

Your child's visit to Audiology

Information and advice for parents and carers

Audiology

Welcome to Sandwell and West Birmingham NHS Trust Audiology. We hold appointments at the Hearing Services Centre, City Hospital, James Preston Health Centre and the Lyng Health Centre. Our centres provide many services for people with hearing problems and related conditions. We aim to provide a caring service to meet your child's 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 the audiology pages of our website: www.swbh.nhs.uk

Your child's appointment

The enclosed letter tells you the date, time and location of your child's appointment. If you are unable to attend please let us know as soon as possible so that the appointment can be used by another patient.

For appointments at the Hearing Services Centre, City Hospital, or James Preston Health Centre, you can contact us on 0121 507 4875.

For appointments at the Lyng Health Centre, use 0121 612 2366.

via UK Relay App/ Textphone (prefix 18001)

Lines open Mon-Fri 8.30am-4.30pm (except for Bank holidays)

Or email at swb-tr.audiology@nhs.net

What to bring with you

When you attend the centre please remember to bring your child's:

- Appointment letter
- Parent-held records (Red book) (If your child is under 5 years of age)

When you arrive

It is important that you attend at the stated time, or we will not be able to see your child. Every effort will be made to see you at your appointed time, but delays are sometimes unavoidable. If this happens we will keep you informed.

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

During the appointment

A Paediatric Audiologist or Paediatrician (children's doctor) will ask you and your child questions about their hearing and will examine their ears. An appropriate test will be chosen based on your child's development to assess their hearing. Testing is normally carried out by 1 or 2 Audiologists. This is usually done by playing a game, during which the Audiologist will assess your child's responses to a range of sounds. This helps to keep your child engaged in a natural and comfortable way. We will also look in your child's ears and, if necessary, check the movement of their eardrums with a soft rubber tip placed in their ear. This is not painful but might tickle slightly.

The results and any further actions, including any future appointments, will be fully explained to you on the day of your appointment.

In some cases the results will be discussed at a later date by telephone (if this is the case the date of the telephone call will be detailed with your appointment letter).

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.

Do you need this information in another language or format?

If you require this leaflet in another language or format such as audio or large print, please contact the department or service. See the contact us section for details.

If you would like to suggest any amendments or improvements to this leaflet please contact SWB Library Services on ext 3587 or email swbh.library@nhs.net.



A Teaching Trust of The University of Birmingham
Incorporating City, Sandwell and Rowley Regis Hospitals
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M5512

Issue Date: August 2024

Review Date: August 2027