

Adult Hearing Loss - AQP NWL ICB Referral Form

(excluding Hillingdon Borough GP practices)

Please send referral to Provider via e-RS (not NHSmail)

Providers	Email addresses for Queries (Not for referrals; Not for use by patients)
Audiological Science	audiologicalscience.barnet@nhs.net
InHealth	inl.inhealthreferrals@nhs.net
Specsavers	specsavers.nhsaudiology@nhs.net

Referral Details	
Date of Referral	<Todays date>
Priority	Routine only
Does patient require domiciliary visit??	<input type="checkbox"/> No <input type="checkbox"/> Yes – Ensure select a provider that covers Borough of Patient's address
1 st Choice of Provider	<Recipient Details> Select: A to X Select: Y to r <input type="checkbox"/> Home Visit: Audiological Science (covering Brent & Harrow Boroughs only) <input type="checkbox"/> Home Visit: Specsavers (covering all NWL Boroughs, excluding Hillingdon Borough) Please note that InHealth does not provide home visits
2 nd Choice of Provider	Select: A to X Select: Y to r
Does patient already wear a hearing aid?	<input type="checkbox"/> No <input type="checkbox"/> Yes
Has patient previously visited this provider?	<input type="checkbox"/> No <input type="checkbox"/> Yes - If yes, date of last hearing assessment: (Please note that if patient has seen same provider within the past 3 years, then they should be eligible for aftercare without requiring a new referral)
Appt dates to avoid	i.e. any dates to avoid as patient may be away/unavailable:
Safeguarding Issues	<input type="checkbox"/> No <input type="checkbox"/> Yes - Details:

Patient		Referrer	
Name	<Patient name>	Name	<Sender Name>
NHS No	<NHS number>	GMC	<Referrals Out>
DOB	<Date of birth>	Organisation	<Organisation Details>
Address	<Patient Address>	Address	<Organisation Address>
Home Telephone	<Patient Contact Details>	Organisation code (if applicable)	<Organisation Details>
Mobile / Alternative	<Patient Contact Details>	Telephone	<Organisation Details>
Email	<Patient Contact Details>	Bypass Number	Available via NHS Service Finder (Caution – May be visible to patient online)
Gender	<Gender>	Email (NHS)	<Organisation Details>
Ethnicity	<Ethnicity>	GP Details	ONLY to complete if referrer above NOT GP - e.g. GP Practice Name & Address

Language	Interpreter required? <input type="checkbox"/> No <input type="checkbox"/> Yes -	Main Spoken Language	<Main spoken language>
Disabilities	Physical/Communication impairments, especially if requires assistance with arranging appointments? (please include significant sight, memory or cognitive problems) <input type="checkbox"/> No <input type="checkbox"/> Yes – Details:		
Transport	Patient housebound? <input type="checkbox"/> No <input type="checkbox"/> Yes – Ensure select provider covering patient's Borough of residence		
	Transport required? <input type="checkbox"/> No <input type="checkbox"/> Yes - Provider to arrange <input type="checkbox"/> Yes - Referrer to arrange		

Carer Details	<Relationships>
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Referral – Exclusion Criteria
This service is for: non-complex, mild to moderate hearing loss likely to require only standard hearing testing and provision of hearing aids.
Exclusions to referral include:
- Patient aged under 18 years old or Patient under 20 years old with a family history of Otosclerosis
- Sudden (less than 7 days) or rapid (90 days or less) loss or deterioration of hearing (this requires urgent assessment to reduce the risk of permanent hearing loss; send to A&E or Urgent Care ENT clinic)
- Abnormal appearance of the outer ear or the eardrum, including middle ear fluid (NB: Chinese or South-east Asian family origin who have hearing loss and a middle ear effusion not associated with an upper respiratory tract infection need Urgent Suspected Cancer referral)
- Unilateral, pulsatile or distressing tinnitus lasting more than 5 minutes at a time; e.g. causes sleep disturbance, anxiety or depression
- Vertigo including spinning, swaying or floating sensations
- Fluctuating hearing loss, other than associated with colds
- Aural discharge or otalgia lasting >7 days in the last 90 days. (In Immunocompromised patients, aural discharge lasting more than 3 days with hearing loss and not responding to treatment, should be referred to Urgent Care ENT clinic)
- Abnormal auditory perceptions (dysacusis) or hyperacusis (intolerance to everyday sounds that causes significant distress and affects a person's day-to-day activities)
- Visible perforation
- New onset facial palsy or any features of new onset stroke
- Complete or partial obstruction of the external auditory canal due to ear wax or other debris/foreign body
- Normal peripheral hearing with abnormal difficult hearing in noisy backgrounds; possibly having problems with sound localization, or difficulty following complex auditory directions

If your patient meets any of above exclusion criteria for this service, please refer your patient to an appropriate alternative service (e.g. ENT)

IMPORTANT: Please complete this section to avoid delays processing this referral
Does this patient report asymmetrical hearing loss? <input type="checkbox"/> No <input type="checkbox"/> Yes – Details: Please note: Patients reporting asymmetrical hearing loss could be referred into the AQP audiology service if considered appropriate by the GP and none of the exclusion criteria above apply.
Have the ears been checked for wax and treated if wax was present? <input type="checkbox"/> No <input type="checkbox"/> Yes – Details:
If any wax is obscuring the view of the eardrum, the GP surgery should arrange wax removal. Ear wax removal DOES NOT form part of the NWL ICB Adult Audiology AQP service specification.

Please include a copy of any hearing test/screening already carried out.

Please note that ear wax removal is not part of the service and **MUST** be removed prior to attendance.

Clinical Information/History

Presenting Issue:

<Event Details>

Medical History - include **only relevant** information and delete anything irrelevant:

Problems

<Problems>

Summary

<Summary>

Allergies & Sensitivities

<Allergies & Sensitivities>

Please provide patient with following pages of this referral form, covering:

Patient Information Leaflet, including details of providers/locations

Patients should not use the NHSmail addresses at the top of this form, but can use the different email addresses for the providers in the patient information leaflet



North West London

Information for Patients

Choosing the right Adult Hearing Loss service for you

Your GP may suspect you are experiencing hearing loss and is referring you to an adult hearing loss service.

Choosing the right appointment for you:

There are a range of approved NHS hearing loss services across North West London. This means you can choose a service based on what is important to you. This could be one that is located closer to your home or opens in the evening or weekend.

You can find a list at the end of the locations of different hearing loss services to help guide your choice.

Booking your appointment:

1. Inform your GP which **adult hearing loss service** and **location** you have chosen. Please also select a second choice in case there is any difficulty with your first choice
2. Make sure your GP Practice has your correct address and telephone number including any mobile number that you can be contacted on.

Your GP will refer you directly to your chosen provider.

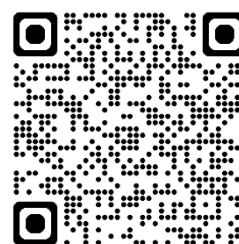
Depending on your chosen provider, your GP practice should either give you details of your appointment **OR** you should be contacted directly by the service, usually within a week, with details about your appointment or how to book your appointment and confirm your choice of location.

You should receive a date for your first appointment **within 16 days** from your referral being sent. If you don't, please contact your GP practice.

If you need to cancel or rearrange your appointment in advance, you can do this by contacting the **hearing loss service** you have chosen using the phone number or email address shown below.

Preparing for your appointment:

Any build-up of ear wax that blocks your ear makes it impossible to carry out an accurate hearing test. Your GP would have normally checked your ears are clear of ear wax before you are referred for a hearing assessment. Ear wax is unlikely to build up in the relatively short period of time between being referred and your appointment, but if you were advised that you have some ear wax in your ears, then it is important to check with your GP practice that it has cleared before your appointment for a hearing assessment. If any wax remains, you may need to rearrange your appointment. Visit this link for more information about how to manage ear wax: www.nhs.uk/conditions/earwax-build-up/. Your GP can advise you further on the best way to remove any ear wax.



If you need to change your choice of hearing loss service:

Please contact your GP practice to ask them to do this. If you already have an appointment confirmed in the near future, we would appreciate if you could also contact the service you had chosen to tell them so they can give your appointment to someone else.

If you need to change the location of your appointment:

Please contact the **hearing loss service** you have chosen on the phone number or email address given below to discuss your request.

Missed or late arrival to your appointment:

Missed or late appointments cause delays to other patients and means fewer patients are seen as appointments have to be rearranged. If you are going to miss an appointment at the last minute or going to be late, please contact the hearing loss service directly and let them know as soon as you can.

What happens during and after the appointment?

You will have a thorough clinical assessment with a hearing test. If a hearing aid is deemed appropriate, you will be fitted with a hearing aid during the same appointment if possible. If you need further review with a hospital team, the service will do the referral and keep you informed. Once your hearing aids are fitted, you will be reviewed by the service after a month and aftercare will be provided for 3 years after your initial appointment. You will not need a re-referral from your GP within 3 years.

Why can't you be referred to a hospital provider rather than services listed below?

These service providers below have been asked to provide a non-complex hearing loss service in the community. The service or your GP will refer you to a hospital service if you do not fit the referral criteria or your needs are too complex to be seen in the community. You may also be asked to go a hospital service if a second opinion is needed after community assessment. Community and hospital services work together so that you can be seen in a safe and efficient way, closer to home and in a location of your choice.

Sharing your experiences:

We welcome your feedback on your experience to help improve and shape the future provision of adult hearing loss services. You can provide your feedback to:

- Hearing Loss Service – using the phone number / webpage / email address given
- NHS North West London ICB– by Email: nhsnwl.communications.nwl@nhs.net

Site Locations

Reminder for patients:

1. Inform your GP which **adult hearing loss service** and **location** you have chosen.

Please also select a second choice in case there is any difficulty with your first choice.

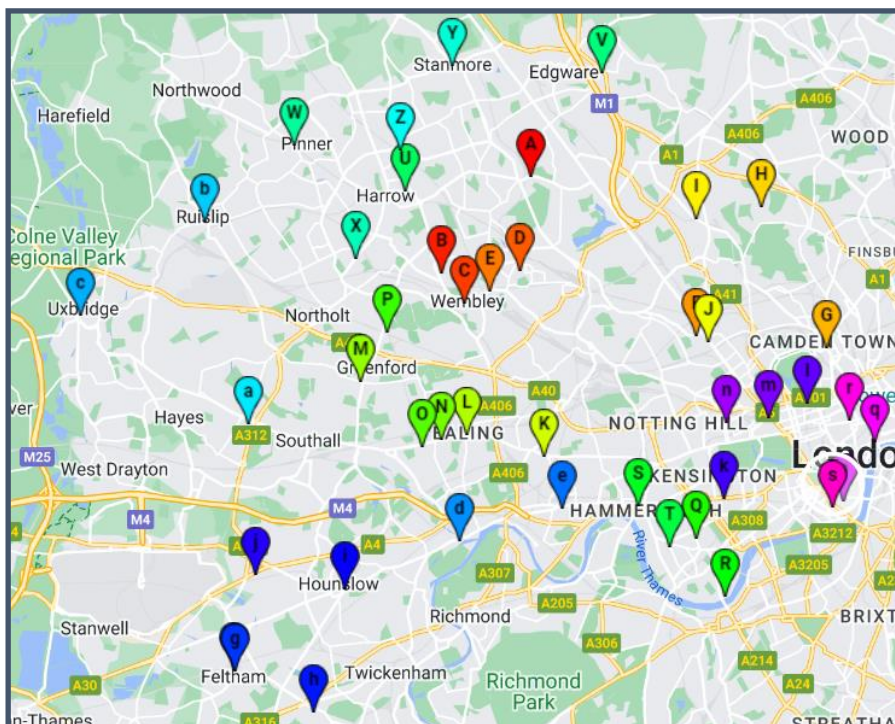
2. Make sure your GP Practice has your correct address and phone number that you can be contacted on.

Your GP will refer you directly to your chosen service.

Provider	Contact details & Home visits coverage for Housebound residents
Audiological Science	Provides home visits for housebound residents in Brent & Harrow Boroughs only Tel: 020 8059 9645 Email: enquiries@audiologicalscience.com Website: www.audiologicalscience.com/NHSLondon
InHealth	Does not provide home visits – Not an option for housebound residents. Tel: 0333 202 0298 Email: inhealth.patientcareteam@inhealthgroup.com Website: www.inhealthgroup.com
Specsavers	Provides home visits for housebound residents in all North West London Boroughs, excluding Hillingdon Borough Tel: 0800 077 8692 - See list below for phone numbers for each location Email: hearing.customerservice@specsavers.com Website: www.specsavers.com

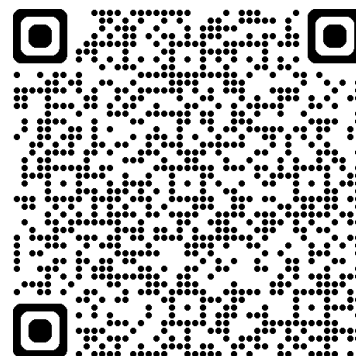
If you are **housebound**, you can be referred to any provider **above** that covers your **Borough of residence**.

If you are **mobile** and registered with any GP practice in North West London (**excluding Hillingdon GP Practices**), you can be referred to any of the providers and locations on the following pages:



You can view locations on Google Maps using the link/QR code below:

<https://bit.ly/nwlaudiology>



Brent		Provider	Phone number
A	Kingsbury Specsavers, 514 Kingsbury Road, London NW9 9HE	Specsavers	020 8424 0244
B	Sudbury Primary Care Centre 86 Watford Road, Wembley HA0 3HG	InHealth	0333 202 0298
C	Wembley Centre for Health and Care 116 Chaplin Road, Wembley HA0 4UZ	Audiological Science	020 8059 9645
D	Wembley Park Specsavers 8 Weaver Walk, Wembley Park, Wembley HA9 0GX	Specsavers	01895 679750
E	Wembley Specsavers, 476 High Road, Wembley HA9 7BH	Specsavers	01895 679750
Boundary of Brent & Westminster		Provider	Phone number
F	Bliss Chemist 50-56 Willesden Lane, London NW6 7SX	Audiological Science	020 8059 9645
G	Camden Specsavers, 126 Camden High Street, London NW1 0LU	Specsavers	020 7377 4970
H	Hammerson House, Wohl Campus Medical Consulting Rooms, 50A Bishops Avenue, London N2 0BE	Audiological Science	020 8059 9645
I	Jethros Pharmacy (Consulting Rooms) 120 Golders Green Road, London NW11 8JR	Audiological Science	020 8059 9645
J	Kilburn Specsavers 116 Kilburn High Rd, North Maida Vale, London NW6 4HY	Specsavers	020 7328 5655
Ealing		Provider	Phone number
K	Acton Specsavers, 150 High Street, London W3 6QZ	Specsavers	020 8840 2977
L	Ealing Specsavers, 7 New Broadway, Ealing W5 5AW	Specsavers	020 8840 2977
M	Greenford Specsavers 20 The Broadway, Greenford UB6 9PU	Specsavers	020 8566 6123
N	InHealth Diagnostics Centre Ealing 96-122 Uxbridge Road, London W13 8RD	InHealth	0333 202 0298
O	West Ealing Specsavers 81 The Broadway, London W13 9BP	Specsavers	020 8840 2977
P	Westway Cross Specsavers Westway Cross Shopping Park, Greenford UB6 0UW	Specsavers	020 8566 6123
Hammersmith and Fulham		Provider	Phone number
Q	Fulham Specsavers, 387 North End Road, London SW6 1NP	Specsavers	020 7471 0390
R	Fulham Wharf Specsavers Sainsburys, 27 Townmead Road, London SW6 2GD	Specsavers	020 8016 6763
S	Hammersmith Specsavers, Unit 19-20, Livat W6 0PZ	Specsavers	020 7706 0404
T	Fulham Health Clinic, 286 Munster Road, London SW6 6BQ	InHealth	0333 202 0298
Harrow		Provider	Phone number
U	Harrow Specsavers, 289 Station Road, Harrow HA1 2TA	Specsavers	020 8424 0244
V	Millway Medical Practice, Hartley Avenue, London NW7 2HX	Audiological Science	020 8059 9645
W	Pinner Specsavers, 36 Bridge Street, Pinner HA5 3JH	Specsavers	020 8424 0244
X	South Harrow Specsavers 308 Northolt Road, South Harrow HA2 8EE	Specsavers	020 8424 0244

Y	Stanmore Specsavers, 3 Church Road, Stanmore HA7 4AR	Specsavers	020 8424 0244
Z	Wealdstone Specsavers, 22-24 High Street, Harrow HA3 7AA	Specsavers	020 8424 0244
Boundary of Harrow & Ealing		Provider	Phone number
a	Hayes Sainsbury's Specsavers Lombardy Retail Park, Coldharbour Lane, Hayes UB3 3EX	Specsavers	020 8666 6123
b	Ruislip Specsavers, 116-118 High Street, Ruislip HA4 8LS	Specsavers	01895 679750
c	Uxbridge Specsavers, 56 High Street, Uxbridge UB8 1JP	Specsavers	01895 256010
Hounslow		Provider	Phone number
d	Brentford Specsavers, 117 High Street, Brentford TW8 8EW	Specsavers	020 8577 9234
e	Chiswick Specsavers 253 Chiswick High Road, Chiswick, London W4 4PU	Specsavers	020 8840 2977
f	Feltham Centre for Health 210 High Street, Feltham TW13 4GU	Audiological Science	020 8059 9645
g	Feltham Specsavers, 152 The Centre, Feltham TW13 4BS	Specsavers	01784 493355
h	Hampton St Clare Specsavers 303 Uxbridge Road, Hampton Hill, Hampton TW12 1AW	Specsavers	01784 493355
i	Hounslow Specsavers, 60 High Street, Hounslow TW3 1LR	Specsavers	020 8577 9234
j	The Meadows Centre for Health 90 Chinchilla Drive, Hounslow, London TW4 7NJ	Audiological Science	020 8059 9645
Kensington and Chelsea		Provider	Phone number
k	Kensington Sainsbury's Specsavers 158A Cromwell Road, London SW7 4EJ	Specsavers	020 7471 0390
Westminster		Provider	Phone number
l	32 Devonshire Place, London W1G 6JL	Audiological Science	020 8059 9645
m	Edgware Road Specsavers 173 Edgware Road, Tyburnia, London W2 2HR	Specsavers	020 7706 0404
n	Queensway Specsavers 78-80 Bishop's Bridge Road, London W2 6BB	Specsavers	020 7706 0404
o	South Westminster Centre for Health St Georges House, 82 Vincent Square, London SW1P 2PF	Audiological Science	020 8059 9645
p	South Westminster Centre for Health (Due to open soon) St Georges House, 82 Vincent Square, London SW1P 2PF	Specsavers	020 7706 0404
q	Strand Specsavers, 114 Strand, London WC2R 0AG	Specsavers	020 7706 0404
r	Tottenham Court Road Specsavers Unit 6, 6-17 Tottenham Court Road, London W1T 1BG	Specsavers	020 7580 5115
s	Victoria Medical Centre 29 Upper Tachbrook Street, Pimlico, London SW1V 1SN	InHealth	0333 202 0298

Please note: If calling Specsavers, you may hear a greeting mentioning a location different to the one you were anticipated. Please continue and chose the audiology option.