



University Hospitals Birmingham
NHS Foundation Trust



Transferring from child to adult hearing services

at the Queen Elizabeth Hospital Birmingham

Building healthier lives

UHB is a no smoking Trust

To see all of our current patient information leaflets please visit
www.uhb.nhs.uk/patient-information-leaflets.htm

Birmingham Children's Hospital will be transferring your audiology care over to the audiology team at the Queen Elizabeth Hospital Birmingham.

We would like to welcome you to our adult audiology service. We realise it may be a difficult time for you with lots of changes and our service will be different, but we will do our best to ensure your transition into our care is a smooth one.

You will find our contact details and information about our repair service enclosed in this booklet. We will also send you a review appointment approximately 12 months after your transfer from Birmingham Children's Hospital.

The QEHB audiology team

We are a large department consisting of audiologists, hearing therapists and clinical scientists. We fit a range of behind the ear hearing aids to patients over the age of 16. We have a vestibular (balance) diagnostic and rehabilitation service and run a variety of clinics for patients with a whole range of hearing and balance disorders. We also have close links with physiotherapy and neurology.

The QEHB audiology team also has a bone conduction implant team with a large BAHA (bone anchored hearing aid) programme; we were the first department in the UK to develop a BAHA service.

The Midlands Hearing Implant Programme (adult service) is also based in our department. Our cochlear implant programme was established in 1990; we now have one of the largest implant programmes in the country. If you have a cochlear implant we will be writing to you separately about your transfer to our Team.

We have a tinnitus service and also offer help and advice on environmental aids and offer lip reading and relaxation classes.

Contact address

Queen Elizabeth Hospital
Audiology Centre,
Nuffield House,
Mindelsohn Way,
Edgbaston,
Birmingham,
B15 2TH

Contact numbers

Hearing aid users:	0121 371 7100
BCHI / BAHA users:	0121 371 7104
Midlands Hearing Implant Programme:	0121 371 7103/7118
Fax:	0121 371 7101
Text phone:	0121 371 7105
Text mobile:	07939 988 871
Email address:	audiology@uhb.nhs.uk

Repair services

If you use a hearing aid or bone conduction implant and you are experiencing problems with your hearing and/or your device, the audiology centre offers a walk in repair service. You do not need to make an appointment to access this service, but you should visit the department in Nuffield House between 9.30am and 12 noon, Monday – Friday.

If you are unable to attend during these times, please contact us for an appointment using the details above to arrange this.

Please note we do not offer a walk in repair service for cochlear implant problems. Please contact the department to book a

repair appointment. All requests for batteries or other spare parts are actioned as soon as we receive them.

Batteries

We provide batteries for all of our NHS hearing aids, bone conduction implant and cochlear implant users free of charge.

If you have a cochlear implant we will normally supply rechargeable batteries.

You can attend the department with your record book or post it directly to us. Alternatively, if you would like to find out if there is a battery supplier in the community local to you please contact us.

Lost or damaged hearing aid(s), bone conduction implants, cochlear implant sound processors or other hearing devices

If you lose or damage your hearing device, standard charges for the replacement of these are as follows (exclusions apply):

- £100 for hearing aids and BAHA processors
- £250 for Cochlear implant sound processors

Useful websites

Queen Elizabeth Hospital Birmingham

www.uhb.nhs.uk

Audiology patient information

www.uhb.nhs.uk/qehac

Hearing implant programme information

www.uhb.nhs.uk/hearingimplants

British Deaf Association;

www.bda.org.uk

British Tinnitus Association website for tinnitus guidance and information

www.tinnitus.org.uk

National Deaf Children's Society

www.ndcs.org.uk

Action on Hearing Loss (formerly the Royal National Institute for Deaf People)

www.actiononhearingloss.org.uk

Direct Gov disabled financial support

www.direct.gov.uk/en/disabledpeople/financialsupport

Citizens advice

www.citizensadvice.org.uk

Products and equipment for the deaf and hard of hearing

www.connevans.co.uk

How to find

By car

To get onto the hospital site by car the post code needed for your satellite navigation device is B15 2GW. You should then follow road signs for relevant parking.

We recommend Car Park D when visiting the audiology department at Nuffield House. Alternatively, there are a small

number of disabled spaces for blue badge holders available directly outside the department.

Please visit www.uhb.nhs.uk/car-parking.htm for more information.

By bus:

Please visit www.uhb.nhs.uk/travelling-by-bus.htm for bus routes leading to the hospital.

By train

The nearest train station to the department is University train station, which is a 10 – 15 minute walk away from the main hospital site.

Please visit www.uhb.nhs.uk/travelling-by-train.htm for more information.

By bike

There are lots of roads and cycle paths around the hospital site. The nearest cycle storage unit to our department is next to Car Park D opposite The Heritage Building (Old Queen Elizabeth Hospital main entrance) on Mindelsohn Way and also outside the Morris centre (swimming / fitness centre).

For further details see www.uhb.nhs.uk/cycling.htm.

Shuttle bus service

There is a free shuttle bus for patients and visitors which runs from 07.00 – 19.00 Monday – Friday every 20 minutes, excluding bank holidays.

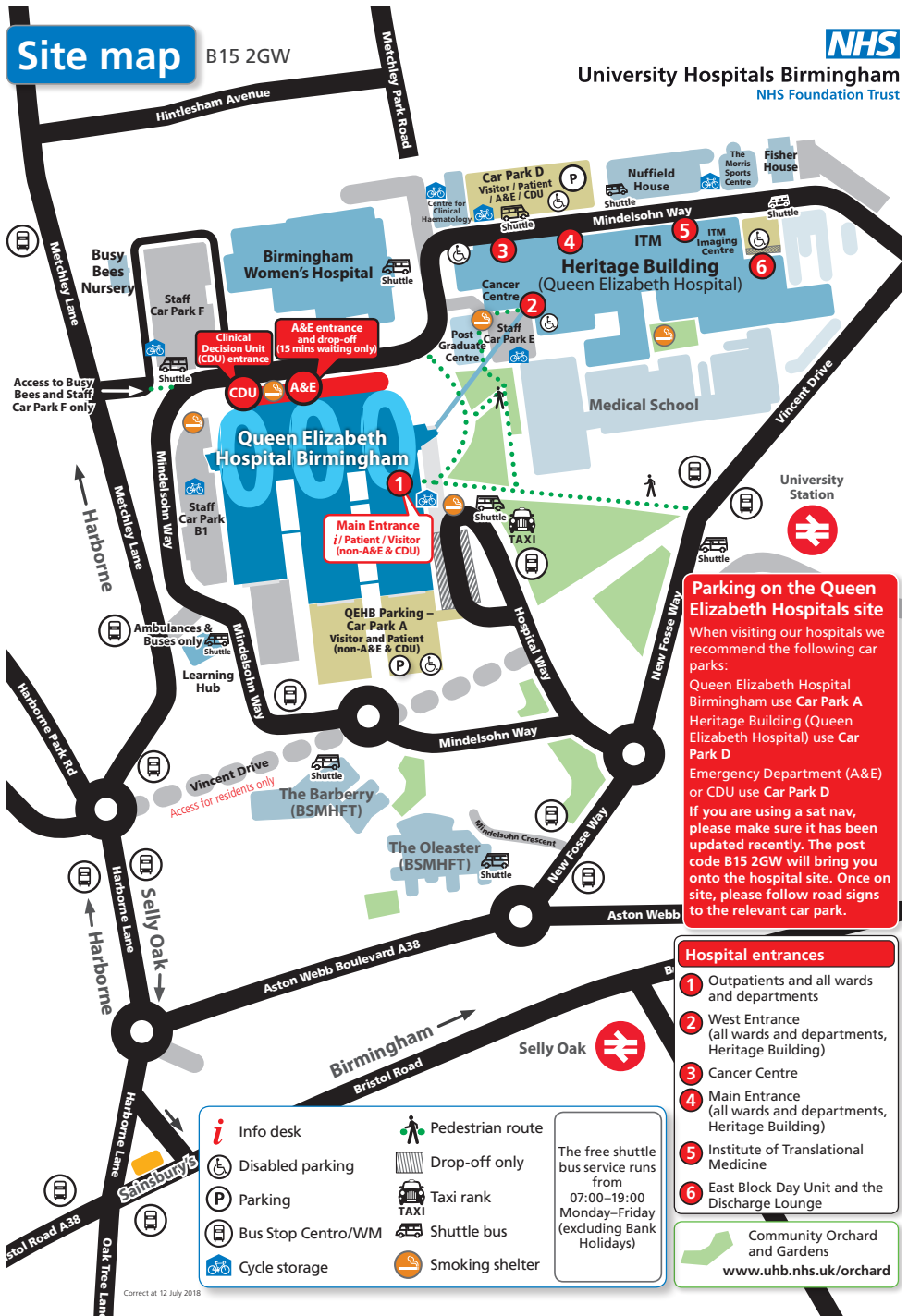
See <http://www.uhb.nhs.uk/car-parking.htm> for further details or telephone the Q-Park help desk on 0121 426 5568.

Site map

B15 2GW



University Hospitals Birmingham
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CDU
Clinical Decision Unit (CDU) entrance

A&E
A&E entrance and drop-off (15 mins waiting only)

1
Main Entrance // Patient / Visitor (non-A&E & CDU)

Parking on the Queen Elizabeth Hospitals site

When visiting our hospitals we recommend the following car parks:

- Queen Elizabeth Hospital Birmingham use Car Park A
- Heritage Building (Queen Elizabeth Hospital) use Car Park D
- Emergency Department (A&E) or CDU use Car Park D

If you are using a sat nav, please make sure it has been updated recently. The post code B15 2GW will bring you onto the hospital site. Once on site, please follow road signs to the relevant car park.

- Hospital entrances**
- 1 Outpatients and all wards and departments
 - 2 West Entrance (all wards and departments, Heritage Building)
 - 3 Cancer Centre
 - 4 Main Entrance (all wards and departments, Heritage Building)
 - 5 Institute of Translational Medicine
 - 6 East Block Day Unit and the Discharge Lounge

- Info desk
- Pedestrian route
- Disabled parking
- Drop-off only
- Parking
- Taxi rank
- Bus Stop Centro/WM
- Shuttle bus
- Cycle storage
- Smoking shelter

The free shuttle bus service runs from 07:00-19:00 Monday-Friday (excluding Bank Holidays)

Community Orchard and Gardens
www.uhb.nhs.uk/orchard

Correct as at 12 July 2018



The Trust provides free monthly health talks on a variety of medical conditions and treatments. For more information visit www.uhb.nhs.uk/health-talks.htm or call 0121 371 4323.

The Queen Elizabeth Hospital Audiology Centre
Nuffield House, Mindelsohn Way, Edgbaston
Birmingham B15 2TH

Telephone: 0121 371 7100
