

Repair times

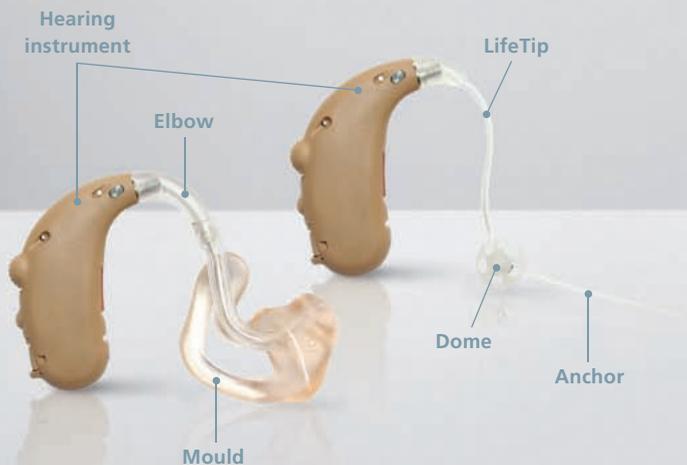
At both Kingston and Queen Mary's we offer walk-in repair clinics for hearing aid repairs and servicing. The times of these clinics are shown below for both sites:

Kingston Hospital

Monday	9.30am – 12pm
Tuesday	1.30pm – 4pm
Thursdays	9.30am – 12pm

Queen Mary's Hospital

Monday	9.30am – 12pm
Wednesday	1.30pm – 4pm
Friday	9.30am – 12pm



Contact us

To learn more about our service, to discuss opportunities for partnership working or for more information and guidance please contact:

Kingston Hospital

Galsworthy Road,
Kingston upon Thames,
Surrey KT2 7QB
Audiology Department: 020 8934 2540
Fax: 020 8934 2560

Queen Mary's Hospital

Roehampton Lane,
Roehampton,
London SW15 5PN
Audiology Department: 020 8487 6289
Fax: 020 8487 6304

Email: audiology@kingstonhospital.co.uk
Website: www.kingstonhospital.nhs.uk

Welcome to the Audiology Service at Kingston Hospital and Queen Mary's Hospital



Living our values *everyday*



SIEMENS

Our service

Hearing loss is a widespread problem with significant impact. Hearing loss is an invisible condition resulting in communication problems that can interfere with language, learning and social development in childhood, and lead to social isolation, frustration and emotional problems in adulthood.

We offer a wide range of services including:

- State of the art hearing systems free at point of access
- A hearing service for adults with hearing difficulty
- A service for children with hearing difficulty and support for their families
- An adult balance service
- A service for adults with tinnitus
- Bone anchored hearing implants
- Home visiting service for housebound patients
- Walk-in repair clinics
- Short waiting times
- Newborn hearing screening
- Hearing aid service for children

Services are delivered within a range of settings including hospital, primary care and home environments.



Working in partnership

We truly believe that by working together we can be more effective than working alone. So to provide high quality patient care we engage with a wide range of partners. These relationships allow us to reach all members of the community and provide them with access to an appropriate range of audiology services.

Key partnerships include;

- Specialist service for adults with learning disabilities
- Multiagency networking with representatives from health, social services, education, the voluntary sector and parents of deaf children
- Audiology public and patient involvement group
- Children's Hearing Service Open Days
- Volunteer Rehabilitation Support Scheme
- Higher Education Institute partnership with University College London
- Professional partnership with the British Academy of Audiology
- Siemens Hearing Instruments

"I just wanted to write and thank you for spending so much time and giving me such helpful advice during our session on Monday morning. You were so friendly and approachable and you really helped to clarify some of the questions I had".



Quality assurance

Involving patients in their care and continuously seeking to improve the patient's experience is central to our aim of achieving truly excellent patient-centred care.

We are learning to understand what really matters to patients through patient forums and service improvement is driven by information regularly gathered on the quality of the patient experience.

We use the latest advances in audiological diagnosis equipment and hearing aid technology providing patients with highly accurate and reliable hearing tests and the best possible hearing aid fittings.

We trust that you will choose the Audiology Services at Kingston and Queen Marys' Hospital as your local Audiology Service.

