

# Hearing Therapy

## Patient Information

Audiology Service



The Patient Information Leaflets page on the Trust website is available on the link:  
<https://www.wvl.nhs.uk/patient-information-leaflets> or scan the QR code.

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**Our Values**People at  
the HeartListen and  
InvolveKind and  
RespectfulOne  
Team

## What is Hearing Therapy?

The Hearing Therapy service is based within the Audiology Department. Hearing Therapy can help by giving information, advice and practical support for people who have hearing problems. People can have assistance with:

- Different communication options, including advice on effective communication tactics, sessions of lip-reading and auditory training exercises to help with sound processing skills.
- Advice about equipment that may be useful for everyday life or work-based situations.
- Counselling, relaxation techniques and assertiveness training to help reduce any hearing related issues. This allows the client to increase self-confidence and gain the maximum benefit from hearing aids, other people and the environment.
- Tinnitus advice and management techniques.
- Help with an application for Access to Work or Disabled Student Allowance. These schemes can provide funding towards necessary equipment or support services for people in employment or education.
- Rehabilitation to help manage hearing aids and provide assistance for people with dexterity or dual sensory losses.

The Hearing Therapist will discuss individual needs to create a tailored management plan. They will book further appointments if necessary.

If you have any questions, or cannot attend, please contact the Audiology Department on **0300 707 5667**

## Contact

Audiology Department

Telephone: **0300 707 5667**

Email: [audiology@wwl.nhs.uk](mailto:audiology@wwl.nhs.uk)



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**Please use this space to write notes or reminders**

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## Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

## Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust  
Royal Albert Edward Infirmary  
Wigan Lane  
Wigan  
WN1 2NN

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## Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, Braille, and other languages upon request. For more information, please ask in the department/ward.

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