

Centre for Hearing and Balance Disorders

Tinnitus: What happens at the Tinnitus Support Clinic?

You have been referred for support in relation to tinnitus and/or hyperacusis. This information provided in this leaflet will be on what you can expect.

The Tinnitus Support clinic provides comprehensive care to individuals with bothersome tinnitus/hyperacusis. We use a patient-centred approach which aims to provide you with the evidence-based tools tailored to help you manage the tinnitus effectively.

Appointments at the Tinnitus Support Clinic

Normally you will be seen in the clinic two to three times:

At the first appointment we will discuss how the tinnitus/hyperacusis is impacting on your quality of life.

As tinnitus can impact different aspects of an individual's lifestyle, we use a combination of the following tools to support you:

- **Understanding tinnitus:** Sense-making around what tinnitus is.
- **Using sound:** Exploring sound generating devices which are suitable for you i.e. hearing aid(s), ear-level white noise generator(s) or a table top sound generator.
- **Talking therapies:** Discussing the emotional and psychological impact that tinnitus can have and the services available to help you explore this further.
- **Group support:** Signposting you to support groups which are a



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platform for meeting and being inspired by others with tinnitus.

- A second appointment is arranged eight weeks after the first appointment to either check on your progress with the tinnitus or to fit your hearing aid(s) if agreed at your initial appointment.
- If you have a hearing aid fitted, a final appointment is normally arranged eight weeks after the second appointment to assess your longer-term progress.

Please note if you have a hearing aid or any other device previously given to you to help manage the tinnitus please bring these with you to your first appointment.

If for any reason you cannot attend your appointment please call **024 7696 6444 at the earliest opportunity** to rearrange another time.

Due to the demand on this specialist clinic, if you do not attend your appointment or cancel your appointment at short notice you will be discharged from the clinic.

Please feel free to call the above number if you have any further questions, or alternatively information can be found at:

The British Tinnitus Association: has reliable information regarding tinnitus. They can be contacted as follows:

Website: www.tinnitus.org.uk

E-mail: info@tinnitus.org.uk

Helpline number: 0800 018 0527 - Mon-Fri 9am - 5pm

Action on Hearing Loss: also has information regarding tinnitus. They can be contacted as follows:

Website: www.actiononhearingloss.org.uk/your-hearing/tinnitus.aspx.

E-mail: tinnitushelpline@hearingloss.org

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Tinnitus Information Line: Telephone 0808 808 6666
Textphone 0808 808 9000
SMS 0780 0000 360

MIND: has reliable information regarding wellbeing. They can be contacted as follows:

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

E-mail: info@mind.org.uk

MIND Information line: Telephone: 0300 123 3393
Text: 86463

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

The Trust operates a smoke free policy

Document History

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