

# Your hearing services appointment



## Information for patients

### Hearing Services





You have been referred to Hearing Services so that we can give you help and advice regarding your hearing. This leaflet explains what happens during an appointment.

If you would like to know more or are uncertain about anything you have read please feel free to contact us (details on the back page).

## **I cannot make my appointment, what do I do?**

If this appointment is not convenient, please contact us on either of the numbers given on the back page.

## **Do I need to bring anything with me?**

If you normally need glasses for reading, it would help if you could bring them with you to help you complete the questionnaire we give you.

## **Do I need to do anything before my appointment?**

Yes, it would help if you could think about these situations:

- Listening to the television with family or friends when the volume is set to suit their hearing
- Having a conversation with one other person when there is no background noise
- Carrying on a conversation in a busy street or shop

Then think about:

- How difficult each of these situations is for you
- How worrying you find these difficulties
- How annoying you find these situations
- How upsetting you find these situations

## **Where do I go for my appointment?**

Your appointment is in the Hearing Services Department at the Royal Hallamshire Hospital.

The department is on 'B' floor of the Outpatients' Building, Entrance No. 7 on 'B' Road.

## **Can I bring someone with me?**

Yes, if you would like to have a friend or family member come with you, you can bring them. However, if you can't, please don't worry as all the department's staff are trained in communicating with people with hearing problems.

## **How long can I expect to be at the hospital?**

Your appointment will take anything between half an hour to an hour.

## **What should I do when I arrive?**

When you arrive at the department please go to the reception desk to let us know you have arrived. To help with your appointment we will need to know your:

- Name
- Address
- GP details

## **Will I have to wait long?**

Once you have spoken to our reception staff we try to see you as quickly as possible, usually within 15 minutes of your appointment time.

## **What happens at my appointment?**

This depends on whether you have already had a hearing test at the hospital and whether a hearing test has shown that you would benefit from having a hearing aid. If you have not had a hospital hearing test, one of our hearing specialists (an Audiologist) will do one first.

Next we will ask you to complete a questionnaire.

## **Will I get the results of my hearing test at my appointment?**

Yes, we will talk to you about the result of your hearing test on the day of your appointment (whether you have had the hearing test that day or earlier).

## **What happens if the test shows I need a hearing aid?**

If your test results show that you would benefit from having a hearing aid we will need to take an impression of your ear. This impression is used to make an ear mould, which in turn will be fitted to a hearing aid.

All NHS hearing aids are behind-the-ear types.

Taking the impression is a quick and painless procedure and takes a few minutes to do.

## **When will I get my hearing aid?**

Once the impression of your ear is made, it is sent off to the manufacturers who then make your earmould from this.

We will let you know by letter when your aid is ready and ask you to telephone us to book an appointment for you to have it fitted.

## **What if I don't need a hearing aid?**

If the results of your hearing test and answers to the questionnaire show that a hearing aid would not help, there are other ways we can help.

Please ask your audiologist and they will be happy to discuss these with you.



## How to contact us

To make any enquiries or discuss changing your appointment, please contact:

**Hearing Services Department**  
**B floor Outpatients**  
**Royal Hallamshire Hospital**  
**Sheffield**

Telephone: **0114 226 1314**

Fax: **0114 271 2256**



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