

# Transition from paediatric to adult audiology services: 14–16 years

Paediatric Audiology Department



Patient information leaflet

The purpose of this leaflet is to introduce you to the transition from paediatric to adult audiology services.

## **Who is this leaflet aimed at?**

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This leaflet is aimed at young people with long term hearing impairment using audiology services.

## **What is transition?**

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'Transition' is used to describe a journey of change. In this leaflet we look at the journey from paediatric to adult audiology services. Your audiologists want to support you through this journey.

## **When do I start my transition from paediatric to adult audiology services?**

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From age 14, paediatric audiologists will start preparing you for transition to adult audiology services.

## **When do I finish my transition to adult audiology services?**

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Usually at the age of 18 you will be transferred to an adult audiology service.

## **How do I prepare for transition from paediatric to adult audiology services?**

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A key part of transitioning from paediatric to adult services is developing your independence. Your audiologists will help you to:

- understand your hearing
- look after your own hearing aids
- know how to find information and support about hearing impairment
- understand how the adult service works and differs from the paediatric service

## **How do I get an appointment to see an audiologist?**

If you are under 18 with a long term hearing impairment, you should automatically get sent appointments. These appointments will be at least once a year until you transfer to an adult audiology service.

If you need to see us sooner, please contact us.

**Telephone:** 01483 571122 extension 4880

**Email:** rsc-tr.PaedEnquiries@nhs.net

## **Can I see the audiologist on my own?**

It may be possible to see the audiologist on your own, but please discuss this with your family and audiologist first. We would usually encourage you to bring a family member with you until you are at least 16.

## **Can I have an interpreter for my appointment?**

Yes, please let us know as soon as possible if you require an interpreter for an appointment.

## **Is what I tell audiologists private?**

Yes, although if you tell us something that means you or others could be harmed we have to share this with other professionals for your and/or others safety. If we need to share something you have told us with other professionals we will usually try to tell you.

## **Who gets a report from my appointment?**

Between ages 14-16 we usually address our reports to you and also send a copy to your parents. From age 16 onwards your reports are usually addressed to you and not sent to your parents.

## What if I need to change my appointment?

Please contact us as soon as possible so the appointment can be used for someone else.

If you do not contact us to cancel your appointment we will record that you 'did not attend'.

## What if I do not attend an appointment?

Usually if you fail to attend an appointment once we will rebook the appointment.

However, if you fail to attend an appointment when you are 18 you will be automatically transferred to an adult audiology service. If this happens you will be sent a letter.

If you fail to attend an appointment a second time we will not send you another appointment. You would need to contact us if you still wanted to be seen.

We are committed to your safety. So if you regularly miss appointments we may have to share this information with the Children's Safeguarding team in line with hospital policy.

## What if I have any questions?

You can ask audiologists any questions during appointments.

You can also contact us by phone or email:

**Telephone:** 01483 571122 extension 4880

**Email:** [rsc-tr.PaedEnquiries@nhs.net](mailto:rsc-tr.PaedEnquiries@nhs.net)

The National Deaf Children's Society (NDCS) has a website for young people ([www.buzz.org.uk](http://www.buzz.org.uk))

## What if I am unhappy with the audiology service?

We are very sorry if you are unhappy.

We advise you to speak to your family first. Then you, or someone on your behalf, can contact us.

**Telephone:** 01483 571122 extension 4880

**Email:** [rsc-tr.PaedEnquiries@nhs.net](mailto:rsc-tr.PaedEnquiries@nhs.net)

Alternatively you, or someone on your behalf, can contact the Royal Surrey County Hospital Patient Liaison Service (PALs).

## References

National Deaf Children's Society (2011) Quality Standards Transition from paediatric to adult audiology services: Guidelines for professionals working with deaf children and young people





## Contact details

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Please do not hesitate to contact us if you have any questions after reading this leaflet.

### Paediatric Audiology

**Telephone:** 01483 571122 **ext** 4880

Please leave an answerphone message if prompted and someone will get back to you.

**Email:** Rsc-tr.PaedEnquiries@nhs.net

We try to respond to all messages within 24 hours.

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## PALS and Advocacy contact details

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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.

Past review date: June 2018

Future review date: June 2021

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**PIN180227–1488**

