Patient Information

Audiology Department
The Paediatric Audiology Service

Clinic Appointments Explained

There are five appointment types available for children who have hearing aids, here at Addenbrooke’s Audiology. The information below should help you to know what to expect at the appointment you have been issued or what to ask for if you are requesting an appointment.

Please note: Our clinics are busy so non-attendance is time wasted, when someone else could have been given the appointment slot. We always try to run to time.

Hearing assessment/hearing aid review appointment

Access: Must be booked

Duration of appointment: 60 minutes

Regularity of appointment: Usually three, six, or 12 monthly, dependent upon what was agreed with your audiologist at your last appointment.

If you have specific concerns, you can request the appointment be sooner than planned, by contacting us by phone or in person at audiology reception.

Availability: Clinics run most days. If you have limited availability, you may need to wait three to four weeks.

Audiologists: There are paediatric audiologists available in clinic most days. If you wish to be seen by a specific audiologist, you may need to wait three to four weeks.

What is done during the appointment: A combination of an assessment of hearing and/or a check of the hearing aids and/or assessment of hearing aid fit to your child’s hearing and/or taking ear impressions for new ear moulds. Your audiologist will have prioritised which aspects are most important for that appointment. If you have any specific concerns, your audiologist will likely amend their approach to address your concerns.
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Ear impressions appointment

**Access:** Must be booked

**Duration of appointment:** 30 minutes

**Regularity of appointment:** Always available during hearing assessment/hearing aid review appointment. You can request an ear impression by phone or in person at audiology reception.

**Availability:** These appointments are slotted into available spaces. If you have limited availability, you may need to wait two to three weeks.

In an emergency where your child is unable to use their ear mould, same day/next day slots are available at 8:30 or 17:00 or 17:30.

**Audiologists:** There are paediatric audiologists available in clinic most days. If you wish to be seen by a specific audiologist, you may need to wait two to three weeks.

**What is done during the appointment:** An ear impression of your child’s ear will be taken, details of the mould you require recorded, and delivery options discussed.

Please note: if you have additional hearing aid problems, such as malfunctioning or lost aid, please book a problems appointment at the same time or attend the repair clinic.

Problems appointment

**Access:** Must be booked

**Duration of appointment:** 30 minutes

**Regularity of appointment:** Can be booked on request at any time.

**Availability:** These appointments are slotted into available spaces. We would endeavour to see you within the week. If you have limited availability, you may need to wait 2-3 weeks.

In an emergency, same day/next day slots are available at 8:30 or 17:00 or 17:30.

**Audiologists:** There are paediatric audiologists available in clinic most days. If you wish to be seen by a specific audiologist, you may need to wait two to three weeks.

**What is done during the appointment:** This will be dependent upon the nature of the problem.

Please note: if you need ear impressions taken as well, please book an ear impression appointment at the same time.
Transition clinic appointment

Access: Must be booked
Duration of appointment: 60 minutes
Regularity of appointment: Usually 12 monthly
Availability: Clinics run weekly. If you have limited availability, you may need to discuss this with the Appointments Secretary.

Audiologists: If you wish to be seen by a specific transition audiologist, you may need to wait for an appointment.

What is done during the appointment: The transition clinic is specifically for older teenagers. The purpose is to prepare them for transferring into the adult audiology service. Much is the same as the hearing assessment/hearing aid review appointment with emphasis on encouraging independent ownership of their hearing health and care. There is also discussion about services and equipment that are available for use in higher education, the workplace, and at home.

Repairs clinic appointment

Access: Walk-in clinic, take a number and wait your turn.
Duration of appointment: 5-10 minutes
Regularity of appointment: Every day, at set times
Availability:
- Monday, Wednesday, Friday 9:00 – 12:00
- Tuesday, Thursday 13:30 – 17:00

Numbers are not issued until the set times above.

Audiologists: The clinic is run by associate audiologists.

What is done during the appointment: The repair clinic is specifically for dealing with hearing aid faults or replacement. Hearing aid programs may be switched on or off but no fine tuning is possible. Ear impressions cannot be taken during this appointment.

It is not necessary for your child to attend this appointment unless you feel it would be helpful.

Telephone numbers:
Appointments secretary: 01223 217730
Audiology reception: 01223 217797
We are a smoke-free site: smoking will not be allowed anywhere on the hospital site. For advice and support in quitting, contact your GP or the free NHS stop smoking helpline on 0800 169 0 169.

Other formats:

If you would like this information in another language or audio, please contact Interpreting services on telephone: 01223 256998, or email: interpreting@addenbrookes.nhs.uk For Large Print information please contact the patient information team: patient.info@addenbrookes.nhs.uk

Document history

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