



York and Scarborough  
Teaching Hospitals  
NHS Foundation Trust

# **Tinnitus, Hyperacusis and Auditory Rehabilitation Clinic**

Information for patients, relatives and  
carers

① For more information, please contact:

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# Introduction

You have been referred to us for some help and advice regarding the difficulties you have reported with tinnitus, hyperacusis or related hearing problems.

In order for us to assess the best way to manage your condition we need to try and find out as much information as possible about how you are currently coping. Because of this, your initial appointment may be arranged as a telephone or video consultation.

At present there is no cure for tinnitus, although there are things that you can do to manage it. The aim of the clinic is to help you find methods of coping with it so it becomes less troublesome.

# Counselling

Counselling is a very important part of managing these hearing conditions. It can help you understand your symptoms better and recognise why it may be having such an adverse effect on your wellbeing.

For some people one appointment is enough. However it is not unusual to be seen for follow up to check your progress and to offer further support if it is required.

Your initial appointment will last approximately 60 minutes. If, for any reason, you decide you do not require it then please let us know as soon as possible so it can be offered to someone else.

## **What may happen at your appointment:**

- A discussion about the problems you are currently experiencing and their impact on your quality of life.
- A hearing test, if you have not had one recently.
- Further hearing tests if results indicate they are necessary.
- An explanation of current theories about how tinnitus, or hyperacusis, is generated.
- You will be given information, both written and verbal, which could include advice on sound enrichment; relaxation; sleep management; counselling or basic cognitive behavioural therapy; hearing aids; combination aids and white noise generators - depending on what is the most appropriate to you and your situation.
- We will try and address any questions or concerns that you have.



## **Tell us what you think of this leaflet**

We hope that you found this leaflet helpful. If you would like to tell us what you think, please contact:

Audiology Department, The York Hospital, Wigginton Road, York, YO31 8HE, telephone 01904 726741 or email [hearingaidrepairs@york.nhs.uk](mailto:hearingaidrepairs@york.nhs.uk).

## **Teaching, training and research**

Our Trust is committed to teaching, training and research to support the development of health and healthcare in our community. Healthcare students may observe consultations for this purpose. You can opt out if you do not want students to observe. We may also ask you if you would like to be involved in our research.

## **Patient Advice and Liaison Service (PALS)**

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

PALS can be contacted on 01904 726262, or email [pals@york.nhs.uk](mailto:pals@york.nhs.uk).

An answer phone is available out of hours.



# Leaflets in alternative languages or formats

Please telephone or email if you require this information in a different language or format, for example Braille, large print or audio.

如果你要求本資 不同的 或 式提供，電  
或發電

Jeżeli niniejsze informacje potrzebne są w innym języku lub formacie, należy zadzwonić lub wysłać wiadomość e-mail

Bu bilgileri değişik bir lisanda ya da formatta istiyorsanız lütfen telefon ediniz ya da e-posta gönderiniz

Telephone: 01904 725566

Email: [access@york.nhs.uk](mailto:access@york.nhs.uk)

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