

 **Adult Hearing Loss - AQP NWL ICB Referral Form**

(excluding Hillingdon Borough)

**This service is for:** non-complex, mild to moderate hearing loss likely to require only standard hearing testing and provision of hearing aids. Over 18y**.** Routine referrals only

 **Please send referral direct to Provider via e-RS**

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| **Referral Details** |
| **Date of Referral** | Short date letter merged  |

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| **Patient** | **Referrer** |
| **Name** | Title Given Name Surname  | **Name** | Current User       |
| **NHS No** | NHS Number  | **Organisation** | Organisation Name |
| **DOB** | Date of Birth  | **Address** | Organisation Full Address (stacked) |
| **Address** | Home Full Address (stacked)  | **Organisation code** | Organisation National Practice Code |
| **Home Telephone** | Patient Home Telephone  | **Phone** | Organisation Telephone Number |
| **Mobile / Alternative** | Patient Mobile Telephone  | **Bypass Number** |       Available via[**NHS Service Finder**](https://servicefinder.nhs.uk/)(Caution – May be visible to patient online) |
| **Email** | Patient E-mail Address  | **Email (NHS)** | Organisation E-mail Address |
| **Gender** | Gender(full)  |  |  |
| **Ethnicity** | Ethnic Origin  |  |  |

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| **Language** | **Interpreter required**  |        | **Main Spoken Language** | Main Language  |
| **Disabilities** | **Physical/Communication impairments, especially if requires assistance with arranging appointments?**(eg significant sight, memory or cognitive problems) |  If yes, Details:       |
| **Safeguarding concerns** |  If yes, details -       |  |
| **Transport** | **Patient housebound?** |  - If yes, please ensure select **\*location/provider**   |
|  | **Transport required?** |  - Provider to arrange - Referrer to arrange |
| **Carer Details** |       |

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| **Referral – Exclusion Criteria (any of these, ref to ENT)** |
| 1. . < 18 years old or Patient under 20 years old with a family history of Otosclerosis
2. Sudden (< 7 days) or rapid (</=90 days) loss or deterioration of hearing **(this requires urgent assessment to reduce the risk of permanent hearing loss; ref. A&E or Urgent Care ENT clinic)**
3. 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**)
4. Unilateral, pulsatile or distressing tinnitus lasting > 5 minutes at a time; e.g. causes sleep disturbance, anxiety or depression
5. Vertigo including spinning, swaying or floating sensations
6. Fluctuating hearing loss, other than associated with colds
7. 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)**
8. Dysacuses (abnormal auditory perceptions) or hyperacusis (intolerance to everyday sounds that causes significant distress and affects a person's day-to-day activities)
9. Visible perforation
10. New onset facial palsy or any features of new onset stroke
11. Complete or partial obstruction of the external auditory canal due to ear wax or other debris/foreign body
12. Normal peripheral hearing with abnormal difficult hearing in noisy backgrounds; possibly having problems with sound localization, or difficulty following complex auditory directions
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| **It is necessary to include the following** |
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| **Does patient already wear a hearing aid?** |   |
| **Has patient previously visited this provider?** |  - If yes, date of last hearing assessment:      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** | Any dates to avoid as patient may be away/unavailable:       |
| **Does this patient report asymmetrical hearing loss?**  |  If yes, details:      Patients reporting asymmetrical hearing loss will be accepted for assessment by AQP audiology and therefore may be referred **if the GP feels it is appropriate and none of the exclusion criteria listed above apply.** |

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| Have the ears been checked for wax and treated if wax was present?  If not, details:      If any wax is obscuring the view of the eardrum, the patient should arrange removal. Ear wax removal **DOES NOT** form part of the NWL ICB Adult Audiology AQP service specification. |

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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.

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| **Clinical Information/History** - include **only relevant** information and delete anything irrelevant |

**Presenting Issue:**

Consultations

**Medical History -**:

**Problems**

Problems

**Allergies & Sensitivities**

Allergies

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

**Patient Information Leaflet, including details of providers/locations**

**Current AQP Providers below for referrals till 20th May 2024 See list at end for Providers after 20th May 2024**

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| **Chelsea & Westminster Hospital NHS Foundation Trust** |
| **A) \*West Middlesex Hospital,** Outpatients 5, 1st Floor, East Wing, Twickenham Road, Isleworth TW7 6AF – Tel: 020 8321 5681 **B) Feltham Centre for Health,** Third Floor, The Centre, The High Street, TW13 4GU  – Tel: 020 3700 6830 **C) Teddington Memorial Hospital**, Hampton Road, Middlesex TW11 0JL – Tel: 020 8714 4000**D) Whitton Clinic,** Whitton Corner Health and Social Care Centre, Percy Road,Twickenham. TW2 6JL – Tel: 020 8894 0306 |
| More info? | Visit [**www.chelwest.nhs.uk**](http://www.chelwest.nhs.uk) orEmail**audiologydepartment@nhs.net** |

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| **Hearbase** |
| **E) Victoria Medical Centre,** 29 Upper Tachbrook Street , London, Greater London, SW1V 1SN**F)** **Ashville Surgery,** Swan House, Parsons Green Ln, Parsons Green, London SW6 4HS**G) Stanhope Mews West Surgery** 7 Stanhope Mews W, Kensington, London SW7 5RB0  |
| More info? | Visit [www.hearbase.com](http://www.hearbase.com); T**el** **0800 028 6179** Email hearing@nhs.net |

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| **Scrivens Ltd** |
| **H) \*Feltham,** 14 Wilton Parade, High Street, Feltham TW13 4BU – Tel:020 8890 6546 **I) \*Paddington,** 393 Harrow Road, Paddington W9 3NF - Tel: 020 8969 2564**J) Hounslow,** Hounslow Medical Centre, 134 Bath Road, Hounslow, Middlesex TW3 3ET – Tel: 020 8630 1011**K) T H Collisons**,: 14 The Broadway, Southall, Middlesex,UB1 1PS Tel: 020 8574 2708**L) St Johns Wood Medical Practice**, Brampton House, Hospital of St John & St Elizabeth,  60 Grove End Road, NW8 9NH - . Tel: 0800 0850372 |
| More info? | Visit [**http://scrivensopticians.com/hearing/**](http://scrivensopticians.com/hearing/) or Email **nhshearingcare.scrivens@nhs.net** |

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| **Specsavers – Hearcare Branches** |
| **M) \*\*Acton, 150** High Road, London, W3 6QX - Tel: 020 8992 3860 **N) \*\*Chiswick,** 253 Chiswick High Road, London, W4 4PU - Tel: 020 8747 5940 **O) \*\*Ealing Broadway,** 7 New Broadway W5 5AW - Tel: 020 8840 2977 **P) \*\*Edgware Road,** 173 Edgware Rd W2 2HR - Tel: 020 7706 0404 **a) \*\*Feltham,** 152 The Centre TW13 4BS - Tel: 020 8844 4880**b) \*\*Fulham,** 387 North End Road, Fulham, London, SW6 1NP – Tel: 020 7471 0390**c) \*\*Greenford Broadway,** 20 The Broadway, Greenford, UB6 9PU - Tel: 020 8832 8940**d) \*\*Greenford Westway Cross,** Westway Cross Shopping Park, Greenford, UB6 0UW- Tel: 020 8566 6123**e) \*\*Hammersmith,** 29 Kings mall, Kings Street W6 0PZ - Tel: 020 8748 3233 **f) \*\*Harrow,** 289 Station Road HA1 2TA - Tel: 020 8424 0244 **g) \*\*Hayes,** Unit 1, 5-19 Botwell Lane UB3 2AB - Tel: 020 8756 4980**h) \*\*Hounslow,** 174 High Street TW3 1BQ – Tel: 020 8577 9234 **i) \*\*Kingsbury,** 514 Kingsbury Road NW9 9HE - Tel: 020 8238 9000**j) \*\*Shepherds Bush,** 106 Uxbridge Road W12 8LR - Tel: 020 8735 5890**k) \*\*South Harrow,** 308 Northolt Road, South Harrow, HA2 8EE - Tel: 020 8869 0301 **l) \*\*Uxbridge,** Unit 21-22, Chequers Square, The Pavilion Shopping Centre, UB8 1LN - Tel: 01895 256010 **m) \*\*Victoria,** Cardinal Place, 1 Cathedral Walk, Cardinal Place, Victoria SW1E 5JH - Tel: 020 7976 4250**n) \*\*Wembley,** 476 High Road, Wembley HA9 7BH – Tel: 020 8900 1433**o) \*\*West Ealing,** 81 New Broadway W5 5AW - Tel: 020 8840 8744 |
| More info? | Visit [**www.specsavers.co.uk/hearing/hearing-aids/nhs-hearing-aids/**](http://www.specsavers.co.uk/hearing/hearing-aids/nhs-hearing-aids/)Freephone **0800 0778692 or** Email**CAPCCG.referrals-specsavers@nhs.net** |

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| **The Outside Clinic – Home visiting service** |
| **Q) \*Your Home**  |
| More info? | Freephone **0800 954 9101 / 0800 954 9093** or Visit [www.outsideclinic.co.uk](http://www.outsideclinic.co.uk) or Email: hearing.outsideclinic@nhs.net |
| How to refer? | e-RS – Please be aware that this is an indirectly bookable service and will need to be changed when prompted.Under Speciality 🡪 choose “Diagnositc Physiological Measurement”Under Clinic type 🡪 choose “Audiology – Hearing Assess / Reassess”Add the postcode SN1 3EPChoose The Outside Clinic from the top of the listSend a further email to the service to ensure they spot the referral  |



**Information for Patients**

**Choosing the right Adult Hearing Loss Service for you**

Your GP may suspect you are experiencing a loss in your hearing and has referred 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, perhaps one that is closer to home or weekend / evening opening hours.

To help guide your choice, below is a list of the different hearing loss services.

**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 doctor has your correct address and telephone number including any mobile number.

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 provider (usually within a week) with details about your appointment or how to book your appointment/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 contact your GP.

If you need to cancel or rearrange your appointment in advance, you can do this by contacting the **hearing loss service** you have chosen on the telephone number given.

**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.

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

Please contact your GP practice to ask them to action this change. If you already have an appointment confirmed in the near future, we would appreciate if you could also contact the service you had chosen so they can release your planned appointment.

**If you need to change the location of your appointment:**

Please contact the **hearing loss service** you have chosen on the telephone number given 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 your choice of Hearing Loss Service directly and let them know as soon as you can.

**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.electivecare@nhs.net

 or by Post: Elective Care team, NHS North West London, 15 Marylebone Road, London NW1 5JD

We are particularly interested to receive feedback if you experience any difficulty obtaining an appointment (for your preferred location) within 16 days of the referral being received.

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| **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  |

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| **Audiological Science (\*provides Domiciliary Care / Home Visits** **in same Borough)** |
| 1 | Wembley Centre for Health and Care, 116 Chaplin Road, Wembley HA0 4UZ |
| 2 | Bliss Pharmacy, 50-56 Willesden Lane, London, NW6 7SX |
| 3 | Hammerson House Wohl Campus, Medical Consulting Rooms, 50A Bishops Ave, London N2 0BE  |
| 4 | Jethro Pharmacy (Consulting Rooms), 120 Golders Green Rd, London, NW11 8JR |
| 5 | Millway Medical Practice, Hartley Ave, London NW7 2HX |
| 6 | Feltham Centre for Health, 210 High Street, Feltham, TW13 4GU |
| 7 | The Meadows Centre for Health, 90 Chinchilla Drive, Hounslow, London, TW4 7NJ |
| 8 | 32 Devonshire Place, London, W1G 6JL |
| 9 | South Westminster Centre for Health, Vincent Square, SW1P 2PF |
| Tel: 020 8059 9645 Email: Audiologicalscience.barnet@nhs.netWebsite: [www.audiologicalscience.com/NHSLondon](http://www.audiologicalscience.com/NHSLondon)  |

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| **InHealth**  |
| 1 | Sudbury Primary Care Centre, 86 Watford Rd, Wembley HA0 3HG |
| 2 | Victoria Medical Centre, 29 Upper Tachbrook St, Pimlico, London SW1V 1SN |
| 3 | Fulham Health Clinic, 286 Munster Rd, London SW6 6BQ |
| 4 | InHealth Diagnostics Centre Ealing, 96-122 Uxbridge Rd, London W13 8RD |
| Tel: 0333 202 0298 Email: INL.Inhealthreferrals@nhs.netWebsite: [www.inhealthgroup.com](http://www.inhealthgroup.com) |

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| **Specsavers (\*provides Domiciliary Care / Home Visits in same Borough)** |
| **Brent**  |
| 1 | Wembley Specsavers, 476 High Road, Wembley, Greater London, HA9 7BH  | Tel: 020 8900 1433 |
| 2 | **\*Kilburn Specsavers, 116 Kilburn High Rd, North Maida Vale, London NW6 4HY** | Tel: 020 7328 5655 |
| 3 | Wembley Park Specsavers, 8 Weaver Walk, Wembley Park, Wembley HA9 0GX  | Tel: 020 8176 9836 |
| 4 | Kingsbury Specsavers, 514 Kingsbury Rd, London NW9 9HE  | Tel: 020 8238 9000 |
| 5 | **\*Tottenham Court Road Specsavers, Unit 6, 6-17 Tottenham Ct Rd, London W1T 1BG** | Tel: 020 7580 5115 |
| 6 | Camden Specsavers, 126 Camden High St, London NW1 0LU  | Tel: 020 7482 4110 |
| **Ealing**  |
| 7 | **\*Ealing Specsavers, 7 New Broadway, Ealing, Greater London, W5 5AW** | Tel: 020 8840 2977 |
| 8 | **\*Westway Cross Specsavers, Westway Cross Shopping Park, Greenford UB6 0UW** | Tel: 020 8566 6123 |
| 9 | West Ealing Specsavers, 81 The Broadway, London W13 9BP  | Tel: 020 8840 8744 |
| 10 | Greenford Specsavers, 20 The Broadway, Greenford, Greater London, UB6 9PU  | Tel: 020 8832 8940 |
| 11 | Acton Specsavers, 150 High St, London W3 6QZ  | Tel: 020 8992 3860 |
| 12 | **\*Ruislip Specsavers, 116-118 High St, Ruislip HA4 8LS** | Tel: 01895 679750 |
| 13 | **\*Uxbridge Specsavers, 56 High St, Uxbridge UB8 1JP** | Tel: 01895 256010 |
| 14 | Hayes Sainsbury's Specsavers, Lombardy Retail Park, Coldharbour Ln, Hayes UB3 3EX  | Tel: 020 8756 4989 |
| **Hammersmith and Fulham** |
| 15 | **\*Fulham Specsavers, 387 North End Rd, London SW6 1NP** | Tel: 020 7471 0390 |
| 16 | Hammersmith Specsavers, Unit 19-20, Livat W6 0PZ  | Tel: 020 8748 3233 |
| 17 | Fulham Wharf Specsavers, Sainsburys, 27 Townmead Rd, London SW6 2GD | Tel: 020 8016 6763 |
| 18 | Hampton St Clare Specsavers, 303 Uxbridge Rd, Hampton Hill, Hampton TW12 1AW | Tel: 020 8941 0852 |
| **Harrow**  |
| 19 | **\*Harrow Specsavers, 289 Station Road, Harrow, Greater London, HA1 2TA** | Tel: 020 8424 0244 |
| 20 | **\*Ruislip Specsavers, 116-118 High St, Ruislip HA4 8LS** | Tel: 01895 679750 |
| 21 | Wealdstone Specsavers, 22-24 High St, Harrow HA3 7AA  | Tel: 020 8427 5199 |
| 22 | Stanmore Specsavers, 3 Church Rd, Stanmore HA7 4AR  | Tel: 020 8954 2133 |
| 23 | South Harrow Specsavers, 308 Northolt Rd, South Harrow, Harrow HA2 8EE  | Tel: 020 8869 0301 |
| 24 | Pinner Specsavers, 36 Bridge St, Pinner HA5 3JH  | Tel: 020 8866 1725 |
| **Hounslow**  |
| 25 | Brentford Specsavers, 117 High St, Brentford TW8 8EW  | Tel: 020 3750 0409 |
| 26 | **\*Hounslow Specsavers, 160 High St, Hounslow TW3 1LR** | Tel: 020 8577 9234 |
| 27 | Feltham Specsavers, 152 The Centre, Feltham TW13 4BS  | Tel: 020 8844 4880 |
| 28 | Chiswick Specsavers, 253 Chiswick High Rd., Chiswick, London W4 4PU  | Tel: 020 8747 5940 |
| 29 | Hampton St Clare Specsavers, 303 Uxbridge Rd, Hampton Hill, Hampton TW12 1AW | Tel: 020 8941 0852 |
| **Kensington and Chelsea** |
| 30 | Kensington Cromwell Road, Specsavers, 158A Cromwell Rd, London SW7 4EJ | Tel: 020 7341 7683 |
| **Westminster**  |
| 31 | **\*Edgware Road Specsavers, 173 Edgware Rd, Tyburnia, London W2 2HR** | Tel: 020 7706 0404 |
| 32 | Victoria Specsavers, 1 Cathedral Walk, Cardinal Walk, London SW1E 5JH (TBC)  | Tel: TBC |
| 33 | Strand Specsavers, 114 Strand, London WC2R 0AG  | Tel: 020 3077 4950 |
| 34 | Queensway Specsavers, 78-80 Bishop's Bridge Rd, London W2 6BB  | Tel: 020 7985 7410 |
| 35 | South Westminster Centre for Health, St Georges House, 82 Vincent Square, London, SW1P 2PF (TBC) | Tel: TBC |
| 36 | **\*Tottenham Court Road Specsavers, Unit 6, 6-17 Tottenham Ct Rd, London W1T 1BG** | Tel: 020 7580 5115 |
| 37 | Camden Specsavers, 126 Camden High St, London NW1 0LU  | Tel: 020 7482 4110 |
| Email: specsavers.nhsaudiology@nhs.netWebsite: [www.specsavers.com](http://www.specsavers.com) |

WORK IN PROGRESS BELOW:

Audiological Services – Need to add \*locations that offer domiciliary care/home visits

Specsavers – Can we avoid duplicating some of same locations in the different Boroughs?

**Domiciliary Care / Home visits - Not yet on list above! Also option for non-housebound?**

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|  | Hounslow  |
| 10 | Staines Specsavers, Two Rivers, Norris Rd, Staines TW18 4UP | Tel: 01784 493355 |
|  | Kensington and Chelsea |
|  | TBC contact number  |  |
|  | Westminster  |
| 12 | Bishopsgate Specsavers, 14 New Street. EC2M 4TP | Tel: 020 73774970 |
| 13 | Kilburn Specsavers, 116 Kilburn High Rd, London NW6 4HY | Tel: 020 7328 5655 |