

Additional help and services in Enfield

Jewish Deaf Association

Julius Newman House
Woodside Park Road
Off High Street
North Finchley
London N12 8RP
Tel: 0208 446 0502
Email: mail@jewishdeaf.org.uk
www.jdeaf.org.uk

Action on Hearing Loss

Head office
19-23 Featherstone Street
London EC1Y 8SL
Tel: 0808 808 0123
Text phone: 0808 808 9000
SMS: 0780 0000360
Email: informationline@hearingloss.org.uk

British Tinnitus Association

The British Tinnitus Association
Ground Floor, Unit 5
Acorn Business Park
Woodseats Close
Sheffield
S8 0TB
Tel Helpline: 0800 018 0527
Email: info@tinnitus.org.uk

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern about the Enfield Audiology service please contact the Royal Free PALS team on 020 8216 4286 or rf-tr.bcfcomplaints@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact the Patient Information Coordinator at Whittington Health NHS Trust on 020 7288 3182. We will try our best to meet your needs.

Whittington Health NHS Trust
Magdala Avenue
London
N19 5NF
Phone: 020 7272 3070
www.whittington.nhs.uk

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Enfield Audiology Service

A patient's guide



Enfield Adult Audiology services are based at Chase Farm Hospital, with certain clinics also being conducted at Barnet Hospital; these are provided by the Royal Free NHS Trust.

Pre-Transition Appointment at Chase Farm Hospital

Before you become an adult and are discharged from our service we will be asking your GP to refer you to Enfield Adult Audiology services for a Pre Transition appointment. This will be after your 2nd Transition appointment with us at St Ann's and you will be aged 16-17. A copy of the referral to your GP will also be sent to you and any other professionals involved with your care. Should you not receive an appointment from Chase Farm Hospital within three months of us sending the referral we advise you contact your GP to check the referral has been made. This one off appointment is for you to become familiar with the Adult service in Enfield. At this Pre Transition appointment at Chase Farm Hospital, you will be seen by a member of the adult team. They will show you the department and explain how their service works. They will spend time discussing your hearing test results and saving your hearing aid settings to their system. Don't worry at this stage they will not alter or change the programming of your hearing aids.

We at St Ann's Hospital will still be looking after you and your hearing aids and you will still need to contact us should you need any assistance with your hearing aids.

Transition to Adult Services

Once you have reached 18 years of age and have been seen for your final transition appointment with us at St Ann's Hospital, you will be discharged from our service. We will write to your GP asking for them to refer you to Enfield Audiology Services, if you had not been seen for a Pre-Transition appointment. We will also send your details directly to Enfield Adult services so that they have a copy of your last clinic report, last three hearing test results and information about your current hearing aids. We will also be giving you this information in the form of a "Hearing Passport".

Hearing aids

Enfield Adult Audiology will try to maintain your current hearing aids. If your hearing aids need to be changed they will discuss this with you before making any changes.

Lost hearing aids

If you lose your hearing aid Enfield Adult Audiology currently charge £60 per aid, this goes towards the cost of a replacement. They will give you more details about this at your appointment.

Appointments

Once you have transitioned into the Adult service you will not be seen for regular hearing tests. Enfield Adult Audiology will provide you with more information about their service and requesting appointments.

Repair Clinics

Appointments can be booked by telephone or email and are 15 minutes. They are booked 48 hours in advance. Telephone: 020 8375 1117
Email: rf-tr.audiologyadmin@nhs.net