

Audiology Department; the Paediatric Audiology Service

What do you need to know about the clinic?

Who is the head of the Audiology department?

Mr David Baguley

Who heads the paediatric team?

Ms Ann Bol

Where is the Audiology Department?

The Audiology Department is on the ground floor (Level 2), in outpatients. The Audiology clinic is clinic 10 - Audiology and ENT (Ear, Nose & Throat).

What is the department's address?

Audiology Department
Box 94
Addenbrooke's Hospital
Hills Road
Cambridge
CB2 0QQ

What are the telephone numbers?

Clinic Reception Desk:

- telephone: 01223 217797
- text phone: 01223 274494

For appointment queries, please telephone 01223 217797.

When is the Audiology clinic open?

The Audiology clinic is open Monday to Friday, 0830 until 1700.

When are appointments necessary?

- For all hearing testing
- For ear impressions to be taken for new ear moulds
- For fitting hearing aids.

What do I do if the hearing aid stops working?

- Check the '*Hearing aid information*' leaflet. Some problems can be fixed by you
- Contact us for advice
- Bring the aid into a repair clinic
- Post the aid to the department (see below).

When are the repair clinics?

Walk-in clinic, no appointment needed:

- Monday 09:30 until 12:00
- Tuesday 14:00 until 16:30
- Wednesday 09:00 until 12:00
- Thursday 14:00 until 16:30
- Friday 09:00 until 12:00

Is there a postal service for hearing aid repairs?

Yes, this may be an easier means of arranging hearing aid repairs than long waits in the repair clinic. When sending the hearing aid, please include a letter giving your child's name and a description of the problem.

Please note that all but the most basic hearing aid repairs are completed by the manufacturer, not the Audiology clinic.

Can spare aids be issued?

No, unfortunately the hearing aid budget is not able to extend to include the issuing of spare hearing aids.

How will my child cope when the aid is being repaired?

In most cases, we hope to simply replace faulty aids for new ones, removing the need for loan aids or periods without hearing aids. If your child has coloured hearing aids, a beige one may be issued temporarily while a coloured replacement is ordered.

Where can we obtain hearing aid batteries?

From Audiology reception, anytime during normal clinic hours.

Is there a postal service for batteries?

Yes.

How can I make an appointment for my child?

Your doctor can refer your child for an appointment. If your child wears a hearing aid, you can telephone us and request an appointment or you can request an appointment in person at Audiology reception.

Must I go to Addenbrooke's if another hospital is closer?

- Some ENT clinics are held at other hospitals.
- All Audiology appointments for **children** are held at Addenbrooke's hospital.
- Ear impressions for ear moulds can **only** be taken at other hospitals when suitably trained staff are available.
- Hearing aid batteries can be obtained at:
 - Saffron Walden Hospital
 - Princess of Wales Hospital, Ely
 - Newmarket General Hospital

Monday to Friday, 09:00 until 12:00 and 14:00 until 17:00. No appointment needed.

What is the difference between Audiology and ENT?

Audiology is assessment of hearing and ear disorders, provision of support and advice and appropriate hearing and listening devices, for example hearing aids.

ENT is medical and/or surgical examination and treatment, of ear, nose and throat disorders, for example operations and medicines.

Websites

- Addenbrooke's Audiology: www.addenbrookes-audiology.org.uk
- British Sign Language: www.britishsignlanguage.com
- Department of Health: A Guide to Information, Services & Equipment: www.doh.gov.uk/disabledguide/practicalguide.pdf
- Deafsign: www.deafsign.com
- Delta: www.deafeducation.org.uk
- National Deaf Children's Society (NDCS): www.ndcs.org.uk
- Royal Association for Deaf People (RAD): www.royaldeaf.org.uk
- Royal National Institute for the Deaf (RNID): www.rnid.org.uk
- Sense – for the deaf-blind: www.sense.org.uk
- Social Services for the Deaf: www.camcity.gov.uk/sub/ssd/pd/deaf.htm



We are currently working towards a smoke free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169

Help with this leaflet:



If you would like this information in another language, large print or audio format, please ask the department to contact Patient Information: 01223 216032 or patient.information@addenbrookes.nhs.uk



Document history

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