

Patient Information

Audiology appointments at Harrogate hospital during the COVID-19 pandemic

We are delighted that we now have permission from the government and the Trust authorities to start re-opening some Audiology services at Harrogate hospital.

However, as we are still complying with the government advice on social distancing, the way in which your treatment is managed will seem very different from your experience of treatment in the department prior to the COVID-19 pandemic.

We currently have limited availability of our appointments as clinics slowly begin to recommence. All our patients will be triaged in order of urgency, so please be patient with us.

We also need to ensure that we are not using Personal Protective Equipment (PPE) that is required to treat urgent patients or COVID-19 patients in other parts of the hospital. Therefore, there may be occasions when your appointment is cancelled at very short notice. We apologise in advance for this and hope that you will not be inconvenienced. Please understand that this will only be done if absolutely necessary.

We have put measures in place to protect both you and us during your face-to-face appointment which are detailed below:-

From 15 June, all patients and staff within hospital settings are required to wear a mask. This will be issued when you arrive at the hospital.

Arriving for your appointment:

Adult patients and older teenagers (16+): please attend the appointment on your own. Do not bring anyone else with you. If you require a relative to bring you to hospital, they may take you as far as the Outpatient entrance. They must then wait for you in the car or outside the hospital building on foot (maintaining social distancing at all times) whilst you have your appointment. There will be nowhere to wait within the department.

Children and adults who require a carer: Only **ONE** parent/carer will be allowed to accompany the child/adult during their appointment. Siblings and additional relatives will not be allowed into the department. If you are an adult and require a carer to attend with you, you **MUST** inform us prior to your appointment so we can make the necessary arrangements.

Do not arrive at the department more than 5 minutes before your appointment time.

Please note: In order to comply with social distancing we are staggering the appointment times so that less patients arrive in the department at any given time. **Therefore if you are late for your appointment it may not be possible to see you/your child.** When you check in you will be asked if you have any symptoms of coronavirus. If the answer is no, an Audiologist will come to greet you in the waiting room and take you to the clinic room.

During your appointment:

As we will need to come within 2 metres of you during your appointment, the Audiologist will be wearing an apron, mask, gloves and visor/goggles. It may be a good idea if you are bringing a child to their appointment to prepare them beforehand. You can use the online resource below to help demonstrate this:

www.yorkhospitals.nhs.uk/seecmsfile/?id=4711

We understand that a lot of our patients with hearing difficulties rely on lip reading which will be impossible with face masks. We are very skilled in communicating with patients with hearing loss so please let us know if you are struggling and we will try an alternative method.

Following your appointment:

Please leave the department immediately following your appointment. For children, a written report gets generated as a matter of course, so don't worry if you weren't able to attend the appointment in person.

Depending on the outcome of your appointment, you may receive a further appointment in the post, or we may arrange a phone/video follow up. We will be in touch in due course. Please ensure your telephone number is up to date and consider consenting to us having your email address, if you have one, for ease of contact.

If you have any concerns you can contact us on the details below

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