

# Direct referral appointment: important information to read before your consultation

## About your audiology appointment

You have been referred by your GP to have a hearing assessment. This appointment will help identify any hearing loss you may have, and we will discuss management options available to you.

### Before the appointment

Please ensure that your ears are free of wax prior to the appointment by consulting your GP. The appointment may not be able to be completed if your ear/s are blocked with earwax.

If you feel that you do not need this appointment, please contact the audiology team. If you require additional support for the appointment, for example an interpreter or patient transport, please contact us in advance.

### Important information about COVID-19

You must let us know if you think you have symptoms of COVID-19 (coronavirus) including a high temperature, new continuous cough, or loss or change in your sense of smell or taste. Up to date information on symptoms is available here: [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus).

As part of our additional infection control and prevention measures, you will be contacted the day before your appointment to be screened. On arrival to the hospital, you may be asked some screening questions before you enter the building and have your temperature checked.

Before you travel to the hospital for your appointment, please ensure you wear a face mask. You will need to always wear your face mask during your hospital visit. Hand sanitiser will be available for you to use at all our entrances.

### During the appointment

An audiologist will call you into the consultation room; the appointment will consist of three different sections. The first 15 minutes will be spent taking your medical history and discussing any concerns you have.

After this, an examination of your ear will be carried out and if the ears are clear the hearing assessment will be conducted. The hearing assessment can take up to 20-30 minutes.

Once the hearing test is complete, the last 15 minutes will consist of explaining the test results to you and discussing your management plan options.

In total the appointment will last approximately 60 minutes.

## Contact us

- Telephone: 020 8375 1117 or 020 8216 4912
- Email address: [RF-TR.AudiologyAdmin@nhs.net](mailto:RF-TR.AudiologyAdmin@nhs.net)

## More information

For more information about the audiology service at the Royal Free London, please visit our website: [www.royalfree.nhs.uk/services/services-a-z/audiology](http://www.royalfree.nhs.uk/services/services-a-z/audiology)

## Your feedback

If you have any feedback on this leaflet or for a list of references for it, please email: [rf.communications@nhs.net](mailto:rf.communications@nhs.net)

## Alternative formats

This leaflet is also available in large print. If you need this leaflet in another format – for example Braille, a language other than English or audio – please speak to a member of staff.

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