

Transition from Children's to Adult Hearing Services

Information for Patients

Audiology Department

**The York Hospital
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YO31 8HE**

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This leaflet is available in other formats and languages. If you require this leaflet in Braille, on audio tape or cd, in large print or another language please telephone 01904 725796.

What is different about the hearing aid service you receive as a child and as an adult?

When you were younger your parents/guardians made choices about your hearing needs. As an adult, we will no longer involve your parents/guardians in any Hearing related matters. All of the choices made about your hearing tests and hearing aids will be made between you and an audiologist.

This also means that from now on, if you need to be seen in the Audiology Department you will need to make an appointment. Please contact us directly on 01904 726 741 or 01904 721 084 or by email: hearingaidrepairs@york.nhs.uk.

It is now your decision to call us if you need help with your hearing or hearing aids. For example, you might need new moulds, or you think your hearing aid is not working as well as it should. You also need to contact us if you think your aid is broken, if you have lost your aids or if you think your hearing has changed.

Teachers of the Deaf

At school these teachers were essential in ensuring your needs were met in the school environment. When you leave school they will not be involved.

Services Beyond School

There are services available to help you in day-to-day life, in further education or in the work place. If the service you need is not listed below your student services advisors, employer or the Citizen's Advice Bureau (local information is given below) will help you.

Disabled Students Allowance

http://www.direct.gov.uk/en/DisabledPeople/EducationAndTraining/HigherEducation/DG_10034898

This is a service provided by the UK government that assesses your individual educational needs. They then provide a report used by colleges and universities to provide resources that you can use to help you in your studies.

College or University

When you enrol at college or university you should contact their sensory or disability team. They will be able to offer you localised specialist assistance to support your studies.

Access to Work:

http://www.direct.gov.uk/en/DisabledPeople/Employmentsupport/WorkSchemesAndProgrammes/DG_4000347

Access to Work can help you if your health or disability affects the way you do your job. It gives you and your employer advice and support with extra costs which may arise because of your needs.

You may be able to get Access to Work if you are in a paid job, unemployed and about to start a job or self-employed and your disability or health condition stops you from being able to do parts of your job. Your disability or health condition may not have a big effect on what you do each day, but may have a long-term effect on how well you can do your job. If you think that this applies to you, you should talk to an adviser.

National Deaf Children's Society:

<http://www.ndcs.org.uk>

This charity will support you for as long as you are at home with your parents/guardians. Once you are living independently, their support stops. See their website for more information.

Royal National Institute for the Deaf:

See their website for more information:

<http://www.rnid.org.uk>

29Castlegate, York, YO1 9RN

Contact number: 01904 555400

www.29castlegate.org

Free and confidential information, careers guidance, advice and counselling to young adults aged 16 to 25 who live in the City of York.

Drop in times: 1-5pm Mon-Thurs 1-4.30pm Fri

Social Worker's for Deaf Adults:

West Offices, Station Rise, York YO1 6GA

Phone: 01904 555111

Email: adult.socialsupport@york.gov.uk

You are entitled to have your social care needs assessed by Social Services. Once they have made an assessment of your social care needs they will decide whether you are eligible for council-funded community care service using the criteria laid out in 'Fair Access to Care Services'.

Deaf community weekly drop in service at West Offices.
Tuesdays – 1pm-4pm

York Citizens Advice Bureau:

York CAB, West Offices, Station Rise, York YO1 6GA

Advice Line: 03444 111444

<http://www.yorkcab.org.uk/index.html>

Would you like to comment on this leaflet?

Meeting the needs and preferences of patients and carers is at the centre of everything we do. We hope that you found this leaflet useful and informative.

If you would like to comment on it, please contact The Audiology Department, The York Hospital, Wigginton Road, York, YO31 8HE or telephone 01904 726741.

Teaching and Training

York Teaching Hospital NHS Foundation Trust is involved in the teaching or training of medical staff who may be in attendance at some patient consultations. However, there is an 'opt out' option for any patient who prefers to see a doctor without training medical staff in attendance.

Patient Advice and Liaison Service (PALS)

Patient Advice and Liaison Service (PALS) is located in the main entrance of the hospital. They can be contacted on telephone number 01904 726262, answer phone is available out of hours or via email pals@york.nhs.uk.

Our Commitment to You

Our ultimate objective is to be trusted to deliver safe, effective healthcare to our community. You can find further details on our website: www.york.nhs.uk.



If you require further information please contact the Audiology Administration Staff on telephone number 01904 726741.

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