

Hearing Assessment

Patient Information

Adult Audiology Services



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

Author ID: KF
Leaflet Ref: Audio 003
Version: 9
Leaflet title: Hearing Assessment
Last review: July 2025
Expiry Date: July 2027

Our ValuesPeople at
the HeartListen and
InvolveKind and
RespectfulOne
Team

Introduction

Your hearing assessment will last up to 60 minutes. During this time the Audiologist will:

- carry out an ear examination
- take a medical history
- ask you to complete a questionnaire to give a clearer picture of how your hearing affects your life
- carry out a hearing test (Audiogram) and discuss the results with you in full.
- If you are suitable for hearing aids and would like to them we will arrange your next appointment usually within 20 working days.

Please note that the digital hearing aids provided by the NHS are worn behind the ear.

Hearing aid Safety

Always follow audiologist instruction when using hearing aids. Tamper proofing should be used as specified in the hearing aid user guide. Infants and young children should never be left alone with hearing aids. It is important to always keep hearing aids and batteries out of reach of young children and pets. If it is thought that a battery has been swallowed, please go directly to the Emergency Department.

If you require any further information, please contact the Audiology Department telephone **01942 774667** or email audiology@wwl.nhs.uk and we will be happy to discuss this with you.



7976

Please use this space to write notes or reminders.

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

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?



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.

© Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust.
All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner.

Call 111 first when it's less urgent than 999.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2021

Proudly serving those who serve.

Phone: 0808 802 1212
Text: 81212
www.veteransgateway.org.uk

