

## **Most recent audiology clinic and auditory implant centre service updates:**

Here is some information about how audiology and auditory implant services will be supporting patients and families during the current unprecedented situation. We are still awaiting updates from some services.

As you will appreciate, the situation is changing rapidly and we will do our best to keep you informed of significant changes to the service as we hear of them.

As far as we are aware implant centres are ceasing candidacy assessments at this time and cochlear implant surgeries have been postponed except for very urgent cases.

### **St Georges Implant Centre**

St George's Auditory Implant Service will not be conducting any face to face appointments until further notice.

They will be in contact with patients and families by phone or email to liaise and offer what support they can.

They appreciate that there will be concerns about maps not being changed, but state that as long as children continue to wear their processors and families continue progressing through their set programs, progress will continue to be made. They are putting together contingency plans for the longer term and will keep service users informed of these once they are established and operational. These temporary measures will be reviewed frequently.

The team are continuing to provide a repairs/parts and loan processor service. The team will support this by email, phone and post. They have asked all patients not to attend the department.

### **RNTNE Auditory Implant Service**

RNTNE are continuing to provide a limited number of appointments which they are prioritising.

Staff are contacting all families of children who had review or other appointments booked in. A clinician is making this call to review how things are for the child and to ask if they need any spare parts.

The department are running a repairs service. This is being carried out by encouraging families to share as much information by email or phone and they are dealing with these by post where possible.

There are members of the Auditory Implant team available at the end of the phone each working day to provide support as needed for families and our local colleagues. Please do contact them via usual email and they will be able to agree a time to call on the phone.

These temporary measures will be frequently reviewed.

### **St Thomas' Hearing Implant Centre**

St Thomas' Hearing Implant Service have closed the physical department for the foreseeable future and will be offering a remote repairs service (in conjunction with all the implant companies). They aim to keep patients up and running with their equipment. The team have also been undertaking 'attend anywhere' remote video conferencing training and aim to be able to keep in touch with families using this application as well as phone calls, especially for those families and patients in the early stages of their implant journeys.

All staff are working from home and will be accessing their trust emails also.

Our department answerphones and the department emails will be monitored and responded to remotely.

The Hearing Implant Centre department email is [gst-tr.hearingimplants@nhs.net](mailto:gst-tr.hearingimplants@nhs.net) and contact phone number remains 02071886245

For queries about repairs and spares the Hearing Implant Centre department email is [auditoryimplants@gstt.nhs.uk](mailto:auditoryimplants@gstt.nhs.uk) and the phone number is 02071888969

### **Heart of Hounslow Children's Hearing Clinic**

Routine appointments are currently on hold and will need to be rescheduled.

If patients and families require support with their equipment they should contact the clinic using the details below.

Please leave a message with the request if the phone goes to voicemail and someone will get back to you as soon as possible.

Tel: 020 3771 6030

Email: [hrch.audiology@nhs.net](mailto:hrch.audiology@nhs.net)

### **Central Middlesex Hospital - Audiology**

All face to face appointment currently cancelled until at least end of June 2020.

Staff are doing a telephone triage for the booked appointments.

If parents need batteries, hearing aid repair they need to email **[LNWH-tr.PaedAudio@nhs.net](mailto:LNWH-tr.PaedAudio@nhs.net)** or call **0208 963 7146/ 020 8963 8848** to speak with the audiologist so will than guide them appropriately.

### **Hillingdon Hospital Audiology Clinic**

April appointments will be telephone consultations and updates will be given about appointments in May and beyond.

Contact clinic by phone on **01895 279820** for advice on repair, spares and batteries. Batteries will be issued by post.

### **St Mary's/ Charing Cross Audiology**

Children who currently have booked appointments for hearing aid reviews are receiving a phone call prior to their appointment to inform them that they will have a telephone consultation. Staff are then calling patients on the day of their appointment (sometimes earlier) to discuss how the child is getting on, determine if any repairs are required and to decide on next appointment.

Parents are being told that it will be at least 12 weeks before the clinic resumes normal activities but this all depends on the guidance given over the coming weeks.

For repairs, you should contact the service using the following details:

#### **Charing cross hospital**

0203 311 1020

childrens.hearing@nhs.net

#### **St Mary's hospital**

0203 312 2448

**smpaediatic.audiology@nhs.net**