

Sandwell Audiology Service

Information and advice for patients

Audiology

Welcome to Sandwell Audiology Service. This department provides many services for people with hearing problems and related conditions. The staff aim to provide a caring service to meet your needs and welcome any suggestions for improvements. We hope you find this booklet helpful and look forward to seeing you. For more information about our services please see our website: www.swbh.nhs.uk

Where is Sandwell Audiology Service?

The Audiology department is at The Lyng Centre for Health and Social Care, Frank Fisher Way, West Bromwich, West Midlands, B70 7AW.

Access to the centre is either from the front entrance on Lyng Lane, or by the car park entrance on Frank Fisher Way (off Moor St).

We also have out-posted clinics at the following places:

- Rowley Regis Hospital, Moor Lane, Rowley Regis, B65 8DA.
- Neptune Health Park, Sedgley Road West, Tipton, DY4 8LY.

Car Parking

The centre has its own pay and display car park which can be accessed from Frank Fisher Way, off Moor Street. Parking is free for the first 90 minutes with charges thereafter. You still must obtain a ticket even if you are parking for free.

Disabled Access

Disabled parking bays are available on the car park at the rear of the centre.

Hospital Transport

If you are physically unable to travel to the centre, perhaps a relative or a friend could bring you. If this is not possible, you may be eligible for hospital transport. Please see the leaflet 'A guide to patient transport' for more information.

If you are travelling home by hospital/patient transport, please inform the receptionist as soon as possible after your appointment has finished. When the transport arrives, the driver will come and collect you from the waiting area.

Public Transport

The centre is close to the main bus station in West Bromwich. For more public transport information please see:

<http://jp.networkwestmidlands.com> or call Traveline on 0871 200 2233.

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Your Appointment

The enclosed letter tells you the date and time of your appointment. If you are unable to attend please let us know as soon as possible so that your appointment can be used by another patient. You can contact us on: 0121 612 2366

Communication Support

If you need an interpreter for your appointment please contact us in advance to arrange this.

Tel: 0121 612 2366

Fax: 0121 612 2362

Write: The Lyng Centre for Health and Social Care, Frank Fisher Way, West Bromwich, West Midlands. B70 7AW.

What to bring with you

When you attend the centre please remember to bring your:

- appointment letter
- hearing aid (if you have one)
- record book (if you have one)
- reading glasses (if you use them)

When you arrive

When you arrive please hand in your appointment letter at the reception desk. It is important that you attend at the stated time otherwise we may not be able to see you. Every effort will be made to see you at your appointed time, however delays are sometimes unavoidable. If this happens we will keep you informed.

Sometimes, with permission, trainee doctors, health visitors or audiologists may be present during your treatment. Please let a member of staff know if you would prefer them not to be present during your appointment.

Assess and Fit Clinic

For this appointment please expect to spend about 1 hour and 15 minutes at the centre.

You will be seen by an audiologist who will carry out a hearing test. During this test you will be seated in a quiet room. Following the test, the audiologist will decide if you are suitable for an open-fit style hearing aid which may be fitted at the same appointment.

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Direct Referral Clinic

For this appointment please expect to spend about 1 hour at the centre.

You will be seen by an audiologist who will carry out a hearing test. During this test you will be seated in a sound-proofed room. Following the test, if a hearing aid is required we will discuss this with you and may take an impression of your ear. You will be given a further appointment to have your hearing aid fitted or we may write back to your GP and request they refer you to see an ENT consultant first.

Impression Clinic

For this appointment please expect to spend about 30 minutes at the centre.

You will be seen by an audiologist who will talk to you about the hearing aids available. The audiologist will then take an impression of your ear, if required, and you will be given a further appointment to have the hearing aid fitted.

Suggestions

We hope to make your visit to the centre as pleasant as possible. Please let us know of any suggestions you may have for improvement of the service.

Complaints

If you have any complaints about the treatment you have received, please ask at reception to see the Head of Department. Alternatively you can contact the Patient Advice and Liaison Service (PALS) or complaints department.

PALS

Telephone: 0121 507 5836

Email: swb-tr.pals@nhs.net

Complaints

Telephone: 0121 507 4346

Email: swbh.complaints@nhs.net

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Further information

For more information about our hospitals and services please see our website www.swbh.nhs.uk or follow us on Twitter @SWBHnhs.

Sources used for the information in this leaflet

- Network West Midlands public transport information, accessed online September 2012.
- Network West Midlands, 'A fresh way forward: Bus changes in Sandwell, changes from 28 October 2012'

If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5420 or email: swb-tr.swbh-gm-patient-information@nhs.net



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