

Apollo Surgery Hearing Clinics

Information and advice for patients

Hearing Services

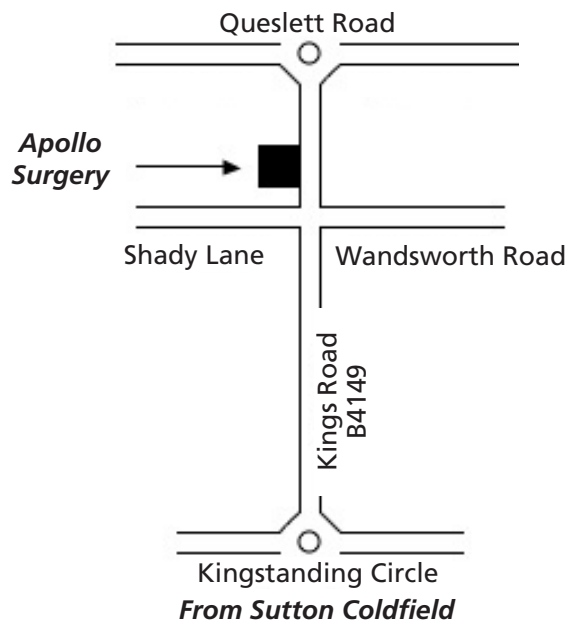
Welcome to Apollo Surgery. The hearing clinics held here are an outposted service of the Hearing Services Centre at City Hospital and provide services for people with hearing problems. We aim to provide a caring service to meet your needs and welcome any suggestions for improvements. We hope you find this booklet helpful and look forward to seeing you.

For more information about our services please see the audiology pages of our website: www.swbh.nhs.uk

Where is Apollo Surgery?

Apollo Surgery is located at:

619 Kings Road, Great Barr, Birmingham B44 9HW.



Car parking

The clinic has its own car park situated at the front of the building. There is no charge for parking.

Disabled access

The clinic has disabled access but patient transport services (non-emergency ambulance) are not available for this clinic. If you require patient transport you will need to contact us to arrange to attend the Hearing Services Centre at City Hospital.

Apollo Surgery Hearing Clinics

Information and advice for patients

Hearing Services

Public transport

The 5 West Bromwich – Sutton Coldfield bus service runs along Kings Road.

For more public transport information please see:

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

Your appointment

The enclosed letter tells you the date and time of your appointment. If you are unable to attend, please contact the Hearing Services Centre at City Hospital as soon as possible so that your appointment can be used by another patient. You can contact the Hearing Services Centre on 0121 507 5417.

Communication support

If you need an interpreter for your appointment please contact us at the Hearing Services Centre in advance to arrange this.

Telephone: 0121 507 5417

Fax: 0121 507 5412

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

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 use them)

When you arrive

When you enter the health centre go to reception and hand in your letter. It is important that you attend at the stated time, or you may not be seen. 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 permission, trainee doctors, health visitors or audiologists may be present during your treatment. Please let a member of staff know if you would prefer them not to be present during your appointment.

Apollo Surgery Hearing Clinics

Information and advice for patients

Hearing Services

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. During this test you will be seated in a quiet room. Following 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 or we may write back to your GP and request they refer you to see an ENT consultant first.

Assess and Fit Clinic

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. During this test you will be seated in a quiet room. Following 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.

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.

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

Complaints

Telephone: 0121 507 4346

Email: swbh.complaints@nhs.net

Apollo Surgery Hearing Clinics

Information and advice for patients

Hearing Services

Further information

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

Sources used for the information in this leaflet

- Network West Midlands public transport information, accessed online September 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



A Teaching Trust of The University of Birmingham
Incorporating City, Sandwell and Rowley Regis Hospitals
© Sandwell and West Birmingham Hospitals NHS Trust

ML4718

Issue Date: September 2014
Review Date: September 2016