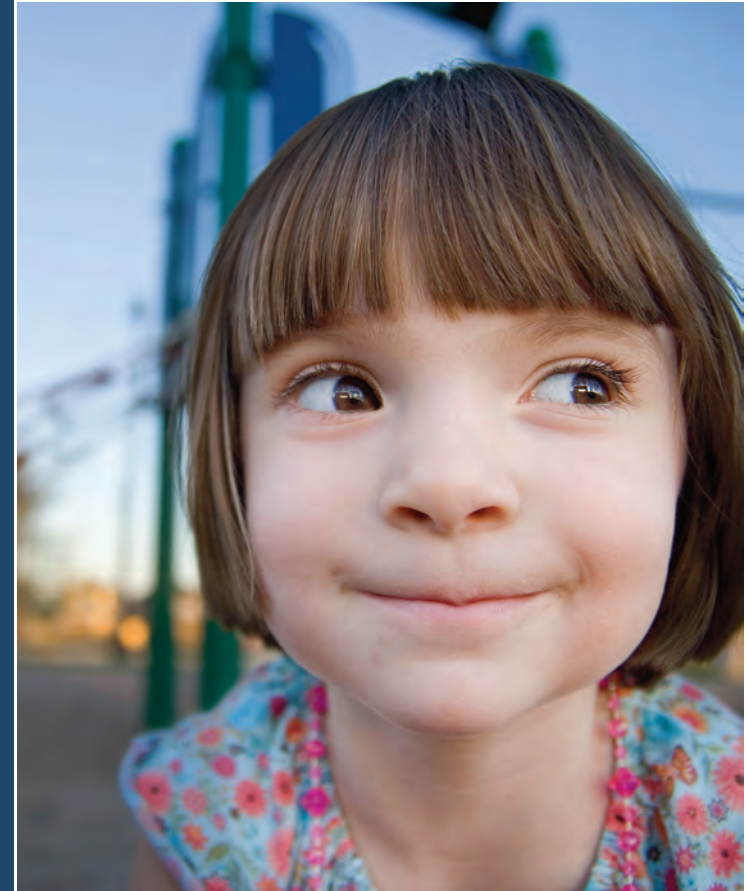
Cancellation line: 01384 321559

(if through to answerphone
please leave message)

Car Parking

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

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



Audiology Services

Children's Hearing Assessment Clinic

Information for your appointment



Information about your appointment

The children's hearing assessment clinic specialises in the assessment and management of children's hearing.

An appointment letter is enclosed outlining the time and date of your appointment. If you require an interpreter, please contact the department and we can arrange this for you.

If your child has any additional needs, please let us know in advance so that we can ensure these needs are accommodated.

Who will you see?

You will see one or two members of our team of audiologists and audiology assistants who are specially trained to test children's hearing.

What will we do?

History - we will ask you some questions about your child's hearing, medical history and any family history of hearing problems.

Hearing test - depending on your child's age, we will try and test their hearing by getting them to respond to sound in some way. For younger children, this often includes some form of play. It is, therefore, very important your child is awake. The hearing test needs to be carried out in a quiet room, so if possible, it is best to try to attend with only the child being tested. It is not possible to leave children unattended in the waiting area, but they are welcome to wait if accompanied by an adult.

We will also look into your child's ears and we may conduct some other tests if required.

None of the tests are invasive and most children enjoy their visit with us.

Results

The results will be explained to you at the end of the appointment by one of the audiologists. You will also be sent a copy of the results. Please advise us of any other professionals who may also wish to receive a copy of the results.

How long will it take?

Usually between 20 minutes to an hour.

Sometimes we need to bring you back for a second appointment. We aim to see you on time but occasionally clinics can be delayed. Please allow time for this when planning your visit. To help to keep clinics running on time, we may not be able to see you if you arrive more than 10 minutes late.

What happens if hearing loss is detected?

Most children are found to have normal hearing or a temporary hearing loss associated with colds and middle ear congestion.

For the small number of children who are found to have permanent or long term hearing loss, we provide a highly specialised hearing aid service with ongoing assessment and support.



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 another child.

If your child is ill, please let us know so that we can rearrange the appointment.

Please do not bring your child to clinic if they are feeling unwell.

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.