

Severe to Profound Audiology Clinic

Patient Information

Audiology Department



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: CW
Leaflet Ref: Audio 020
Version: 1
Leaflet title: Severe to Profound Audiology Clinic
Date Produced: November 2025
Expiry Date: November 2027

Our ValuesPeople at
the HeartListen and
InvolveKind and
RespectfulOne
Team

Introduction

Your appointment will last up to 1 hour. During this time the Audiologist will perform:

- Ear examination
- Hearing test (Audiogram)

After discussing the results of your hearing test in full, the Audiologist will take the appropriate action to address any hearing difficulties that you may have been experiencing. This may involve:

- Adjustment (fine tuning) of your current hearing aid(s)
- Fitting of new hearing aid(s)
- New earmould(s)
- Assessing how much speech and/or sound the hearing aid(s) can provide
- Taking measurements from your hearing aid(s) to record how they are working
- Information on assistive listening devices for help with the telephone or television
- Advice on listening tactics
- Referral to other speciality i.e. Ear, Nose and Throat (ENT) or Hearing Therapy

If you need new earmould(s), an impression of your ear will be taken during the appointment.

If you require new hearing aid(s), these may be fitted on the same day; however, it may be necessary that a further appointment is booked for this.

Contact details

If you require any further information, please contact the Audiology Department via text on **07920 289578**; on **0300 707 5667**, or email audiology@wwl.nhs.uk and we will be happy to discuss this with you.

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.

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



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