

Patient information

Hearing Therapy Appointment

Audiology

Introduction

We hope this guide will answer your questions about your Hearing Therapy appointment.

What is a Hearing Therapy appointment?

You have been referred to the Audiology Department's Hearing Therapy Clinic for help to manage the tinnitus, sound sensitivity or other hearing issues you experience.

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?

At the time stated in your appointment letter

How long will it take?

This can usually last up to 90 minutes.

The day of the appointment:

Who will I see?

You will see an Audiologist or a Student Audiologist. Audiologists are Healthcare Scientists, not Doctors.

Will you cure my tinnitus or sound sensitivity?

Tinnitus and sound sensitivity are not 'curable' in the traditional sense and our service is

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designed to help you manage and cope better with your tinnitus if you are struggling. For most people, research shows that tinnitus improves over time.

What will you do in the appointment?

We will take a thorough history, explain how tinnitus functions and discuss coping strategies.

Do you fit tinnitus maskers?

Not currently, although we plan to in the future.

Can I bring someone with me?

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

After the appointment:

In most cases you will be discharged from our service.

Additional Information

Please see enclosed information regarding the types of treatment that are available for tinnitus. You can see what each option entails in more detail using the decision aid.

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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Options for tinnitus care				
Frequently asked questions	Understanding tinnitus	Talking therapies	Using sound	Group support
Will this option mean I hear my tinnitus less or cure it?	Understanding tinnitus may not make it go away, but getting a better grasp of tinnitus can mean that you notice it less.	Following talking therapy, some people don't hear tinnitus as much. Whilst some people may find that they hear it just as much, others often describe their tinnitus as becoming less bothersome.	Some people find playing sound through various devices helps them hear the tinnitus less. Sound is unlikely to make your tinnitus go away completely. If you have hearing loss and tinnitus some people find hearing aids can help reduce awareness - see the Hearing loss: hearing technology options Option Grid.	This probably won't mean that you hear your tinnitus less, but sharing experiences can be supportive, especially in helping you to understand tinnitus and feel less alone. This may mean that you notice tinnitus less.
What does this do to tinnitus?	Tinnitus is often made worse by worrying about what it is and what it means. Understanding tinnitus and what influences it can help you manage tinnitus better.	Tinnitus is often made worse by higher levels of stress, and talking therapies can help by reducing stress. Talking therapies also focus on changing how you respond to tinnitus. You learn to change how you think and act and how much attention you give to it.	Tinnitus is influenced by other sounds around you. By listening to external sounds, you're likely to hear your tinnitus less. It can be helpful to focus your attention onto another sound.	Groups can help people find support from others. People swap ideas about what helps them with their tinnitus.
How does this approach help tinnitus?	Making sense of the causes of tinnitus and what keeps people noticing it, can help people cope with tinnitus. Most people find discussing tinnitus information with an Audiologist or Hearing Therapist is helpful.	Talking therapies have been shown to reduce distress caused by tinnitus. People who have talking therapy for tinnitus can find that they notice it less.	Some people find it helpful to put a radio on in the background when they come into a quiet setting. Others may use relaxing sounds to help get to sleep at night. Various devices and apps are available for this.	Many people find it helpful to meet others who are in the same position. Groups provide information and support. Groups are unlikely to make tinnitus go away but understanding that you are not alone might help.
How do I access this option?	You can get tailored advice from your Hearing Therapist or Audiologist. Your GP can refer you to these services. The British Tinnitus Association produce clear information on all aspects of tinnitus.	There are different types of talking therapies. You can access this type of help from a psychologist, therapist or even online. Talk to your GP about referral.	An Audiologist or Hearing Therapist can advise on this. Your GP can arrange a referral.	The British Tinnitus Association have information on tinnitus groups in the UK. Alternatively your local audiology service may be able to guide you to a group.
Can I choose more than one option?	Yes	Yes	Yes	Yes

(T) British Tinnitus Association

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