

Ear Reconstruction Service

Welcome to our Service

Information for patients and carers



Who are we?

We are a national service and receive referrals from all over Scotland, Northern Ireland and parts of England.

Our team includes a:

- Consultant Plastic Surgeon
- Consultant ENT Surgeon (Ear, Nose and Throat)
- Paediatrician
- Clinical Psychologist
- Nurse Specialist
- Audiologists
- Co-ordinator.

We also regularly have professionals in training, working under supervision within our team.

You can read more about our team on the NHS Lothian website:

services.nhslothian.scot/earrecon/Pages/default.aspx

Who is referred to us?

You or your child has been referred to our service because you are thinking about ear reconstruction. You might have microtia or traumatic ear loss. Our service is here to offer you the best possible clinical advice in relation to this.

If you need an interpreter

Please let us know if you would like an interpreter for your appointment by phoning **0131 312 0631**.

What happens at a first appointment?

As our service runs multidisciplinary clinics with the possibility of representatives from Paediatrics, Plastic Surgery, Audiology, ENT and Psychology being in attendance, please be prepared to be at the clinic for one to two hours.

In the appointment we will:

- Talk a bit about your medical history, your mental health and your lifestyle
- Find out what you need
- Give you some information about our service
- Think about a range of options that may be available to you
- Come to an agreed plan between us.

If your child is attending our microtia clinic they may have a hearing assessment at their appointment (results will be shared with local audiology services).

If you have any questions before the appointment, please telephone us (our telephone number is on the back page of this leaflet).

After the appointment, we will write to you and the person who referred you with a summary of our discussion and our initial plan.

Parking

Parking at the Edinburgh clinic, which is held at Royal Hospital for Children and Young People, is limited. You can pre-book a parking space by calling **0131 537 3333** (option 5) or **0131 312 0101**, phone lines are open 9am to 5pm. There are car parking facilities both at Livingston and Glasgow but again these are limited.

Where will we meet?

We have regular clinics in Edinburgh and Glasgow, and twice yearly clinics in Dundee and Inverness for both children and adults. We try to send you an appointment closest to where you live.

If you need help with travel expenses please ask at the main reception or cashier office of the hospital you are visiting.

What if I need to cancel an appointment?

If you need to cancel any appointment please let us know as soon as possible by phoning the Co-ordinator on **0131 312 0631** so that we can give the appointment to someone else.

If you do not attend an appointment and do not let us know, we will assume you do not need our service anymore and will discharge you.

Who do we share your information with?

- Your GP
- The person who asked us to see you/your child
- We may ask for your permission to talk to other people who are working with your child (for example, a teacher or nurse).

Why do we share information?

It helps us work together better and if we work together well, it is better for you/your child.

What information do we share?

We only share information that helps in treating you/your child.

Is it confidential?

Yes, completely confidential. Information is only shared with those who are working with you/your child.

If there are concerns about a child's safety we have to report these. There are child protection procedures used by health, social work, education and the police and we have to follow those procedures.

We may ask if we can use your information for training or research. If we do, we will always explain to you how we would like to use it and will ask for your permission first. Where possible, information is made anonymous before it is used for training or research.

Services also collect figures and statistics. This is called audit and evaluation and helps us find out whether a service is working well. This information is made anonymous when it is collected. This means that you cannot be identified from the information we use. Therefore we don't generally ask permission if we use any of your information in this way.

Websites

For further information regarding ear reconstruction these websites may be of interest to you

- www.microtiauk.org/
- www.changingfaces.org.uk

Changing Faces is a UK based charity providing support and information to people living with visible difference.

The 'Your Child' page has links to a number of well-written booklets that you can download providing guidance on a range of topics including:

- Medical treatment
- Talking to your child about their condition
- Handling other people's reactions.

Another useful website to help prepare for hospital admissions and procedures is:

- www.whatwhychildreninhospital.org.uk/

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