

# Boldmere Hearing Clinic

Information and advice for patients

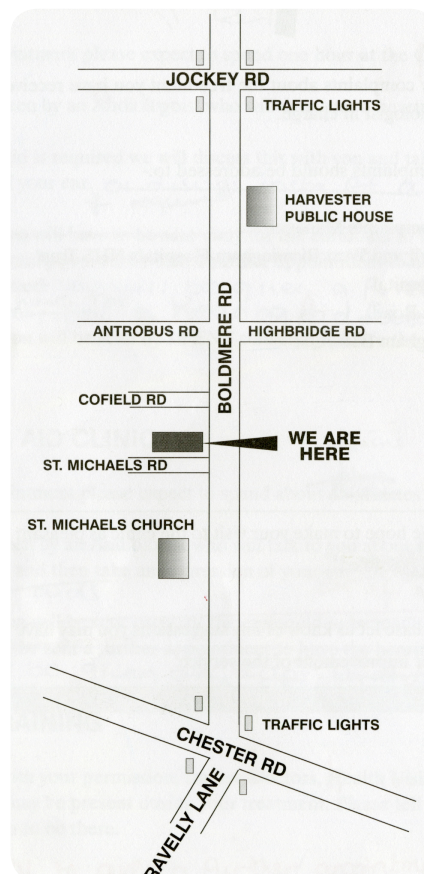
## Hearing Services

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

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 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 to attend the Hearing Services Centre at City Hospital.

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## *Hearing Services*

### **Public transport**

The 66A Erdington-Sutton bus services operate via Boldmere Road. The 77 Walsall-Sutton, 107 Birmingham-Sutton and 451 West Bromwich-Sutton operate via Jockey Road. For more public transport information please see:

[www.travelinemidlands.co.uk](http://www.travelinemidlands.co.uk) 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 let us know as soon as possible so that your appointment can be used by another patient. You can contact us on:

**Telephone:** 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.

### **Communication support**

If you need an interpreter for your appointment, please contact us 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, 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, 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 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.

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### **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.

### **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.

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### 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 public transport information, accessed November 2011

If you would like to suggest any amendments or improvements to this leaflet please contact the communications department on 0121 507 5420 or email: [swb-tr.swbh-gm-patient-information@nhs.net](mailto:swb-tr.swbh-gm-patient-information@nhs.net)



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