

## 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 to 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh 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 pros and cons 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 take a look at our "how we use your information" leaflet which can be found on the Trust website:

[https://www.wwl.nhs.uk/patient\\_information/leaflets](https://www.wwl.nhs.uk/patient_information/leaflets)

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

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# Tinnitus Hearing Therapy Service

## Patient Information

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Version:	v3
Name of Leaflet:	Tinnitus Hearing Therapy Service
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## Introduction

You have been referred from the Ear, Nose and Throat Clinic due to tinnitus (noises in the ear(s) or head) for an appointment with a Hearing Therapist.

The initial appointment will last up to one hour and during the appointment the Hearing Therapist will:

- Carry out an ear examination
- Take a history of the tinnitus symptoms
- Explain tinnitus including causes, therapies and equipment available
- Provide appropriate written information

- Book any further appointments as indicated during the assessment.

If you require any further information please contact the Audiology Department on **01942 774667** or email [audiology@wwl.nhs.uk](mailto:audiology@wwl.nhs.uk) and we will be happy to discuss this with you.

Please use this space to write notes/reminders.



when it's less  
urgent than 999

