

Broken Hearing Aids / Repairs

If you have a broken hearing aid that requires repair please contact your Teacher of the Deaf as usual and we can sort a repair through Mark Rutter our Hearing Aid Technician. Alternatively both hospitals in their outpatient receptions have a 'box' where you can deposit a broken hearing aid. Please ensure it is in suitable packaging and your child's name is enclosed. This may be quicker on some occasions than going through your Teacher of the Deaf.

Audiology Survey

The Clinical Commissioning groups for Shropshire and Telford are releasing a survey of Audiology Services. Please see below the message from the groups around this.

PLEASE BE AWARE THIS IS NOT ABOUT TEACHERS OF THE DEAF SUPPORT IN SCHOOLS OR HOMES

A new audiology patient survey has been launched by NHS Shropshire, Telford and Wrekin Clinical Commissioning Groups (CCGs) to gather patients' views on the current service and how it may be improved. The aim of the survey is to assess different areas of the adult and children audiology services including the care received by patients, aftercare, waiting times and access to appointments. It will also identify any potential improvements which could be made to the services to enhance patient experience.

If you have used the adult and children audiology services in Shropshire, Telford and Wrekin within the last two years please complete the following short survey: <https://www.surveymonkey.co.uk/r/J26JC9K>

Dr Julian Povey, Joint Chair of Shropshire, Telford and Wrekin CCGs, said:

"We are encouraging all patients who have used the county's audiology services in the last two years to share their comments and help us ensure their important feedback is used to potentially shape the service going forwards.

"This survey will help us to identify any opportunities for improvement to the adult and children audiology services and will also give us a valuable insight into local peoples' experience of these services."

Please click on the following link to access the audiology patient survey:

<https://www.surveymonkey.co.uk/r/J26JC9K>

Please note the survey will close on Friday 15 January 2021 at 5pm.

Transition Appointments

At the moment children in Year 11 (16 years of age) all have a transition appointment with the Audiology Department as part of the process of the move to Adult Services. At this point the CYP meet a Hearing Therapist who discusses the move to adult services and how the system works. They also signpost to resources etc for 'life' as an adult with hearing loss. Following that appointment the CYP are booked for a yearly review. After that, as for adults with hearing loss, appointments are 'self-booked'. In light of compulsory education moving to 18 (Year 13) the transition appointment will move to Year 13 with the same follow up as described above. This pattern of appointments will be the same for children with additional learning difficulties alongside their hearing impairment. This does not affect the support patterns from SIS. Therefore:

- If your child is in Year 11 now things will continue as before and then they will receive a 'transition' appointment in Year 13.
- If your child is in Year 12/13 now they will continue with the pattern of Audiological support they have now as they should have had a transition appointment already.

There will be some CYP who do leave more formal education at Year 11 such as apprenticeships where SIS do not in most circumstances continue with support. It is likely these students will be offered a transition appointment when their pathway is clear and will then move over to adult services.

If you have any questions about this process please contact your Teacher of the Deaf.

Ear Care Nurse (ECN) / Wax removals

If a CYP have seen the ECN in the past for wax removal and are awaiting or require an appointment these can be arranged through your Teacher of the Deaf. We are still working to the previous criteria for wax removal i.e. preventing use of hearing aids due to comfort/ excessive feedback that can't be managed through volume controls. We are still trying to avoid new impressions for discolouration or the requirement for a new colour or transfer!! At the moment please do not ring in directly and go through your Teacher of the Deaf.

Sensory Inclusion Service, Floor 7, Darby House, Lawn Central, Telford. TF3 4JA

End of the Year – Message from Joint Team leaders – Theresa and Graham

It's been quite a year for all of us! At the end of the year we wanted to pass on our best wishes and regards to you all. It has been a challenging time for families who had to spend extended periods at home in the earlier part of the year followed by an often fractured return to schools.

We are constantly amazed at the resilience of all our children and families. You all rose to the challenge of engaging your children in learning at home as well as the emotional support that has been so critical at this time.

The SIS team have continued to work alongside yourselves and schools to support sensory impaired children over this period of time. As children have returned to school this has presented many challenges with bubbles closing and children having to be at home for 2 weeks at a time.

We do get some notification from schools when this occurs. It is however really helpful if you can contact your SIS key person if this happens. We can then set up, where possible, virtual contact with children to support them with any work they have to complete.

Our thanks go to the team as well for their unstinting dedication to the children and families we support. They have been highly inventive and resourceful in these new ways of working.

In the New Year we will hopefully be working towards some sort of normality both in our working and personal lives. We will try to keep you up to date with any changes and developments.

Best wishes to all for the holiday break,

Graham and Theresa

Ophthalmology and Audiology Updates

As part of the Restoration and Recovery process at the hospital all outpatient appointments are now being undertaken and both Ophthalmology and ENT are working through any backlog of appointments. If you have a routine appointment that has been cancelled or due please contact the respective hospital admin team member who may be able to give you an update. New referrals are now moving forward more regularly and there should now be no delay in picking up these cases and the SIS team offering support. If you have any enquiries about these type of appointments please contact your SIS support worker.

Audiology PRH: 01952 282804 Audiology RSH: 01743 261482

Ophthalmology PRH: 01952 641222 ext 4167. Ophthalmology RSH: 01743 261000 ext 3324.

Hearing aid Review Clinics and Impressions appointments

These are continuing and the team are moving through waiting lists/ HAE's due systematically. We will continue to manage individual cases through the weekly meetings with Audiology which is working well. So again if you are due an appointment / have a particular issue please let your Teacher of the Deaf know and we can follow up at our weekly meeting. Again at the moment please do not ring in directly to Audiology unless you have been notified of an appointment by the department that you may wish to cancel/ change.

Children's Hearing Services Clinic (CHSC)

This is the 'Wednesday' clinic that many children attended if they had particular issues to address with the ENT Consultants such as infections / hearing deterioration etc. This has now returned to weekly however remains a 'virtual' clinic. In the near future it will be moving to 'Attend Anywhere' which will allow families to be 'live' in the clinic via video. You will be invited by letter if you are due an appointment in this clinic to see if this is feasible for individual families. At the moment we will not be having an allocated SIS slot as we used to. We can however bring up cases related to ENT issues at these sessions and also SIS can email consultants around particular cases. This seems to be working well at the moment. Please continue to contact your Teacher of the Deaf with problems that used to generate a CHSC SIS Slot on a Wednesday.

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