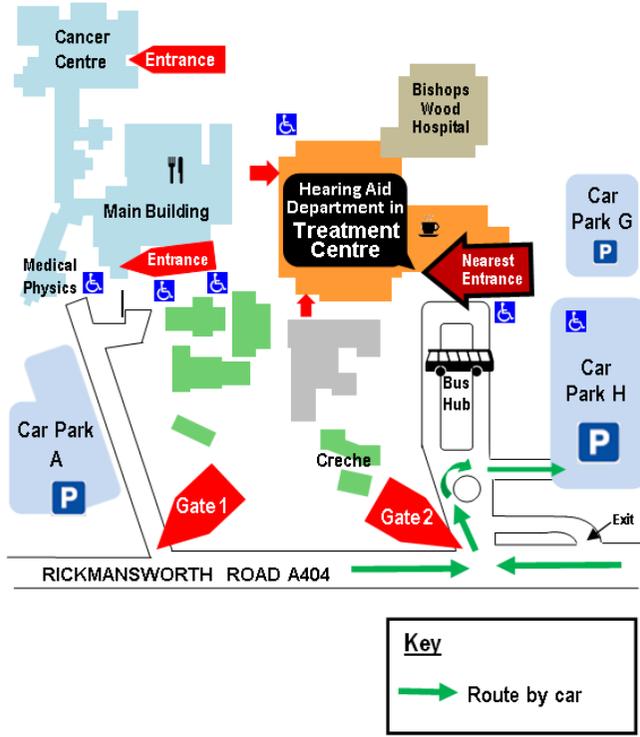


Map for Adult Hearing Aid Department at Mount Vernon Hospital



Who do I contact for further information or if I have a problem?

If you have any questions, concerns, or are not able to keep your appointment, please contact us:

Adult Hearing Aid Department, Treatment Centre, Mount Vernon Hospital, Rickmansworth Road, Northwood HA6 2RN

01895 279343

thh.adultheating@nhs.net

Please contact 01895 279 973 if you require this information in other languages, large print or audio format.

Fadlan waydii haddii aad warbixintan ku rabto luqad ama hab kale. Fadlan la xidhiidh 01895 279 973

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਜਾਂ ਰੂਪ ਵਿੱਚ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਪਤਾ ਕਰਨ ਲਈ 01895 279973 ਤੇ ਸੰਪਰਕ ਕਰੋ

برائے مہربانی جے تہاؤں اے اطلاع کے اور زبان یا انداز چاہی دی اے تے پیکرن لئی 01895 279 973
رابطہ کرو

தயவுசெய்து, வேற்று மொழிகளில் இத் தகவல்கள், கட்டுமானம் தேவையெனில், கேளுங்கள்.! தயவுசெய்து 01895 279973 இலக்கத்துடன் தொடர்பு கொள்ளுங்கள்.!

Jeżeli chciałbyś uzyskać te informacje w innym języku, w dużej czcionce lub w formacie audio, poproś pracownika oddziału o kontakt z biurem informacji pacjenta (patient information) pod numerem telefonu: 01895 279973.

如果你需要這些資料的其他語言版本、大字体、或音頻格式，請致電01895 279 973 查詢。

إذا كنت تود الحصول على هذه المعلومات بلغة أخرى، بالأحرف الكبيرة أو بشكل شريط صوتي، يرجى الاتصال بالرقم التالي . 01895279973

Ref: PIID 442
Date: January 2020
Review: January 2022

NHS

The Hillingdon Hospitals
NHS Foundation Trust

MOUNT VERNON
HOSPITAL

Adult Hearing Aid
Department
(Treatment Centre)

Patient Information:
Hearing Assessment
(referral from ENT)

cares
communication attitude
responsibility equity safety

What will happen at my appointment?

The Ear, Nose & Throat (ENT) consultant has referred you to the Adult Hearing Aid Department at **Mount Vernon Hospital** for a hearing aid assessment.

You will be asked some questions about your ears, general health and any situations in which you are having difficulty hearing. We will then look into your ears and check that they are free of wax. A hearing test will usually have been performed already, when you were seen in the ENT department.

We will explain the hearing test results to you, and if you decide that you would like to try hearing aids we will show you what they look like and explain what to expect. All of our hearing aids are digital 'behind-the-ear' styles.

Depending on the level of your hearing, we may need to take impressions of your ears on the same day. This is a painless procedure which involves having a small sponge and some soft putty inserted into your ear for a few minutes.

A further appointment will then be booked to fit your hearing aid(s) and show you how to use them. Depending on the level of your hearing loss, it may be possible to fit hearing aids on the same day as your assessment.

We will write back to your GP with the outcome of your hearing assessment.

Who will I be seen by?

You will be seen by a qualified audiologist who is registered with the appropriate professional body.

How long will my appointment take?

Approximately 30 minutes. If your appointment letter is for a longer appointment, this means that it may be possible to fit hearing aids if you wish to try them. We aim to see you on time but occasionally clinics can be unavoidably delayed. We will keep you informed of any delay to your appointment.

How do I prepare for my appointment?

The ENT consultant should have already checked your ears to ensure that they are free from wax. If you wear glasses, please bring them along with you.

Will there be any side effects?

No, however if there is anything that you are worried about please mention it to the audiologist on the day.

What if I don't need or want hearing aids?

Not everyone needs or wishes to try hearing aids. We can also provide information about assistive listening devices and communication tactics, and are able to refer to our Hearing Therapist at Hillingdon Hospital for further support. If you would prefer not to have a hearing assessment, please contact us as soon as possible on **01895 279343** so that we can offer this valuable appointment to someone else.

How to find us:

By bus: Bus numbers 8, 282, 331 and H11 stop at Mount Vernon Hospital, directly outside the Treatment Centre.

By Underground: Take the Underground to Northwood station on the Metropolitan line. From there, catch the 282, 331 or H11 bus from the station to the hospital.

By car: Parking is limited so we recommend coming by public transport where possible. Parking is pay and display. It is currently free for 0-10 minutes, £1.70 for 1 hour and £3.20 for 2 hours. The nearest car park to the Treatment Centre is car park H, which is accessed via Gate 2 off Rickmansworth Road (A404).

Hospital transport: If you are eligible for hospital transport, please ask your GP to arrange it for you.

Where is the Adult Hearing Aid Department?

We are situated in the Treatment Centre (see map overleaf). Please check-in for your appointment either at the Treatment Centre reception or using the self-check-in machines. Then go through the double doors on your right and take a seat in the waiting room.

Your ticket number will be called and shown on the screens in the waiting room when the audiologist is ready to see you. Please then make your way to the appropriate clinic room.

If you are worried about hearing your number being called please speak to the receptionist.