

Audiology Appointments

It is the policy of this department to see patients at their appointed time.

Any patient arriving 15 minutes later than their allotted time may be offered another appointment.

Patients arriving earlier will be seen as soon as circumstances allow.

Patient Information Leaflet: 8129

Review: 31.01.2026

For further information about the scheme, please contact us:

By Post:

Audiology Department
Royal Glamorgan Hospital
Ynysmaerdy
Pontyclun
CF72 8XR

Audiology Department
Keir Hardie Health Park
Aberdare Road
Merthyr Tydfil
CF48 1BZ

Audiology Department
Princess of Wales Hospital
Coity Road
Bridgend
CF31 1RQ

By Telephone:

01443 443283
01685 728130
01656 752195

By Email:

CTM.ChildHearing@wales.nhs.uk
CTT_Audiology@wales.nhs.uk (not Bridgend)



What is the e-mail helpline

The Helpline is a service to help parents/guardians of deaf children and young people to contact the Audiology department. If your child has already had an appointment with us, you can use the e-mail helpline. First, you need to sign an agreement.

What we do

You can use the helpline

- To book an appointment
- To cancel an appointment
- To re-arrange an appointment

The office staff in the Audiology department will manage the e-mail helpline. Other staff may also check the e-mails.

To use the e-mail helpline, we need

1. a signed consent form
2. your e-mail address

When you receive an e-mail from us, you will see the e-mail address CTT_Audiology@wales.nhs.uk. We will keep all the information we need on our database.

What you need to do

- ✦ when you e-mail us, we need your child's name, address and date of birth every time.
- ✦ If we send you an appointment, it can only be for **your** child.
- ✦ Please do not send attachments to us with your e-mail.
- ✦ Please tell us if you change your e-mail address. We may check your e-mail address with you at an appointment to make sure we are up-to-date.

Please check your e-mails if you are expecting a reply from the Audiology department. We may have to stop using the e-mail service if you do not come to appointments you have made by e-mail.

What we can't do

We cannot give you medical advice by e-mail. If you have a concern, please see your GP. In an emergency, please contact the emergency services. When we send e-mails using the Internet they may not always be safe. Your Internet Service Provider can store your e-mails. We can't be sure that someone will not intercept your e-mail and read it. The e-mail helpline is only for parents/guardians. We can only make appointments by e-mail for children we have already seen.

You are welcome to use the e-mail helpline Monday to Friday in office hours. Please remember the Audiology Department will be closed during Christmas, Easter and Bank Holidays. We will answer your e-mail when we re-open.