

Patient information

Re-assessment appointment

Audiology

Introduction

We hope this guide will answer your questions about your re-assessment appointment with the Audiology team.

What is a Re-assessment appointment?

This appointment is to check your hearing and provide any assistance you need with your current hearing aids.

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?

Re-assessment appointments generally take around 45 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. Audiologists are Healthcare Scientists, not Doctors.

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Can I bring someone with me?

You are welcome to bring someone to support you to your appointment. We would advise against bringing young children as we are not able to supervise them whilst you are undergoing your hearing tests.

After the appointment:

What are the likely outcomes?

Depending on the results, you may be offered an adjustment to the prescription of your current hearing aids or new hearing aids if your current ones are obsolete (typically this is following a 7-10 year period, or if a manufacturer discontinues a model). You may be referred to the Ear, Nose and Throat Department if there have been significant changes to your hearing.

Other Questions:

Will you upgrade my hearing aid?

Not necessarily. Often the hearing aid just needs adjusting to your new prescription.

Can I purchase a spare?

No – your hearing aids remain the property of the NHS. Old hearing aids can be sent to countries that do not have a public health care system and provided to children who cannot hear. Any hearing aids not being used should be returned to the NHS.

Do my hearing aids work with Bluetooth?

All of our current models are Bluetooth enabled. However, you may need to purchase an accessory separately from www.connevans.co.uk

A friend/relative has passed away recently, what should I do with their hearing aids?

A friend or relative has passed away recently, what should I do with their hearing aids? Please return them by post to St. Margaret's Audiology, The Plain, Epping, CM16 6TN.

Does your department offer de-waxing?

No we are unable to provide 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

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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 on paht.pals@nhs.net

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