

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends, and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust, Royal Albert Edward Infirmary
Wigan Lane
Wigan
WN1 2NN

Ask 3 Questions

Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the positives and negatives of each option for me?
3. How do I get support to help me make a decision that is right for me?

How We Use Your Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

This leaflet is also available in audio, large print, braille, and other languages upon request.
For more information please ask in the department/ward.

© Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust. All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner.



Tinnitus Hearing Therapy Service

Patient Information

The Patient Information Leaflets page on the Trust website is available on the link: [https:// www.wwl.nhs.uk/patient-information-leaflets](https://www.wwl.nhs.uk/patient-information-leaflets) or scan the QR code.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2021
Proudly serving those who serve.

Author ID: EH
Leaflet Ref: Audio 009
Version: 5
Leaflet title: Tinnitus Hearing Therapy Service
Last review: November 2023
Expiry Date: November 2025

Introduction

You have been referred from the Ear, Nose and Throat Clinic due to tinnitus (noises in the ear(s) or head) for an appointment with a Hearing Therapist.

The initial appointment will last up to one hour and during the appointment the Hearing Therapist will:

- Carry out an ear examination
- Take a history of the tinnitus symptoms
- Explain tinnitus including causes, therapies and equipment available
- Provide appropriate written information

- Book any further appointments as indicated during the assessment.

If you require any further information please contact the Audiology Department on **01942 774667** or email audiology@wvl.nhs.uk and we will be happy to discuss this with you.

Please use this space to write notes or reminders.



7976



when it's less
urgent than 999