



Hearing Aid Services

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Audiology

- Adult Hearing Aid Centre
- Audiology > ENT
- Hearing Therapy
- Paediatric Audiology
- Newborn hearing screening

Adult Hearing Aid Service

Your local Hearing Aid Service

Established in 1973

- **Mount Vernon, Treatment Centre,**
- **Hillingdon Hospital ~ lower ground floor**

Approximately 14,000 + registered Hearing Aid users
~ Legend ~ Cherished ~

Adult Hearing Aid Service

Specialist team:

5 Audiologists

1 Hearing Therapist

1 Admin/IT systems coordinator

Audiologists = 80 years experience

Adult Hearing Aid Service

- Prompt waiting times
- Provision of NHS digital Hearing aids
- Servicing & upgrades
- Home visits to housebound & nursing homes
- Interpreters ~ sign language
- Close liaison Specialist ENT Nurse + Hearing Therapy

Adult Hearing Aid Service

- Direct access for over 50's for:
 - Hearing test
 - Hearing aid provision ~ if indicated
 - Follow-up appt
 - 4 yearly reviews
- + Servicing/repairs/batteries as required

Adult Hearing Aid Service

Access to service:

GP referral required ~

- **Choose + Book**
- **Letter**
- **Fax**

During 2010/11

Patients assessed for Hearing aids 2828

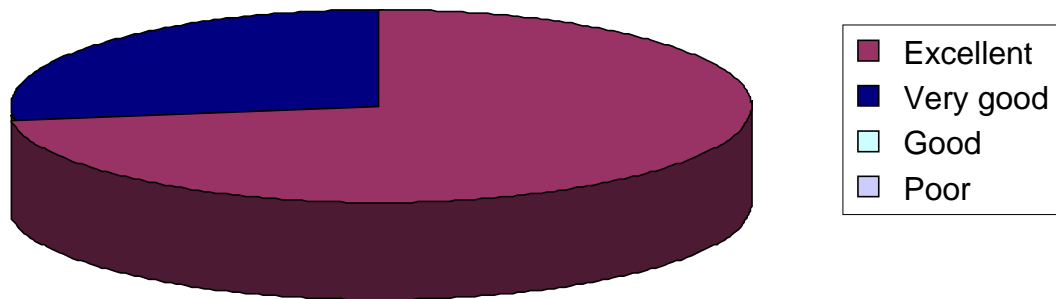
Total hearing aids fitted 3926

Total attendances 10,851

Did not attend rate 2.8%

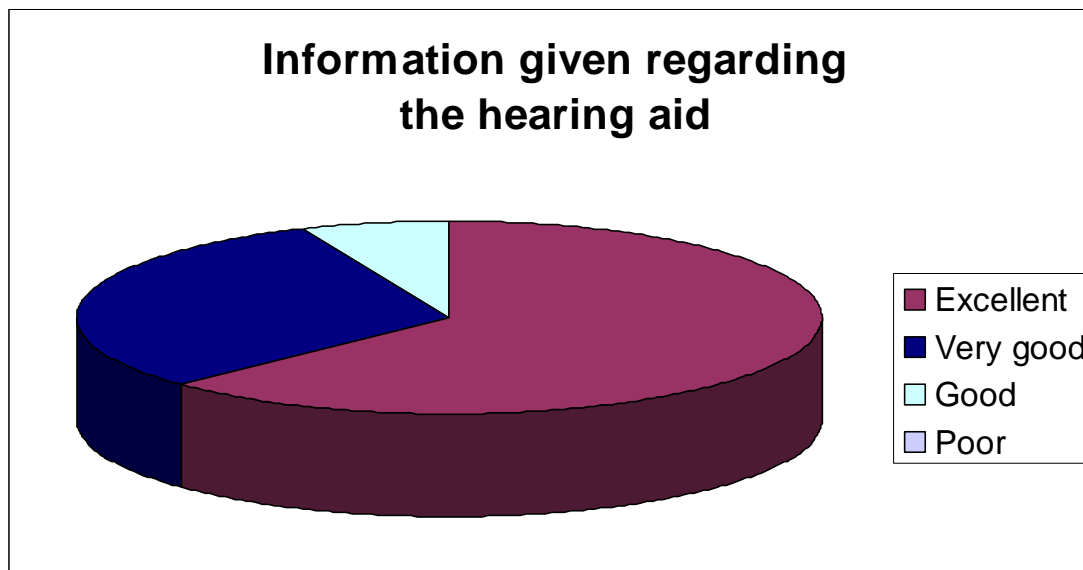
Question - Audiologist's manner

- 45 out of 62 people felt the Audiologist's manner was excellent (73%)
- 17 out of 62 people felt the Audiologist's manner was very good (27%)



Question - How would you rate the information given to you regarding to the use of your hearing aid?

- 39 out of 62 people felt the information given was excellent (63%)
- 19 people felt the information was very good (31%)
- 4 people felt the information was good (6%)



Service user comments:

- **“Very pleased with service”**
- **“Made herself clearly understood when asking questions”**
- **“Each time I have been here the treatment has been very good”**
- **“Welcoming”**
- **“Always a good service”**
- **“Sorted problem in a few minutes”**
- **“Very good all round”**
- **“Very helpful and kind”**
- **“Well done!”**
- **“We have always been very happy with all the technicians – really excellent!”**
- **“She was brilliant!”**
- **“Very impressed with her helpful and caring manner”**
- **“Helpful and pleasant”**
- **“Very happy with service”**
- **“Very friendly and helpful”**
- **“Always excellent service”**
- **“Helpful and patient”**
- **“Attentive and helpful – 100% satisfied”**
- **“This was a consistent experience”**
- **“Most helpful and offered help in any way”**

Future of service

- Other service providers
- Patient choice
- Local service for local people
- Patient centred care ?

Adult Hearing Aid Service

Thank you for listening