

PATIENT INFORMATION**My Trip to see the Audiologist**

1



I am going to the audiologist.

2



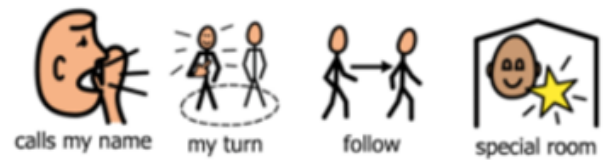
The audiologist is going to make sure I can hear
and check my ears.

3



I need to wait quietly until it is
my turn.

4



When the audiologist calls my name, it is my turn.
I will follow the audiologist into a special room.

5



The room will have chairs and toys.
There will even be a window so I can
wave to the audiologist's friend.

6



I will have to sit
on a chair.

7



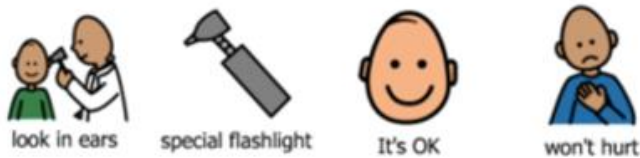
I will play some listening games with the audiologist. I have to listen carefully for the sounds.

8



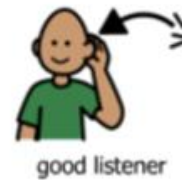
The audiologist might put some headphones on me so I can listen to the sounds in one ear at a time.

9



The audiologist will look in my ears with a special light. It won't hurt, it's OK.

10



If I'm a good listener, I will get a sticker from the audiologist.

11



Once the audiologist is all done, I can go home.

Adapted from: Rosenthal M (2019). Caring for persons with Autistic Spectrum Disorder: A Toolkit for Audiologists

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.