

Southwark Hearing Support Service has following the advice of the Government temporarily suspended visits supporting children and young people with their hearing. Southwark Council is however committed to maintaining services in the best way possible. The Hearing Support Service will continue to work through this time supporting you and your children. The service will contact you at least as frequently as your children have been previously visited. The contact will be made through text or telephone calls and will offer advice and support in this manner while we work through the restrictions due to Coronavirus.

Teachers of the Deaf can be contacted using:

Arthur Cefai arthur.cefai@southwark.gov.uk 07540 152 935

Lottie Taylor Lottie.taylor@southwark.gov.uk 07725 623 079

Danuta Piwko Danuta.piwko@southwark.gov.uk 07710 921 741

Karen Rowley Karen.rowley@southwark.gov.uk 07761 597 624

We will be able to provide advice and support as we have previously on all the issues that you and your children face related to their hearing. Please do not hesitate to contact us for a chat if needed.

You may have also had information from the clinic providing your child's audiology care. These services are working at varying degrees and while some have reduced their services each centre is still providing emergency technical support. If you need batteries, tubes or other support please contact services on the following details.

The Children and Young People's Audiology Centre can be contacted on:

gst-tr.cypacenquiries@nhs.net or call on 0203 049 8560

For Cochlear Implants from St Thomas' Hospital: The Hearing Implant Centre department email is gst-tr.hearingimplants@nhs.net and contact phone number remains 02071886245

For queries about repairs and spares the Hearing Implant Centre department email is auditoryimplants@gstt.nhs.uk and the phone number is 02071888969

If you have an Advanced Bionics Device and need equipment repaired please contact 01223 847222 / support@abforyou.co.uk / 07827 324211(TEXT ONLY)

If you have a Medel Cochlear Implant and need equipment repaired please contact 0330 123 5601 / direct@medel.co.uk / 07930 363351(TEXT ONLY)

We recommend looking at the troubleshooting advice for your processor, as there may be a quick fix:

Advanced bionics: <https://advancedbionics.com/uk/en/home/support/troubleshooting-guide.html>

Cochlear: <https://www.cochlear.com/sg/home/support>

Med-El: <https://www.medel.com/ca/troubleshooting/>

Oticon: <https://www.oticon.com/support>

The Auditory Implant Service at St George's Hospital has also stopped face to face appointments and is offering support through it's contact details:

Switchboard: 020 8672 1255

Clinic Tel: 020 8725 1152/4563

Clinic Fax: 020 8725 1874

e-mail: stgh-tr.auditoryimplantservice@nhs.net

Great Ormond Street I believe have also suspended face to face appointments. Their contact details are Tel: +44 (0)20 7405 9200 Ext 1320

Speech and Language Therapy have also cancelled all future visits for the time being and can be contacted on their usual numbers. The team is being redeployed at the moment so may not be able to reply to your queries as quickly as they would like.

<https://www.facebook.com/EvelinaLondonSLT/>

Speech and Language Therapy for the Cochlear Implant Centre: gst-tr.contacts@nhs.net

Advice and other links: advice and links to other sources of support: <https://www.evelinalondon.nhs.uk/our-services/community/community-speech-and-language-therapy/advice.aspx>