



Adult Hearing Service

What is the Adult Hearing Service?

NHS Surrey Downs CCG has been working to develop a local Adult Hearing Service to provide care closer to where you live. As a result, the service now provides testing for hearing loss and supply and fitting of hearing aids in a range of convenient locations by fully qualified staff.

Following an examination, your hearing loss will be tested and your hearing aids fitted, if required. You will only be referred to hospital services if absolutely necessary.

Why use the Service?

- ✓ Fully qualified audiologist trained to test hearing loss and fit hearing aids.
- ✓ Suitable locations across Surrey Downs.

How to access the Adult Hearing Service and what to expect?

If you have hearing difficulties, you can be referred by your GP or you can self-refer if you are over 50 by calling the number of your chosen provider as shown overleaf.

The audiologist will examine your ears and advise if your condition requires a hearing test and fitting of hearing aids or more specialist treatment needing a referral to a specialist.

Follow-up appointments to check on your progress may be done by telephone or face-to-face, depending on your treatment plan.

What will you need to take to your appointment?

You will need to bring any existing or previous hearing aids and written information regarding the same. This includes your brown NHS hearing aid service book.

At your appointment please provide details of any medical history that may affect your hearing test or hearing aid.

How long will it take?

Allow 1½ hours for your hearing to be tested and, if required, for your hearing aids to be fitted.

Do I need to do anything before the appointment?

Even though ear wax is a natural substance it can sometimes block the ear canal and affect hearing tests. For this reason, we recommend that you see your practice nurse or a pharmacist to check your ears a couple of weeks before an appointment with the audiologist. They will advise you to use over-the-counter treatments, if these are necessary.

Locations of NHS adult hearing aftercare services in Surrey Downs

Please quote: 'Surrey Downs Adult Hearing Aid Service' when booking your appointment.

InHealth Group

www.inhealthgroup.com

Glenlyn Medical Centre
115 Molesey Park Road
East Molesey
KT8 0JX
Tel: 0333 202 0298 (Option 1)

Fairfield Medical Centre
Lower Road
Bookham
KT23 4DH
Tel: 0333 202 0298 (Option 1)

Kingston Hospital NHS Foundation Trust

www.kingstonhospital.nhs.uk

Kingston Hospital
Galsworthy Road
Kingston upon Thames
KT2 7QB
Tel: 020 8934 6406
Email: khft.audiology@nhs.net

Cobham Day Surgery
(Cobham Hospital)
168 Portsmouth Road
Esher
KT11 1HT
Tel: 020 8934 6406
Email: khft.audiology@nhs.net

Dorking Community Hospital
Off St Paul's Road West
Horsham Road
Dorking
RH4 2AA
Tel: 01483 783 135
Email: khft.aqpaudiology@nhs.net

Specsavers Hearcare

www.specsavers.co.uk/hearing

Specsavers Hearing Centre
105 High Street
Banstead
Surrey
SM7 2NL
Tel: 0800 077 8692

Specsavers Hearing Centre
110 High Street
Dorking
Surrey
RH4 1BA
Tel: 0800 077 8692

Specsavers Hearing Centre
Unit 3, 22 – 28 High Street
Epsom
Surrey
KT19 8AH
Tel: 0800 077 8692

Specsavers Hearing Centre
12 The Swan Centre
Leatherhead
Surrey
KT22 8AH
Tel: 0800 077 8692

Opening times

Opening times will vary so please ask individual services for details when you are choosing which service to attend.

Any questions?

If you have any questions about the new service or the information included in this leaflet please call our Patient Experience Team on 01372 201 685 or email us at SDCCG.feedback@nhs.net