

PATIENT INFORMATION

TRANSITION TO ADULT HEARING SERVICES



Are you.....

- Leaving sixth form or college?
- Going to get a job?
- Moving onto university?
- Undertaking an apprenticeship?



From the age of 18, your audiological care will be transferred from paediatric audiology to our adult audiology service.

The adult audiology service still operates at your local audiology department. In addition to the 4 main hospital sites, Worcestershire Royal Hospital, Kidderminster General Hospital, Alexander Hospital, Redditch and Evesham Community Hospital, you will also have the option to be seen at our satellite clinics in Malvern, Droitwich, Bromsgrove, Tenbury and Pershore.

While this may seem like a big change, you will be fully supported throughout your transition, leaving you with the confidence to be independent with your hearing care.

This pack will provide you with all the relevant information you will need to help you with this transition, and the process you will go through.

N.B. Don't forget that if you have a Teacher of The Deaf, they will also be able to provide support and information to you to help make your transition from school as smooth as possible.

What will happen at my transition appointments?

This process will take place over three appointments at the age of 16, 17, and with the final transition appointment when you turn 18 years of age.

Appointment 1: Aged 16

We will start to discuss this transition process with you. We will perform a full hearing assessment and adjust your hearing aids as needed. We will draw up an individual management plan together, to address your needs moving forward and how we can address these needs. We will also start going through a transition checklist.

Appointment 2: Aged 17

We will perform a full hearing assessment and adjust your hearing aids as needed. Together, we will work on points raised in your individual management plan and update your transition checklist.

Appointment 3: Aged 18

This will be your last appointment* before moving to the adult provision. We will perform a full hearing assessment and upgrade your hearing aids to the latest version available. We will check through the individual management plan and transition checklist to make sure that they are complete.

*If you have additional needs, you may, if it is felt beneficial to you, have your final appointment at the age of 19yrs.

What is the difference between Paediatric and Adult Audiology Services?

The main difference between paediatric and adult audiology is that you will now be responsible for:

- Looking after and maintaining your hearing aid(s)
- Contacting the Adult Audiology department to arrange any repairs/ adjustments and impressions.
- Arranging your hearing tests. We recommend a hearing test every 3 years unless you feel that your hearing has changed.
- Your NHS hearing aids and batteries continue to be provided free of charge, but there will be a charge of £120 per hearing aid, if lost or damaged through negligence.
- It will be your responsibility to contact the audiology department to rearrange or cancel any appointments that are no longer needed.

What if I need an interpreter for my audiology appointment?

Please contact your local audiology department who will arrange this on your behalf.

We are always happy to see you should you need us, but we will wait for you to contact us. Please see all contact details below:

Email: wah-tr.AudiologyHearingServices@nhs.net

Text Only:

Worcester 0778 633 4306

Redditch 0743 603 5394

Kidderminster 0780 802 4894

Telephone:

Worcester 01905 760 171

Evesham 01386 502 578

Redditch 01527 505 741

Kidderminster 01562 826 324/ 01562 826 323

What if I move outside of Worcestershire?

If you are moving away, you will need to register with a new GP in your new area. Ask your new GP to refer you to the local Adult Audiology department.

What support can I get if I go to college or university?

All further/higher education settings will have a student support or disability office so that prospective students can discuss how their individual needs will be met. Check out the college or university website for more details.

Will I get extra support if I am working, looking for work, or taking on an apprenticeship?

The Government run Access to Work scheme is there to support both you and your employer. The scheme provides funding towards any assisted needs such as text or amplified phones, interpreters, vibrating fire alarm pagers, radio aids etc.

Disability Employment Advisers are based in your local job centre. They can advise you on job seeking, training and new skills, and government schemes.

What to do if you are unhappy with the Adult Audiology Service

We aim to provide the best possible adult audiology service, and we are always happy to answer any questions you may have. If we are unable to help, please contact the Patient Advice and Liaison Service (PALS) using the contact details in this leaflet.

Useful contacts and further information:

C2Hear Online- Useful videos to help you manage your hearing and hearing aids
www.c2hearonline.com

NDCS (National Deaf Children's Society)

NDCS have an informative section called Moving to Adult Audiology, with further links to other help and support e.g. work and careers, money, your rights, and education.

www.ndcs.org.uk/information-and-support/childhood-deafness/information-for-deaf-young-people/information-for-over-18s/independent-living/moving-to-adult-audiology

UCAS- At the heart of connecting people to higher education

www.ucas.com

Disabled Student Allowance (DSA)

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

Access to Work

www.gov.uk/access-to-work

Disability Rights

www.gov.uk/rights-disabled-person

Job Centre Plus- Disability Employment Advisors (DEA)

www.jobcentreguide.co.uk/about-disability-employment-advisors

RNID- Supporting People who are deaf, have hearing loss or tinnitus

www.rnid.org.uk

British Deaf Association (BDA)

www.bda.org.uk

Action Deafness- Taking action for your needs

www.actiondeafness.org.uk

Hearing Link Services

www.hearinglink.org

Tinnitus UK (formally British Tinnitus Association)

www.tinnitus.org.uk

Connevans Deaf Equipment

www.connevans.co.uk

Worcestershire Sensory Impairment Team- Advice, information, communication methods, voluntary services, equipment and support

www.worcestershire.gov.uk/council-services/adult-social-care/support-stay-independent-and-living-home/sensory-impairment/hearing-impairment

Hereford and Worcester Fire Rescue Service (HWFR)- Home Fire Safety Visits

www.hwfire.org.uk/advice/book-a-home-fire-safety-visit

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.