



The Patient Journey

What to expect?

Your hearing is so complex that it is vital for a hearing assessment to be comprehensive and thorough. A consultation with one of our experienced audiologists is the first step on your journey and we establish your needs by following the four essential steps overleaf.

"Our commitment to quality of care is unflinching. We give you as much time as you

need and never give up on anyone. Our aim is to help you maintain your hearing health and enjoy life to the full."

 **Help in Hearing**
For us, it's personal

Listening

We listen to your story, establish your family history, find out any medical related information and understand your particular requirements.

Evaluating

Evaluating your hearing requirements will include a number of tests using our advanced state of the art diagnostic testing systems.

Recommending

Your hearing requirements are unique so it is important that we create a personal treatment plan that exactly matches your lifestyle, technology requirements and budget.

After Care

We will see you for as many follow-ups as necessary, to ensure that your new device is comfortable and as effective as possible. To spread the costs of your care we have introduced a membership programme called Hearing Plan.

The Testing Process

Testing your hearing requires a fully controlled and comfortable sound environment, using industry leading Audiology Booths.

- A video otoscope is used to determine the health of the outer ear, the ear canal and the eardrum.
- Tympanometry is a measure to establish the function and health of the ear drum and the middle ear.
- A thorough hearing test assesses your ability to hear the softest sound on a range of frequencies to establish your threshold.
- Speech understanding tests help us determine how the brain is interpreting speech in quiet and in background noise.



Additional Tests

For certain clients it may be beneficial to carry out some further testing including Otoacoustic Emission, Acoustic Reflex and Central Auditory Processing.

*We're here to help,
to us it's personal.*



Contact us to find out more 0345 2220579

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