

# Your child's visit to the Hearing Services Centre

Information and advice for parents and carers

## *Hearing Services*

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

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

### **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. Please see the map on the back of this leaflet.

### **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 can claim reimbursement of your bus fare from the BTC reception or the Cash Office in the main hospital, or get a token to allow free exit from the hospital car park from the BTC reception.

### **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 82, 87 and 89 buses have frequent services and 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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### **Your child's appointment**

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

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

When you attend the centre please remember to bring your child's:

- appointment letter
- Parent-held records (Red book)

### **When you arrive**

When 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 your child. 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 child's appointment. Please let the receptionist know if you would prefer them not to be present.

### **During the appointment**

You and your child will be seen by a specialist in a sound-proofed room. Toys and games will be used to help your child respond to sounds, so that their hearing level can be measured. A small rubber tip will then be put into your child's ear to see how well the eardrum is working. This is not painful but may tickle slightly.

Depending on the age of your child you may then need to talk to a doctor about your child's development. The doctor will also look in their ears.

It is useful to talk to your child about the visit so they know what to expect.

### **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 improvement of the service.

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### **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)

### **Further information**

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).

### **Sources used for the information in this leaflet**

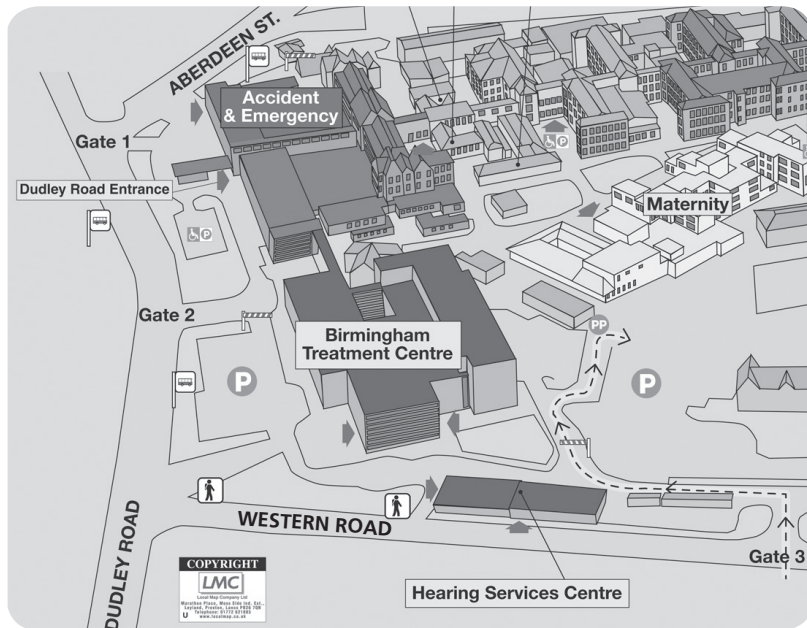
- Network West Midlands, 'A fresh way forward: Bus changes in Sandwell, changes from 28 October 2012'
- Network West Midlands public transport information, accessed online August 2012

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## Hearing Services

### Map of City Hospital



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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