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| Hospital No: **\*\*\*\*\*\***NHS No: \*\*\*  \*\*\* \*\*\*\* | cid:image001.png@01D62919.300E40D0 |

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| \*\*\*Name\*\*\*\*\*\*Address\*\*\*\*\*\*Address\*\*\*\*\*\*Address\*\*\*\*\*\*Address\*\*\* | Derriford HospitalDerriford RoadPLYMOUTHPL6 8DHSwitchboard: 01752 202082Textphone (for Deaf and hard of hearing people) number: 01752 763765\*\*\*Date\*\*\* |

Dear \*\*\*Name\*\*\*,

**Booking a video appointment to receive your new hearing aid in the post.**

Due to the COVID-19 pandemic, we are unable to offer a face-to-face appointment for your hearing aid fitting.

We are able to offer you the opportunity to receive your new hearing aids using a combination of video appointments using your computer, tablet or smartphone and the sending the hearing aid to you via the post.

This will be in three stages:

* A video appointment that will take approximately 15 minutes, during which the audiologist will show you the hearing aids and agree the options for you in terms of how they will be set up and be personalised to your hearing. Access to video appointments will be by following a link on the hospitals website at the agreed date and time of your appointment.
* The Audiologist will programme and post you hearing aids, along with written instructions and links to on-line support.
* A further video appointment will be arranged around one week later, during which the audiologist will go through with you how to work and manage the aids, get the best from them and help you solve any difficulties you may encounter.

The video consultation system is very simple to use. You will need to be sat in a quiet, comfortable place for the appointment and have any hearing aid equipment that you may already have to hand. We are enclosing the hospital guide to this.

Please telephone **01752 431253** and we will help you make a video appointment **or** you can let us know if you no longer require one. If you do not have the facilities to use video consultation please let us know and we will keep you on the list for a face-to-face appointment as these become available.

It is important that we have the most up to date contact details for you. We have listed the two main methods of contact we hold for you below. If these are incorrect please do let us know.

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| Main Telephone Number: | \*\*\*\*\*\*\*\*\*\*\* |
| Mobile Number: | \*\*\*\*\*\*\*\*\*\*\* |

**We would appreciate a response from you within two weeks from the date of this letter, otherwise we may assume that you do not wish a further appointment and following clinical agreement with the medical team, your name may be removed from the outpatient waiting list.**

The more notice patients can give the NHS, the more chance they have of offering a cancelled or rearranged appointment to another suitable patient.  It costs the NHS over £100 every time a patient does not attend an outpatient appointment.

Thank you.

Sent on behalf of University Hospitals Plymouth NHS Trust