



# Adult Hearing Service

## What is the Adult Hearing Service?

NHS Surrey Downs CCG has been working to develop a local Adult Hearing Service to provide care closer to where you live. As a result, the service now provides testing for hearing loss and supply and fitting of hearing aids in a range of convenient locations by fully qualified staff.

Following an examination, your hearing loss will be tested and your hearing aids fitted, if required. You will only be referred to hospital services if absolutely necessary.

## Why use the Service?

- ✓ Fully qualified audiologist trained to test hearing loss and fit hearing aids
- ✓ Convenient locations across Surrey Downs
- ✓ Open 7 days a week, Saturday and Sunday appointments available (*selected centres only*)
- ✓ Morning and evening appointments available (*selected centres only*)

## How to access the Adult Hearing Service and what to expect?

If you have hearing difficulties, you can be referred by your GP or you can self-refer if you are over 50 by calling the

number of your chosen provider below.

The audiologist will examine your ears and advise if your condition requires a hearing test and fitting of hearing aids or more specialist treatment needing a referral to a specialist.

Follow-up appointments to check on your progress may be done by telephone or face-to-face, depending on your treatment plan.

## What will you need to take to your appointment?

You will need to bring any existing or previous hearing aids and written information regarding the same. Additionally, please share details of any medical history that may affect your hearing test or fitting of a hearing aid.

## How long will it take?

Allow 1½ hours for your hearing to be tested and, if required, for your hearing aids to be fitted.

## Do I need to do anything before the appointment?

Even though ear wax is a natural substance it can sometimes block the

ear canal and affect hearing tests. It is advisable that you see your practice nurse/GP/pharmacist to check your ears a couple of weeks before the appointment and use over the counter treatments, if necessary.

## Locations of NHS Adult Hearing Services in Surrey Downs

You can choose from the following

Services and locations: **Please quote:** 'Surrey Downs Adult Hearing Aid Service' when booking an appointment

### InHealth Group

Glenlyn Medical Centre  
115 Molesey Park Road  
East Molesey  
KT8 0JX  
Tel: 0333 202 0300  
www.inhealthgroup.com

Fairfield Medical Practice  
Lower Road  
Bookham  
KT23 4DH  
Tel: 0333 202 0300  
www.inhealthgroup.com

### Specsavers Hearcare

Specsavers Hearing Centre  
105 High Street  
Banstead  
Surrey  
SM7 2NL  
0800 077 8692

Specsavers Hearing Centre  
110 High Street  
Dorking  
Surrey  
RH4 1BA  
0800 077 8692

Specsavers Hearing Centre  
Unit 3, 22 – 28 High Street  
Epsom  
Surrey  
KT19 8AH  
0800 077 8692

Specsavers Hearing Centre  
12 The Swan Centre  
Leatherhead  
Surrey  
KT22 8AH  
0800 077 8692

### Kingston Hospital NHS Foundation Trust

Kingston Hospital  
Galsworthy Road  
Kingston upon Thames  
KT2 7QB  
Audiology Dept: 020 8934 6406  
[www.kingstonhospital.nhs.uk](http://www.kingstonhospital.nhs.uk)

Cobham Day Surgery Unit  
168 Portsmouth Road  
Esher  
KT11 1HT  
Tel: 020 8934 6406

The Ebbisham Centre  
6-7 The Derby Square,  
Epsom  
KT19 8AG  
Switchboard: 020 8934 6406

*\* Ebbisham Centre services available from September 1<sup>st</sup> 2018*

### Any questions?

If you have any questions about the new service or the information included in this leaflet please call our Patient Experience Team on 01372 201685 or email us at [SDCCG.feedback@nhs.net](mailto:SDCCG.feedback@nhs.net).

### Your views

We are always looking for ways to improve local services. To help us do this, we will be seeking your views on the care you receive and on your experiences. We will use your feedback to help improve the local community hearing service.