

NORTH WALES AUDIOLOGY PATIENT NEWSLETTER

SPRING 2025



BAA Team of the year!

Well done to BCU Audiology who were awarded Team of the Year 2024 by the British Academy of Audiology. The team won for their joint efforts for reducing waiting lists, ensuring patients can be seen quickly and efficiently



Open Access Service

The open access drop-in service is available at Wrexham Maelor, Glan Clwyd Hospital and Bangor Hospital for any problems with your hearing aid or hearing where you can attend without an appointment:

Monday to Friday, 9am - 12 noon

Closed bank holidays and a small number of training days each year. Please refer to our website for the most up-to-date information.

Volunteer Drop-in Clinics

Our Hearing Aid Volunteers are here to support you. If you have an NHS hearing aid in North Wales you can access one of our drop-in sessions to receive friendly help and advice regarding your hearing aid.

THEY CAN SUPPORT YOU WITH:

- SERVICING AND RETUBING YOUR HEARING AID
- BATTERY PROVISION
- SUPPORTING HEARING AID USE
- PEER SUPPORT AND SHARING EXPERIENCES
- INFORMATION AND SIGNPOSTING

WREXHAM
03000 850078 OPTION 2
BCU.AUDIOLOGYEAST@WALES.NHS.UK

GLAN CLWYD
03000 850078 OPTION 1
BCU.AUDIOLOGYCENTRAL@WALES.NHS.UK

BANGOR
03000 850078 OPTION 3
BCU.AUDIOLOGYWEST@WALES.NHS.UK

To access our website
please scan the QR code





Hear to help Audiology Van

The Audiology “**Hear to Help**” van has now officially launched and patients have been seen for hearing aid and cochlear implant appointments in a number of locations, including Abergele Hospital, Tweedmill, Prestatyn Library, Pwllheli, Llandudno, Ruthin and Rhug Estate. This means that patients are able to be seen closer to home at locations more convenient to them.



Gathering Feedback From Patients

If you've attended the Audiology Department for an appointment within the last 3 months, we would be grateful if you could please complete this questionnaire to help us improve Audiology Services.

Adult Audiology Service Satisfaction Questionnaire



Betsi Cadwaladr University Health Board – Audiology Department

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