

Patient information

Adult audiology clinic information

Getting in touch

For all enquiries:

- Telephone: 01284 713507
- Email the Audiology secretary Dot Barron: audiology@wsh.nhs.uk. Please state your name, contact details and concern and we will reply to you within seven days.

Key contacts

Head of Audiology: Mrs Teri Garrick

Location

The audiology department is located in outpatients, on the ground floor of the hospital. Check-in for appointments at reception B.

Clinic opening times

Usual opening times are 8:30am until 5.00pm, Monday to Friday.

Repair clinic times

All repair appointments are by appointment only. Repair clinics run between Monday to Friday 8.30am to 5.00pm.

Additional information

Is there a postal service for hearing aid repairs?

Yes. Send your hearing aid and your record book to us, with a note, if possible, to explain what the problem is. You can either collect your repaired hearing aid in person or include a large letter stamp for us to use to post the hearing aid back to you. If you chose to collect your hearing aid in person we will contact you when it has been repaired.

When are batteries available?

Anytime during normal clinic hours; they can be obtained from the reception desk.

Is there a postal service for batteries?

Yes. Send used batteries to us with your record book; you will need to use a large letter stamp. Also, please enclose a large letter stamp for the return postage.

How can I make an appointment?

One of the main differences between the Adult and Paediatric Audiology service is that in the Adult Audiology service you will need to contact us if you would like an Audiology appointment as regular review appointments are no longer necessary. To book an appointment you can contact us in the following ways:

- You can telephone us and request an appointment.
- You can request an appointment at the audiology reception.
- You can request an appointment through email.

Waiting times vary; you may have to go on a waiting list if you need a full reassessment, but should not have to wait so long for new moulds.

Can I be seen at my local hospital?

West Suffolk audiology department holds clinics at the following hospitals:

- Sudbury Health Centre
- Thetford Healthy Living Centre

If you would prefer to be seen at any of these hospitals, simply ask when you request an appointment.

Local clinics for batteries and hearing aid repairs

Suffolk Hearing Advisory Service offers free battery collection and repairs in the Suffolk area. Please contact 01473 286060 for more information.

The Norfolk Deaf Association offers free battery collection and repairs in the Norfolk area. Please contact 01603 404440.

ADAPT offers battery collection and repairs in the Haverhill area. Please contact 01440 702204 for more information.

You can also obtain batteries from Sudbury and Thetford hospitals' receptions between 9:00am and 5.00pm.

You can also obtain batteries from the following GP surgeries: Botesdale, Diss - Parish Fields, Glemsford, Ixworth, Long Melford, Mildenhall - Market Cross, Stowhealth, Wickhambrook, Woolpit. Please take your battery book / card when collecting batteries.

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the website for AccessAble (the new name for DisabledGo) <https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>

