

# Your Child's Appointment

## Children's Audiology Services

### Patient and Carer Information



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

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## Appointment information

You have been asked to contact us to arrange a suitable appointment time and venue for a hearing test for your child. The appointment will be with the Audiology team. This could be with a Community Doctor or Paediatric Audiologist, along with Audiology Assistants.

## What will happen at my child's hearing assessment?

You will be able to discuss any concerns about your child's hearing and ask any questions you may have.

- You will also be asked questions about your child's medical history including birth details.

### The hearing check involves:

- Looking in your child's ear with a small light
- Checking how well your child's eardrums move
- Performing an age-appropriate hearing test
- Measuring how well your child can hear speech

After the assessment the doctor/audiologist will discuss the results with you and together we will decide the next steps.

## How will my child be assessed?

This depends on your child's age and development.

- Younger children will play listening games with toys.
- Older children will listen to sounds played through headphones.

## Things to do before the appointment

- Make a note of any concerns you have about your child's hearing.
- Ask at nursery or school if they have noticed your child struggling to hear.
- If your child has suffered with ear infections, list how many times they needed antibiotics.
- Talk to your child about what to expect in the appointment.

## **Local Community Pharmacy**

Your local community pharmacies offer a wide range of services including information and general advice on symptom relief medicines as well as a prescription collection and delivery service.

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## 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 to 4pm)

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

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## 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 pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?



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## 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.

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

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