

Patient Information

## **The Centre for Hearing and Balance Disorders Clinic 8**

### **Information and support for Transition patients (Coventry)**

**Are you...**

- **Leaving school?**
- **Going into the sixth form?**
- **Going to Further Education College?**
- **Going to get a job?**



From year 11 at school we will no longer see you at the Paediatric Clinic; instead we will see you at the Transition Clinic to support you over the next two years until you are looked after by the Adult Audiology Team.

This pack has been put together so you have all the relevant information to help you with this process.



## Patient Information

### **Audiology – The Transition Clinic and Adult Audiology**



#### **The Centre for Hearing & Balance Disorders**

Outpatients, Clinic 8,

University Hospital of Coventry & Warwickshire

Coventry,

CV2 2DX

Tel: 024 7696 6444

Fax: 024 7696 6428

Minicom: 024 7696 6427

Email: [Audiology.correspondence@uhcw.nhs.uk](mailto:Audiology.correspondence@uhcw.nhs.uk)

The audiologists who run the Transition Clinic are Esther Tomkins and Stuart Hall. If you have any problems with your hearing aid, please call us on 024 7696 6444 to make **an appointment** at our hearing aid repair clinic.

#### **Important Points**

- For behind the ear hearing aid, your ear mould needs to be re-tubed every 6 months and your ear mould should be replaced every two to three years.
- You can get hearing aid batteries from your local Audiology Clinics. We also offer a postal service.
- If you have had the same hearing aid for a long time, you may want a full review and new hearing aid – **come back at least every three years**.
- The first step is to contact your Audiology Department. Come back if your hearing aid is not working or if you are unhappy with it. Technology

## Patient Information

is changing all the time so keep in contact with your local hearing aid clinic to find out what's available.

## The Future

Leaving school is a big life change and sometimes problems can arise. But you are not on your own. There are many sources of support available which are listed in this booklet. Think ahead about what might make life easier if you do meet any challenges at home, work or in further education.

### Post 16 support (Education)

#### Staying on at school?

The Sensory Support Service will continue to see you in school. You can discuss levels of support and equipment needs with your present Teacher of the Deaf. Sensory Support will continue to provide advice to your school.

#### Coventry

Sensory Team  
Cannon Park School Annexe  
Bransford Avenue  
Coventry  
West Midlands  
CV4 7PS

Tel: 02476 786174

Fax: 02077 163 934

#### Warwickshire

Integrated Disability Service,  
Saltisford Office Park,  
Ansell Way, Saltisford  
Warwick  
CV34 4UL

Contact:

[http://warwickshire.gov.uk/contactus\\_wcc](http://warwickshire.gov.uk/contactus_wcc)

North Warwickshire area telephone: 024 76 368800

## Patient Information

South Warwickshire area telephone: 01926 413737

### **Going to college?**

Contact your local Further Education college who will be able to advise and assess you for additional equipment and any support you might need in further education for example; Radio aid, Loop system, note taker, lip speaker, sign language interpreter, communication support worker. This may help with lectures, small group work, tutorials etc.

### **Coventry College**

Coventry College have a Student Support Department who cover both sites and provide information and support.

Contact: Direct Number: 024 76932932

Email: [info@coventrycollege.ac.uk](mailto:info@coventrycollege.ac.uk)

#### **City Campus**

City College  
50 Swanswell Street  
Coventry,  
CV1 5DG

#### **Henley Campus**

Henley Road  
Bell Green  
Coventry  
CV2 1ED

Useful Post 16 Education information is available on the internet from:

#### **The National Deaf Children's Society (NDCS):**

[www.ndcs.org.uk](http://www.ndcs.org.uk)

Useful information on hearing loss is available on the internet from:

#### **Action on Hearing Loss (RNID)**

[www.actiononhearingloss.org.uk/](http://www.actiononhearingloss.org.uk/)

# Patient Information

## Work

### Access to Work

The Access to Work scheme provides support for you and your employer. Access to Work may provide funding for special equipment, adaptations or support worker services to help you do things like answer the phone or go to meetings.



Access to Work may offer assessment and advice on special aids or adaptations to the workplace such as text phones, amplified phones, vibrating fire alarm pagers, radio aids, remote mics and similar devices.

To apply online visit <https://www.gov.uk/access-to-work>

Apply by telephone: 0800 121 7479

Apply by textphone: 0800 121 7579

Apply using NGT text relay (if you cannot hear or speak on the phone):  
18001 then 0800 121 7479

Lines are open Monday to Friday, 8am to 7.30pm

**A Disability Employment Adviser** can offer an assessment of occupational skills and abilities; help with job applications and approaches to employers; training and employment opportunities. They are based in your local job centre.

Both Social Workers and Technical Officers can offer registration as a hearing impaired person. You have a right to ask for an assessment of your needs as a hearing impaired person and for advice about services, information and equipment.

### Courses

#### National Deaf Children's Society

Leadership and assertiveness training, drama & sporting activities. Support available for young people (14-25 years). Advice on further education, making the most of career opportunities, assertiveness and leadership training.

## Patient Information

NDCS,  
15 Dufferin Street,  
London,  
EC1Y 8UR.

**Tel:** 020 7490 8656 (voice)

[www.ndcs.org.uk](http://www.ndcs.org.uk)

## Other Useful Addresses and information

### **Birmingham Institute of Deafness (BID)**

Based in Birmingham and Coventry, this charity provides support and advocacy for adults with hearing and/or sight loss. They can provide advice regarding benefits, tenancy, employment and education.

Telephone: 0121 246 6100

Textphone: 0121 246 6101

Email: [coventrysupport@bid.org.uk](mailto:coventrysupport@bid.org.uk)

[www.bid.org.uk](http://www.bid.org.uk)

### **Coventry Citizens Advice Bureau (CAB)**

Free, independent and confidential advice for deaf and hard of hearing people. The Coventry Citizens Advice can advise deaf people on debt, benefits, housing, family, employment, consumer, discrimination and immigration issues.

Drop in sessions are available alternate on Tuesday mornings (10.00am to 11.45am) with sign language interpreters present and hearing aid loop systems active.

Appointments can be booked online, by telephone or by text.

**Telephone:** 024 7622 3284

**Address:** Kirby House, 15 Little Park St,  
Coventry CV1 2JZ

<https://www.coventrycitizensadvice.org.uk/about/deaf-service-coventry-citizens-advice/>

### **Action on Hearing Loss (formally the RNID)**

A UK charity that can provide information, advice and communication services.

Telephone: 0808 808 0123 (freephone)

Textphone: 0808 808 9000 (freephone)

SMS: 0780 0000 360

Email: [informationline@hearingloss.org.uk](mailto:informationline@hearingloss.org.uk)

## Patient Information

<http://www.actiononhearingloss.org.uk/>

### **British Deaf Association**

Website: <https://bda.org.uk/>

### **Disability Discrimination Act**

For information about the Disability Discrimination Act look at:

[www.disability.gov.uk](http://www.disability.gov.uk)

### **Disability Living Allowance (DLA)**

For information and DLA forms **Disability Living Allowance**

0845 6018040 (**voice**)

0845 6018039 (**text**)

<http://www.direct.gov.uk/en/disabledpeople/financialsupport/>

### **Hearing Link**

A UK hearing loss organisation that makes it easy to find the right information, appropriate services and ways to connect with other people.

**Tel:** 0300 111 1113

**SMS** 07526 123255

**Fax** 01323 471 260

Email [enquiries@hearinglink.org](mailto:enquiries@hearinglink.org)

### **Skill (National Bureau for Students with Disabilities)**

[www.skill.org.uk](http://www.skill.org.uk)

### **Next Generation Text Service (previously Text Relay)**

A service that facilitates text to voice phone conversations using an operator. They also have a textphone app for mobile phones.

Phone: 0800 7311 888

Textphone and NGT Lite app: 0800 500 888

<https://www.ngts.org.uk/>

## **Access to an ENT Consultant following Transition to Adult Services at the end of Year 11**



Today is your final yearly hearing assessment as you will now be transferred to the Adult Audiology Services. If you have future concerns regarding your hearing then you should go to your GP and ask for a referral to the ENT consultant.

Following transition to adult services you should no longer access your ENT consultant via your paediatric audiologist as you will now be considered an adult.

**If you have not seen an ENT consultant for over 12 months** then you should go to your GP and ask for a re-referral. This is the quickest way of being seen by ENT (6 weeks)

**If you see your ENT consultant regularly** then you should phone his secretary at your local hospital and ask for an appointment.

If you have any further queries about access to ENT then please contact your named audiologist Esther Tomkins or Stuart Hall on 024 7696 6444.



### **Accessing Audiology and ENT Services when you are away at College or University**



This will naturally vary depending on where you attend university.

We recommend that you register with your student medical practice and find out via the doctor (before you need it) where the local Audiology and ENT departments are.

You are still able to use the Adult Audiology services in Coventry for your regular hearing aid/ear mould support and maintenance.

The Trust has access to interpreting and translation services. If you need this information in another language or format please contact your Audiology clinic and we will do our best to meet your needs.

The Trust operates a smoke free policy

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