



*Better
Together*

Patient information

Audiology Department Information

Ear Nose and Throat Directorate

The Audiology Department is based across two sites. The Audiology Department in the Alexandra Wing Broadgreen Hospital and the Audiology Department in South Liverpool Treatment Centre.

Hearing aid batteries can be collected from these sites by producing your Hearing Aid Battery Record Book at the Audiology Reception desk during the opening hours.

Opening Hours

- Audiology Department
Alexandra Wing
Broadgreen Hospital
Thomas Drive
L14 3LB
Monday – Friday 8am – 5.30pm
- Audiology Department
South Liverpool Treatment Centre
32 Church Road
Garston
L19 2LW

Monday – Thursday 9am – 5pm
Friday 9am – 4pm

Should you be unable to reach one of these departments to collect your batteries you can post your Record Book into the department and we can post some batteries back to you.

The Hearing Aid Repair Service can be accessed should you have any difficulties with your hearing aid/s.

This may include:

- Your hearing aid/s do not work at all.
- Your hearing aid/s sound different or make noises from time to time.
- The casing or battery drawer is broken.

Or

- Your hearing aid/s need new tubing or is due for a service.
- You have lost your hearing aid and need a replacement.
- You need impressions for a new ear mould.
- Your hearing aid is whistling.
- You would like to learn how to replace your own tubing.

All sessions to see an audiologist are by appointment only.

To make an appointment please contact the Audiology Department. The **appointment line** is open Monday – Friday 8.30am – 12.30pm.

Lost/ damaged Hearing Aids

Your hearing aid has been given to you on loan by the National Health Service.

If the hearing aid needs replacing for any reason other than a genuine fault, there will be a **£60** administrative charge **per aid**.

Further information

Audiology Department

Alexandra Wing

Broadgreen Hospital

Thomas Drive L14 3lb

Tel: 0151 706 2533

Text phone number: 18001 0151 706 2533

Audiology Text Number: 0782 687 3856

Audiologyoutpatientsqueries@Rlbuht.Nhs.Uk

Author: Audiology Department

Review date: August 2020

All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

يمكن توفير جميع المعلومات المتعلقة بالمرضى الموافق عليهم من قبل ائتمان المستشفى عند الطلب بصيغ أخرى، بما في ذلك لغات أخرى وبطرق تسهل قراءتها وبالحروف الطباعية الكبيرة وبالصوت وبطريقة برايل للمكفوفين وبطريقة مون والكترونيا.

所有經信托基金批准的患者資訊均可以其它格式提供，包括其它語言、易讀閱讀軟件、大字

體、音頻、盲文、穆恩體 (Moon) 盲文和電子格式，敬請索取。

در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوندیدار بهو نمخوشانهی له لایمن تراستهوه پامسند کراون، نهمگر داوا بکریت له فورماتمکانی تردا بریتی له زمانمکانی تر، نیز ی رید (هاسان خوینندنهوه)، چایی گاموره، شریتی دهنگ، هیل ی موون و نملیکترونیکی همیه.

所有经信托基金批准的患者信息均可以其它格式提供，包括其它语言、易读阅读软件、大字
体、音频、盲文、穆恩体 (Moon) 盲文和电子格式，敬请索取。

Dhammaan warbixinta bukaanleyda ee Ururka ee la oggol yahay waxaa marka la codsado lagu heli karaa nuskhado kale, sida luqado kale, akhris fudud, far waaweyn, dhegeysi, farta braille ee dadka indhaha la', Moon iyo nidaam eletaroonig ah.