# Any questions ?

If you have any questions about the procedure or are unsure or concerned about any aspect, please contact us.

Contacting us

For further information, please contact us by:

Telephone: 0161 232 4214/4215

Mobile: 07870986972 Email: mft.communityaudiology@nhs.net

Opening hours: Monday to Friday 08:30 - 16:30. Our phone lines close at 15.30pm.

Out of these hours, you can leave a message on our answerphone or send us an email

Our office is based at:

**Moss Side Health Centre,**

**Monton Street,**

**Moss Side,**

**Manchester,**

**M14 4GP**

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**What will happen in a Paediatric Audiology Clinic**

Information for Parents/Carers

Paediatric Audiovestibular Medicine

**This service is provided by Manchester Local Care Organisation (MLCO).** MLCO is the organisation that provides NHS community health care and social care in the city. It is a partnership organisation between the NHS and Manchester City Council.

Find out more about MLCO at **www.manchesterlco.org**

Other languages

This leaflet can be produced in other languages on request. We can also provide the information in other formats including Braille, large print and audio CD. Please contact us if you require help.

Compliments and complaints

The **Patient Advice and Liaison Service (PALS)** is a confidential service that provides help, advice and information for patients, families and carers. General information and advice about local NHS services are also available here.

We welcome all your feedback about the service and you can contact PALS at:

* **Email:** pals@mft.nhs.uk
* **Telephone:** 0161 276 8686

**Please note:**  Quiet surroundings are needed to get accurate test results. Try not to bring other small children to the appointment as it is hard for them to keep quiet while the test is being done. If you have to bring your other children we will try to do what we can to help.

**What happens next?**

The audiologist will send you a report about your child’s hearing. Copies will go to your health visitor or school nurse, your doctor and other professionals who work with your child.

Children who have been discharged from audiology, but who’s hearing later gives cause for concern can easily be re-referred. You can phone the audiology department directly to arrange an appointment, or ask your health visitor, school nurse or GP for a referral.

**Useful contacts**

**The National Deaf Children’s Society** Phone or text: 0808 800 8880 Website: [www.ndcs.org.ukwww.facebook.com/NDCS.UK](http://www.ndcs.org.ukwww.facebook.com/NDCS.UK)

**Action on Hearing Loss** Phone: (0161) 276 2301Text phone: (0161) 274 3606 Website: www.actiononhearingloss.org.ukwww.facebook.com/actiononhearingloss

This leaflet is for parents or guardians of children and young people who attend the Paediatric audiology clinic.

Your Audiology appointment

You will get the appointment letter between 1-3 weeks prior to the appointment

You may get a text reminder 48 hours prior to the appointment on the mobile number registered with us.

When your child’s first audiology appointment is sent out you will be asked to fill in a yellow form about your child. The form asks about any medical conditions, any family history of hearing loss and your views about your child’s hearing and speech at home.

It is helpful if you can fill in the form and bring it with you. At any further appointments, the audiologist will check that this information is still up to date.

**Where will the appointment be**

We do clinics at several different health centres. Your childs audiology appointment will usually be at the health centre which is nearest to you. A list of all our health centres can be found under Hearing Assessment Centres and Directions in this website. If you would like your appointment to be at a different centre we will try to accommodate this.

ildren are usually referred to this service by a health care professional such as your GP/audiologist.

You can **self refer** your child to us by contacting us,

If you have been seen by the community stroke team before, you can contact us directly for a review of your rehabilitation needs at any point in the future.

Any health care professional can contact the team to discuss potential referrals.

**What happens at the appointment?**

You will be seen by 1 or 2 qualified audiologists depending on your childs age and level of development. The appointment will usually last for 30-40 minutes but may be longer if an interpreter is required.

We will ask about your child’s health and go through the yellow history form sent with the appointment letter. We test your childs hearing by presenting sounds and using a variety of games and toys to see how your child responds. The games or toys we use will be suitable for the child’s age and level of development.

The audiologist will also look in your child’s ears and check for some common problems that can cause hearing loss. We will carry out a test to check for congestion behind the eardrums.

*Please see the frequently asked questions section of this website to see the full range of test procedures we use in our clinic and how you can prepare your child for the appointment link*

Test results will be discussed with you as soon as testing is complete. Sometimes further appointments are needed, either because results were not complete or because there is a need to monitor any changes in hearing over time.

In some cases, the best course of action is a referral to another professional such as a speech and language therapist, ear, nose and throat consultant or a specialist clinic within the department. The audiologist will discuss all the options with you and make a referral if it is needed.