

Patient information

Integrated Community Paediatric Services

Children's Community Audiology Service

The community paediatric audiology service offers hearing assessment and support for children and young people.

Who are we?

Our team includes paediatric audiologists, speciality doctors, audiology assistants and business support colleagues. Our qualified audiologists are registered with the Registration Council for Clinical Physiologists (RCCP) or Health and Care Professions Council (HCPC). All staff working with children have enhanced DBS checks.

What do we do?

We provide assessment, advice and intervention to children, young people and their families, when there is hearing loss or concerns about hearing.

We work closely with other NHS services, education and social care to ensure children receive the support they need.

Children may be seen jointly with other teams and agencies to support shared planning and feedback between professionals and the family; to improve the care we give and reduce the number of appointments.

We care for children from birth to 18 years, or 19 years if in full-time education; and offer assessments for children aged six months to 18 years. Our speciality doctors provide assessment and investigation for children with permanent hearing loss.

Who do we see?

We see children from birth to 18 years with confirmed hearing loss, suspected hearing loss or hearing concerns such as tinnitus. We also monitor children with conditions where there is risk of hearing issues, including (among others): Down's syndrome, Noonan's syndrome, William's syndrome, Cleft palate, and Cystic fibrosis.

Please note we do not see children with ear infections or who require wax removal.

How long will my child wait to be seen?

Referrals are triaged by a qualified audiologist, and if not accepted the decision will be explained in writing to the referrer and the parents or carers.

We aim to see all children for initial assessment within six weeks from receipt of the referral.

Where will my child be seen?

We see children in clinics across the county depending on individual need, this will be confirmed with you when your first appointment is made.

We hold clinics at:

St Helen's House, 571 Foxhall Road, Ipswich IP3 8LX, Stow Health, Violet Hill House, Violet Hill Road, Stowmarket IP14 1NL.

After the assessment:

We will discuss the outcome of the assessment, agree a management plan, and share this in a report with you and anyone involved in your child's care.

Policy for missed appointments

We ask that if you are unable to attend appointments that you contact the service as early as possible to cancel or rearrange. If you do not attend a planned session and you have not notified us that you need to cancel it, we may discharge your child back to the referrer.

Contact us:

01473 321216 or 01473 321233 Childrensaudiology.icps@wsh.nhs.uk

Further information on our services can be found on our website:

www.wsh.nhs.uk/icps

If you have any queries or concerns with any aspect of your child's care that cannot be resolved with your clinician please contact the team as above and ask to speak to the service lead

[If you feel unable to discuss your concerns in this way please contact the Patient Advice and Liaison Service \(PALS\).](#)

Email: PALS@wsh.nhs.uk Tel: **0800 9179673 or 01284 712555**: (24hr answerphone facility)

Clinical research

West Suffolk NHS Foundation Trust is actively involved in clinical research. Your doctor, clinical team or the research and development department may contact you regarding specific clinical research studies that you might be interested in participating in. If you do not wish to be contacted for these purposes, please email info.gov@wsh.nsh.uk. This will in no way affect the care or treatment you receive.

Accessibility

If you require this leaflet in a different format, please contact the patient advice and liaison service on 01284 712555 or email PALS@wsh.nhs.uk

If you would like any information regarding access to our Trust services and facilities, please visit the website for Accessible: <https://www.accessable.co.uk/organisations/west-suffolk-nhs-foundation-trust>

