

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.whitthealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

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Incomplete Hearing Screen Newborn Hearing Screening



If you go home before the screen is completed

- Families with a GP in **North Central London (NCL)** Barnet, Camden, Enfield, Haringey or Islington:
 - An appointment to complete the hearing screen should be offered to your baby by their 4th week of life.
 - If you do not receive an appointment then please call us on– **020 3316 8735**.
 - The appointment will be posted out to you so please ensure that the address that the hearing screener has for you is the correct one.
 - We also try to phone parents a day or so before the appointment - so please ensure that the hearing screener has the correct contact telephone number for you.
 - The appointment letter contains lots of information, including a map, so please take the time to go through the letter before coming to the appointment.
 - If you have any questions or concerns about your baby's hearing screen then please call us and we will be happy to discuss this with you.
 - The hearing screen will be undertaken by one of the hearing screening team in an outpatient's clinic that is specifically organised for hearing screening.
 - These clinics run on set days every week/fortnight.
 - We cannot offer a rescreen in hospital for infection control reasons.
 - Your GP or Health Visitor will not be able to offer your baby a hearing screen at any other venue.
- Families with a GP **anywhere other than in NCL** will be offered an appointment by the hearing screening team in the screening site linked to your GP.
 - We will automatically let the other screening site know that your baby needs to have their hearing screen completed and they will contact you directly.

Your Baby's Hearing Screen

The Newborn Hearing screener was unable to get a clear response from one or both of your baby's ears during the hearing screen carried out recently.

They will have explained to you the four possible reasons for this:

- A possible hearing loss
- Birth fluid still present in the ears
- Excessive noise in the ward
- An unsettled baby

We will try to complete the hearing screen before you are discharged from hospital but if we are unable to do so then your baby will be offered an outpatient's appointment once you have gone home.

The venue for the appointment will depend on where your GP is.

Families with a GP in **North Central London (NCL)** - Barnet, Camden, Enfield, Haringey or Islington - will be offered an appointment in a clinic close to their home.

The hearing screener has a list of the clinics in NCL if you would like more information.

If you are offered an outpatients appointment

Please do try to attend– we only have a very short time to complete the hearing screen for your baby – should we need to refer your baby for further testing, then this needs to be done as early as possible.