Advice following referral to the Ear, Nose and Throat Clinic
Why has my child been referred to the Ear, Nose and Throat (ENT) Clinic?

Today’s hearing test results suggest that your child has a hearing loss associated with 'glue ear’. We have therefore referred your child to the ENT department at Addenbrooke’s Hospital for discussion of management options.

What will happen at the next appointment?

Your child will be seen in the ENT department in outpatients at Addenbrooke’s Hospital. At the appointment your child will have another hearing test and an ENT doctor will discuss with you the options for managing ‘glue ear’ and make a plan with you of what to do next.

How will I arrange the appointment?

The ENT Department at Addenbrooke’s Hospital will contact you by letter with details asking you to telephone in to arrange an appointment for a time and day that is convenient for you.

What can you do to help?

The following tips can be helpful to support your child.

• Inform others caring for your child that their hearing may be reduced. This includes nursery, school and child minders.
• Get your child’s attention, by touching them or saying their name, before speaking to them. It is easier for your child if they can see your face when you are speaking.
• Give clear simple instructions that are easy to follow.
• Try not to shout. Move nearer to them and repeat your message if they did not hear the first time. Shouting distorts your face and your child may think you are angry.
• Where possible reduce the amount of noise in the background. This is usually the TV or radio. Background noise makes it harder to hear and listen.
• When looking at books together sit so your child can see your face and the book.
• Try to spend some quiet time with your child. Use this time to talk and play with them. Not hearing well may be confusing for your child. This time together will help reassure them.

Be aware that your child may become frustrated, aggressive, clingy, shy or tired from struggling to listen. It is possible that they have not heard you instead of being disobedient or naughty.

Further Information

For further advice for supporting your child with ‘glue ear’ please see the following additional advice leaflets.

• Advice for supporting your child with glue ear
• NDCS Glue ear leaflet

If you have any questions about the referral to Addenbrooke’s before the appointment there please contact the Community Paediatric Audiology Department on the phone number opposite.

It is important to remember to see your GP if you suspect your child may have an ear infection. The information in this hand out should not stop you from seeing your GP for further treatment or advice.
For further information about this service contact:

Community Paediatric Audiology Service
The Peacock Centre
Brookfield's Campus
351 Mill Road
Cambridge
CB1 3DF

Tel: 01223 218066

If you require this information in a different format such as in large print or on audio tape, or in a different language please contact the service on the details above.

If you have any compliments about this service or suggestions for improvements, contact our Patient Advice and Liaison Service on 0300 131 1000 (charges may apply depending on your network) or email: ccs-tr.pals@nhs.net.

For free, confidential health advice and information 24 hours a day, 365 days a year please contact NHS 111.