

## Department of Audiology

# Welcome to the Adult Audiology Clinic

## Information Pack for newly transferred patients

### Getting in touch:

For all enquiries:

- Telephone: 01223 217797
- Text phone: 01223 274494
- If you have signed an email consent form, you can also get in touch via email.

### Key contacts:

**Head of Audiology:** Mr David Baguley

**Head of the Adult Service:** Mrs Judith Bird  
([judith.bird@addenbrookes.nhs.uk](mailto:judith.bird@addenbrookes.nhs.uk))

**Clinic Co-ordinator:** Tracey Church  
([tracey.church@addenbrookes.nhs.uk](mailto:tracey.church@addenbrookes.nhs.uk))

### Address/location:

The Audiology department is located in Outpatients, on the ground floor (Level 2) of the hospital. It is part of clinic 10.

**Audiology Department**  
**Box 94**  
**Addenbrookes Hospital**  
**Hills Road**  
**Cambridge**  
**CB2 0QQ**

## Clinic opening times

Usual opening times are 08:30 until 17:00, Monday to Friday.

## Repair Clinic times

These are times when you can call in without an appointment to get your hearing aid repaired. Please report to reception when you arrive.

<b>Monday:</b>	09:30 – 12:00
<b>Tuesday:</b>	14:00 – 16:30
<b>Wednesday:</b>	09:00 – 12:00
<b>Thursday:</b>	14:00 – 16:30
<b>Friday:</b>	09:00 – 12:00

## Additional Information

### Is there a postal service for hearing aid repairs?

Yes. Send your hearing aid and your brown record book to us, with a note, if possible, to explain what the problem is. The time taken to post it back can vary, but we will try to let you know if it will take longer than a week.

### When are batteries available?

Anytime during normal clinic hours.

### Is there a postal service for batteries?

Yes. Send used batteries to us with your record book, you will need to use a large letter stamp. Also, please enclose a large letter stamp for the return postage.

### How can I make an appointment?

- Your doctor can refer you for an appointment.
- You can telephone us and request an appointment.
- You can request an appointment at Audiology reception.
- You can email the clinic co-ordinator to request an appointment

Waiting times vary, you may have to go on a waiting list if you need a full reassessment, but shouldn't have to wait so long for new moulds.

## Can I be seen at my local hospital?

Addenbrooke's Audiology department holds clinics at the following hospitals:

- Saffron Walden
- Newmarket
- Ely

If you would prefer to be seen at any of these hospitals, simply ask when you request an appointment.

## How can I see a Hearing Therapist?

If you need advice from a Hearing Therapist and/or information about other listening devices, tell the Audiology receptionist when you request an appointment.

## Local clinics for batteries and hearing aid repairs:

See the enclosed information leaflet '*Local Hearing Help Sessions*' for a list of clinics offering repairs and batteries. You can also obtain batteries from Saffron Walden, Newmarket and Ely hospitals' receptions between 09:00 and 17:00.



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](mailto:patient.information@addenbrookes.nhs.uk)



### Document history

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