

Information for parents for a child with hearing care at ***Birmingham Children's Hospital (BCH)***

Contact Details

E-mail	audiology.department@bch.nhs.uk
Telephone	0121 333 9360
Address	Audiology Dept Diana, Princess of Wales Children's Hospital Steelhouse Lane B4 6NH

Repairs during Covid-19 lock down

Do NOT arrive at the hospital

You can ring the department, explain the problem and arrange a postal repair. There is an option to leave a message if your call is not answered. Please do leave a message.

Alternatively send in the faulty spares/device and a replacement will be sent out to you.

Batteries can be posted out to you.

New Earmoulds

The department is currently unable to take impressions. Split or lost moulds will be replaced by requesting new moulds from the manufacturer, Starkey. The audiology team will make the request for you, Starkey will use a 3D scan of the previous impressions.

We would encourage you to contact the audiology department first and directly.

If you have any problems contacting the Audiology department, please speak to the class teacher or TA responsible for your child during this period. They will contact the school Audiologist as necessary. The school audiologist is currently not visiting the school.