



Tony Innes

## Message from the Chairman

**Somebody recently asked me “In this day and age, when the NHS and other providers like Social Services do so much, why do we need the NDA?. What do you do?” I thought it was a perfectly good question and I gave what I hope was a reasonable reply. Since then, of course, I have thought about it even more and would like to share my thoughts with you.**

damaging, loud music (and I will definitely come back to that another day).

The inner ear, where the millions of sensitive hair cells line the cochlea, the organ of hearing, is very poor at repairing itself so, once hearing has gone, whatever the cause, it rarely recovers. And so it is with age-related deafness. There is no cure and while there may be some potential in the future for gene therapy this is quite a long way off for most of us. There may be no “cure” but there is a great deal that can be done to help.

So, what are we to do, if we think we are losing our hearing or if we suspect that someone close to us, for example a spouse or partner, or a relative, is becoming deaf?

Being aware is probably the most important thing, and recognising the issue. Realising that it is nothing to be ashamed of, or embarrassed by, is also vitally important.

Deaf Awareness is a big topic in its own right and is so important that the NDA is invited to go out to organisations and businesses to explain to them what it means to be deaf, the challenges faced by deaf people in the workplace and in social settings and to help people with normal and reduced hearing to work effectively alongside each other. I am making a list of things we need to address in future Newsletters and have just added Deaf Awareness to that list.

At some stage, the earlier the better, you will want to go and discuss this with your GP and if he/she agrees that there is a problem that may need addressing you will be referred for a hearing test. In the past, all NHS hearing tests were carried out at the Hospital, by trained Audiologists and if looked as if the problem could be helped by the issue of one or more hearing aids, that’s what happened.

Nowadays your GP must offer you a choice as to where you go for your hearing test so this is a good opportunity for me to remind you that you can ask to be referred to the NDA at our offices in Thorpe Road. Your hearing will be tested by fully qualified Audiologists who will then discuss with

*continued overleaf*

### First a few interesting facts:

- It has been estimated by people who are generally pretty accurate when it comes to issuing these figures that:
- 1 in 6 of the population in the UK (that’s over 10 million people) has some form of hearing loss.
- 3.7 million are of working age and 6.3 million are over the age of 65

About 2 million people in the UK have hearing aids but only 1.4 million use them regularly. 30% of the hearing aids that are issued, at considerable expense, are unused.

Now, it will come as no surprise to learn that deafness increases as we get older and as Norfolk has a higher than average number of elderly people, the number of persons with a hearing loss and in need of help to hear properly is higher in Norfolk than you might imagine.

I spent the whole of my professional life, as one of the Ear, Nose and Throat Consultants working in Norwich and Cromer, alongside Audiologists, highly trained professionals who carry out hearing tests on patients of all ages. They fit and maintain hearing aids, amongst a great many other things. I might tell you about those “many other things” another day but for now let’s concentrate on hearing loss.

Gradual hearing loss is one of those things that affects almost all of us as we get older. In some people it happens faster than in others but that’s partly down to your genes as well as to other factors. These factors might include medications that you have taken in the past and whether or not you have been exposed to loud noise either at work or, increasingly recognised as extremely

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### Contact the NDA

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e [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk)

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you exactly what your requirements are. When your hearing aid, or aids, are ready you will be called back, the aid(s) will be fitted and you will be given a full explanation of how the aids work and how best to use them. But that's only the start.

We will keep an eye on you to make sure that we answer all of your questions and give you all the help you need so you can make the very best use of your aids. We run drop-in clinics at many fixed locations around the county and also have a mobile clinic that visits many sites in Norfolk where you can call in, without an appointment for help or advice. You can see details of all these clinics either on our website or elsewhere in this Newsletter. Our Volunteers can visit you in your own home if you can't get to us.

And we can do all this for you without you ever having to go near the Hospital, and it will never cost you a penny.

We also run clinics for hearing aid users so you can meet and share experiences with others in a similar position. Our service-users say they find this particularly useful. If you have tinnitus (noises in the ears) we run a support group for that too. If you need help with devices such as amplified telephones, or bells we can offer you expert advice and will also help you to purchase these devices. If you would like to improve your lip-reading skills, just talk to us.

Lastly if you are, or know of, someone who is so profoundly affected by deafness that you are finding yourself socially isolated, lonely or even depressed, we train some of our excellent Volunteers to become Befrienders. They can visit and can use their very special expertise to support you and enable you regain your place in society amongst friends.

So, you see, to answer the original question, we do quite a lot.

You can learn more about what we do by visiting our website at [norfolkdeaf.org.uk](http://norfolkdeaf.org.uk) or by giving us a call on 01603 404440. You might even be tempted to become a Volunteer. I know you would find it rewarding. We look forward to hearing from you.

Tony Innes

## A review from the Chief Executive

Aliona Laker

**It's official: the Spring is here! Finally, after a long winter (which was not too cold though!), we are able to enjoy the smell of spring flowers, the sunshine and the lucky ones in my team...the ducklings (please read on and you will find out what I am on about). With the changes in the seasons we also had a few changes in our team.**

Christina Brailsford, who has been meeting and greeting people in our reception or over the phone, providing much needed administrative support for over 2 years and co-ordinating the activities of the Tinnitus Support Group, has decided to explore pastures new with another charity in Norfolk. We all wished Christina success in her new role but were also very pleased that Christina has offered to continue with the running of the HUSH! Club, which is very popular with a good number of our service users.

Inevitably, all those tasks undertaken by Christina had to be covered so, after a recruitment process, we are very pleased to welcome two lovely ladies to our team. Zoe Warnes joined us in April as Receptionist and Administrative Assistant, and Jessica Freeman has taken over the responsibility for organising the Tinnitus Support Group from March. Jessica is also providing assistance with setting up a range of community fundraising activities. Phil Jackson (was he a basketball player?) once said: **"The strength of the team is each individual member. The strength of each member is the team."** Whilst our team is not concerned with playing basketball, the success in what we do completely depends on each individual team member performing their roles effectively and efficiently, and doing that with the knowledge that the team is there to support them in their role. This statement might sound a bit confusing but I can completely vouch for its trueness (yes, I do like making up words!). The last few months have been somewhat challenging for me on a personal level, however I am very privileged to be working with a great team (paid staff and volunteers) and



their professionalism and commitment has really shone during this period. A big, heartfelt Thank You from me to all concerned!

Since the last newsletter we had a some good news about funding, on which Clayton reflects in his article later on. I would like to remind us all about the difference the funding from the Big Lottery, the Clinical Commissioning Groups, and many charitable trusts and individuals is making to us being able to deliver our services with consistency and excellence, and even develop new activities to support those with hearing loss in our fine county (Pam's article tells us a bit more about this). As Aristotle famously said: **"We are what we repeatedly do. Excellence therefore, is not an act but a habit."** We are striving to achieve excellence in what we do, because we genuinely believe that people deserve the best possible.

We are trying to do that by taking great care of how we deliver our service, train and support our staff and volunteers, and how we resource our activities. But of course, the measure of success is not in what we 'input' into an activity, but in the 'outcome' of that activity, and there is probably no-one better than a service user to tell us if our efforts are of any good. As you will already know, we regularly ask people what they think about the support they receive from us, and opposite are just a few responses we received in the last 4 months.

When asked about the quality of our Hearing Support Service, 96% of service users grade it as 'Excellent'.

# BSL Practice Group

## Sign of the times

The BSL Practice Group has grown apace since Issue 9 of the Newsletter and is fast becoming a lively and vibrant meeting for those interested in brushing up their signing skills.

The group is diverse in age and background and has been joined by some very special members who bring so much of their own experience with them to our meetings.

Every member has contributed some very interesting ideas which help everyone develop their signing skills in creative, imaginative and fun ways. The age group is very diverse, ages ranging from the very young to the more mature. It's really great to see such a mix of generations sharing their stories and experiences with each other.

One member of the group brought in some hearing equipment that he used when he was at school in the 1970s. As well as it being of interest to the group it also demonstrated to the group just how far we have come in the way of audiology support and equipment that is offered to school children.

This is what some of the group had to say about their experience.

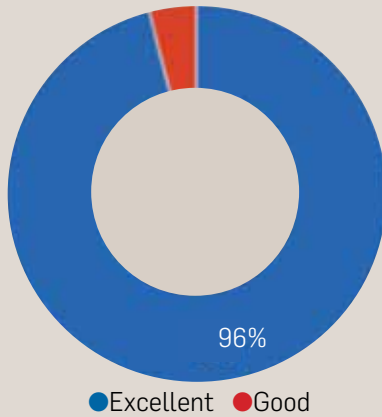
*“WOW what a beautiful group today! It has really got some momentum now”*

*“This has developed into a great service for people and thanks for setting it up”*

*“Thank you for making me so welcome. Hope to be at the next meeting”*

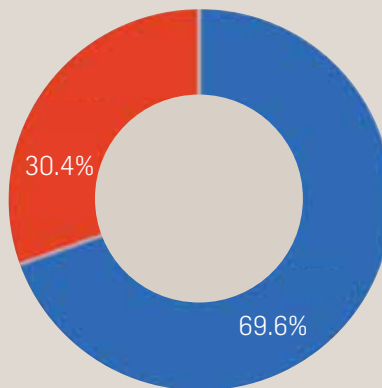
*“We had a lovely time at the group. It really is as friendly as I hoped, and we were both made to feel very welcome, thank you”*

### What is your overall view of the NDA's Hearing Support Service?

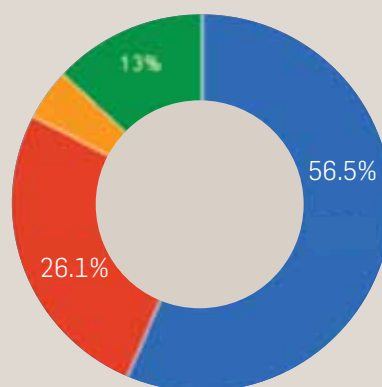


Almost 70% of those responding stated that the support is making a 'big difference' to them using their hearing aids, and just under 60% stated that the support received makes a big difference to their overall quality of life.

### What difference has the support we offer made to using your Hearing Aids?



### What difference has the support we offer made to your overall quality of life?



We have recently received a letter from a couple who attended our Assistive Listening Devices clinic, and I think it is worth sharing some of the body of the letter, as it reminds us of why we do what we do (name & address withheld):

*“Recently we visited you for advice and help with our choice of cordless house telephone. We spent more than hour in ‘one to one’ conversation with ‘David’ who patiently shared a whole range of his personal understanding and experience.....”. “Huge thanks to NDA and particularly to your staff on duty, whose calm and supportive approach to anxious clients, we feel, is a model of good practice.”*

We are very keen to 'spread the word' about the issues of hearing loss and how it might affect people through making our Deaf Awareness Training available to various organisations and individuals. Since January this training has been accessed by the staff at Cozens-Hardy Solicitors and social work students at UEA. Both groups found the training very useful and informative, and most importantly provided them with the knowledge that they will be able to use in their practice when working with people with hearing loss.

So, as Tony said earlier, we are doing quite a lot and there is, I am sure, more to do. But then, this is what we are here for, to help those who need our support, it being people who experience hearing loss, or have family members affected by deafness or are coming in contact with them as part of their work. We have a great team of staff, trustees and volunteers, as well as currently enjoying (after a lot of hard work!) good financial assistance from a number of sources so there is no excuse for not doing our best. Helen Keller said it so nicely... **“Alone we can do so little; together we can do so much”**, so if any one reading this magazine would like to get involved and help us do even more then please get in touch.

In the meantime, I hope you will enjoy reading the rest of the news and watch this space because next time, when I write my message for the next edition, it will appear tagged with a different surname. You will need to be patient now and wait to find it out...

**With all my best wishes to all, Aliona**

# Befriending Service

Pam Spicer, Service Co-ordinator

## Befriending as a Meeting Place for Youth and Experience

One emerging trend in befriending is the idea of intergenerational befriending which has been found to be very beneficial for both volunteer and befriended. You might wonder how this might be possible but it is now thought that as younger members of the family move away to follow education or to find work, then grandparents and grandchildren become separated by large distances and both generations lose out. The younger person loses the wise voice and insight that comes with maturity while the older person loses out on the energetic and vibrant spark that comes with youth.

Last year the NDA received a befriending request from the daughter of an elderly gentleman. She lives some distance away and was becoming increasingly worried about his isolation following the loss of his wife of 50 years and the effect this was having on his mood. This was being exacerbated by his limited mobility which prevented him from going out to socialise. Social Services suggested to her that our befriending service might help. Around about the same time, we received an enquiry from a young man keen to volunteer his time to the NDA. He is a working man in his 20s who has hearing loss himself and understands all too well how isolating this can be and wanted to be able to help somebody else. Following his induction and training, this volunteer and befriended have meeting at the befriended's home and enjoy swapping reminiscences and new ideas. One new idea that the befriended has embraced is the use of Skype which the volunteer was able to set up for him. This allows him to keep in touch with family and old friends in a way that allows them to meet face to face even though they are far apart.

An important element in our Befriending Service is that all befriending arrangements are monitored and we receive regular feedback from service users and volunteers. This allows us to discuss changing needs and ensures the well-being of both volunteer and service user. The gentleman's daughter lives away and is comforted by the fact that somebody is there to share some time with her father.

If you are interested in finding out more about becoming a volunteer for the befriending service please contact Pam Spicer on 01603 404440 or email [befriending@norfolkdeaf.org.uk](mailto:befriending@norfolkdeaf.org.uk) for an informal chat.



# Hearing Support Service

Pam Spicer, Service Co-ordinator



Since our last Newsletter we have trained three

- new volunteers for the Hearing Support Service. The NDA would like to
- welcome them all aboard and we look forward to working with them. I
- know our more experienced volunteers will all make them very welcome.
- With volunteering comes some responsibility but there are some lighter
- moments as this short anecdote reveals. As part the process of induction
- into volunteering with the NDA I support all new volunteers during their first
- community clinics, allowing them to build up confidence until they feel happy
- to go it alone. One of our new recruits, Susan, and I arranged a visit to a local
- residential home and, this being her first outing, I went with her to provide
- support. On our arrival we were welcomed into the lobby and, as usual, asked
- to sign the visitors book. While we were waiting to be shown into the room
- where the clinic was to be held, a lovely lady came up to us and said, "Would
- you like to see our ducks?"

- With some curiosity, we accepted the offer and duly followed the lady
- expecting to be taken into the garden outside. To our surprise, we were taken
- into the day room and to our amazement the residents were sitting in a circle
- looking down at a paddling pool containing half a dozen or more young bright-
- yellow fluffy ducklings which had been hatched from eggs by the residents to
- reveal these lovely little creatures. What a wonderful start to Susan in her
- volunteering role!

## Mobile Clinic adds a new venue in Gorleston

- Over the last few years the NDA has been delivering hearing aid support at
- the Norfolk Coastal Centre for Independent Living in Gorleston. The Centre
- has undergone some changes recently and the Red Cross are now playing
- the leading role there and are developing partnerships with organisations
- that have particular areas of expertise, such as occupational therapy and
- assistive equipment. As part of this process, from June onwards, they will be
- welcoming the NDA to the Centre to deliver Hearing Support and Assistive
- Listening Devices Services.

- The Red Cross have developed an assistive equipment service to the
- public and care sector agencies to include physical aids, such as bathroom
- hoists and special care beds for the bed-bound. They display this equipment
- in room settings for people with poor mobility and sight loss and provide
- training for care agencies and hospital staff in the care of vulnerable people,
- whether they are in residential settings or in their own homes. Part of
- their planning for the Centre includes expanding their offering by improving
- their support for people with hearing loss and they have asked the NDA to
- provide guidance in this area with our first visit scheduled for Wednesday
- the 24th June between 10-12 noon. Visitors to the mobile clinic will be able
- to receive hearing aid maintenance for their NHS hearings aids and will have
- the opportunity to try out the assistive equipment. We have a telephone
- line simulator onboard the mobile clinic so that people can try the phones to
- discover the best one to suit their individual hearing loss.

- The Norfolk Deaf Association would like to say a Big thank you to Gavin
- Gardner for allowing us to provide our service at the Red Cross Centre
- in Gorleston. **If you would like to arrange a home visit or become a**
- **volunteer for the HSS please contact the NDA by phone: 01603 404440**
- **Fax 01603 404433 or email [hearingsupport@norfolkdeaf.org.uk](mailto:hearingsupport@norfolkdeaf.org.uk)**

- You can also download an application form from [www.norfolkdeaf.org.uk](http://www.norfolkdeaf.org.uk)



# Assistive Listening Devices Clinics

David Spicer

## New Assistive Devices, Present and Future

### Sarabec Signolux Alerting System

Sarabec have recently introduced the Signolux visual alerting system. It is a versatile door bell that will also alert you to telephones and other sounds in the home using a loud audible signal, flashing LED indicators and a bright strobe light. It produces eight different sounds and displays different symbols to tell you which source you are being alerted to. For example, when door bell-push is operated it illuminates a door symbol. The receiver can be activated by several transmitters and provide different sounds and display icons to indicate which has been activated.

Alerting transmitters available include a bell push, a telephone transmitter to signal when the phone is ringing, a smoke detector and an audio detector/transmitter. The audio transmitter is designed to pick up sounds such as a baby alarm, an existing doorbell or a knock on the door. Sarabec recommend the Signolux system as a way of updating an existing alerting system.

One important feature of this system, unlike an ordinary doorbell, is that you can add a pillow vibrator to alert you at night when you might not be wearing hearing aids. This is particularly important if using with a smoke detector to ensure that you are woken promptly in case of fire.

### The future of alerting?

An interesting collection of smartphone apps has been released by Wolverhampton company Braci dubbed Smart Ear. The collection includes Braci Pro, Snore Detector, Baby Monitor, and On the Go. The apps use an Android smartphone or iPhone to listen for sounds, such as doorbells and fire alarms and then alerts you using a Pebble smart wristwatch which produces a vibrating signal and visible indication to identify the source. The Braci Pro app recognises over 1000 "sound signatures" of fire alarms and door bells etc., but is only currently (at the time of writing) available on Android whereas the iPhone version needs to be taught to recognise sounds. This is a reasonably easy process.

One thing I particularly like about this app is that it recognises that hearing loss affects younger people as well as older members of the community. By the same token, smartphones and apps are not limited to the young but are there for anyone willing to embrace technology to overcome the challenges posed by hearing loss.

The Braci apps are free to download from the Braci website ([www.braci.co](http://www.braci.co)) and the Pebble smartwatch is available from around £99 from Amazon.

### An invitation to share

The Braci apps were brought to my attention by one of our readers. If you know of any useful devices or have useful hints on how to overcome difficulties which you are willing to share, why not let us know. Write to us or email me on [clinics@norfolkdeaf.org.uk](mailto:clinics@norfolkdeaf.org.uk) and I will share it with others in future editions of the newsletter.

## Tinnitus Support Group

Jessica Freeman, TSG Co-ordinator



I would like to start by introducing myself - my name is Jess Freeman and I have taken over from Christina as the Tinnitus Support Group Co-ordinator. I am very much looking forward to an exciting year with the Tinnitus Support Group.

In January we welcomed Claire Gatenby, Chief Hearing Therapist at the Norfolk and Norwich University Hospital, who gave some great advice on sleep management for those with tinnitus. In February, Claire returned to discuss relaxation and stress management for people with tinnitus. Again, Claire's session was extremely informative, particularly as we were able to try out some of the methods and techniques she suggested. I think I speak on behalf of all those that attended that this was a great way to try different methods of relaxing, and to find one that suited us individually.

In March, we had the honour of Dr David Baguley, a Consultant Clinical Scientist and Head of Service at Cambridge University Hospital NHS Foundation Trust, joining us to talk about tinnitus. David discussed current theories concerning how tinnitus occurs, and the latest ideas of how those with tinnitus may be helped, and may help themselves. The general theme of this session was to allow the attendees to anonymously ask questions about anything they wanted to know about tinnitus, which allowed for an interesting discussion and gave the attendees an opportunity to voice their thoughts.

I would like to express my thanks to all the speakers who have given up their time to come to the Support group, and provide us with very inter-esting and informative sessions. It has been great to see so many attending the sessions this year so far, and I hope that many will continue to attend, particularly as we have more great session lined up for the rest of 2015 and if you wish to attend please email me at: [tinnitus@norfolkdeaf.org.uk](mailto:tinnitus@norfolkdeaf.org.uk)



## HUSH! Club(Hard of Hearing Club)

Christina Brailsford,  
Co-ordinator

Hush Club started off 2015 with a quiz run by one of our members, Robert Lamacraft. By the end of the quiz, I think we all felt our brains had been well and truly 'woken up' after the Christmas holidays! In February, we visit the Sainsbury Centre for Visual Arts (located on the University of East Anglia campus). We had a very engaging and informative tour with one of the gallery guides and learnt a great deal about art forms from around the world. After the tour, we enjoyed a chat over coffee and cake in the gallery cafe. March saw two activities for the club. At the start of the month, 27 Hush Club members and their families/friends went to see a captioned performance of Barnum at the Norwich Theatre Royal. It was a wonderful evening and a spectacular performance full of uplifting songs, perfectly choreographed dancing and nail-biting circus feats. Seeing Brian Conley tightrope walking was a particular favourite moment of mine! At the end of March, we welcomed Rachel Duffield (historical interpreter) back to the club. This time she came as Queen Victoria and we got to learn all about the Queen's life, as well as admire Rachel's beautifully handmade costume.

There is still a great deal to look forward to in the coming months at Hush Club, including learning some basic first aid and a number of exciting outings. If you like the sound of what we get up to at Hush Club, why not come along and visit? We are a very friendly group and would love to see you. We meet on the last Tuesday of each month, between 2pm and 4pm. You can find out more information by contacting me at: [hush@norfolkdeaf.org.uk](mailto:hush@norfolkdeaf.org.uk) or ringing 01603 404440.

## Friends of the NDA

On Wednesday 26th November, 31 Friends of NDA visited Norwich Theatre Royal for a captioned performance of "One Man, Two Guvnors" enjoying light refreshments pre-performance. One person attending said the show was "Rib-crackingly funny"!

By the time that you read NDA News we will also have hosted our next Friends of NDA event; a lecture on Thursday 16th April presented by Dr John E FitzGerald BSc PhD CS who is Consultant Clinical Scientist, Head of Audiology, at Norfolk & Norwich University Hospital NHS Trust, entitled "How to Test Hearing and Fit Hearing Aids in Newborn Babies and Children".



Here is a very brief summary of some of the main points from the lecture. The whole of the lecture can be found on the Friends section of the NDA website. If you do not have a computer or cannot access the website please contact the NDA office and somebody will be pleased to help you.

● Since screening began in this country on 2002, 6.7 million new born babies have been tested nationally and, of those, 12000 have been found to have a hearing loss.

● With a team of 7 screeners working every day on the labour wards in Norwich we aim to test every baby before it leaves hospital. The babies who escape or who are born outside hospital are tested at various sites in the community very quickly

● In Norwich we screen all babies using the otoacoustic emissions test and for those babies who do not pass this test, which can be repeated we go on to test with brain stem evoked audiometry. The tests take just a few minutes, they do not harm or distress the baby in any way and give very accurate and reliable results.

● For children who are older, but not old enough carry out a pure tone audiogram there are a number of other tests we can perform, all of which may be termed play audiometry, but which yield very accurate results when done by experts.

● If a child has a hearing loss it is vital to discover this and to make an assessment of the degree of deafness at the very earliest opportunity. By doing this, by fitting appropriate hearing aids and ensuring that the child and the family get the support they require the child stands the best chance of developing speech normally and being able to receive a normal and full education. These children fare every bit as well, if not better, than their normal hearing peers. Remember, the full account, along with an explanation of what the various terms all mean, can be found on our website.

If you are not a Friend of NDA and would like to join, an annual subscription for an individual is just £15 and annual joint subscription is £28. As a member you receive regular newsletters and priority invites to our Friends of NDA social events and lectures whilst at the same time, supporting Norfolk Deaf Association in continuing to deliver its services. Contact our office on **01603 404440** to join.



## New Receptionist

I'm Zoe Warnes the new Receptionist/Administrative assistant for the NDA, working alongside Stuart on the front desk. Originally from Thetford, I lived briefly in Lowestoft before meeting my husband and moving to Norwich. We have a daughter and son both under 10. We spend our spare time getting out and doing things as a family as much as we can. I like to keep active and I have run the 'Race for life' four times. This year I will be running in two more. I have enjoyed a career in care work mainly, with some more 'office' based roles too along the way and now I am very pleased to be working as part of this charity.



Clayton Anderson,  
Fundraising Assistant

# Fundraising

Since October 2014 through until 31st March 2015 we applied to 12 organisations requesting their support with our fundraising effort and we are looking forward to hearing their response shortly. However, since our last newsletter, we have had some great news!

In total, we had 6 positive responses totalling £14,250. £10,000 of these donations came from The Robert McAlpine Foundation who continue to support our Hearing Support Service and its work across our Norfolk community. £4,000 is to support our Befriending Service with donations from The Second Sidbury Trust (£1,000), The Francis Winham Foundation (£1,000), The Birkett's Fund (£1,000) administered via Norfolk Community Foundation and £1,000 was donated by a Trust that wishes to remain anonymous. The final £250 was also donated anonymously to support Norfolk Deaf Association's general running costs. Thank you to everyone that has donated to us over the recent months. All donations are greatly appreciated and really help us to continue delivering our services across Norfolk.

## Captioned Performances

The following performances are captioned:



### 2015

**The Boy in Striped Pyjamas:** Friday 8th May 2015, 7.30pm

**Shrek The Musical:** Thursday 25th June 2015, 7pm

**Jersey Boys:** Friday 10th July 2015, 7.30pm

**The Curious Incident of the Dog in the Night-time:** Wednesday 9th September 2015, 2.30pm & 7.30pm

**Rebecca:** Wednesday 23rd September 2015, 2.30pm & 7.30pm

**Dirty Rotten Scoundrels:** Thursday 15th October 2015, 2.30pm & 7.30pm

**Jesus Christ Superstar:** Wednesday 21st October 2015, 2.30pm & 7.30pm

**Norfolk Schools Project (NSP):** Sunday 8th November 2015, 2pm

### 2016

**Snow White:** Saturday 10th January 2016, 1pm & 5pm

## BSL Interpreted

The following are BSL signed performances:-

### 2015

**The Boy in Striped Pyjamas:** Saturday 9th May 2015, 2.30pm, Andy Higgins

**Peter Pan Goes Wrong:** Saturday 16th May 2015, 2.30pm, Jim Dunne

**Shrek The Musical:** Saturday 20th June 2015 2.30pm, Sarah Hides

**Jersey Boys:** Saturday 18th July 2015, 2.30pm, Donna Ruane - Theatresign

**Annie:** Saturday 22nd August, 2.30pm, Theatresign

**The Curious Incident of the Dog in the Night-time:** Friday 11th September, 7.30pm, Theatresign

**Hetty Feather:** Friday 2nd October 2015, 7pm, Theatresign

### 2016

**Snow White:** Saturday 9th January 2016, 2.30pm & 7.30pm, Jim Dunne

At all these performances top price seats are half-price for those who are deaf or hard of hearing, and this concession is also offered to one companion.

**Box Office: (01603) 63 00 00**

**Minicom: (01603) 598 630**

[www.theatreroyalnorwich.co.uk](http://www.theatreroyalnorwich.co.uk)

## Dates for your diary

### Tinnitus Support Group meeting dates

#### Tuesday 19th May

2:30pm-4:30pm

BTA and the latest in tinnitus research

#### Thursday 25th June

2:30pm-4:00pm

Sleep management for People with tinnitus

#### July TBC

#### Thursday 6th August

2:30pm-4:00pm

Relaxation & Stress Management for people with tinnitus

#### September TBC

### HUSH! Club (Hard of Hearing Club) Calendar

Hush Club meets on the last Tuesday of each month. Please note that from March 2015, the normal club times will be 2-4pm

**26th May** First Aid

**30th June** History of the Norfolk and Norwich University Hospital

**28th July** Sculthorpe Moor Outing

**25th August** Rogue Traders

**29th September** Quiz

# Mobile Hearing Aid Clinic Timetable

## July - December 2015

Venue	Day	Jul	Aug	Sep	Oct	Nov	Dec	AM	PM	
<b>Acle</b>	Recreation Car Park, Bridewell Lane	Tue	21	18	22	20	17	15	10:00 – 12:00	
<b>Attleborough</b>	Connaught Hall Car Park	Thu	9	6	10	8	5	3	10:00 – 12:00	
<b>Aylsham</b>	Bure Valley House Day Room	Tue	14	11	15	13	10	8	10:00 – 12:00	
	ACT Centre, St Michael's Avenue	Wed	29		30		25		10:00 – 12:00	
<b>Brundall</b>	The Street Car Park	Tue	21	18	22	20	17	15		13:00 – 15:00
<b>Bunwell</b>	Village Hall Car Park	Thu	9		10		5			13:00 – 15:00
<b>Dereham</b>	Morrison's Supermarket Car Park	Fri	24	28	25	23	27	18	10:00 – 12:00	
<b>Diss</b>	Mere's Mouth, Mere Street	Fri	17	21	18	16	20	11	10:00 – 12:00	
<b>East Harling</b>	Market Place Car Park	Wed	1		9		4			13:00 – 15:00
<b>Gorleston</b>	Independent Living Centre, Woodford Lane	Wed		26		28		23	10:00 – 12:00	
<b>Harleston</b>	Budgens Car Park, Bullock Fair Close	Fri	10	14	11	9	13	4	10:00 – 12:00	
<b>Hickling</b>	Methodist Church Car Park	Thu	23	20	24	22	19	17	10:30 – 12:00	
<b>Hingham</b>	Market Place	Wed	1		9		4		10:00 – 12:00	
<b>Holt</b>	North Norfolk Railway Car Park	Fri	3		4		6		10:00 – 12:00	
<b>Hoveton</b>	Village Hall Car Park	Tue	14		15		10			13:00 – 15:00
<b>Loddon</b>	Church Plain Car Park	Tue	7	4	8	6	3	1		13:00 – 15:00
<b>Long Stratton</b>	Co-op Car Park, The Street	Tue		4		6		1	10:00 – 12:00	
<b>Mattishall</b>	Old School Green Car Park	Wed	15	12	16	14	11	9		13:00 – 15:00
<b>North Walsham</b>	Sainsbury's Car Park (Vicarage St in Dec)	Tue	28	25	29	27	24	22	10:00 – 12:00	
<b>Poringland</b>	Budgens Car Park, The Street	Wed		19		21		16		13:00 – 15:00
<b>Reepham</b>	Market Place	Wed	15	12	16	14	11	9	10:00 – 12:00	
<b>Spixworth</b>	Village Hall Car Park	Tue	7		8		3		10:00 – 11:30	
<b>Sheringham</b>	Station Approach Car Park	Wed	29		30		25			13:00 – 15:00
<b>Stalham</b>	Staithe Surgery Car Park	Thu	23	20	24	22	19	17		13:00 – 15:00
<b>Swaffham</b>	Market Car Park	Wed		5		7		2	10:00 – 12:00	
<b>Taverham</b>	Village Hall Car Park	Tue		11		13		8		13:00 – 14:45
<b>Thetford</b>	Healthy Living Centre	Wed	22		23		18			13:00 – 15:00
<b>Watton</b>	Co-op Car Park, High Street	Thu		6		8		3		13:00 – 15:00
<b>Wymondham</b>	Waitrose Car Park	Wed	22	19	23	21	18	16	10:00 – 12:00	

# Community Clinic Timetable

## July - December 2015

Venue	Location	Contact	Day	Time	Jul	Aug	Sep	Oct	Nov	Dec
<b>Blakeney</b>	Thistleton Court, Blakeney, NR25 7PH	01603 404440	Wed	10.00 – 12.00		19		14		16
			Fri		31		25		27	
<b>Coltishall</b>	Coltishall Surgery, St John's Close, NR12 7HA	Nikki Crawford 01603 737593	Fri	10.00 – 12.00	3		4		6	
<b>Fakenham</b>	Fakenham Medical Practice, Trinity Road, NR21 8SW Waiting Area C	01603 404440	Wed	13.00 – 16.00	Weekly Every Wednesday					
	First Focus 18 Cattle Market St, NR21 9AW		Tue	10.00 – 12.00	Weekly Every Tuesday					
<b>Gorleston</b>	Norfolk Coastal Centre for Independent Living, Woodfarm Lane, Gorleston NR31 9AQ	01493 604427	See the Mobile Clinic timetable							
<b>Ludham</b>	Ludham Doctors Surgery, Staithe Road, Ludham NR29 5AB	Paula Brown 01692 678208	Fri	12.00 – 14.00		7		9		11
<b>Norwich</b>	NDA HQ, 120 Thorpe Rd, Norwich NR1 1RT	01603 404440	Tue	10.00 – 12.00	Appointment only Mon, Wed & Fri					
			Thu	10.00 – 13.00						
	Dussindale Surgery, Pound Lane, Thorpe St. Andrew, Norwich, NR7 0SR	01603 404440	Tue	14.00 – 16.00	14	11	8	13	10	8
<b>Sheringham</b>	Age Concern, 35B Cremer St., Sheringham NR26 8DZ	01263 821188	Tue	10.00 – 12.00	7	4	1	6	3	1
<b>Wells-Next-The-Sea</b>	Wells Community Hospital, NR23 1RF		Tue	13.00 – 15.00	21	18	15	20	17	15