

Hearing assessment appointment

Audiology Department



Patient information leaflet

Your hearing aid assessment appointment

This information leaflet provides you with details about your hearing aid assessment appointment. If you have any further questions do contact us, our contact details can be found at the end of this leaflet.

Do I need to do anything before my appointment?

Please check your appointment letter carefully, as it will inform you at which of our hearing aid clinics your appointment has been arranged.

Please inform the department, before your appointment, of any disabilities you have that may affect your appointment. It will also be helpful if you can let us know if you have arranged hospital transport to your appointment, or require the assistance of an interpreter (including sign language). If you have recently informed the department of these requirements you do not need to let the department know for each appointment you attend.

You are welcome to bring along a friend or relative to the appointment if you feel this will be helpful.

To enable the audiologist to complete the hearing aid assessment appointment, your ears will need to be clear of wax. Please ask your GP or practice nurse to check your ears and show them your appointment letter.

What shall I do when I arrive?

Please check in at the audiology reception. The details of how to find the audiology reception at all our sites is detailed in your appointment letter, enclosed with this leaflet. The hearing assessment will take approximately 45-60 minutes.

Why do I need this appointment?

You will have either seen your GP, an audiologist or ear, nose and throat consultant who will have requested for you to have a hearing test. If you have further questions about your hearing aid assessment or would rather not continue with a hearing aid assessment at this time, do contact us using the details at the end of the leaflet.

What will happen during my appointment?

You will be seen by an audiologist. We are a training hospital and therefore, from time to time, a student audiologist may see you. The student will always inform you at the start of the appointment that they are training. You will be given the opportunity to decline to be seen by the student.

The audiologist will start by asking you questions about your medical history and your hearing problems. It will be helpful if you can fill in the enclosed hearing assessment questionnaire and hand it to your audiologist at the start of your appointment.

The audiologist will examine your ears before testing your hearing. If your ears are full of wax this may affect your hearing test. Therefore you may be asked to get the wax removed before another appointment is arranged for a hearing test.

Your hearing will be tested by presenting a range of tones at different levels via headphones to your ears. You will be asked to press a button for all sounds that you hear, even if they are very faint. The audiologist will be able to determine the softest sounds that you can hear for a range of pitches and plot these results on a graph, called an audiogram. The hearing test typically takes between 15 and 30 minutes. If you require any breaks during the test, do let the audiologist know.

It may also be necessary to test how well your ear drum is moving, to help determine the cause of any hearing loss you may have. This test is completed by placing a soft tip in the ear canal which delivers some pressure to the ear drum. This test is typically very quick and normally takes less than one minute on each ear.

Once the audiologist has completed the testing, they will explain your hearing test results to you.

There are a number of outcomes that the audiologist may identify. These may be either that:

- 1) Your hearing is within normal limits, so no treatment is required
- 2) You have a hearing loss that will benefit from a hearing aid
- 3) You have a hearing loss that will benefit from devices in specific situations
- 4) You would benefit from being seen by another service within the audiology department e.g. tinnitus and hyperacusis clinic
- 5) Your results indicate a medical opinion would be beneficial and therefore the audiologist will refer you to an ear, nose and throat (ENT) consultant

If your hearing test indicates you are suitable for a hearing aid, the audiologist will ask you if you wish to proceed. If you agree to proceed, the audiologist will discuss whether you are more suitable for an open fitting or earmould type hearing aid fitting. If you are more suitable for an open fitting, no further preparation will be required during this appointment. If you are more suitable for an earmould fitting, the audiologist will need to take an impression of your ear. This involves placing a soft sponge in your ear canal and then putting some putty gently into your ear. This putty will set within 1-2 minutes and the impression removed from your ear. The impression will then be sent to a laboratory to be made in to a mould for your ear.

What will happen at the end of my appointment?

You will be issued with a personal management plan so that you have a summary of what has been agreed during the appointment and what happens next.

We will send your GP a report following the appointment; this will include a record of your hearing test, as well as a summary of the management plan agreed between you and the audiologist.

Reference sources

- Action on Hearing Loss
- British Academy of Audiology
- British Society of Audiology

More information

Further information about the audiology team, audiology service and how to find the hospital can be found on our website:

www.royalsurrey.nhs.uk/service-list/audiology

Audiology Department

Egerton Road

Guildford

GU2 7XX

Telephone: 01483 464108

Fax: 01483 408338

Contact details

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PALS and Advocacy contact details

Contact details of independent advocacy services can be provided by our Patient Advice and Liaison Service (PALS) who are located on the right hand side as you enter the main reception area. PALS are also your first point of contact for health related issues, questions or concerns surrounding RSCH patient services.

Telephone: 01483 402757

Email: rsc-tr.pals@nhs.net

Opening hours: 9.00am–3.00pm, Monday to Friday

If you would like information documents in large print, on tape or in another language or form please contact PALS.

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Author: Anna Pepler

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