

# City Hospital Hearing Services Centre

Information and advice for patients

## *Hearing Services*

Welcome to the Hearing Services Centre at City Hospital. This centre provides many services for people with hearing problems and related conditions. Our staff aim to provide a caring service to meet your needs and welcome any suggestions for improvements. We hope you find this booklet helpful and look forward to seeing you.

### **Your appointment**

The enclosed letter tells you the date and time of your appointment. If you are unable to attend, please let us know as soon as possible so that your appointment can be used by another patient. You can contact us on 0121 507 4875.

### **Before you attend**

It is important that your ears are clear of wax before your appointment. If your ears have not been checked recently please go and see your doctor or practice nurse about 2 weeks before your appointment.

### **Communication support**

If you need an interpreter for your appointment, please contact us in advance to arrange this.

### **What to bring with you**

When you attend the centre please remember to bring your:

- appointment letter
- hearing aid (if you have one)
- record book (if you have one)
- reading glasses (if you wear them)

### **When you arrive**

As soon as you arrive, hand in your appointment letter at the reception desk. It is important that you attend at the stated time, or we will not be able to see you. Every effort will be made to see you at your appointed time, but delays are sometimes unavoidable. If this happens we will keep you informed.

Sometimes, with your permission, trainee doctors, health visitors or audiologists may be present during your treatment. Please let the receptionist know if you would prefer them not to be present during your appointment.

### **Assess and Fit**

For this appointment, please expect to spend about 1 hour and 15 minutes at the centre.

You will be seen by an audiologist who will carry out a hearing test. After the test, the audiologist will decide if you are suitable for an open-fit style hearing aid which may be fitted at the same appointment.

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### **Direct Referral Clinic**

For this appointment please expect to spend about 1 hour at the centre.

You will be seen by an audiologist who will carry out a hearing test. After the test, if a hearing aid is required we will discuss this with you and may take an impression of your ear. You will be given a further appointment to have your hearing aid fitted.

### **Impression Clinic**

For this appointment please expect to spend about 30 minutes at the centre.

You will be seen by an audiologist who will talk to you about the hearing aids available. The audiologist will then take an impression of your ear if required and you will be given a further appointment to have the hearing aid fitted.

### **Where is the Hearing Services Centre?**

The Hearing Services Centre is at City Hospital, Dudley Road, Birmingham B18 7QH. The centre is in a separate building situated to the side of the Birmingham Treatment Centre. The easiest way to access the centre is either from the front car park entrance on Dudley Road, or by the car park entrance on Western Road.

### **Car Parking**

The centre has its own pay and display car park which can be accessed from Western Road and the centre is also easily accessed from the main visitor car park on Dudley Road.

There is no charge for the first 15 minutes parking after which charges apply, including for blue badge holders. There is no charge for motorcyclists. Frequent visitors can buy reduced rate car park tickets from the Birmingham Treatment Centre (BTC) reception. If you receive certain benefits, you may be able to claim the parking charges back. Please contact us for more information.

### **Disabled access**

Disabled parking bays are available on the car park at the rear of the centre and a ramp runs from the car park to the centre.

### **Public transport**

The 80, 82, 83, 87 and 89 buses stop on Dudley Road. Ask for City Hospital when you board. When travelling from Birmingham city centre get off at the stop opposite the main hospital and cross at the crossing. The 11A and 11C (Outer Circle) buses stop in Aberdeen Street next to the hospital.

For more public transport information please see:

<http://jp.networkwestmidlands.com>  
or call Traveline on 0871 200 2233.

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### **Hospital transport**

If you are medically unable to travel, you may be eligible for hospital transport. Please see the leaflet 'A guide to patient transport' or contact the centre for more information.

If you are travelling home by hospital transport, please inform the receptionist as soon as possible after your appointment has finished. When the transport arrives, the driver will come and collect you from the waiting area.

### **Suggestions**

We hope to make your visit to the centre as pleasant as possible. Please let us know of any suggestions you may have for improvements of the service.

### **Complaints**

If you have any complaints about the treatment you have received, please ask at reception to see the Head of Department. Alternatively you can contact the Patient Advice and Liaison Service (PALS) or the complaints department.

#### **PALS**

**Telephone:** 0121 507 5836

**Email:** [swb-tr.pals@nhs.net](mailto:swb-tr.pals@nhs.net)

#### **Complaints**

**Telephone:** 0121 507 4346

**Email:** [swbh.complaints@nhs.net](mailto:swbh.complaints@nhs.net)

#### **Contact Details**

**Telephone:** 0121 507 4875

**Fax:** 0121 507 5412

**Post:** Hearing Services Centre, City Hospital, Birmingham B18 7QH.

#### **Further information**

For more information about our services please see the audiology pages of our website:  
[www.swbh.nhs.uk/services/audiology](http://www.swbh.nhs.uk/services/audiology)

For more information about our hospitals and services please see our websites [www.swbh.nhs.uk](http://www.swbh.nhs.uk) and [www.swbhengage.com](http://www.swbhengage.com), follow us on Twitter @SWBHnhs and like us on Facebook [www.facebook.com/SWBHnhs](http://www.facebook.com/SWBHnhs).

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### Sources used for the information in this leaflet

- Network West Midlands public transport information, accessed January 2012
- Network West Midlands, 'A fresh way forward: Bus changes in Sandwell, changes from 28 October 2012'

If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5495 or email: [swb-tr.swbh-gm-patient-information@nhs.net](mailto:swb-tr.swbh-gm-patient-information@nhs.net)



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