

The Balance Clinic

If you need this leaflet in a different language or accessible format
please speak to a member of staff who can arrange it for you.

اگر به این بروشور به زبان دیگر یا در قالب دسترس پذیر نیاز دارید،
لطفاً با یکی از کارکنان صحبت کنید تا آن را برای شما تهیه کند.

Jeśli niniejsza ulotka ma być dostępna w innym języku lub formie,
proszę skontaktować się z członkiem personelu, który ją dla Państwa przygotowuje.

Dacă aveți nevoie de această broșură într-o altă limbă sau într-un format accesibil,
vă rog să discutați cu un membru al personalului să se ocupe
de acest lucru pentru dumneavoastră

如果您需要本传单的其他语言版本或无障碍格式，请联系工作人员为您安排。

إذا احتجت إلى هذه النشرة بلغة أخرى، أو بتنسيق
يسهل الوصول إليه، يرجى التحدث إلى أحد الموظفين لترتيب ذلك لك.

Southport Hospital
Town Lane,
Kew,
Southport,
Merseyside,
PR8 6PN
Telephone:
01704 547 471

Ormskirk Hospital
Dicconson Way,
Wigan Road,
Ormskirk,
Lancashire,
L39 2AZ
Telephone:
01695 577 111

You have been referred to the Balance Clinic. This clinic has been set up so patients can pass as quickly and easily as possible from GP referral and initial assessment to diagnosis and treatment.

All new referral letters sent to the balance team are screened to ensure that you are seen as quickly as possible by the most relevant professionals. In many cases this has been shown to be the audiology and physiotherapy specialists. A large number of patients with balance, dizziness and hearing problems can pass through this service without the need to see an ENT surgeon. To monitor this process, each new case is discussed by the entire balance team, including the consultant, on a regular basis.

Special instructions

Any condition specific danger signals to look out for

Contact information if you are worried about your condition

Your own GP –

Your therapist –

Other useful telephone numbers/contacts

NHS 111

Stop Smoking Helpline (Sefton) - 0300 100 1000

Stop Smoking Helpline (West Lancashire) - 0800 328 6297

During your contact with us, it is important that you are happy with your care and treatment. Please speak to a member of staff and/or the ward/department manager/sister/charge nurse if you have any questions or concerns.

Rehabilitation

If you have any concerns or questions regarding your rehabilitation, please contact the director of rehabilitation, on tel no 01704 547 471.

Infection control request

Preventing infections is a crucial part of our patients' care. To ensure that our standards remain high our staff have regular infection prevention and control training and their practice is monitored in the workplace. We ask patients and visitors to assist us in preventing infections by cleaning their hands at regular intervals and informing staff of areas within the hospital that appear soiled.

As a patient there may be times that you are unsure whether a staff member has cleaned their hands; if in doubt please ask the staff member and they will be only too happy to put your mind at ease by cleaning their hands so that you can see them.

At your first appointment

You can bring someone with you to this appointment if you wish.

You will be asked to fill out a questionnaire to help us get a clear idea of your balance problem.

You will be seen and assessed by several different members of the team, e.g. audiologist, advanced physiotherapist independent prescriber and, if needed, an ENT surgeon, each an expert in their area. This will involve asking you various questions about your condition, including:

- Describe what it is exactly you are feeling (room spin, unsteadiness walking, sickness etc.)
- The onset of your condition
- How long does it last? (seconds, minutes, hours, days).
- How often do you get attacks?
- Is there anything you can do that will cause an attack?
- What other symptoms do you get around the time of an attack (hearing loss, tinnitus, headaches, etc.)
- Medication - please bring along a list of medications you are taking at present
- History of any relevant medical problems yourself or in your family
- Your occupation, hobbies, interests and how these are affected
- Results of previous blood tests, x-rays, scans

All new patients will also have a hearing test, results of which will be discussed.

You will have a clinical examination where you will be asked to perform some simple coordination and balance tasks.

What happens after my assessment?

At the end of this assessment process, most patients are then able to be given a diagnosis, and the most appropriate way of managing your condition will be discussed with you. This may include:-

- Referral to audiologists for assistance with hearing loss or tinnitus.
- Physiotherapy (vestibular rehabilitation) to improve your balance, mobility and reduce dizziness.
- Repositioning manoeuvres if you have BPPV.
- Advice, guidance and discharge.
- Referral to an appropriate consultant if further medical help is needed.
- Referral to falls clinic.

Further tests can be ordered at this stage, although for the majority of balance and dizziness problems, they are not necessary. This may be a scan (MRI or CT), blood tests or a computerized balance system function test in audiology. After your clinic visit, your GP will receive a written report including details of your examination and how your condition can be best managed. Please ask if you would like a copy of this letter. This system provides a faster and more effective way of helping you see the right person at the right time for the right treatment.

Most patients can expect to be in clinic for at least an hour on their first appointment and we will endeavor to keep to the allotted appointment time as much as possible.

Please try to arrive at your allocated appointment time wherever possible, allowing plenty of time for parking.

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Please be aware that you may feel slightly dizzy following the assessment and you should not consider driving yourself home should this be the case. You may wish to arrange for someone to attend the appointment with you.

How to contact us?

- ENT outpatients on 01704 705 277
- or
- Joanne Elston on 01704 705 091