

Audiology

Introduction

The Covid pandemic has had a significant impact on the NHS ability to provide routine elective services. We recognise that patients are waiting longer than we would all like and it is not always possible to identify when treatment will take place. This document provides you with information on how you can support yourself while waiting to attend the hospital. The guidance has been written by clinicians who are responsible for your care.

Guidance for Patients

Audiology is a challenging and expanding field of clinical science and technology, involving the study of hearing and balance. Our team provide a comprehensive service to adults including:

- Adult Hearing Assessment
- Audiological Rehabilitation
- Digital Hearing Aid Fittings
- Diagnostic Audiology, for hearing/balance disorders
- Grommet Review Clinic
- Complex Case Clinic (for adult hearing aid users requiring more intensive aftercare)
- Regular joint clinics with Telecare & Sensory Team (Warrington Borough Council)
- Hearing Aid repairs and follow-up service
- Tinnitus Therapy
- Diagnostic Audiometry, to support Ear Nose and Throat (ENT) Services
- Paediatric testing and fitting of hearing aids

We also provide a **Newborn Hearing Screening** programme, with further diagnostic testing and work closely with our local community and education services, in providing a full comprehensive paediatric (children's) hearing service.

My Planned Care Patient Information Platform

Our services are currently provided across three sites:

- Warrington Hospital
- Halton Hospital
- Highfield Hospital

Covid-19

A recent Covid-19 infection increases your risk of lung complications or death if you have an operation under general anaesthetic. This risk reduces the longer it is since the infection. After 7 weeks the risk is no higher than someone who has not had Covid-19. However, if you still have the symptoms the risk remains high. The risk also depends on your age, overall health and the type of surgery you are having.

You must follow instructions to self-isolate and take a Covid-19 test before your operation. If you have had Covid-19 up to 7 weeks before the operation you should discuss the risks and benefits of delaying it with your surgeon.

What should I do if my health is deteriorating?

Urgent Health Advice

For urgent health advice about physical or mental health, when it's not an emergency, please call 111 from any landline or mobile phone. You can also visit www.nhs.uk. The NHS 111 service is available 24 hours a day, seven days a week.

Life Threatening Emergencies

For something life threatening – severe bleeding, breathing difficulties or chest pains – please dial 999.

GP surgeries are still open

If you experience an increase in pain or a significant reduction in hearing, you should in the first instance contact your General Practitioner for review and advice.

GP surgeries are still open and are working differently to how they did before the COVID-19 pandemic. GP practices continue to make best use of telephone, online and video consultations. Face-to-face appointments are still being given to those who need it.

My Planned Care Patient Information Platform

When you phone or use an online form to contact your GP surgery to make an appointment, you will be asked some questions which are designed to help staff guide you to the most appropriate clinical person to help you with your condition. This could be a nurse, clinical pharmacist, physician's associate, GP or paramedic.

A list of GP practices with relevant contact details are available on the following website:

[Find a GP - NHS \(www.nhs.uk\)](https://www.nhs.uk)

Contact Details

Telephone: **01925 662420** (Audiology reception)

Contact Email: whh.audiology@nhs.net

Please note we will not give explicit clinical advice via telephone/email until you have been reviewed within clinic by a consultant first.