

# Sandwell Audiology Service

Information and advice for parents and carers

## *Audiology*

Welcome to Sandwell Audiology Service. This department provides many services for people with hearing problems and related conditions. The staff 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 Sandwell Audiology Service?**

The Audiology department is at The Lyng Centre for Health and Social Care, Frank Fisher Way, West Bromwich B70 7AW.

Access to the centre is either from the front entrance on Lyng Lane, or by the car park entrance on Frank Fisher Way (off Moor Street).

We also have out posted clinics at the following places:

- Rowley Regis Hospital, Moor Lane, Rowley Regis B65 8DA.
- Neptune Health Park, Sedgley Road West, Tipton DY4 8LY.

### **Car Parking**

The centre has its own pay and display car park which can be accessed from Frank Fisher Way, off Moor Street. Parking is free for the first 90 minutes with charges thereafter. You still must obtain a ticket even if you are parking for free.

### **Disabled Access**

Disabled parking bays are available on the car park at the rear of the centre.

### **Hospital Transport**

If you or your child are physically unable to travel to the centre, perhaps a relative or a friend could bring you. If this is not possible, you may be eligible for hospital transport. Please see the leaflet 'A guide to patient transport' for more information.

If you are travelling home by hospital/patient transport, please inform the receptionist as soon as possible after your appointment has finished. When the transport arrives, the driver will come and collect you from the waiting area.

### **Public Transport**

The centre is close to the main bus station in West Bromwich. 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 your appointment can be used by another patient. You can contact us on 0121 612 2366.

### **Communication Support**

If you or your child needs an interpreter for the appointment, please contact us in advance to arrange this.

**Tel:** 0121 612 2366

**Fax:** 0121 612 2363

**Post:** The Lyng Centre for Health and Social Care, Frank Fisher Way, West Bromwich B70 7AW.

### **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 please hand in your child's appointment letter at the reception desk. It is important that you attend at the stated time, or we may not be able to see your child. Every effort will be made to see your child at their 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 the appointment.

### **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, allowing us to measure their hearing level. It is also useful to see how well the eardrum is working. This test only takes a few seconds and is done by putting a small rubber tip into their ear. This is not painful but may tickle the ear 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 that they know what to expect.

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### 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](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 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 5420 or email: [swb-tr.swbh-gm-patient-information@nhs.net](mailto:swb-tr.swbh-gm-patient-information@nhs.net)



A Teaching Trust of The University of Birmingham  
Incorporating City, Sandwell and Rowley Regis Hospitals  
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ML3807  
Issue Date: September 2012  
Last edited: October 2012  
Review Date: September 2014