

# Audiology: Transition to the Adult Service

## Information for school leavers

<https://www.thh.nhs.uk/services/hearing-aid/>

Audiology patients are seen within the paediatric service until the age of 18. At this point you may start university or begin employment, and you become eligible for transfer to the adult audiology service. This leaflet aims to give you some information about the transition to adult services and what to expect from your audiology care in the future.

### Why do I need to transfer to the adult service?

As you grow into an adult, your needs will change and therefore it is important that we cater to your needs at an age appropriate level. The transition process allows us to support you to develop the necessary skills and knowledge in order for you to be more independent and more in control of your hearing care.

We understand that this process may feel slightly daunting after being under the care of the same audiology team for many years. We hope to make the transition a smooth one and the adult team look forward to providing your audiology care for years to come.

### What is the difference between the paediatric and adult service?

- **Making appointments:** As an adult, we will no longer arrange routine appointments for you. You will be responsible for contacting us when you feel you need an appointment. We recommend that adults have a hearing test every 3 years.
- **Hearing aids:** All hearing aids are 'behind-the-ear' style and have either thin tubes or earmoulds. The hearing aids are available in chroma beige, brown and black. If you currently have a coloured hearing aid you will be able to continue to use it, however if a replacement is required this will be beige/brown/black.
- **Lost aids:** If you lose a hearing aid, there may be a charge of £50 per aid for a replacement. If you lose your hearing aid(s), please contact us to arrange for a replacement. If you have earmoulds you will need an appointment to have an impression taken for a new earmould before receiving the replacement aid. It is important that your ears are clear of wax for us to be able to take impressions.
- **Staff:** We cannot guarantee that you will always be able to see the same audiologist, however where possible we will try to take your preferences into account. All of our audiologists are fully qualified and experienced, and will aim to take excellent care of you.
- **Location:** adult audiology services are offered both at Hillingdon and Mount Vernon (in the Treatment Centre). You can choose which centre you would prefer to visit.

### Will my information be shared?

Both services use the same patient management system and are part of the same team, so your new audiologists will be able to access all records of your paediatric audiology care.

## Will my hearing aids change?

It is unlikely that your hearing aids will change initially when you transfer to the adult service. Before transitioning, your paediatric audiologist will ensure that your hearing aids/earmoulds are appropriate for you. However, when you have a reassessment we will only be able to upgrade you to the hearing aids available in the adult service. This may mean having hearing aids made by a different manufacturer. Sometimes people can feel worried about changing to different hearing aids, especially if they have worn the same type for a long time. If you have any concerns, please speak to your audiologist.

## What are my responsibilities?

As a young adult it is important that you take full responsibility for your hearing care. Your hearing aids remain the property of the NHS and are on long-term loan to you. It is important that you take good care of them.

**Making appointments:** you should make an appointment if you have any problems with your hearing aid(s), lose your hearing aid(s) or think you need a hearing test.

**Attending appointments:** If you are unable to attend your appointment you must notify the department as soon as possible, so that it can be offered to someone else.

**Hearing aid maintenance:** it is your responsibility to ensure that your hearing aid tubes are replaced every 6 months. You can contact us to make an appointment, or we can give you some tubes and show you how to do this yourself. If your hearing aid is faulty or needs to be replaced, you should contact us to arrange a repair appointment. We do not offer a walk-in service.

## How often should I have a hearing test?

If you think your hearing has changed it is your responsibility to book an appointment with the audiologist. We recommend that you have a hearing test every 3 – 4 years in the adult service. This will not be automatically arranged – you will need to contact us to request a reassessment appointment. If you experience a sudden hearing loss this is classified as an emergency. Please see your GP as soon as possible or attend A&E at your local hospital.

## How do I make an appointment in adult audiology?

The Adult Hearing Aid Centre can be contacted on **01895 279 343** (Monday – Friday, 9am – 4pm). Please leave a message on the answerphone if there is no answer and we will get back to you as soon as possible.

Alternatively, you are welcome to email us at [thh.adulthearing@nhs.net](mailto:thh.adulthearing@nhs.net).

Please let us know if you will require an interpreter for your appointment.

## Where is the Adult Hearing Aid Centre?

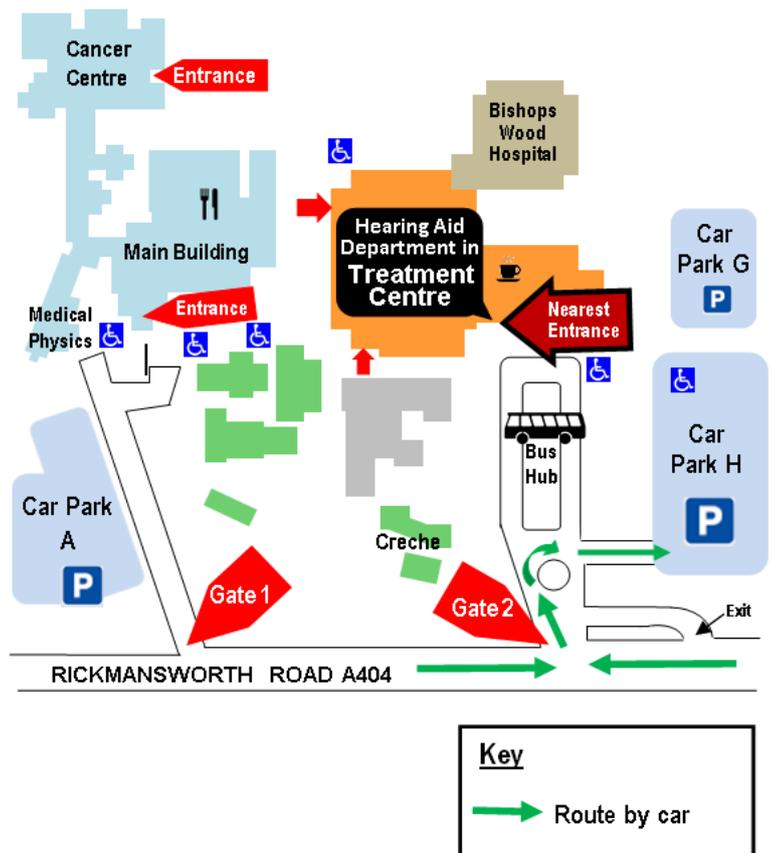
**Hillingdon Hospital:** use the main entrance and take the stairs/lift to the lower ground floor. Take the main corridor to your left, following signs for 'Hearing Aid/Therapy Centre'. You will find us in a portacabin on your right, just past the turning to the Alderbourne Unit.

Adult Hearing Aid Centre  
Hillingdon Hospital  
Pield Heath Road  
Uxbridge  
Middlesex  
UB8 3NN



**Mount Vernon Hospital:** the Audiology department is located in the Treatment Centre.

Audiology Department  
Treatment Centre  
Mount Vernon Hospital  
Rickmansworth Road  
Northwood  
HA6 2RN



## Where can I get hearing aid batteries from?

Batteries can be obtained free of charge from the following places, on production of your brown service book:

### **Hearing Aid Centre Reception**

Hillingdon Hospital, UB8 3NN

### **The Pharmacy**

Hillingdon Hospital, UB8 3NN

### **West Drayton Library**

Station Road, West Drayton, UB7 7JS

### **Yiewsley Library**

High Street, Yiewsley, UB7 7BE

### **Harlington Library**

Pinkwell Lane, Hayes, UB3 1PB

### **Charville Library**

Bury Avenue, Hayes, UB4 8LF

### **Manor Farm Library**

Bury Street, Ruislip, HA4 7SU

### **The Civic Centre**

Main Reception Desk, Uxbridge, UB8 1UW

### **Uxbridge Library**

High Street, Uxbridge, UB8 1HD

### **Mobile Library**

### **Harefield Medical Centre Reception**

Rickmansworth Road, Harefield, UB9 6JY

### **Eastcote Health Centre Reception**

Abbotsbury Gardens, Pinner, HA5 1TG

### **Northwood Health Centre**

Neal Close, Acre Way, Northwood Hills, HA6 1TH

### **Northwood Hills Library**

Potter Street, Northwood, HA6 1QQ

### **Ickenham Library**

Community Close, Long Lane, Ickenham, UB10 8RE

### **Yeading Library**

Yeading Lane, Hayes, UB4 0EW

### **South Ruislip Library**

Victoria Road, Ruislip, HA4 0JE

### **Hayes One Stop Shop**

Botwell Green Leisure Centre, East Avenue, Hayes, UB3 2HW

### **Oak Farm Library**

Sutton Court Road, Hillingdon, UB10 9PB

## What happens if I move away from the area?

If you are planning to move away for university or work, we would recommend that you register with a GP in your new area. Your new GP would then be able to refer you to a local Audiology service. This would then mean that if anything goes wrong with your hearing aids, they will be repaired or replaced promptly. You will be able to give permission to your new Audiology department to contact us for your records. Alternatively you are able to stay registered with us and make appointments when you are back in the area.

## Starting university or work

All universities should have a disability support service. You may find it helpful to contact them to find out about practical support that you can receive during your time at university. This may include providing note takers or interpreters. You may be eligible for Disabled Student's Allowance: [www.gov.uk/disabled-students-allowances-dsas](http://www.gov.uk/disabled-students-allowances-dsas) .

Employers must make 'reasonable adjustments' for people with a disability (including hearing loss). This could include adjusting the layout of work spaces to make it easier to lipread, installing amplified telephones and giving employees time off to attend Audiology appointments. You can contact the Disability Employment Adviser (DEA) at your local Jobcentre Plus for advice. If you have a disability, you may find that practical obstacles at work are stopping you making the most of your opportunities. The Access To Work scheme may be able to help. Details can be found at [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work) .

## Additional Support

**Access to Work** - [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)

**Connevens** – equipment for people with hearing loss: [www.connevens.co.uk](http://www.connevens.co.uk)

- Telephone: 01737 247 571
- Email: [askaquestion@connevens.com](mailto:askaquestion@connevens.com)

**Connexions Direct** – [www.connexions-direct.com](http://www.connexions-direct.com)

**Disabled Freedom Pass** – 24-hour free access on London buses, tubes, trains and trams. You may be eligible if you have a severe/profound hearing loss in both ears. Please ask your audiologist for more details or contact Social Services at the Civic Centre on 01895 556 663.

**Disabled Persons Railcard** - <https://www.disabledpersons-railcard.co.uk>

- National Railcards, PO Box 10776, Ashby-de-la-Zouch, LE65 9FA
- Telephone: 0345 605 0525
- Email: [railcardhelp@nationalrail.co.uk](mailto:railcardhelp@nationalrail.co.uk)

**Hillingdon Fire Service** – can supply and fit smoke alarms, with under-pillow vibrating pad and flashing light if required.

- Telephone: 0800 028 4428
- Visits can also be arranged online: [www.london-fire.gov.uk/HomeFireSafetyVisit.asp](http://www.london-fire.gov.uk/HomeFireSafetyVisit.asp)

**Hillingdon Sensory Team** - equipment to help with hearing in the home.

- 2N/08, Civic Centre, High Street, Uxbridge, Middlesex, UB8 1UW
- Telephone: 01895 556 633 (Monday – Friday, 9am – 5pm)
- Email: [socialcaresdirect@hillington.gov.uk](mailto:socialcaresdirect@hillington.gov.uk)

**Jobcentre Plus** – [www.jobcentre.gov.uk](http://www.jobcentre.gov.uk)

**NDCS (National Deaf Children's Society)** – [www.ncds.org.uk](http://www.ncds.org.uk)

## Languages/ Alternative Formats

Please ask if you require this information in other languages, large print or audio format. Please contact:  
01895 279973

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 تہانوں کے اطلاع کے اور زبان یا انداز و جچاہی دی اے تے پتہ کرن لئی  
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 .