

Patient information

Appointment to discuss hearing aids

Audiology

Introduction

We hope this guide will answer your questions about your appointment to discuss hearing aids with the Audiology Team. Please contact the team if you require further information via the details at the end of this leaflet.

What is an Appointment to discuss hearing aids?

Your ENT specialist has requested this appointment so that you can consider if you would like hearing aids and what style would best suit you. **We will not fit your hearing aids at this appointment.**

Getting to us

Please check your appointment letter for this information.

Where do you provide appointments?

We provide appointments at Princess Alexandra Hospital in Harlow, St. Margaret's Hospital in Epping and Herts and Essex Hospital in Bishop's Stortford.

When should I arrive?

Please arrive at the time stated in your appointment letter and no more than 10 mins ahead of this.

How long will it take?

A typical appoint takes around 30 minutes.

The day of the appointment:

Who will I see?

You will see an Audiologist, or a Student Audiologist. All of our Audiologists are trained to at least BSc (degree). Our students are supervised either with someone in the room, or if they are experienced students, with someone who can be called if they require assistance.

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Audiologists are Health Care Scientists, not Doctors.

Can I bring someone with me?

You are welcome to bring someone to support you to your appointment.

After the appointment:

What are the likely outcomes?

There are two main types of hearing aids, 'open-fit' hearing aids with a thin tube (with 4 pre-defined sizes), or custom ear pieces that are unique to your ear. Both have advantages and disadvantages. You may not be suitable for both types. Typically, in the NHS and in our department, we fit Behind-The-Ear (BTE) hearing aids. You may decide you do not require any further management.

Other Questions:

Does your department offer de-waxing?

No, we are currently unable to offer this service.

Do you fit 'in the ear (ITE)' hearing aids?

We do not. This is for a few reasons; they tend to break more often as they are encased completely in the ear. When an ITE breaks it also needs sending away for repair, which means patients are without their hearing for some time. ITEs also tend to completely enclose the ear canal, which reduces the amount of natural hearing some patients are able to access. Patients who have had surgical alterations to their ear however may be considered for an ITE fitting if they have part of their ear missing.

Contacting the team

Audiology Department: St Margaret's Hospital, The Plain, Epping, CM16 6TN

Phone number: 01279 827126, Email: paht.audiology@nhs.net

If you would like this leaflet in another language or format, or you would like to give feedback on your care, please contact our patient experience team at paht.pals@nhs.net

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