

Hearing Therapy Service

This leaflet explains more about the Hearing Therapy Service at Guy's and St Thomas', which covers tinnitus, hyperacusis and other associated hearing concerns.

If you have any further questions, please speak to a member of staff caring for you.

What is hearing therapy?

If you have been referred to see the hearing therapy team it is because the audiologist (hearing specialist), ENT (ear, nose and throat) consultant, or GP think that you might benefit from further advice and guidance on how you can manage your condition better.

This appointment is an opportunity to speak with one of the specialist team about your condition. People referred to this service are concerned about a condition such as:

- tinnitus (hearing sounds that come from inside your body, rather than from an outside source)
- hyperacusis (being very sensitive to certain sounds)
- phonophobia (persistent fear of certain sounds)
- other associated hearing related concerns.

The hearing therapist or audiologist that you see at this service might refer you on to other services that can help further. Most people who attend this service are reassured about their condition and are able to manage better afterwards.

Who can attend/receive the service?

You need to be referred to this service in order to attend. Your GP, audiologist or ENT consultant can refer you. We will send you a letter of invitation asking if you still need help from the service. If you respond to this letter, you will be sent an appointment.

We can only see you once you reach the top of the waiting list. This can take several weeks when demand is high. Most of the time, we only need to see a patient once or twice. There is no cost for this NHS service.

Once we have seen you at the service, you can self-refer within a one-year period. After this, you will need to be referred again.

Where do I need to go?

The Hearing Therapy Service is at St Thomas' Hospital, on the second floor of Lambeth Wing, in the ENT and Hearing Implants department. Free patient transport is available for those who qualify; you can find further details about this on your appointment letter.

What do I need to bring with me?

Patients do not need to bring anything with them, but if they usually wear any type of hearing instrument or white noise generator, it would be helpful to bring these. If you are not able to understand English then it is advisable to request an interpreter.

Useful sources of information

Action on Hearing Loss

National charity supporting people confronting deafness, tinnitus and hearing loss.

t: 0808 808 0123 (information line) **e:** information.line@hearingloss.org.uk

t: 0808 808 6666 (tinnitus line) **e:** tinnitushelpline@hearingloss.org.uk

w: www.actiononhearingloss.org.uk

The British Tinnitus Association

Provides support and advice and information about tinnitus.

t: 0800 018 0527 (helpline, 9.15am–4.45pm) **e:** info@tinnitus.org.uk

w: www.tinnitus.org.uk

Contact us

To speak to our reception and administration staff, please call 020 7188 6245 (Monday–Friday, 9am–5pm).

For more information leaflets on conditions, procedures, treatments and services offered at our hospitals, please visit www.guysandstthomas.nhs.uk/leaflets

Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

t: 020 7188 8748 9am to 5pm, Monday to Friday

Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

t: 020 7188 8801 (PALS) **e:** pals@gstt.nhs.uk

t: 020 7188 3514 (complaints) **e:** complaints2@gstt.nhs.uk

Language Support Services

If you need an interpreter or information about your care in a different language or format, please get in touch:

t: 020 7188 8815 **e:** languagesupport@gstt.nhs.uk

NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics. Available over the phone 24 hours a day.

t: 111

NHS Choices

Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

w: www.nhs.uk

Leaflet number: 4261/VER1

Date published: July 2016

Review date: July 2019