

Boldmere Hearing Clinic

Information and advice for patients

Hearing Services

Welcome to Boldmere Hearing Clinic. This clinic is a part of the Hearing Services Centre at City Hospital and provides many services for people with hearing problems and related conditions.

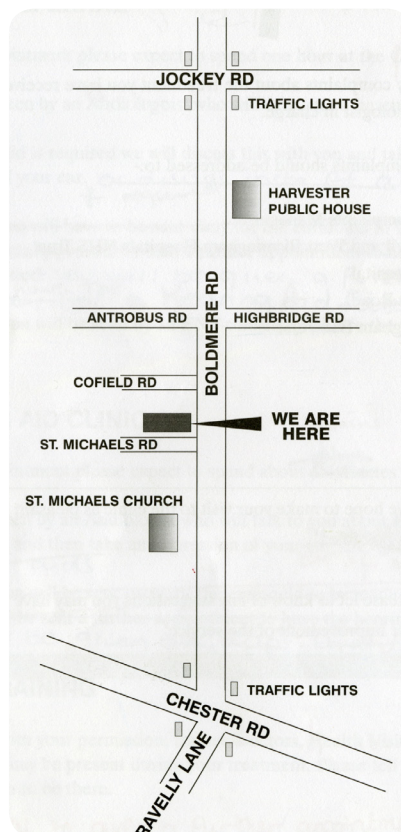
We aim to provide a caring service to meet your needs and welcome any suggestions for improvements. We hope you find this booklet helpful and look forward to seeing you.

Where is Boldmere Hearing Clinic?

Boldmere Hearing Clinic is at:

Boldmere Health Centre

194 Boldmere Road
Sutton Coldfield
Birmingham
B73 5UE



Car Parking

The clinic has its own car park which can be accessed from Boldmere Road. 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 an appointment for the Hearing Services Centre at City Hospital.

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Public transport

The 66A Erdington-Sutton bus services operate via Boldmere Road. The 377 Walsall-Sutton, 107 Birmingham-Sutton & 451 West Bromwich-Sutton operate via Jockey Road.

For more public transport information please see:

www.transportdirect.info

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 5417

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.

Booking an interpreter

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

Tel: 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, the Hearing Clinic is straight ahead. Please take a seat in the waiting room and a member of staff will ask you for your appointment letter. It is important that you attend at the stated time otherwise you may not be seen. Every effort will be made to see you at your appointed time, however delays are sometimes unavoidable. If this happens we will keep you informed.

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Sometimes, with your 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.

Consultant's Clinic

For this appointment please expect to spend at least 2 hours 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 sound-treated room. After the hearing test you will be asked to sit in the waiting area and the doctor will call you for your consultation. If a hearing aid is required you will then be seen by an audiologist after your consultation. The audiologist will discuss the hearing aid with you and take an impression of your ear if required and you will be given a further appointment to have the hearing aid fitted.

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. During this test you will be seated in a sound-proofed 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.

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 sound-treated 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 and if necessary may be given an appointment to see an ENT consultant before it is 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.

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 speak to a member of staff or ask for our 'Your views matter' leaflet.

Contact details

If you have any questions or queries, please contact the Hearing Services team on:

Tel: 0121 507 5417

Fax: 0121 507 5412

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

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.

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



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