

# Your child's visit to Boldmere Hearing Clinic

Information and advice for parents and carers

## Hearing Services

Welcome to Boldmere Hearing Clinic. This clinic is an out-posted 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 and your child.

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.

## Public transport

The 66A Birmingham - Sutton Coldfield bus service operates via Boldmere Road.

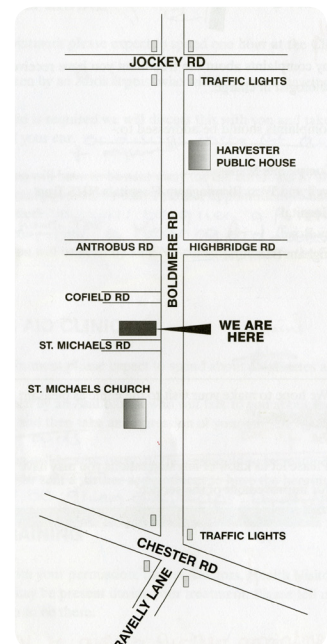
The 5 West Bromwich - Sutton Coldfield, 77 Walsall - Sutton Coldfield and 907 Birmingham - Sutton Coldfield operate via Jockey Road.

For more public transport information please see: [www.travelinemidlands.co.uk](http://www.travelinemidlands.co.uk) or call Traveline on 0871 200 2233.

## Your 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 5417



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## *Hearing Services*

### **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 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 we will not be able to see your child. 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.

Sometimes, with your permission, trainee doctors, health visitors or audiologists may be present during your child's appointment. Please let a member of staff 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 their 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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## Hearing Services

### 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 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 public transport information, <http://jp.networkwestmidlands.com>, accessed online June 2013

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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ML4124  
Issue Date: June 2013  
Review Date: June 2015