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Bwrdd Iechyd Prifysgol
Caerdydd a'r Fro
Cardiff and Vale
University Health Board



The Patient Journey through Adult Audiology Services

- The journey starts by having a referral to Audiology Department from your GP
- The wait time is approximately 6-8 weeks for a hearing assessment. In light of the current COVID-19 pandemic you may have to wait longer for hearing assessment
- You will have an appointment letter to either attend West Quay Medical Centre if you live in the Vale or the University Hospital of Wales if you live in Cardiff
- Once you arrive to the Audiology department please check in at the reception desk. In light of the COVID-19 pandemic we will take your temperature and ask you triage questions. Please attend your appointment alone if possible and only arrive 5 minutes before your appointment.
- The audiologist will call you in as close to your appointment time as possible
- Next the audiologist will check your address, phone number and email address
- The examination begins with otoscopy (checking your ears), removing any excessive wax and a detailed medical history
- You will then have a hearing test in a soundproof room. Either headphones or insert phones will be placed on/in your ears and you will be instructed to press a button each time you hear a tone or whistle
- Should the results of the hearing test indicate that you would benefit from a hearing aid (s), an impression of your ear (s) will be taken or you may be offered a slim tube fitting should this be appropriate for your hearing loss
- To take an impression a small soft sponge will be placed in your ear canal and a putty-like substance will be gently syringed into your ear to fill up the outer ear and this makes the shape of your ear for the earmould

- The current waiting time is 6-8 weeks from having your impression taken and an appointment will be posted home. In light of the current COVID-19 pandemic you may have to wait longer for your hearing aid.
- You will be fitted with one or two digital hearing aids depending on whether your hearing loss is present in both ears and your own personal preferences
- This appointment will last about 1 hour and two technical tests will be performed at the fitting
- The first test involves a loud sound being played in each ear for around 3-5 seconds and the second test involves inserting a fine, plastic tube into the ear to programme the digital hearing aid with a computer
- The latter test allows the audiologist to set up the hearing aid (s) individually for your hearing loss, while taking into account the size, shape and acoustic properties of each of your ears
- In order to perform this test the ear needs to be completely clear of wax, otherwise the tube will become blocked
- Digital hearing aids have two microphones which allow the listener to hear all-around sound or cut out/reduce background noise from behind and the sides by using a directional microphone
- The hearing aids can be adjusted manually with a volume control or the hearing aids can have an automatic setting to suit different listening environments
- Digital hearing aids are also equipped with wide dynamic range compression which allows the hearing aid to cut out sudden loud sounds, for example, a door slamming, so that this does not hurt your ear
- You will be given the choice of a face-to-face, telephone or online hearing aid review appointment for 12 weeks after your hearing aid has been fitted
- Hearing aid batteries are provided on a yearly basis and can be posted to your home
- Open access services for hearing aid repairs are currently closed please see our contact details below.

Department contact information:

Phone: 02921 843179

Email: Audiology.Helpline.CAV@wales.nhs.uk

Address: Audiology Clinic, Clinic 9, Outpatients Department, University Hospital of Wales,
Heath Park Way, Cardiff, CF14 4XW

Walk in repair clinic is currently closed please post repairs to the above address