

Centre for Hearing and Balance Disorders

Tinnitus: What happens at the Tinnitus Support Clinic?

The tinnitus support clinic looks after those who have tinnitus or hyperacusis that bothers them and provides them with tools to manage the tinnitus or hyperacusis effectively.

Appointments at the tinnitus support clinic

We will usually see you in the clinic 2 to 3 times. These appointments can be in person, or via telephone or video consultation.

Your first appointment

Tinnitus can affect different parts of different peoples' lifestyle. At the first appointment, we'll talk about how the tinnitus or hyperacusis is affecting you.

We'll then provide you with tools to help you manage your tinnitus or hyperacusis effectively.



Patient Information

We use a combination of tools to support you:

- understanding what tinnitus is.
- using sound – exploring sound generating devices which are suitable for you, such as hearing aids, ear-level white noise generators or a tabletop sound generator.
- talking therapies – talking about the emotional and psychological impact that tinnitus can have and the services available to help you explore this.
- group support – guiding you to support groups - these are a platform for meeting and being inspired by others with tinnitus.

Your second appointment

We arrange a second appointment after the first to either:

- check on your progress with the tinnitus, or
- fit your hearing aids if agreed at your first appointment.

If you have a hearing aid fitted, we will arrange a final appointment to assess your longer-term progress.

If you've had a hearing aid before

If you have a hearing aid (or any other device given to you before) to help you manage tinnitus, bring these with you to your first appointment.

Rearranging your appointment

If you cannot attend your appointment, please call us as soon as possible on 024 7696 6444 to arrange another time.

We will discharge you from the clinic if:

- you do not attend your appointment
- you cancel your appointment at short notice.

Patient Information

More information

Please call 024 7696 6444 if you have any questions. You can also find information at:

Tinnitus UK

Tinnitus UK has reliable information about tinnitus. You can contact them at:

Website: www.tinnitus.org.uk

E-mail: helpline@tinnitus.org.uk

Text: 07537 416 841

Helpline number: 0800 018 0527, Monday to Fri 10am to 4pm.

RNID

RNID also has information about tinnitus. You can contact them at:

Website: <https://rnid.org.uk/information-and-support/tinnitus/>

E-mail: tinnitushelpline@hearingloss.org

MIND

MIND has reliable information about wellbeing. You can contact them at:

Website: <https://www.mind.org.uk/information-support/tips-for-everyday-living/wellbeing/wellbeing/>

E-mail: info@mind.org.uk

MIND Information line: 0300 123 3393

The Trust has access to interpreting and translation services. If you need this information in another language or format, please contact us on 024 7696 6444 and we will do our best to meet your needs.

The Trust operates a smoke-free policy.

Patient Information

Did we get it right?

We would like you to tell us what you think about our services. This helps us make further improvements and recognise members of staff who provide a good service.

Have your say. Scan the QR code or visit:
www.uhcw.nhs.uk/feedback.



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