

## Balance rehabilitation appointment

### Audiology Department

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### Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net).

### Who will I see for my balance appointment?

You will see an audiologist specialising in balance assessment and rehabilitation. We offer modern evidenced-based approaches for patients and use a variety of techniques designed to investigate and improve balance conditions related to the inner ear.

### How long will my appointment take?

The appointment will last up to 30 minutes. We recommended bringing someone with you to the appointment.

Please contact the department if you require any specific communication support, mobility aid or other relevant assistance for this appointment. You are welcome to attend with a partner, carer or significant other. Our reception hours are 8.30am – 5pm Monday to Friday.

### What can I expect from my balance appointment?

**If you have any questions during the appointment, please ask at any point.**

The audiologist will review your balance symptoms during the appointment. They will ask you some questions relating to your symptoms since you were last seen, and the progress made with the treatment plan issued. These may include, but are not limited to:

- Has there been any improvement in your symptoms?
- Have your symptoms changed in any way?

- Are you getting any different symptoms associated with the imbalance?
- Have you been able to follow the treatment plan as discussed?

Your audiologist may do some basic balance assessments in this appointment to monitor progress of certain symptoms. This, along with any change in symptoms, will allow us to adjust or add to the treatment plan in order to see increased progress in your rehabilitation.

**These assessments can provoke some dizziness so it is advisable to have suitable travel arrangements for the return journey home.**

## **Do I receive any follow up care?**

Further review appointments or a telephone follow-up, usually at four weeks, will be made depending on the progress of your symptoms. We may also book an appointment for some further balance testing if your symptoms have not resolved or improved.

Onwards referral to an ear, nose and throat (ENT) consultant, an MRI scan, or a falls clinic will also be offered to you if we feel this would be of benefit. The audiologist will explain the reasoning behind this referral in detail.

## **What will happen to the results of my appointment?**

A report documenting everything discussed and any assessment results will be sent to your GP. You will automatically receive a copy of this report, unless you decline. If you require an onward referral to the ENT Department who might request further tests, a letter will be sent to them explaining the reason for the referral. This report will also be stored with your patient records at NDDH.

## **How to contact us?**

If you have any queries about your appointment or problems as a result of the test/procedure or about your hearing aid(s), then you can contact the Audiology Department between 8am and 6pm, Monday to Friday or by email.

**If you are unable to attend or have questions then please contact us immediately.**

### **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at [www.careopinion.org.uk](http://www.careopinion.org.uk).

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