

Information for Patients

Your child has been fitted with a hearing aid



The people you may meet...

The Sensory Inclusion Service (SIS)

As a hearing aid wearer your child will be seen by SIS. Every hearing impaired child has a Teacher of the Deaf (ToD).

They will work with you and your child both at home and in any school setting.

The ToD works closely with Shropshire Audiology services. They will make sure that your child uses the hearing aid (s) the right way in their everyday environments.

Your Audiologist is:

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Your Teacher of the Deaf is:

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Contact Information:

6th Floor (B) Darby House, Lawn Central
Telford, TF3 4JA

Email: SENDandInclusion@telford.gov.uk

Shropshire Audiology Service

This team fit and check the hearing aids that your child will use. They will also keep a check your child's hearing.

Contact Information:

Tel: 01743 261482

Mobile texting: 07913798467

E-mail: sath.audiology@nhs.net

ENT

An Ear Nose and Throat (ENT) Consultant is a doctor who deals with the treatment of ear, nose and throat health problems.

They are often the first point of contact for families when they find out their child Has been diagnosed with having a hearing loss.

Your ENT Consultant is:

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Contact Information:

Princess Royal Hospital

Tel: 01952 641222 extension: 4284/4238

Royal Shrewsbury Hospital

Tel: 01743 261499 / 261497

Paediatrician

A paediatrician is a doctor who deals with children's health problem. Following your child's hearing loss. They will see a paediatrician. They can offer information, support and investigate the cause of the hearing loss. Your paediatrician will also check your child's general health.

Your Paediatrician is:

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Contact Information: Tel: 01952 567300 for both Telford and Wrekin and Shropshire patients.

Ophthalmology

An ophthalmologist is a doctor who deals with eye problems. Your child's eyes may be checked to make sure they are healthy.

Your Ophthalmologist is:

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Contact Information:

Princess Royal Hospital

Tel: 01952 641222

Royal Shrewsbury Hospital

Tel: 01743 261000

Some questions you may have...

When will the hearing aid get checked again?

Following the hearing aid fit your child will be seen again within one year for a hearing aid check.

How do I get batteries?

You may be able to get more batteries free of charge from your GP reception desk by taking the brown book or card. We can send them through the post or you can get them from your Audiology clinic.

What happens if the hearing aid breaks?

Contact SIS and they will arrange for it to be fixed.

Will I get a spare hearing aid?

A spare hearing aid will be arranged when your child goes for their first hearing aid check.

How do I check my child's hearing aid and get new moulds?

The SIS Team will talk to you about this when they begin to visit you.

Useful contacts...

Shropshire Deaf Children's Society

Email: chair@sdcs.org.uk

Shropshire Audiology services

Email: sath.audiology@nhs.net

National Deaf Children's Society

www.ndcs.org.uk

Email: helpline@ndcs.org.uk

NHS 111: www.nhs.uk

Further information is available from:



Feedback

We appreciate and encourage feedback which can be shared in a number of ways through the hospital website. Scan the QR code to give feedback. www.sath.nhs.uk/patients-visitors/patient-experience/feedback-hub/

Patient Advice and Liaison Service (PALS)

PALS will act on your behalf when handling patient and family concerns, they can also help you get support from other local or national agencies. PALS, is a confidential service.

Royal Shrewsbury Hospital, Tel: [0800 783 0057](tel:08007830057) or [01743 261691](tel:01743261691)

Princess Royal Hospital, Tel: [01952 282888](tel:01952282888)

Other Sources of Information

NHS 111

A fast and easy way to get the right help, whatever the time. NHS 111 is available 24 hours a day, 365 days of the year.

111 (free from a landline or mobile) www.nhs.uk

Self Help & Support Groups

A selection of websites providing access to good quality health information, local organisations and community groups is available from the library. www.library.sath.nhs.uk/find/patients/

Information in Other Languages or Formats

If you require this information in a different way such as easy read, a different language, larger print, audio or braille please tell a member of staff or contact the Patient Experience Team;

sath.patientexperience@nhs.net or [01743 261000](tel:01743261000) ext. 2503.

Your information

Information about you and your healthcare is held by the NHS. You can find out more about how we hold your information and how it is used on our website: www.sath.nhs.uk

Website: www.sath.nhs.uk

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