

Audiology

Bedford Hospital

The Audiology Department is located in Beeden House at Bedford Hospital South Wing.

Monday to Thursday – 9am to 5pm

Friday – 9am to 4.30pm

Closed for lunch 12.45pm to 2pm

Please note that the department is not open on bank holidays.

**Important notice during Covid-19 (Coronavirus) outbreak:
– We remain open and available to you**

For the time being Audiology has stopped the vast majority of face to face appointments. Despite this the department continues to provide essential aftercare to support our hearing aid users. Some of our partners are still providing batteries but we recommend you make contact before visiting or sending someone to collect batteries on your behalf. Batteries and spare parts are available from us by post. Please send in your requests with a stamped addressed return envelope. If your hearing aids need repairing please send them to Audiology here at the Hospital. Please note you need to package the aids securely and get the package checked for the correct postage. There is potential for the parcel to go astray if incorrect postage is used.

If you have any other concerns or queries about your hearing aids, please call the department and we will do our very best to find a solution to deal safely with your query.

Please remember that your hearing aid settings are unique to you. If your hearing aids came from us, your hearing test results and hearing aid settings are held on our secure database here at the Hospital. It will not be possible to have your hearing aids repaired, replaced or modified by other providers without some sort of face to face contact taking place. As per Government advice to remain at home and minimise contact with anyone outside your household, we want to avoid anything that will put you, our patients, at risk. Please contact us first if you're experiencing problems with your hearing aids.

Contact us

Call reception on 01234 792191 or e-mail audiology@bedfordhospital.nhs.uk

If you are deaf or hard of hearing and have general hospital queries, please email deafhelp@bedfordhospital.nhs.uk.

Address: Audiology Department, Beeden House, First Floor Reception D, Bedford Hospital, Kempston Road, Bedford, MK42 9DJ.

About the Department

- The Audiology Department offers diagnostic and rehabilitative audiology services for all ages.
- The Department is funded to fit digital hearing aids to all appropriate patients with hearing loss using nationally recognized guidelines and standards of care.
- The Department operates an appointment-only system for hearing aid repairs and replacements. Routine repairs are usually seen within two to three days.
- The Department is open daily for battery replacements.
- The Department offers a specialist Tinnitus and Hearing Therapy Service.

Battery Replacement Service

As well as getting your batteries from the Audiology Department, you can also obtain them from local Health Centres in and around Bedfordshire. A list of locations is available here.

Bedford:

The Surgery, 2 Goldington Road.
Pemberley Surgery, 32 Pemberley Avenue.
De Parys Medical Practice, 23 De Parys Avenue.
The Surgery, 85 Goldington Avenue.
London Road Health Centre.
The Surgery, 13 Linden Road.
The Surgery, 12 Goldington Road.
Rothsay Surgery, 14 Rothsay Place.
Queens Park Medical Centre, 23C Carlisle Road.
Union Street Surgery, Union Street

Bedfordshire:

Ampthill. Oliver Street, 57 Oliver Street
Ampthill. Houghton Close, 1 Houghton Close
Arlesey Medical Centre, High Street.
Biggleswade. Health Centre, Saffron Road.
Biggleswade. Ivel Medical Centre, Chestnut Avenue
Clapham, Priory Medical Practice, The Glebe.
Cranfield. The Surgery, 137 High Street.
Flitwick. The Highlands.
Great Barford. The Surgery, 26 Silver Street.
Great Denham. The Village Medical Centre, Kingswood Way,
Harrold Medical Practice, Peach's Close.

Kempston. Cater Street Surgery.
Kempston. King Street Surgery, 273 Bedford Road.
Kempston. St John's Surgery, 16 St John's Street.
Lower Stondon. Station Road
Marston Mortaine, 59 Bedford Road,
Potton. Greensands Medical Practice, Brook End.
Sandy. Health Centre, Northcroft.
Sandy. Shannon Court, High Street
Sharnbrook Surgery, Templars Way.
Shefford Robert Lucas Drive, Hitchin Road.
Shortstown. 2 Quantrelle Court.
Stotfold. Larksfield Surgery, Arlesey Road.
Wootton. Vale Healthy Living Centre, Fields Road.
Wootton. Pharmacy, Tithe Barn Road, Wootton.

Private Hearing Aid Service

A registered hearing aid dispenser visits the department on a weekly basis. The dispenser is usually able to see interested patients within a fortnight and offers a wider range of hearing aids than the NHS. For further information on this service, please contact the Audiology Department.

Hearing Therapy

We offer a Hearing Therapy service for adults with acquired hearing loss. This includes a tinnitus clinic and advice regarding assistive listening devices.

In some cases, assistive listening devices may be funded by the Deaf Services Team in Social Services. Call 01234 718318 for more information. Mobile 07748 760192; Fax 01234 276186; Minicom 01234 228116; care@bedford.gov.uk

Children's Audiology

The Paediatric Audiology service provides audiological assessment and treatment for children, including the provision of hearing aids. The team works in closely with Teachers of the Deaf and ENT doctors. Referrals are accepted from GPs, Health Visitors, other professionals and parents (with a GP referral letter).

If your child's hearing aid is faulty, please contact the Audiology Department and we will endeavour to arrange a repair appointment for the same day.

Community support services

Local Sensory and Communications Support Team for babies, children, and young adults

If your child wears a hearing aid or has specific hearing problems, the team can put you in contact with the Sensory and Communication Support Team in Beds Borough, <https://www.bedford.gov.uk/schools-education-and-childcare/special-educational-needs/send-team/sensory-impairment-team/>, or the Children's Services Hearing Impairment Team in Central Bedfordshire https://www.centralbedfordshire.gov.uk/info/15/special_educational_needs_and_disability_-_local_offer/127/education#med-needs . A teacher from one of these teams will be assigned to visit you and your child, either at home or nursery when they are very young, or at school as they get older.

Local Sensory Impairment Services for learning disabled adults

The service aims to help adults with learning disabilities access appropriate sight and hearing assessments in an environment suitable for their needs. It supports people to use their sight and hearing, use aids and adaptations and maximise the use of their senses. The service is run by SEPT (South East Essex Partnership University Foundation Trust).

The service also provides primary ear care and health promotion to clients and their carers and is based at two centres:

Clinical Resource Centre

Twinwoods Health Resource Centre
Milton Road
Clapham, Bedfordshire
MK41 6AT
Tel: 01234 310589

Beech Close Resource Centre

Beech Road
Dunstable, Bedfordshire
01582 538250

Bedfordshire Hearing Advisory Service

The Bedfordshire Hearing Advisory Service (BHAS) visits several GP surgeries every month, as well as Bedford Hospital, to offer advice and support to people affected by hearing loss, as well as basic hearing aid maintenance and new batteries.

To find out more about BHAS click <http://www.hhas.org.uk/hearing-aid-services/bedfordshire2>

Access Bedford

Access Bedford's aim is to work with the D/deaf and hard of hearing community to make Bedford Borough more accessible. You can find out more on their website:

<https://accessbedford.wordpress.com/>

Self Help

The following website provides useful videos providing advice and support to help with many aspects of hearing aid use including getting used to your hearing aids and getting the most out of them, communication tips for you and your family/friends, how to clean and maintain hearing aids, including replacing parts, and how to fit your hearing aids into your ears. www.c2hearonline.com

Other useful links

The **Bedfordshire Meniere's Support Group** aims to support those suffering from and those caring for sufferers of Meniere's Disease (symptoms: vertigo plus tinnitus plus deafness and other vestibular conditions). Don't suffer alone, contact the group now on Tel: 01234 290598 (Max Coleman).

Audiology resources

Luton and Dunstable University Hospital

The Audiology Department based at Luton and Dunstable University Hospital offers an audiology (hearing) service, providing:

- Hearing tests
- Hearing aid service
- Specialist tinnitus and hearing therapy facilities
- New born hearing tests
- Paediatric hearing aid fittings

Initial referrals for hearing aids are made either by ENT or, if the patient is over 55 years of age, directly by their GP. Once a hearing aid has been supplied, a patient can then self-refer for ongoing testing and any required changes to hearing aids.

Repairs

There is also a hearing aid repair service, which is open daily from 9.00 to 12.00. No appointment is necessary; this service is operated on a first come basis.

What is this service for:

- Broken or faulty hearing aids
- Moulds which need retubing
- Moulds that are uncomfortable and need adjusting.

Reception Hours:

Monday to Friday 09.00 – 12.30 and 1.30-4.30
01582 497154

