

## Audiology service video transcript

0:00:00.560,0:00:06.480

We are the Adult Audiology Service also known as the Hearing and Balance Service. We provide

0:00:06.480,0:00:12.320

hearing assessments, hearing aids, tinnitus, counselling and balance assessments for problems

0:00:12.320,0:00:18.480

that may be caused by an issue with the organ in the ears. We also help with mixed or conductive

0:00:18.480,0:00:25.040

hearing loss and asymmetric hearing loss. If you are over 55 with age related hearing

0:00:25.040,0:00:31.280

loss and would like a hearing assessment, speak to your GP about a referral to a different service.

0:00:31.280,0:00:37.680

Babies, children, and young people aged under 18 should be referred to our paediatric service.

0:00:37.680,0:00:43.120

To access our service, you need to be referred by a healthcare professional such as your GP,

0:00:43.120,0:00:47.600

unless we have seen you before, in which case you can self-refer.

0:00:47.600,0:00:52.960

When we have reviewed your referral, you will get a letter about booking an appointment with us. We

0:00:52.960,0:00:58.800

may also ask you to complete a form to help us understand your medical and ear history.

0:00:58.800,0:01:04.640

Appointments are held at King Edward Hospital in Windsor, St. Mark's Hospital in Maidenhead,

0:01:04.640,0:01:10.720

Skimped Hill Health Centre in Bracknell, and Wexham Park Hospital in Slough.

0:01:10.720,0:01:14.640

If you need a hearing aid repair, please contact us in advance and

0:01:14.640,0:01:20.240

book an appointment as we do not offer a walk-in service. For new batteries or tubes,

0:01:20.240,0:01:24.800

call or email us and we will post them out to you. You can find more information

0:01:24.800,0:01:30.320

about the adult audiology service and what we offer on our web page.