

INSERT HERE - Adult hearing loss referral form

Now please print off the following pages of this referral form and give them to the patient

- **Brief Information about Adult Hearing Loss Services**
- **Patient Information Leaflet**

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. This could be one that is located closer to your home or opens in the evening or weekend.

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 a telephone number that you can be contacted on.

Your GP will refer you directly to your chosen service.

Depending on your chosen service, 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.

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. Your GP will advise you 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 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 the hearing loss service directly and let them know as soon as you can.

What happens during the appointment and aftercare?

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 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 I be referred to a hospital provider rather than services listed above?

These service providers have been asked to provide a non-complex hearing loss service in the community. The service or your GP will refer you to the 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 the hospital service if a second opinion is needed after 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 / weblink / email address given
- NHS North West London ICB– by Email nhsnw1.communications.nwl@nhs.net

Site Locations

Reminder to 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 doctor has your correct address and telephone number including a telephone number that you can be contacted on.

Your GP will refer you directly to your chosen service.

Patients can access any of the site locations which are grouped by boroughs and neighbouring boundaries.

Provider	Contact details
Audiological Science	Tel: 020 8059 9645 Email: enquiries@audiologicalscience.com Website: www.audiologicalscience.com/NHSLondon
InHealth	Tel: 0333 202 0298 Email: inhealth.patientcareteam@inhealthgroup.com Website: www.inhealthgroup.com
Specsavers	Tel: Please see table below with telephone numbers for individual stores Email: hearing.customerservice@specsavers.com Website: www.specsavers.com

Brent		Provider	Telephone number
1	Bliss Pharmacy 50-56 Willesden Lane, London, NW6 7SX	Audiological Science	0208 059 9645
2	Camden Specsavers 126 Camden High Street, London NW1 0LU	Specsavers	0207 377 4970
3	Hammerson House Wohl Campus Medical Consulting Rooms, 50A Bishops Avenue, London N2 0BE	Audiological Science	0208 059 9645
4	Jethro Pharmacy (Consulting Rooms) 120 Golders Green Road, London, NW11 8JR	Audiological Science	0208 059 9645
5	Kilburn Specsavers 116 Kilburn High Road, North Maida Vale, London NW6 4HY	Specsavers	0207 328 5655
6	Kingsbury Specsavers 514 Kingsbury Road, London NW9 9HE	Specsavers	0208 424 0244
7	Sudbury Primary Care Centre 86 Watford Road, Wembley HA0 3HG	InHealth	0333 202 0298
8	Wembley Centre for Health and Care 116 Chaplin Road, Wembley HA0 4UZ	Audiological Science	0208 059 9645
9	Wembley Park Specsavers 8 Weaver Walk, Wembley Park, Wembley HA9 0GX	Specsavers	0189 567 9750
10	Wembley Specsavers 476 High Road, Wembley, Greater London, HA9 7BH	Specsavers	0189 567 9750
Ealing		Provider	Telephone number

11	Acton Specsavers 150 High Street, London W3 6QZ	Specsavers	0208 840 2977
12	Ealing Specsavers 7 New Broadway, Ealing, Greater London, W5 5AW	Specsavers	0208 840 2977
13	Greenford Specsavers 20 The Broadway, Greenford, Greater London, UB6 9PU	Specsavers	0208 566 6123
14	Hayes Sainsbury's Specsavers Lombardy Retail Park, Coldharbour Lane, Hayes UB3 3EX	Specsavers	0208 566 6123
15	InHealth Diagnostics Centre Ealing 96-122 Uxbridge Road, London W13 8RD	InHealth	0333 202 0298
16	Uxbridge Specsavers 56 High Street, Uxbridge UB8 1JP	Specsavers	0189 525 6010
17	West Ealing Specsavers 81 The Broadway, London W13 9BP	Specsavers	0208 840 2977
18	Westway Cross Specsavers Westway Cross Shopping Park, Greenford UB6 0UW	Specsavers	0208 566 6123
Hammersmith and Fulham		Provider	Telephone number
19	Fulham Specsavers 387 North End Road, London SW6 1NP	Specsavers	0207 471 0390
20	Fulham Wharf Specsavers Sainsburys, 27 Townmead Road, London SW6 2GD	Specsavers	0208 016 6763
21	Hammersmith Specsavers Unit 19-20, Livat W6 0PZ	Specsavers	0207 706 0404
22	Hampton St Clare Specsavers 303 Uxbridge Road, Hampton Hill, Hampton TW12 1AW	Specsavers	0178 449 3355

23	Fulham Health Clinic 286 Munster Road, London SW6 6BQ	InHealth	0333 202 0298
Harrow		Provider	Telephone number
24	Harrow Specsavers 289 Station Road, Harrow, Greater London, HA1 2TA	Specsavers	0208 424 0244
25	Millway Medical Practice Hartley Avenue, London NW7 2HX	Audiological Science	0208 059 9645
26	Pinner Specsavers 36 Bridge Street, Pinner HA5 3JH	Specsavers	0208 424 0244
27	Ruislip Specsavers 116-118 High Street, Ruislip HA4 8LS	Specsavers	0189 567 9750
28	South Harrow Specsavers 308 Northolt Road, South Harrow, Harrow HA2 8EE	Specsavers	0208 424 0244
29	Stanmore Specsavers 3 Church Road, Stanmore HA7 4AR	Specsavers	0208 424 0244
30	Wealdstone Specsavers 22-24 High Street, Harrow HA3 7AA	Specsavers	0208 424 0244
Hounslow		Provider	Telephone number
31	Brentford Specsavers 117 High Street, Brentford TW8 8EW	Specsavers	0208 577 9234
32	Chiswick Specsavers 253 Chiswick High Road, Chiswick, London W4 4PU	Specsavers	0208 840 2977
33	Feltham Centre for Health 210 High Street, Feltham, TW13 4GU	Audiological Science	0208 059 9645

34	Feltham Specsavers 152 The Centre, Feltham TW13 4BS	Specsavers	0178 449 3355
35	Hampton St Clare Specsavers 303 Uxbridge Road, Hampton Hill, Hampton TW12 1AW	Specsavers	0178 449 3355
36	Hounslow Specsavers 160 High Street, Hounslow TW3 1LR	Specsavers	0208 577 9234
37	The Meadows Centre for Health 90 Chinchilla Drive, Hounslow, London, TW4 7NJ	Audiological Science	0208 059 9645
Kensington and Chelsea		Provider	Telephone number
38	Kensington Cromwell Road Specsavers 158A Cromwell Road, London SW7 4EJ	Specsavers	0207 471 0390
Westminster		Provider	Telephone number
39	32 Devonshire Place London, W1G 6JL	Audiological Science	0208 059 9645
40	Edgware Road Specsavers 173 Edgware Road, Tyburnia, London W2 2HR	Specsavers	0207 706 0404
41	Queensway Specsavers 78-80 Bishop's Bridge Road, London W2 6BB	Specsavers	0207 706 0404
42	South Westminster Centre for Health St Georges House, 82 Vincent Square, London SW1P 2PF	Specsavers	0207 706 0404
43	South Westminster Centre for Health St Georges House, 82 Vincent Square, London SW1P 2PF	Audiological Science	020 8059 9645
44	Strand Specsavers 114 Strand, London WC2R 0AG	Specsavers	0207 706 0404

45	Tottenham Court Road Specsavers Unit 6, 6-17 Tottenham Court Road, London W1T 1BG	Specsavers	0207 580 5115
46	Victoria Medical Centre 29 Upper Tachbrook Street, Pimlico, London SW1V 1SN	InHealth	0333 202 0298

Domiciliary Care / Home visits

Audiological Science – For residents in Brent and Harrow only	
Tel:	020 8059 9645
Email:	enquiries@audiologicalscience.com
Website:	www.audiologicalscience.com/NHSLondon

Specsavers – For residents in Brent, Ealing, Hammersmith and Fulham, Harrow, Hounslow, Kensington and Chelsea, and Westminster	
Tel:	0800 077 8692
Email:	hearing.customerservice@specsavers.com
Website:	www.specsavers.com