



**North Tees and Hartlepool**  
NHS Foundation Trust

# **What happens at an Adult Hearing Assessment?**

## **Information for patients**

This leaflet can be made available in other formats including large print, CD and Braille and in languages other than English, upon request.



# **What is a hearing assessment?**

A hearing assessment is a number of tests and examinations that determines the levels you can hear, and the condition of your ears. This is usually carried out by an Audiologist and usually lasts 30 - 45 minutes.

# **What is an Audiologist?**

An Audiologist is a qualified professional who provides assessments for hearing problems and non-surgical treatments to help a person deal with hearing loss, such as providing a hearing aid.

# **What will happen at the hearing assessment?**

You will be taken into a sound-proofed room.

We will ask you about your hearing problems and how well you feel you hear.

The Audiologist will examine the condition of your ears by looking into your ear canals with a small light.

You will be asked to wear some headphones and listen and respond to sounds played through them.

You may have a test to measure how well your ear drum moves, this is a quick test that uses a small amount of pressure placed in the ear canal.

We will discuss the results and discuss the options available and how you would like to manage your possible hearing loss.

We will issue you an Individual Management Plan; this is information from the assessment and includes a copy of your hearing test, and future care plan.

## What will happen after the hearing assessment?

A number of outcomes can happen after the hearing assessment, based on the results and information you have given us.

You do not have a hearing loss and are discharged from the Audiology Service.

You have a hearing loss that is suitable for hearing aids and a fitting of hearing aids has been arranged. We will offer a choice of colours. The style will depend on your hearing loss.

You have a hearing loss that is not suitable for hearing aids and you need a referral to another professional such as an Ear, Nose and Throat Specialist.

## Will the results be sent to my GP?

Yes, a copy of the report will be sent to your GP.

## What if I need help at my appointment?

You are welcome to bring along a significant other for support.

Do you need any of the following?

- BSL interpreter
- Interpreter (language)
- Wheelchair
- Communication aid
- Other

If yes, **you must** contact the department in advance so that we can try to arrange this.

# Contact numbers

North Tees and Hartlepool NHS Foundation Trust

## **University Hospital of Hartlepool**

Telephone: 01429 522585

Monday – Thursday, 8.00am – 6.00pm,

Friday, 8.00am – 5.00pm

## **Onelife Hartlepool**

Telephone: 01429 522768

Monday – Thursday, 8.00am – 6.00pm,

Friday, 8.00am – 5.00pm

## **Peterlee Community Hospital**

01429 522766

Monday – Thursday, 8.00am – 6.00pm,

Friday, 8.00am – 5.00pm

## **Seaham Primary Care Centre**

01429 522766

Monday – Thursday, 8.00am – 6.00pm,

Friday, 8.00am – 5.00pm





This leaflet has been produced in partnership with patients and carers. All patient leaflets are regularly reviewed, and any suggestions you have as to how it may be improved are extremely valuable. Please write to the Quality Assurance Team, University Hospital of North Tees or email: [patientinformation@nth.nhs.uk](mailto:patientinformation@nth.nhs.uk)

## **Comments, Concerns, Compliments or Complaints**

We are continually trying to improve the services we provide.

We want to know what we're doing well or if there's anything which we can improve, that's why the Patient Experience Team is here to help.

Our Patient Experience Team is here to try to resolve your concerns as quickly as possible. If you would like to contact or request a copy of our PET leaflet, please contact:

telephone: 01642 624719

Monday – Friday, 9.00am – 4.00pm

Messages can be left on the answering machine and will be picked up throughout the day.

freephone: 0800 092 0084

Email: [patientexperience@nth.nhs.uk](mailto:patientexperience@nth.nhs.uk)

Out of hours if you wish to speak to a senior member of Trust staff, please contact the hospital switchboard who will bleep the appropriate person.

telephone: 01642 617617

24 hours a day, 7 days a week

The Patient Experience Team is available to discuss your concerns in person Monday – Friday, 1.30pm – 4.30pm. The office is based on the ground floor at the University Hospital of North Tees.

## **Data Protection and use of patient information**

The Trust has developed a Data Protection, Caldicott and Disclosure Policy (IG5) in accordance with the Data Protection Legislation (General Data Protection Regulations and Data Protection Act 2018) and the Freedom of Information Act 2000. All of our staff respect this policy and confidentiality is adhered to at all times. If you require further information please contact the Information Governance Team.

telephone: 01642 383551 or email: [information.governance@nth.nhs.uk](mailto:information.governance@nth.nhs.uk)

University Hospital of North Tees, Hardwick, Stockton-on-Tees. TS19 8PE

University Hospital of Hartlepool, Holdforth Road, Hartlepool. TS24 9AH

Telephone: 01642 617617

Fax: 01642 624089