



# WESTMEAD REDEVELOPMENT

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## Media Release

Monday, 26 February, 2018

### **New ear, nose, throat and audiology department ‘a hit’**

Staff and patients have celebrated the official opening of a new ear, nose and throat (ENT) and audiology department at Westmead Hospital.

The department was revamped through the \$1 billion Westmead Redevelopment project’s refurbishment program, which is renovating more than 30 per cent of Westmead Hospital’s clinical spaces between 2017 and 2022.

The new department is located on level 2 near the University Clinics. It includes a new procedure room for ENT, two new specialised audiology testing rooms, five consultation rooms, a shared non-clinical work room, and cleaning and storage areas.

The new department opened for routine appointments on January 29. Since then, more than 350 patients have attended for vocal cord, nose and ear exams, ear cleaning, hearing and inner ear tests.

Head of ENT Dr Narinder Singh said: “the new ENT and audiology clinic was long overdue and has been warmly welcomed by patients and staff alike. The outstanding outcome is the result of an extensive planning process, led by the Westmead Redevelopment project team and consulting widely with patients and end users.

“The use of innovative design has significantly improved the patient experience. Feedback from patients has been extremely positive.”

Head of audiology Monica Gibian said: “the audiology team were particularly excited about the new testing rooms; they are comfortable and bright and really improve our testing capacities - we can now run simultaneous tests, rather than one test at a time.

“We’ve also streamlined admissions. Patients now enter near the University Clinics and come straight into the new, shared reception. This space will improve the patient experience, as well as communication between the departments.”

ENT patient Judi Steel from Emu Heights said: “the new department looks very clean and it’s a big upgrade. It’s very nice.”

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### Westmead Redevelopment

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Audiology patient Maria Grasso from Greystanes said the hearing test room, used during her appointment, was the best she'd seen.

"I think people will feel very comfortable. You feel secure when a place is nice and new and the people are nice – that's the main thing."

For more information, visit [westmeadproject.health.nsw.gov.au](http://westmeadproject.health.nsw.gov.au)

**-ENDS-**

**\*\*Photos of patients and staff attached. Enquiries: Emma Spillett on 0427 925 198 or [emma.spillett@health.nsw.gov.au](mailto:emma.spillett@health.nsw.gov.au)\*\***

**Photo captions:**

**Photo 1 caption: ENT patient and staff**

*Left to right: western clinical school medical student Fatnin Fabri, patient Judi Steel, ENT nurse practitioner Marin Duvnjak in a new ear, nose and throat (ENT) procedure room*

**Photo 2: Audiology patient and staff**

*Audiology patient Maria Grasso and senior audiologist Mitchell Adair in a new hearing test room*