

Name of service	Paediatric Audiology Service	
Clinical Lead Team Leader	Jacque Crawford Kate Duncan	
Contact Details	Hearing Centre Heartlands Hospital Bordesley Green East Birmingham B9 5SS	Tel:0121 424 1846/7 Fax:0121 424 3069 Minicom 0121 424 3071 E mail hearing centre@heartofengland.nhs.uk

Can your child receive this service?	<p>The Paediatric Audiology Service assess and manage the hearing needs of children and young people aged 0-18 years.</p> <p>We provide clinics at Heartlands Hospital, Good Hope Hospital, Solihull Hospital and some Community locations in Solihull.</p> <p>Some specialist appointments may need to take place at Heartlands Hospital</p> <p>We accept referrals from 0 years to 18 years.</p>
Who can refer the child to the service?	<p>Referral can be made by:</p> <p>Any Health Professional with a concern about the child's Hearing.</p> <p>Parents can request a referral from their GP or Health Visitor or any other professional dealing with their child's care.</p>
How to complain about anything related to the service you have received	<p>The service actively seeks and values your views and experience of the service. Any concerns should be raised with your child's audiologist .However if you feel this is not appropriate you should contact the Clinical Lead of the Service. The Heart of England NHS Trust has a formal complaints procedure and the Clinical Lead for the service can guide you through the process.</p>

	UNIVERSAL This means the support from the Paediatric Audiology Service is available to all children	TARGETED This means the Paediatric Audiology Service is available for all children with a risk factor for hearing loss Or who are diagnosed with a permanent hearing loss	SPECIALIST This means the support available to your child through a specialist package of care
Support for families: This means the support available to your family including being involved in planning meetings, hospital appointments, team around the family meetings etc.	All hearing assessment services are available to children referred to the service. Parents are part of the team creating an individual management plan for their child.	<p>Children who pass their Newborn Hearing Screen but have a risk factor for hearing loss are offered an appointment with Paediatric Audiologists at 7-9 months of age for further hearing assessment.</p> <p>Some children who have certain other medical conditions are offered a monitoring programme of hearing assessment which is nationally agreed.</p> <p>Children who use amplification (hearing aids) are offered an ongoing assessment and evaluation programme until age 18 years when they undergo the transition programme to Adult Audiology Services.</p>	<p>Children who use amplification (hearing aids) are offered a referral to Sensory Support Services for Hearing Impaired children. This is an educational department who will assist with and advise on educational needs. Parents are invited to take an active role in the Regional Children's Hearing Services Group (CHSWG)</p> <p>Children with certain types and degree of hearing loss may be referred to other specialist centres within the area.</p>

<p>Learning/curriculum support</p>	<p>Children who use amplification (Hearing aids) are offered a referral to Sensory Support Services for hearing Impaired children. The input received may depend on the educational service you are referred to.</p>	<p>All children who use amplification undergo a transition programme between 16-18 years from Paediatric Audiology Services to Adult Audiology Services. This is supported by the Specialist Support Service for hearing Impaired Children within the local educational department</p>	<p>Some Children who use amplification (hearing aids) may be assessed for a specialist educational package or statement by The Sensory Support Service for hearing Impaired children</p>
<p>School based training</p>		<p>Children educated at local authority schools within Solihull will undergo a school entry hearing screen within their reception year provided by the Paediatric Audiology service. This service is provided by other professionals in other educational authorities</p>	<p>Bespoke training package delivered for education staff when specified in a Education, Health, Social Care Plan or Statement of Educational Needs.</p>