

What happens if I move away from home when I start college or university?

Your hearing aid service provider depends on where your GP is based. Many students decide to register with a new doctor close to their college or university. If so, you will need to be transferred to the audiology department in that area.

Your new GP will make these arrangements for you and we will pass on your information (hearing tests etc.) to the new department.

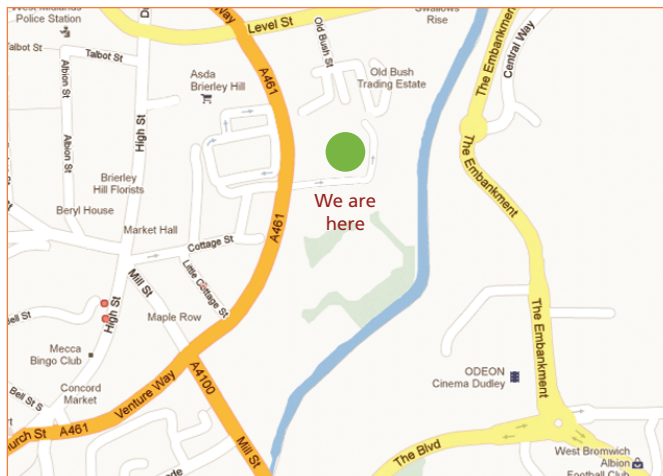
If your hearing aid breaks while you are back in our area, but you are still registered with a GP out of our area, then you must contact us.

Views on our service:

We welcome all feedback on our services. Please tell us how well we are doing or suggest ways we could improve the service.

You will find a comments book in our waiting area. 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**.



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



Transition to Adult Audiology Service

Your questions answered



When will I be transferred to adult services?

At age 18, you will be transferred to adult services. Adult and children's services are both provided at Brierley Hill Health and Social Care Centre, with a shared computer record system. This makes the transfer very simple.

Do I have to pay for my hearing aids when I get a job?

Your hearing aids and batteries will continue to be free of charge. However, there is a charge when hearing aids are lost or damaged through misuse/neglect. You will have been advised of the charge when you were fitted. Please let a member of our team know if you have any cognitive difficulties or are registered blind or visually impaired.

I have heard that I will no longer get an annual hearing test appointment under adult services. What should I do if I think my hearing has got worse?

It is unusual for hearing to deteriorate quickly. Therefore, you are unlikely to need a hearing test every year once you reach adulthood. However, over the course of three years or more, there is a chance that your hearing could have changed. If you start to notice that you are not hearing quite as well as before, then please let us know. Simply call at reception, contact us by phone, or send us an e-mail (audiology.referrals@nhs.net).

If it is unusual for hearing to deteriorate quickly, then why do I have to come every year at the moment?

As you grow, your ear canal becomes wider and longer. This has an effect on the levels of sound reaching your eardrum. Therefore, we have to assess you every year while you are growing. However, from age 16-18, we can arrange a more independent and flexible approach to your care. You may prefer to arrange hearing test appointments only as and when you feel there is a problem. You would remain under our transitional service and so continue to be treated as a priority. Feel free to discuss your care at one of your review appointments.

How often do I need to have my hearing aid checked and collect batteries?

The tubing needs to be changed on a regular basis, at least every 12 months. You can arrange to have this done when you attend for batteries or you can change the tube yourself at home if you prefer. We can show you what to do and give you a supply of tubing to take home. You can order further supplies by phone so that we can have them ready for you to collect. For your convenience, we can also give you a years' supply of batteries when you come in for maintenance or to collect tubing.



Do I still get a choice of colours when I am transferred to adult services?

We would like to continue to offer some choice. However, it may be difficult to provide the same colour when your hearing aid needs repairing or replacing. Our biggest priority is to make sure you leave our department with a working hearing aid. We are unable to hold a supply of every colour, but do offer a limited supply of the most popular colours.

Additional needs

If your child has additional needs, you will be introduced to a named audiologist within the adult service who will take over your child's care. Your child will continue to receive annual hearing assessments and hearing aid adjustments when indicated. Please make us aware if you have any concerns about your child's additional needs so that we can ensure a smooth transition to our adult service.