

# Westgate Surgery

## Our Audiology Service

### The Referral Procedure

Firstly, you will need to be referred to our service by your own GP. Once we have received this referral, you are under our service for a maximum of 3 years. After those 3 years, you will need to request a new referral from your doctor.

### Our Service

We will provide you with a full hearing test and hearing aids if necessary. If you have issues with your hearing aids once they have been fitted, you are welcome to come back and see the audiologist as many times as you require within the 3 year timeframe.

### Clinic Dates

The audiologist attends the surgery twice a week on a Monday and a Thursday. Due to a high demand for appointments, the audiologist also attends fortnightly on a Tuesday. However, this is only currently an arrangement for the remainder of 2024. We do not have a drop-in clinic.

### Missed Appointments

We do not follow-up on missed appointments. If you do not attend your appointment, please contact the surgery to re-arrange.

### Home Visits

If you are housebound and unable to attend the surgery for an appointment, the audiologist can visit you at home. If you are newly referred to us, your doctor will need to specify that a home visit is required.

### Are You Under Another Audiology Service?

If you are already under a different audiology service, you will need to seek any follow-up treatment with them. We are only able to offer our service to patients who are referred to us directly.

### Hearing Aid Batteries

Free batteries are available at the reception desk. Please ask the reception team and they will be able to provide you with one pack for each aid that you have.

### Hi Kent

Hi Kent is a registered charity that hold multiple free hearing aid aftercare clinics around Thanet. They can provide you with batteries and help with any tubing issues you may have. We have leaflets at reception that detail when and where the walk-in clinics take place.

**Telephone:** 01227 760046

**Website:** [www.hikent.org.uk](http://www.hikent.org.uk)