

Healthier Communities,  
Outstanding Care

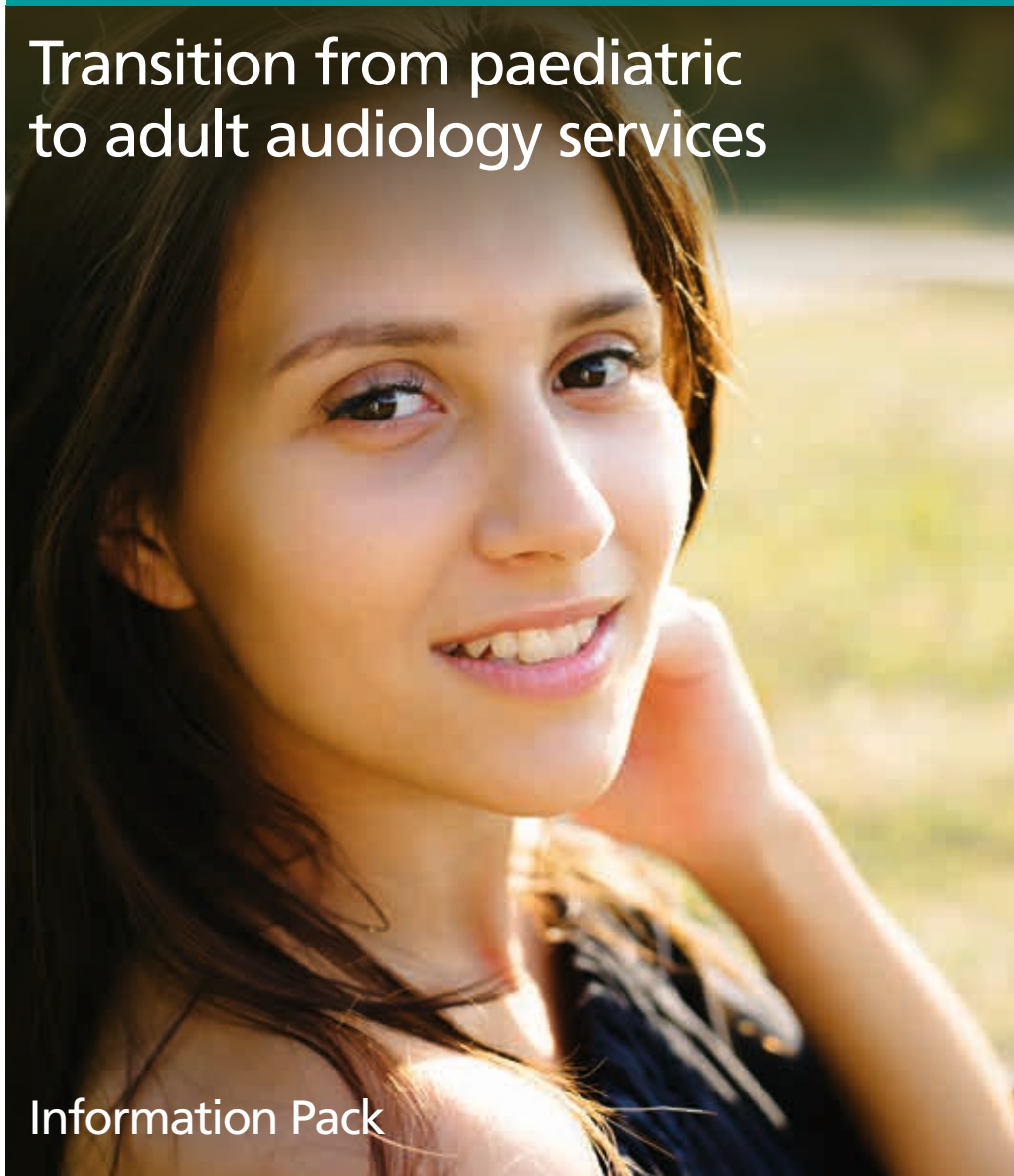
**NHS**

Sherwood Forest Hospitals  
NHS Foundation Trust

# Audiology Services

Transition from paediatric  
to adult audiology services

Information Pack



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From the age of 18, or once you leave full time education, your audiological care will be transferred from paediatric audiology to adult audiology. Even though the service takes place in the same department (clinic 8, King's Treatment Centre or outpatients Newark Hospital) and you may still see the same audiologists, there will be some differences in the way you access the service.

You will be given more responsibility to look after your hearing aids and your hearing, as you will not have the regular appointments you are used to. We are always happy to see you and this leaflet will help you to navigate your way into the adult service.

### Q: What is transition?

**A:** This process should have begun from around the age of 13, as the department will have ensured that you have acquired the necessary skills of caring for your hearing aids, while also providing advice on availability of services when entering into adulthood. The aim is for the final part of the transition of your care will take place over two appointments (Part I and II), which occur about six to nine months apart once you reach the age of 18. This is flexible and we will work with you and support you through this change.

### Q: What is the difference between the paediatric and adult services?

**A:** Adult audiology services are located at the same place as you attend for your paediatric appointments. You may be used to seeing the same audiologist each time you come, but now you will probably see different audiologists, although some of the staff from the paediatric clinic also work with adults. We will provide varying levels of support depending on your individual needs and confidence with your hearing aids. You may be assigned a key worker to help to organise your care in future.

### Q: What will happens in the final two transition appointments?

**A: Part I:** This appointment will be in the paediatric clinic. We will ensure that your hearing aids are set appropriately, that they are at the most up to date specification, and that your earmoulds or slim tubes are in good condition. We will answer any questions you may have about the adult service.

**Part II:** Here we will complete any outstanding issues from the first appointment. We will show you around the adult service and introduce you to some of the staff. We will discuss with you how you can access wireless accessories that can help you in your further education or work place. You will also be given contact details for the adult department. Your first repair appointment will be arranged and you will receive a copy of the lost aid policy.

### Q: What support am I entitled to?

**A:** You are entitled to an interpreter for your appointment if you need one. We can arrange this for you.

### Q: Will I have to pay for anything?

**A:** Behind-the-ear hearing aids, earmoulds and batteries all continue to be free in the adult audiology service. However, if you lose or damage your hearing aid you will be asked to pay £75 towards a replacement.

### Q: What are my responsibilities?

**A:** You will need to make your own review appointments if you notice any new difficulties with your hearing or your hearing aids. We recommend that you book to come and see us every 6 months, so that we can check and service your hearing aids. You will have an open appointment so you can contact us to attend at any time; this means you do not have to see your GP first.

If you notice a sudden drop in your hearing, this should be treated as medical emergency and you should seek medical attention urgently.

### Q: How will my information be shared?

**A:** We use one database at Sherwood Forest Hospitals, so information will remain on this database so that the adult team can access it.

If you move away from home, for example for work or education, please feel free to contact your local audiology service to make it easier for you to access help or repairs. They can contact us for information with your permission. This will be sent securely by post.

Other audiology services may have different systems and ways of being referred, so it is worth contacting them in advance of moving. We can help you find contact details for other audiology departments in the country.

# My hearing Information

## My hearing loss is:

**Normal:** ■ R ■ L

**Mild:** ■ R ■ L

You often have difficulty following speech especially in noisy situations.

**Moderate:** ■ R ■ L

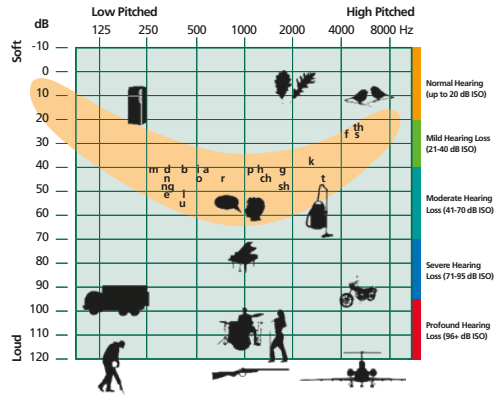
You often have difficulty following speech and other quiet noises.

**Severe:** ■ R ■ L

You are unable to hear speech even in quiet surroundings and do not hear general noises such as traffic unless it's loud.

**Profound:** ■ R ■ L

You are unable to hear most sounds unless really loud.



- Frequency and intensity of the sounds represented by the letters shown are an approximation based on American English.
- Sources: World Health Organisation; American Academy of Audiology.

## TYMPANOMETRY

EAR	Right	Left
Shape		
Pressure		
Compliance		

## HEARING AIDS

EAR	Right	Left
Make and model		
Battery type		
Fitting prescription		
Colour		
Ear mould type and colour		
Slim tube and dome size		
Programs		
Volume control		
Radio aid		

### Q: How do I access the adult service?

**A:** To access the service you first need to attend a repair appointment. If you want to arrange a repair appointment, please telephone 01623 672383. This number is for appointments at both King's Mill Hospital and Newark Hospital. They run from 8.30am to 5pm every day, Monday to Friday.

You can also contact us by email at: [sfh-tr.audiologyhearingaidrepairs@nhs.net](mailto:sfh-tr.audiologyhearingaidrepairs@nhs.net)

If you would like your hearing aids servicing or repairing then there is also a drop off service. If you take your hearing aids to the clinic 8 reception, where you have your audiology appointments, they will pass them to us and we will contact you they are ready.

### Q: How do I access audiology services if I'm away from home?

**A:** If you are away from home, for example at university, you will need to register with a GP close to where you live. Your GP will then be able to refer you to an audiology department nearby.

We can send any information about your hearing and hearing aids to other departments if you give your permission. Other audiology departments may have different ways of working and you may like to contact them before you move. We can help you find the right person to contact.

## Equipment

There is a wide range of equipment that may be useful for you. Some equipment supports independence in the home and other equipment works with hearing aids to overcome problems caused by background noise. There are also devices that can give you access to entertainment and educational materials, as well as equipment designed to help with communication. Please discuss this with your audiologist before or after transition. Your audiologist can arrange for you to come and try the equipment and discuss the funding options available to you, which are:

### • Education

If you are already studying in a higher education setting or want to apply to do a course in higher education, you could get communication services and equipment to help you. Disabled students in higher education, which includes students who are deaf, can apply for Disabled Students' Allowances (DSA) to pay for communication services or equipment. Contact your local education authority (LEA) for more information.

Equipment that might help includes radio aids, remote microphones, telephone amplifiers, textphones or loop systems to help you carry out your job and communicate with people in your workplace more easily and effectively. Contact your regional Access to Work centre directly for advice and guidance, or speak to the Disability Employment Adviser at your local Jobcentre Plus for more information.

## • Employment

Each Jobcentre has a Disability Employment Adviser (DEA). You need to meet the DEA and register with him/her to get onto the Access to Work scheme (see below). The DEA can also give you advice and guidance on local employment and learning opportunities, arrange work placements, support you in finding a job/training and/or do assessments. If you need any kind of communication service for your meeting with the DEA let them know beforehand so that someone can be booked.

Your local Social Services/Social Work department may have specific provision for hearing impaired people and may know of someone to contact who supports hearing impaired people in finding employment and training locally.



### **Sutton in Ashfield Jobcentre Plus**

Broadway,  
Brook St,  
Sutton-in-Ashfield  
NG17 1AL

**Telephone:** 0800 169 0190

### **Alfreton Jobcentre Plus**

Tannery House,  
King Street,  
Alfreton, Derbyshire  
DE55 7AF

**Telephone:** 01773 724700

### **Mansfield Jobcentre Plus**

District Council,  
Civic Centre,  
Chesterfield Rd S, Mansfield  
NG19 7BH

**Telephone:** 0800 169 0190

### **Newark Jobcentre**

Castle House,  
Great N Rd,  
Newark  
NG24 1BY

**Telephone:** 0800 169 0190

### Access to work

#### [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)

This is a government funded scheme set up to ensure deaf people have equal access at work. It also covers the costs of interpreters for job interviews and for meetings at work.

**Access to work will pay for any special equipment you need at work because of your deafness. For example, if you need to use a telephone with built-in amplifier or telecoil facility, then Access to Work will pay. It can also provide:**

- Deaf awareness training for your employer and other members of staff.
- Interpreters or other communication support - for interviews, meetings, supervisions and training.
- Fire alarm pager - connected to the fire alarm.
- Text phones or amplified phones.
- Loop systems and microphones.

### How to get it

Ask to see the Disability Employment Adviser (DEA) at your local job centre.

They will assess what you need and arrange your Access to Work for you. Do this as soon as you get an interview, or when you start work, because it can take quite a while to set up.

If you are already in a job and you don't have Access to Work, you can still get it, although you and your employer may have to pay something towards it. Full-time students often get financial support from their Local Education Authority (LEA) or receive a Disabled Student's Allowance to pay for communication services.

### Support at work

Contact the DEA at your local job centre to get an interpreter free for training courses and for job interviews. They will arrange an Access to Work agreement for you, which means that they will pay for your communication support if it is related to you finding work. Do this as far in advance as possible as they get booked up very quickly.

If you want communication support for an interview, but can't get one in time, contact the employer and ask them to change the date of the interview. Under the Disability Discrimination Act, you are entitled to have an interpreter at an interview.

### Types of communication support

- **British Sign Language Interpreters**  
Sign Supported English (SSE) interpreters. You can ask for an interpreter that uses the same sign language as you do.
- **Lipspeakers**  
Lipspeakers use clear mouth movements to interpret what is being said. Sometimes they use finger spelling to make things clear.
- **Speech and Textphone Reporters**  
They will type a word for word translation of what is being said. You can view this on a laptop or larger screen.
- **Notetaker**  
Notetakers type a summary of what is being said so that you don't have to write and look at the speaker at the same time. The information may be displayed in electronic form, e.g. on a laptop.

If you are deaf and not working (or working fewer than 16 hours a week), then you may be accepted as having limited capability for work and/or work-related activity, so you could claim Employment and Support Allowance (ESA).

You may get ESA if your ability to work is limited by ill health or disability. **Contact Jobcentre Plus Benefits for more information on telephone 0800 055 6688, or textphone 0800 023 4888.**



### [www.gov.uk/employment-support-allowance](http://www.gov.uk/employment-support-allowance)

There are a number of social security benefits available to hearing impaired young people, including:

- Disability Living Allowance
- Incapacity Benefit
- Income Support
- Tax Credit
- Housing Benefit
- Council Tax benefit

Your local Social Security Office will be able to advise you on the benefits listed and how to apply.

Local offices:

#### **Mansfield**

St Peter's Retail Park  
1 Commercial Gate,  
Mansfield  
NG18 1EJ  
Phone: 07587 415221



## Further / Higher Education

[www.accessforstudents.co.uk](http://www.accessforstudents.co.uk)

### Disabled Students' Allowances

You can contact the Disability Adviser at your chosen college or university who will identify the appropriate funding and apply on your behalf. In higher education, you can get a Disabled Student's Allowance (DSA). You may be entitled to assistance such as:

- Exam concessions - extended deadlines for assessments
- Notetakers
- Research support
- Equipment

You will need to re-apply each year for funding.

## Department for Education - Student finance

[www.gov.uk/student-finance](http://www.gov.uk/student-finance)

Gives details of how to apply for student loans and financial help available for the academic year for those entering higher education at undergraduate or postgraduate level planning to study full or part time.

## ADVIS

[www.nottinghamshire.gov.uk/care/adult-social-care/advis](http://www.nottinghamshire.gov.uk/care/adult-social-care/advis)

The Adult Deaf and Visual Impairment Service (ADVIS) provides specialist support to people with a sensory impairment. ADVIS has specialist workers who understand the impact of deafness, visual impairment or deafblindness and can communicate using British Sign Language (BSL).

They can:

- provide information and advice about your situation
- provide specialist equipment to help you manage everyday living tasks
- assess your rehabilitation or care and support needs.

## Useful Contacts

### RNID

The RNID has 4 main areas of support:

#### Inclusion

Supporting people with hearing loss to enjoy access to the same information, spaces and services as anyone else.

#### Health

Helping people identify their hearing and get rid of the barriers deaf people face in getting access to healthcare of all kinds.

#### Employment

They help leaders understand how to recruit and support people into their organisations and help them excel when they get there.

#### Research

Provide help so more medical researchers discover and develop new treatments for hearing loss and tinnitus.

### MANSFIELD AND NORTH NOTTS SOCIETY FOR DEAF PEOPLE

1 Wood Street,  
Mansfield,  
NG18 1QB

email:

**[mansfieldnorthnottsdeafsociety@yahoo.co.uk](mailto:mansfieldnorthnottsdeafsociety@yahoo.co.uk)**

The Mansfield Deaf Society hold drop in sessions for Places for People, Interpreting Services and Nottingham Welfare Rights every 2 weeks. Places for people are available on a Tuesday Morning 10 - 12.30pm and Interpreting & welfare Rights on a Friday from 10 - 12 noon.

### Connevens

**[www.connevens.com](http://www.connevens.com)**

Connevens specialises in meeting the needs of people who are deaf or hearing impaired in supplying products to help hearing impaired people. These are available to purchase from their catalogue and website.

**We hope you find this information useful and wish you good luck for the future. If you need any further information or advice please contact us and we will be happy to help.**



## Your NHS book / card can be used to exchange used hearing aid batteries at the following centres:

### Mansfield/Forest Town

Bull Farm Primary Care Centre  
Millennium Business Park  
Concorde Way  
Mansfield

**01623 621 059**

Oak Tree Lane Health Centre  
Jubilee Way South  
Oak Tree Lane Estate  
Mansfield

**01623 651 261**

Millview Surgery  
1A Goldsmith Street  
Mansfield

**01623 649 528**

Crown Medical Centre  
Crown Farm Way  
Forest Town,  
Notts NG19 0FW

**01623 626 132**

### Mansfield Woodhouse

Health Centre  
Church Street  
Mansfield  
Woodhouse

**01623 420 692**

### Sutton-in-Ashfield

Oates Hill Surgery  
2 Forest Street  
Sutton-in-Ashfield

**01623 484 810**

### Ravenshead

Ravenshead Surgery  
30 Longdale Avenue  
Ravenshead

**01623 794 222**

### Shirebrook

Shirebrook Health Centre  
17 Patchwork Road  
Shirebrook

**01623 742 420**

### Kirkby-in-Ashfield

Rehab Centre, Reception 2  
Ashfield Community Hospital  
Kirkby-in-Ashfield

**01623 784 723**

### Warsop

Warsop Health Centre  
Church Street  
Warsop

**01623 845 683**

### Rainworth

Rainworth Health Centre  
Warsop Lane  
Rainworth

**01623 794 293**

### Farnsfield

The Surgery  
Station Lane  
Farnsfield

**01623 882 289**

### Newark

Newark Hospital  
Boundary Road  
Newark

**01636 681 681**

Newark Health Centre  
14-22 Portland Street,  
Newark NG24 4XG

**01636 652 500**

### Collingham

Collingham Medical Centre  
High Street  
Collingham  
Newark

**01636 892 156**

### Bilthorpe

Bilthorpe Surgery  
35 Mickledale Lane  
Bilthorpe

**01623 870 230**

### Pleasley

Pleasley Surgery  
Chesterfield Road  
Pleasley

**01623 810 249**

### Blidworth

Abbey Medical  
59 Mansfield Road  
Blidworth

**01623 795 461**

### Southwell

Southwell Medical Centre  
The Ropewalk  
Southwell

**01636 813 561**

### Edwinstowe

Edwinstowe Health Centre  
High Street  
Edwinstowe

**01623 822 303**

### Ollerton

Ollerton Health Centre  
Church Circle  
New Ollerton

**01623 860 471**

### Sutton-on-Trent

Sutton-on-Trent Surgery  
Hounsfield Way  
Sutton-on-Trent  
Newark

**01636 821 023**

Recycle your old batteries. Return your old batteries when obtaining new ones, unless instructed otherwise. Some supermarkets now have a battery recycling point - use these to dispose of unwanted/used batteries.

### Sherwood Forest Hospitals NHS Foundation Trust

Audiology Services  
Newark Hospital  
Boundary Road  
Newark  
Nottinghamshire  
NG24 4DE

Appointments: **01623 672383**

All email enquires:

**[sfh-tr.audiologyhearingaidrepairs@nhs.net](mailto:sfh-tr.audiologyhearingaidrepairs@nhs.net)**

Audiology Services  
Clinic 8, King's Treatment Centre  
King's Mill Hospital  
Mansfield Road  
Sutton-in-Ashfield  
Nottinghamshire NG17 4JL

Appointments: **01623 672383**

All email enquires:

**[sfh-tr.audiologyhearingaidrepairs@nhs.net](mailto:sfh-tr.audiologyhearingaidrepairs@nhs.net)**

### Adult Deaf and Visual Impairment Service

Welbeck House  
Darwin Drive  
Sherwood Energy Village  
New Ollerton  
NG22 9FF

Telephone: **0300 500 80 80**

Mobile: **07342 063969**

Email: **[advis.duty@nottsc.gov.uk](mailto:advis.duty@nottsc.gov.uk)**

### C2Hear

Interactive multimedia videos on hearing aids and how to hear well:

**[www.c2hearonline.com](http://www.c2hearonline.com)**.

**Advanced Bionics - Rehab Portal**

**[www.abrehabportal.com](http://www.abrehabportal.com)**

### Further sources of information

NHS Choices: **[www.nhs.uk/conditions](http://www.nhs.uk/conditions)**

Our website: **[www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)**

### Patient Experience Team (PET)

PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service.

If you would like this letter or information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references for this leaflet, please email [sfh-tr.patientinformation@nhs.net](mailto:sfh-tr.patientinformation@nhs.net) or telephone 01623 622515, extension 6927.

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