

# Support for newly diagnosed babies with hearing loss

## Introduction

This leaflet has been designed to be used alongside the Newborn Hearing Screening Programme (NHSP) booklet that you have been given. If you have not received a copy, please let us know.

On the following pages we have provided details of who to contact locally for more information and support. We have also explained the next steps for you and your baby within the Audiology department.

## What happens next?

You will be contacted by the Advisory Teaching Service within 48 hours of the hearing loss being diagnosed. A named Advisory Teacher will provide support to you and your baby.

It may be necessary to arrange further testing to get more detailed information about your baby's hearing loss. Once this information is available, an impression of the shape of your baby's ear(s) will be made and an appointment arranged to explain and fit the hearing aid(s).

We understand that each child and families' needs are different and will work with you to provide a tailored plan.

At first, frequent follow up appointments at the Audiology department will be needed. These appointments will be arranged every 3 months until your baby is 2½ years old.

After this, the number of visits will vary for each child, usually reducing to every 6 months until they are 5 years old. At this stage, we will normally try to arrange annual reviews but this will depend on the individual needs of each child and may continue to be more frequent if appropriate.

At every stage, the paediatric team will keep you and the relevant professionals informed and updated.

Reference No.

**GHPI1254\_05\_24**

Department

**Hearing Services**

Review due

**May 2027**

**Patient  
Information****Contact information**

We are here to support you. If you have any questions or queries, please feel free to contact us.

**Audiology**

Shakil Sumithra

Tel: 0300 422 8210

Monday to Friday, 8:30am to 4:00pm

Email: [ghn-tr.paediatric-hearing.svcs@nhs.net](mailto:ghn-tr.paediatric-hearing.svcs@nhs.net)

**Community Paediatrician**

Dr Shyam Bhakthavalsala

Tel: 0300 422 5700

Monday to Friday, 9:00am to 5:00pm

Email: [ghn-tr.atiology-communitypaediatrics@nhs.net](mailto:ghn-tr.atiology-communitypaediatrics@nhs.net)

**Advisory Teaching Service (term time)**

Tel: 01452 426955

Monday to Friday 8:30am to 4:00pm

Email: [gloucester.ats@gloucestershire.gov.uk](mailto:gloucester.ats@gloucestershire.gov.uk)

**NHSP Team Leader**

Kiki Mak

Secretary: Sharon Ridler

Tel: 0300 422 5514

Monday to Friday, 9:00am to 4:00pm

Email: [ghn-tr.newbornscreening@nhs.net](mailto:ghn-tr.newbornscreening@nhs.net)

**Further information****Gloucestershire Advisory Teaching Service**

Website: [www.gloucestershire.gov.uk/ats](http://www.gloucestershire.gov.uk/ats)

**Gloucester Deaf Association**

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

**National Deaf Children's Society (NDCS)**

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

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## Making a choice

### Shared Decision Making

If you are asked to make a choice, you may have lots of questions that you want to ask. You may also want to talk over your options with your family or friends. It can help to write a list of the questions you want answered and take it to your appointment.



### Ask 3 Questions

**To begin with, try to make sure you get the answers to three key questions if you are asked to make a choice about your healthcare.**

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

These resources have been adapted with kind permission from the MAGIC Programme, supported by the Health Foundation

\* Ask 3 Questions is based on Shepherd HL, et al. Three questions that patients can ask to improve the quality of information physicians give about treatment options: A cross-over trial. Patient Education and Counselling, 2011;84: 379-85



<https://aqua.nhs.uk/resources/shared-decision-making-case-studies/>