

Transferring from child to adult hearing services

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

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 leaflet. Once we have received your transfer documents we will make contact to ask you how you wish to access our services and plan your first appointment with us.

The QEHB audiology team

We are a large department consisting of audiologists, hearing therapists and clinical scientists. We fit a range of 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 hearing and balance disorders. We also have close links with physiotherapy and neurology.

The QEHB audiology team also fit bone conduction devices and have a large bone conduction hearing implant (BCHI) team.

The Midlands Hearing Implant Programme (MHIP) adult service is also based in the QEHB audiology department; 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 appointments for lip reading and relaxation as well as help and advice on environmental aids.

Contact address

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

Contact numbers

Hearing aid users: **0121 371 7100**
BCHI / bone conduction users: **0121 371 7104**
MHIP(adult) : **0121 371 7103/7118**
Fax: **0121 371 7101**
Text phone: **0121 371 7105**
Text mobile: **07939 988 871**
Email address: audiology@uhb.nhs.uk

Information for Patients

Repair services

We no longer offer a walk-in hearing aid repair service.

Booked face-to-face appointments for hearing aid repairs are available when required however we also offer a range of services without the need for face-to-face contact with patients these include: postal and drop off repairs, telephone consultations and VIDYO (online internet based) consultations.

If you are registered as a patient with us and have a hearing aid, bone conduction device or implant, middle ear implant or Cochlear Implant and you are experiencing difficulties please use the contact details above and we will assist you.

Batteries

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

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

You can attend the department in person or request batteries via telephone, text or email using the contact details above. Alternatively, if you would like to find out if there is a battery supplier in your local community please contact us.

Loss or Damage

If you lose or damage your hearing device, there is a standard charge of £100 to replace it. (exemptions apply).

Useful websites

Queen Elizabeth Hospital Birmingham

www.uhb.nhs.uk

Audiology patient information

www.uhb.nhs.uk/gehac

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

You may find helpful information for under 25 year olds under the section heading 'information and support, childhood deafness, information for young deaf people'.

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

www.actiononhearingloss.org.uk

Disabled Student Allowance (DSA)

www.gov.uk/disabled-student-allowance-dsa

Information for Patients

Direct Gov disabled financial support

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

Citizens advice

www.citizensadvice.org.uk

West Midlands Fire service safe and well assessment

www.wmfs.net/our-services/safe-and-well

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**.

Audiology

Queen Elizabeth Hospital Birmingham
Mindelsohn Way, Edgbaston
Birmingham, B15 2TH
Telephone: 0121 371 7100

If you require this information in another format, such as a different language, large print, braille or audio version please ask a member of staff or email interpreting.service@uhb.nhs.uk