



Tony Innes

## Message from the Chairman

**WHEN I LOOK BACK** on what happened to the NDA in 2013 there is obviously a great deal to tell you about. Regular readers will already be aware of the major events but I thought it would be useful to try and bring everything together, as well as giving you an idea of what is in store for us in 2014.

We moved. We are now well settled in to our new Thorpe Road premises and everything is as good as we hoped it would be, and better. It is a light and airy space and a much nicer working environment for all our staff and for service users who visit us.

When we first moved in we quickly became aware that there was a vast expanse of blank wall space, but not any longer! We have come to an agreement with the Norwich University of the Arts and they have loaned us some very attractive and interesting works to hang on our walls. If you haven't already seen them I would advise you to take a look. The paintings are for sale so if there is anything there that takes your fancy please don't hesitate to discuss it with someone in the office.

We are indebted to the NUA for their co-operation and their generosity and hope that in the future they may wish to use our building to showcase the talents of some of their up-and-coming artists.

At around the time we moved three of our long-standing Trustees decided to step down after many years of valuable service to the NDA. We owe a great debt of gratitude to Gill Girling, Heidi Yates and Karen Dack. Gill is now enjoying a well-earned retirement but we hope that Heidi and Karen will continue to give our clients the benefit of their years of experience and expertise by staying on as volunteers.

We are delighted to be able to welcome Michael Steward as a Trustee. Michael will be able to bring a valuable new dimension to the Board and we are all looking forward to working with him. I will be asking Michael to tell us a bit about himself later.

In the good old days, if you felt that you might need a hearing aid through the NHS it was easy. You would go to see your GP who would then refer you to the Hospital. We have always been lucky in this part of Norfolk to have access to an excellent Audiology department with shorter than average waiting times but not everyone else in the country has been so fortunate. The powers-that-be decided that

there should be an alternative system in place; there should be Any Qualified Providers (AQP) of hearing aids to the over 50s.

This presented the NDA with all sorts of problems because we were going to have to find a way of working with a number of different organisations, not all of whom had the knowledge or experience of working with organisations such as ourselves, to provide a seamless and continuous service to support hearing-aid users.

We have been doing our bit but it hasn't always been plain sailing. You can find out more about AQP later in the Newsletter and I would strongly advise you to read the article carefully.

Towards the end of the year, Frank Eliel, Chairman of the Friends of the NDA, and who had played such a big part in getting the Friends up and running decided to take a back seat. Our grateful thanks go to Frank for all he has done for us and we wish him well with his other ventures. I am delighted to be able to say that Frank will be staying on as a Friend so we look forward to seeing a lot more of him.

And then we got the Big Lottery money!!! I could say a great deal about what this means to the NDA but I will leave that to Aliona.

So what is in store for us in 2014? Firstly we are looking forward to taking delivery of our new mobile clinic, in the form of a Renault minibus which is being supplied and converted, to our specification, by Holden Motors. The lion's share of our service is provided by our volunteers on the Bus so to have a new, purpose-built vehicle, funded by the Big Lottery, is very exciting.

Even more exciting is the fact that we are on the brink of fulfilling what has been a burning ambition for many of us for some years. We have sufficient space in our new offices to be able to offer permanent accommodation for Audiology. We are planning to build two consulting rooms, one with a soundproof booth, for carrying out hearing testing and fitting hearing aids by fully qualified technicians, as an alternative to patients having to visit the Norfolk and Norwich University Hospital. There will be two clinics every day, five days a week and we hope to have that working around Easter time or soon after.

Another busy year ahead. I will let you know how we get on.

**Happy New Year.**

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# A review from the Chief Executive

Aliona Laker

## Hello and a happy belated New Year to everyone!

Whilst enjoying nice food and the company of my family during the Christmas break, in the quieter moments I was reflecting on the achievements (and inevitably some personal disappointments) of the year that was drawing to a close. My work at NDA of course was very much featured in those thoughts. Tony is right, we achieved a lot and of course all was made possible due to the dedication and hard working of all involved. As ever, I remain extremely proud of our staff team, all our loyal volunteers and supporters and our Board of Trustees. All of you have in some way contributed to what we have achieved!

Tony, in a very succinct way has covered the majority of news since the last edition of the NDA News and as I asked the team to write their news (please read on!), I am left with very little to add probably (now, that's very unusual!). Well, I will try not to let the team down...so, here goes with the news about the funding that we received from the Big Lottery Fund. And what an exciting piece of news that was! After lots of hard work we heard that we have been awarded a grant of £284,991 over a period of 3 years. The funding is towards the hearing support service and will contribute to staff salaries, volunteer expenses, general running costs, such as premises, stationery and so on, and very excitingly allow us to purchase a new minibus, which then will be converted into a mobile clinic. At the time of writing this article, the minibus is already undergoing its transformation and we hope to be able to launch it in March.

We have also been fortunate to receive further support for this service from the Robert McAlpine Foundation, who kindly awarded us a grant of £10,000. I cannot fail to mention all the other financial support we received from many individual donors (despite the difficult economic times people in



Norfolk are still very generous), the Friends of NDA, our former Landlord and a number of grant making trusts and community groups. All those funds put together (irrespective of their size) help us continue with the delivery of all our services. As you continue to read through the magazine you will find out about the difference our support makes to those who experience hearing loss.

Every month we collect the data on the number of people we supported, the number of appointments or befriending hours we offered and other interesting information (I suspect, interesting only to some!). I am one of those who wants to know how many people we helped with the money we spent and so far the numbers are very encouraging. From April to end November 2013 we reached 3539 people (of which 1174 were 'new' service users) and offered 5726 appointments through our Hearing Support Service. The Befriending service offered 727 support hours through 296 visits, we had a number of informative Tinnitus Support Groups and the Hard of Hearing Club has seen new members, had exciting trips and seems like lots of fun too (please read Christina's article later on).

Lots of work has also been done to establish the working relationship with Scrivens (a new AQP provider of Audiology services for over 50s in Norfolk) and I am pleased to say that we are very close to the point of implementing a similar working practice with them as we have for many years with the Audiology Department at NNUH. As you read on you will find out why for us is so important that we do work in partnership with all

additional providers, but in a nutshell as a charity we just want to ensure that people who have been issued with NHS hearing aids in Norfolk continue to receive our very accessible support irrespective of who has issued their hearing aids. Unfortunately, if a new provider is not working with us we are not able to get supplies to maintain the hearing aids issued by them, which then means that we will have to refuse a service to hearing aids users. It is not something that we want to do as for over 20 years the NDA was able to support any person who is wearing NHS hearing aids. I am sad to say that to date SpecSavers and the Outside Clinic have not engaged with us...

It is important to mention though that our working relationship with all local hospitals remained unchanged and we are also now able to support those who have their hearing aids issued by the West Suffolk Hospital. We are very privileged to get all the training, supplies and lots of other support from the Audiology colleagues at the NNUH. So, all well on that front! And of course, as Tony mentioned, there is a plan to work even closer with the NNUH. A little more information about this is on page 4.

On the theme of Friends of NDA, please note in Clayton's article on page 8 the details of the forthcoming lecture delivered by Dr John FitzGerald, the Head of the Audiology Department at NNUH.

Did I say earlier that I might not have much to say?! I probably need to round up... So new premises which we are very happy with (and a big thank you to Joe, our landlord for the support he provided since we moved in), additional funds, a new Trustee, a new minibus, hopefully a new service with Audiology, recruit additional volunteers, lots of monitoring and reporting to funders ahead and hopefully more people wanting to join as Friends of NDA and funds to be secured for the next few years. How much more can a girl want?? I am very much looking forward to getting on with all of that and will let you know how far we've got in the next edition of this magazine. By the way, I don't do it all by myself, but very much with the team we have (staff, volunteers and trustees) and what a lucky person I am to be able to work alongside them.

Please read on.

**With all best wishes, Aliona**

## A warm welcome to our new trustee, Michael Steward



### Potted history of my rise to fame (or some would say infamy):

I came to Norwich from Somerset in 1970 to study history and philosophy at the University of East Anglia. There I met Jean, my wife of 41 years who later became the University's Librarian, now retired. We have two grown up children and a small dog who currently acts as a substitute grandchild.

After studying further at the College of Law in London I qualified as a solicitor and worked for Hansells from 1974 where I spent 27 years as a partner. Initially I worked in the sphere of Probate, Trusts and Tax but later specialised more in commercial

property work until my retirement at the end of last year. I also served as joint managing partner for several years.

In my youth I was a keen skier, cricketer and squash player, representing the county on a number of occasions in the latter sport. My main interests now are golf, bridge, walking, travel and history, particularly family and military history. I am also trying to improve my conversational French and Italian.

I spent some years developing youth cricket at Norwich Wanderers Cricket Club and I continue to be involved as chairman of a cricketing charity which makes grants to aspiring young cricketers.

## Hearing Support Service

Pam Spicer, Services Co-ordinator

### A big "Welcome" to our new volunteers

**DURING THE AUTUMN,** the Hearing Support Service trained four new volunteers who are now entering into their volunteering work. They are being supported by some of our more experienced volunteers during their first home and static clinic visits.

The new volunteers also gain experience very quickly when they work on the mobile clinic where the volume of service users can be much higher and the pace of work can be very fast. Because of the differing locations that the mobile clinic attends, our volunteers see a greater range of different hearing aids and fittings

issued by several audiology departments serving our region. On the mobile clinic, we provide advice about assistive equipment for people with hearing loss. This enables volunteers to gain knowledge about assistive equipment while working on the mobile clinic and this additional knowledge enables volunteers to signpost people to the best providers of assistive equipment during their home visits to clients. The volunteer client support is always growing in quality and they are able to offer so much more than just the routine duties performed on their home visits.

Because of the work

that we are undertaking with Scrivens, who now supply NHS hearing aids, our volunteers have undergone update training on the hearing aids they issue, learning about their function and supplies relating to them. This training is ongoing and further sessions are being planned for 2014. As always the volunteers have shown great flexibility and willingness to learn new skills which is an invaluable asset to us.

Claire Jenks, Audiological Scientist at West Suffolk Hospital recently visited the NDA and gave a presentation about the work that they



do and demonstrated the hearing aids and fittings that they issue. The talk was very well received by the volunteers that attended and provoked a lot of interesting discussion. Claire also learned a lot more about the work that the NDA does. This stronger relationship and understanding means that we will be able to work much closer together in the future.

### Some comments from the volunteers:

*"I had no idea how interesting and in depth the work would be, I can't wait to get started."*

*"It was so lovely to update my skills and meet up with other volunteers that I haven't seen for some time."*

*"I feel better prepared now for helping people with their new hearing aids."*

If you would like to become a volunteer for the NHSS then please contact the NDA phone: 01603 404440 Fax 01603 404433 or email [nhss@norfolkdeaf.org.uk](mailto:nhss@norfolkdeaf.org.uk) or you can download an application form from our website [www.norfolkdeaf.org.uk](http://www.norfolkdeaf.org.uk)

# The Changing Face of Hearing Aid Services in Norwich, North Norfolk and South Norfolk

an outlook by Tony Innes

**IN APRIL 2013** the Clinical Commissioning Groups in Norwich, North Norfolk and South Norfolk introduced a new way in which patients over 50 years old could obtain a hearing aid under a new scheme called 'Any Qualified Provider' (AQP). We have written this article to help explain about the new system and to make you aware of some important considerations if you are considering a hearing aid or are an existing hearing aid user.

## WHO IS PROVIDING HEARING AIDS NOW IN THE ABOVE AREAS?

The Norfolk and Norwich University Hospital Audiology department, has cared for the hearing needs of people across Norfolk for decades and the Queen Elizabeth Hospital provides these same services in West Norfolk. In addition there are now three new extra providers, namely The Outside Clinic, Scrivens and SpecSavers. All of these services see patients at different locations throughout our area.

## CAN I WALK INTO A HIGH STREET HEARING AID DISPENSER SHOP AND GET AN NHS HEARING AID?

No. People over 50, who want a hearing aid for the first time have to go to their GP and ask for a referral. Your GP will then make sure you are suitable on clinical grounds for a referral under AQP. If you are, your GP will offer you a choice from the list of providers which includes the hospital and the various high street shops. You must choose one from this list.

## WHAT IF I AM UNDER 50 OR DON'T MEET THE CRITERIA FOR AN AQP REFERRAL?

You will be referred to the Norfolk and Norwich University hospital for more

specialist care, carried out by their team of highly trained and qualified audiologists who not only see patients referred via the AQP system but also via the specialist care route.

## I AM AN EXISTING HEARING AID USER AND HAVE BEEN LOOKED AFTER BY THE NORFOLK AND NORWICH UNIVERSITY HOSPITAL FOR YEARS – WHAT DO I HAVE TO DO IF I WANT A NEW HEARING AID?

If you are an existing hearing aid user with an aid provided by the Norfolk and Norwich University Hospital you can contact the hospital Audiology department directly for a review appointment and you can continue your care with them. Their contact number is 01603 287284

## HOW QUICKLY WILL I BE SEEN ONCE MY GP HAS REFERRED ME?

You should be seen within 3 weeks for your initial assessment and, following this, within 4 weeks for your hearing aid fitting. Within 8 – 10 weeks after your hearing aid has been fitted you should be followed up to check the hearing aid is exactly meeting your communication needs.

## IS THERE A DIFFERENCE IN THE HEARING AIDS OFFERED BY THE DIFFERENT PROVIDERS?

Each provider supplies hearing aids from a different manufacturer. They all look similar but they are all digital and they all sit behind the ear. However the different makes have different features. For example all the hospital hearing aids have what we call a loop setting, which the patient can choose to have activated or not. This setting will enable you to use other assistive listening devices

(ALDs). One of the hearing aids from Scrivens does not have a loop system so will not be suitable if you want to use an assistive listening device which uses this feature. You can get more information about assistive listening devices and try them out in one of our ALD clinics every Thursday, between 10am and 1pm at NDA, 120 Thorpe Rd, Norwich, NR1 1RT. Also, bi-monthly you can attend the ALD clinic at the Act Centre, St Michael's Avenue, Aylsham. The clinic is run on Wednesdays between 10am and 12 noon. No appointment is necessary for either of these venues.

## WHAT DO I DO IF SOMETHING GOES WRONG WITH MY HEARING AID OR I NEED A NEW EARMOULD?

All providers must offer a hearing aid maintenance service but the availability of this varies depending upon the provider.

## Norfolk & Norwich University Hospital:

There is a walk-in service at the Norfolk & Norwich hospital and no appointment is necessary

**Monday:** 08:45 - 12:15  
and 13:45 - 16:45  
**Tuesday:** 08:45 - 12:15  
**Wednesday:** 13:45 - 16:45  
**Thursday:** 08:45 - 12:15  
**Friday:** 08:45 - 12:15

## Cromer & District Hospital and Thetford Healthy Living Centre:

Attendance is by appointment only. To book an appointment at Cromer & District Hospital please phone: **01603 646 204**  
To book an appointment at Thetford Healthy Living Centre please phone **01842 767 600** or speak to reception staff at the centre.

## The Outside Clinic:

You would need to contact the company and arrange a home visit.

## Scrivens:

We received the following information from the local Scrivens Audiologist: *"If I see someone in a Scrivens branch I normally advise them to pop into any branch so the staff there can have a look at the aid and see if they can fix it. If they can't then the branch staff can send the aid off for repair which normally takes about a week.*

*If I see someone in a medical centre then I usually advise them the same if they can get into a branch, if not then I ask them to phone head office on the freephone number on the back of their booklet and book in to see me at the medical centre. Anyone can also phone any branch for advice and help over the phone."*

## SpecSavers:

You need to contact the company as we have no information.

## IF MY HEARING AID GOES WRONG OR I WANT IT RE-TUNED CAN I TAKE IT TO A DIFFERENT PROVIDER?

For example, if I obtained my hearing aid from one of these other new providers, could I then take it to the Norfolk and Norwich Audiology Department if I have a problem, or if I think the aid needs adjusting?

No. Your provider is paid by the commissioner to look after all your hearing needs for 3 years. This includes providing batteries, maintaining your hearing aid and earmoulds or thin tubes, fine tuning your hearing aid as necessary and replacing the aid if it breaks.

**You should consider this very carefully** when making your choice of provider because you will not be able to obtain on-going care from a different provider and a different provider will not be able to look after your hearing aid if it is a different model (you can't take a faulty camera bought at, for example,

Jessops back to John Lewis and expect them to replace it!). You always have an option of changing your care if you are not satisfied with your current provider, but this will involve transfer of your records from one provider to another, very much like changing GP when you move house and you will have to start the process of assessment and fitting of a new hearing aid all over again with the new provider.

## WHERE CAN I GET MY REPLACEMENT BATTERIES FROM?

Patients that have been issued with NHS hearing aids by the local hospitals can get their batteries from the NDA's office on Thorpe Road, mobile clinic or static clinics. Please see the timetable on the last page or on the website [www.norfolkdeaf.org.uk](http://www.norfolkdeaf.org.uk) or ask your volunteer when they visit you at home.

## WHICH SERVICES ARE WORKING WITH THE NDA?

The NDA has always been committed to working with all providers to ensure it can support all NHS patients. We have a long and successful track record and excellent links with the Audiology Department at the Norfolk and Norwich University Hospital and this continues. The Audiology department regularly trains our volunteers and keeps us supplied with hearing aid parts such as tubing, hooks and batteries for their hearing aids so we can continue to maintain the hearing aids provided by the hospital. This way we can continue to help hearing aid users who are housebound via our home visit service or those users who find it difficult to travel far by using our Listen Here mobile clinic.

We have established collaborative working with Scrivens so our volunteers are able to support patients who have been issued with NHS hearing aids by Scrivens but, at the moment, we are not able to support any hearing aid users who have been dispensed with hearing aids by any of the other providers as they have not provided us with any supplies or spares.



## The New Year sees exciting time for the Listen Here! Mobile clinic

by David Spicer

**IT IS SOMETIMES** hard to believe that the Listen Here Mobile Clinic has been on the road for over six years, over which time it has supported in the region of 18000 service user visits. In short, it has been a storming success and has allowed us to deliver much needed support across the county.

During the last year, as you will have read, the NDA applied successfully for funding for a replacement vehicle (I'm dubbing this LH2) to ensure that we continue to deliver our highly reliable service. The current vehicle allowed us to provide close to 100% attendance to our venues. Even through the winter snow the mobile clinic has attended every venue throughout its six years and only missed Wells last December when I was taken ill.

However, over the last year LH1 has begun to show its age with one or two minor breakdowns showing that the idea of applying for funding for LH2 has been timely. The volunteers have been an invaluable source of ideas as we started to hope that our bid might be successful allowing us to think about how we might build on the success of the original.

Hats off to the team that put LH1 together with such a well thought out design. With some minor changes, such as more modern LED lighting, LH2 will follow closely the design of the original. Hats off also to Aliona and Clayton for mounting a successful application for the funding; but, most of all, hats off to the volunteers for ensuring that LH1 delivered such a reliable and well thought of service, providing the NDA with much needed evidence crucial for the application's success.

# An update on the Assistive Listening Devices Clinics

by David Spicer

**A FEW WEEKS AGO** Colin Foxtan from Sarabec, a supplier of assistive devices for people with hearing loss, visited the NDA and brought with him a few new items of equipment to demonstrate, allowing John, Jack and myself the chance to get a close up look. Among these were the Doro Android smart phone, the Infralight Swing TV listener, and a new range of Fire Angel alerting devices. This article provides a brief review of these products.

## Smart Phone for Hearing Loss

The Doro Liberto 810 is an Android phone with a 4-inch 800 x 480 pixel colour touch screen which we found easy to navigate. It is similar in style to a Samsung or HTC smart phone but has been adapted by Doro with large clear icons that people with less than youthful eyesight can see more clearly. We found the dialling screen very clear and the touch keyboard used for texting easy to use, and a button at the bottom of the screen allows you to return to the home page very easily.

The 810 comes with the Android 4.1 operating system and has some carefully selected apps, with more available from Google, many for free. One feature that attracted our attention was the remote management software that Doro supply which allows either yourself or a family member to manage the phone's content over the internet from a remote PC (such as adding phone numbers, uploading photographs or installing new apps). The phone is "sim free" which means that you can use a sim from any network provider leaving you to choose the one you prefer.



**Doro Liberto 810 Android smart phone**

## TV Listener

The Infralight Swing TV listener can be used either by a hearing aid user, or somebody who does not use hearing aids, to improve the sound from their TV. It is a two-part system comprising a transmitter connected to the TV and receiver with neckloop or stethoscope-style headphones. The transmitter is plugged into the mains and connected to the audio output from a TV, radio, or PC, and transmits the sound to the receiver using infrared light. It offers improved connectivity over its predecessor (through direct audio, USB or microphone) and also acts as a charging cradle for the receiver. The receiver has its own volume, tone and balance controls which act independently of the sound source. It also has a 3.5mm jack socket meaning you can plug headphones or earhooks into it, if preferred, to enjoy stereo sound. To recharge the receiver it is placed in the charging cradle while not in use and it will operate for around 6 hours on a full charge. We found the sound quality from the Infralight Swing to be very good.



**Infralite TV personal loop**

**For more information about these and other assistive devices, please visit us at the ALD clinic each Thursday morning between 10 am and 1 pm where we can offer you impartial advice on devices to make living with hearing loss that bit easier.**

## Fire alarm for those with hearing loss

One aspect of daily living that often worries people with hearing loss and those that care for them is how to be alerted in the event of fire, especially at night when not wearing hearing aids. Fire Angel offer smoke and carbon monoxide detectors which link wirelessly to a bedside unit with a flashing light or pillow vibrator. Their new product range, dubbed Fire Angel Wi-Safe 2, improves on this. As before, it is available with a bedside strobe supplied with a pillow vibrator that will wake somebody with total hearing loss. They also offer a low frequency sounder that overcomes the problem that many people with hearing loss have in hearing the conventional high-pitched sound produced by normal smoke alarms, even when wearing hearing aids. The sounder can be placed on a table or wall mounted. We found the sounder to be extremely loud. The Wi-Safe 2 smoke detector has a sealed lithium-ion battery with a 10-year life and both the bedside unit and sounder have status lights on them to indicate if there are problems with the system.



**Fire Angel Wi-Safe2 bedside strobe and pillow vibrator**



**Fire Angel Wi-Safe2 low frequency sounder**

# Befriending Service

## A Veterans experience of befriending

by Colin and Bill

I first met Bill when he was referred to the NDA Befriending Service by the Emmeline Centre at Addenbrooke's Hospital. Bill was approaching 90 years of age at that time. I made an appointment to visit Bill at his home to make my assessment visit.

I arrived at Bill's home to find him sitting at his computer working away at an ongoing project. After a short while I discovered that Bill himself was no ordinary man. He started to tell me about his service in the army and relayed some very moving and inspirational stories about that period in his life. He has a very meticulous, well ordered and extensive library of information about his regiment and its campaigns. Bill set up a comrades' association, 1st Battalion The Royal Norfolk Regiment D-Day Veterans, and designed an emblem for them which he created himself on his computer. For that he was rewarded with an MBE!

One of Bill's wishes was to join a lipreading class and, although Bill is new to the lipreading class, he has already become a very popular member and has shared some of his publications about his regiment with his classmates. His befriending volunteer, Colin, has helped Bill to gain the confidence to become a valuable member of the group.

Bill and Colin share many good times together offering each other mutual respect and companionship. We are very fortunate to have Colin as one of our befriending volunteers because he is able to draw on his own personal experience of people who are profoundly deaf. Colin appreciates how important it is for people who have hearing loss to feel included and have the ability to enjoy everyday choices. He always has a calm positive outlook and is happy to give gentle encouragement whenever it is needed.



**This is what Bill had to say about the befriending service:**

**DEAR PAM,**

*I am so very sorry I can't remember who told me about the Norfolk Deaf Association. The trouble is when you are old it plays havoc on your memory. I am sure I said to somebody, I would love to be able to lip read, and they said you should contact the Deaf Association. I just can't remember who it was.*

*I remember first meeting you and Colin. When I first saw you, I thought you were an attractive lady, with a lovely smile. I thought Colin just an ordinary everyday man. I have since learnt different.*

*He has been very kind to me, he is very generous, he is very thoughtful. He has taken me out and driven around many parts of our City, and I have seen lots of changes. He has taken me to the lip reading class and helped me to understand more. I trust him completely. Colin is my idea of how a gentleman should be. Best of all, Colin is my friend.*

*I find it hard to follow our teacher at the lip reading class because of my poor hearing. All the members attending the class have made me feel very welcome and are all very kind. I have only been attending a short time and I feel I am way, way behind all the other members. I was very surprised when the teacher told me she was very pleased with my progress.*

Best Wishes, Bill

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.

# New Audiology Clinic Opening at NDA

John FitzGerald,  
Head of Audiology Services,  
Norfolk and Norwich  
University Hospital



I am excited to announce that audiologists from the Norfolk and Norwich University Hospital will be offering hearing aid appointments at two new purpose built rooms at the NDA on Thorpe Road from 1st April 2014.

The new clinic will provide a more local Audiology service for patients who live in or near the city centre, particularly those who live on the east side of the city. Patients will also benefit from the excellent transport links with the railway station only a few minutes walk away.

Appointments will be available at the NDA from Monday to Friday and will include new assessments, hearing aid fittings, hearing aid follow ups and reassessments.

I am really pleased to have this opportunity to work more closely with the NDA and feel that this will enhance patient care further. The NDA clinic will be a great addition to our existing clinics at the Norfolk and Norwich University Hospital, Cromer Hospital and the Thetford Healthy Living Centre, enabling patients to access top quality Audiology care close to home across Norfolk.

# Tinnitus Support Group meeting

by John Marcus, TSG Co-ordinator

**IT WAS A PRIVILEGE** to have Dr David Baguley speaking at the combined Annual Public Meeting and Tinnitus Support Group in August. David is a world renowned expert in Tinnitus and his talk on "Why tinnitus is such a problem" gave a wonderful overview of what tinnitus is and what current treatment is available. (A transcript of his talk is available on our website).

In October we had an informal meeting of the group – though the group was small, we have quite a lively discussion of all things under the sun (tinnitus included)!

Also in October, The Norfolk & Norwich Hospital Audiology Department hosted a public event at the Norwich Forum. The event was an excellent opportunity for people to talk about auditory issues including tinnitus. Both tinnitus therapists Claire Gatenby and Sam Nutt from the N&N Audiology were there, together with John Phillips, ENT Consultant. I was able to

represent the NDA at the event and talk to folks about tinnitus and the support we offer at the NDA.

In November we had a formal meeting of the Tinnitus Support Group, when Sam Nutt presented a talk on "Helping others with their tinnitus". Sam encouraged us to always share positive information to others when talking to them about tinnitus, as stress and worry can have a negative and worsening effect. It is also important to listen to their concerns and to remember that everyone is different and will have different reactions.

In 2014 we have two exciting speakers arranged for the Tinnitus Support Group.

On the **27th March (2.00pm)**, Dr Roland Schaeffe, a research lecturer at University College London will be speaking on what research is currently being done into tinnitus.

On the **15th May (7.00pm)**, Mr John Phillips, ENT Consultant at



the Norfolk & Norwich Hospital will speak on "Dispelling the myths about tinnitus".

**You are most welcome to join us at these talks.**

**Recent comments from attendees at the Tinnitus Support Group...**

*"Excellent. Good to hear about (others) experiences and how they deal with problems".*

*"Very clear and precise (talk)".*

*"People listen to your problems"*

*"Very encouraging. I haven't got to suffer alone. First time – I will be back"*

*"Enjoyed everyone's questions. I will understand my husband's worries more."*



## Fundraising News

by Clayton Anderson  
Fundraising Assistant

**SINCE AUGUST 2013**, we have been working hard to ensure our Fundraising activity continues to be a success. We have, within the August – December period, compiled 22 applications which have been sent to various Trusts, grant-giving organisations and groups to request their support.

We have received some excellent news recently, beyond that reported by our CEO Aliona Laker about our hugely welcome Big Lottery Fund 'Reaching Communities' grant for the HSS including a lovely new mobile clinic! The HSS has also been successful in receiving grants from The Robert McAlpine Foundation (£10,000) and The Aylsham Agricultural Show Association (£500) to help towards the running costs of the service.

Lloyds TSB Foundation have given us a grant of £35,000 which is covering 2 years (£17,500 per year) to enable us to continue our Befriending service by covering the costs of our Co-ordinator and a proportion of volunteer costs.

As a result of a 'Workforce Forward Grant' from Norfolk County Council (£1,500), we are able to continue to provide excellent levels of informative and up-to-date training to new and current volunteers, ensuring the service they provide is maintained

at the current excellent standard. Our Trustees will also receive training to help them to continue to lead NDA forward with success.

The Spurrell Charitable Trust also donated £600 to help with the general running costs of NDA.

As always, all donations received however large or small, make such a difference to us and the service that we can provide to those who need it most. Thank you to anyone that has donated to NDA during 2013. We hope you continue to support us into 2014 and for future years!





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

by Christina Brailsford,  
Club Co-ordinator

### WE HAVE HAD ANOTHER GREAT FEW MONTHS AT HUSH! CLUB.

In August we welcomed Sophie Cabot from the Norwich Heritage, Economic and Regeneration Trust (HEART). She told us all about the work the Trust is doing to preserve and promote some of the amazing historic buildings in Norwich. We followed this with a tour of the Bridewell Museum, led by Bethan Holdridge from the Norfolk

Museums and Archaeology Service. It was wonderful to see the newly renovated museum, and we thoroughly enjoyed exploring all the exhibits.

October's meeting was back at Thorpe Road. Local poet Paul Binney shared some of his work with us, combining the written word with a slideshow of images.

In November we went for another outing - this time to the Maddermarket Theatre. Eileen gave us a fantastic backstage tour of the building, sharing with us the history of the theatre and the process of creating backdrops. We were also fortunate enough to see inside the Maddermarket's extensive Costume Department with Wardrobe Mistress, Amanda Greenway.

We finished the year with our delicious annual Christmas lunch at The George Hotel in Norwich, where much fun was had by all!



HUSH! Club is going from strength to strength, and it has been particularly nice to welcome several new members in recent months. The club meets on the last Tuesday of every month, between 1pm and 3pm. Why not make it your New Year's resolution to come to one of our meetings and see if you want to join too?

### Here are some quotes about the club from current members:

*'I look forward to HUSH! Club meetings. Everyone is very helpful and we help each other by sharing problems and resolving them. I have learnt so much from the talks and visits.'*

*'This club lets you be yourself'*

*'It gets me out - I would probably stay indoors, especially in the winter. I also go to places that I'd not thought of'*

*'The club is important to me because it takes into account the difficulties found by 'hard of hearing' when meeting socially and when trying to follow various topics in talks'*

If you have any questions or comments about HUSH! Club, please do get in touch.

You can write to the NDA, email me on [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk), or phone **01603 404440**.

# Friends of NDA

## WE ARE DELIGHTED TO ANNOUNCE

that our next Friends of NDA Lecture will be delivered by Dr John E FitzGerald BSc PhD CS and will be titled

### ***'Dizziness - what causes it, how does Audiology assess it and how can it be treated?'***

The event will be held at our office on Thorpe Road, Norwich on Thursday 6th March 2014. In a break from tradition, we will be holding this lecture at 3:45pm (drinks and canapés from 3pm) and not in the evening.

Dr John E FitzGerald BSc PhD CS is a consultant clinical scientist at the Norfolk & Norwich University Hospital Foundation Trust where he has headed an all-age Audiology Service since 1996. He specialises in assessment and

treatment of balance problems and in paediatric hearing assessment. He is the Team Leader for Newborn Hearing Screening and is a member of the National Experts Advisory Group for the Newborn Hearing Screening Programme. He is a senior examiner for the British Academy of Audiology.

From 2009 to 2011 John was a Regional Lead in Audiology for the East of England and in 2012 he was appointed as the East of England QA Regional Lead for diagnostic hearing tests performed on babies referred

from neonatal hearing screening.

Prior to his move to Norwich, John worked at the Freeman Hospital in Newcastle-upon-Tyne. He has also been chairman of the Balance Interest Group of the British Society of Audiology and published research on assessment and treatment of balance problems and presented his work at National and International Meetings.

There is a suggested donation of £10 for this event which will include entrance, drinks and canapés.

To register your interest, please contact us at the office on **01603 404440** or email [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk).

# HUSH! – the Hard-of-Hearing Club meetings calendar for 2014

Date	Event Title	Information
28 January	Quiz	We'll be getting our brains back in gear after the holidays with a quiz
25 February	History of a Fine City!	Come and find out the fun, curious and often quite strange stories of Norwich in an interactive, hands-on talk
Friday 28 March	Outing - Comedy of Errors, Theatre Royal Norwich, 7:30pm	Tickets must be booked in advance - talk to Christina to see if any are still available
29 April	Age UK	Learn what Age UK is doing here in Norfolk with Terry Rawlinson
27 May	An Audience with Queen Elizabeth	Historic interpreter Rachel Duffield will be making a stately progress to the NDA, showing off her handmade Tudor clothing
24 June	Quiz	Another chance to pit your wits against the Quiz Master!
29 July	Pop Up Prom	Live musical entertainment - come and join in with your favourite musical numbers!
26 August	Outing	Details TBC
30 September	Norfolk Wildlife Trust	Find out about the fascinating work of this local organisation
28 October	Outing	Details TBC
25 November	Quiz / Bingo	One more opportunity to be crowned King or Queen of the HUSH Club quiz!
December	Christmas Meal	Celebrate the festive season and enjoy a delicious meal with friends

## Dates for your diary

### New Volunteer Training (provisional)

#### 1. Befriending Service

30th April, 7th & 14th May

#### 2. Hearing Support Service

4th, 11th & 18th June 2014

### Tinnitus Support Group meeting dates for 2014 (provisional)

#### 27th March 2014 @ 2.00pm

Speaker: Roland Schaeffe, BTA Senior Research Associate, UCL (University College London) Ear Institute who will speak on the research that is ongoing into tinnitus.

#### 15 May 2014 @ 7.00pm

Speaker: John Phillips, ENT Consultant at Norfolk & Norwich University Hospital on "Dispelling the myths about tinnitus".

# NDA BSL PRACTICE GROUP

Starting Wednesday, 28th January 2014

between 11.30 am until 1pm

at NDA, 120 THORPE ROAD, NORWICH, NR1 1RT

Are you looking to improve your sign language skills or to meet other sign language users in a friendly relaxed environment? If you are, then come along to our BSL practice group. All are welcome regardless of signing ability. We hope to see you there. **We plan to meet the same day and time every fortnight.**

Please check our website or contact us for further dates.

If you would like to join the group please contact the NDA for more information.  
on **01603 404440** or email **nhss@norfolkdeaf.org.uk**

## Captioned Performances

**Saturday 15th March 7:30pm  
HAPPY DAYS**

Happy Days are here again with the premiere of a brand new UK tour based on the hit TV series, featuring the unforgettable 'King of Cool' Arthur 'The Fonz' Fonzarelli.

**Friday 28th March 7:30pm  
PROPELLER**

Edward Hall's internationally award-winning, all-male company make a triumphant return to Norwich with Shakespeare's 'A Comedy of Errors'.

**Saturday 5th April 2:30pm  
CATS**

Adapted from TS Eliot's Old Possum's Book of Practical Cats, this wonderful blend of fantasy, drama and romance is set on the night that the Jellicle Cats meet for the Jellicle Ball in a sparkling fusion of music, dance and verse.

**Thursday 8th May 7:30pm  
THE TWO WORLDS OF CHARLIE F.**

The Two Worlds of Charlie F. is performed by serving and veteran soldiers, and explores the effects of injury and its impact on others, before, during and after.

**Friday 6th June 2:30pm  
SINGING IN THE RAIN**

Direct from the West End, this critically acclaimed production tells the story of the first Hollywood musical, when the silver screen found its voice and left silent movies - and some of its stars - behind.

NORWICH  
THEATRE  
ROYAL

## BSL Interpreted

Saturday 18th January  
2:30pm and 7:30pm  
CINDERELLA

With all the magic, colour, comedy, audience participation and fun you expect, along with spectacular sets, dazzling dancing and marvellous music, this year's sparkling, traditional panto will be a delight for you and your family.

**Thursday 6th February 7:30pm  
BARRY HUMPHRIES' FAREWELL  
TOUR**

Global star and legendary entertainer Barry Humphries, whose creations include iconic Australian housewife Dame Edna Everage, takes his final bow across the UK with his acclaimed farewell tour 'EAT, PRAY, LAUGH!'

**Thursday 27th February 7:00pm  
HORRIBLE HISTORIES**

Can you beat battling Boudicca? What if a Viking moved in next door? Has William Wallace met his match? Would you lose your heart or head to horrible Henry? It's time to prepare yourselves for Horrible Histories live on stage!

**Wednesday 26th March 7:30pm  
PROPELLER**

Propeller's version of Shakespeare's most magical play, 'A Midsummer Night's Dream' has enchanted packed houses all over the world.

**Wednesday 9th April 7:30pm  
CATS**

Adapted from TS Eliot's Old Possum's Book of Practical Cats, this wonderful blend of fantasy, drama and romance is set on the night that the Jellicle Cats meet for the Jellicle Ball in a sparkling fusion of music, dance and verse.

**Sunday 20th April 7:30pm  
BRITTEN SINFONIA - BACH ST  
JOHN PASSION**

Bach's 1724 sacred oratorio masterpiece perfectly balances the theatrical with the devotional. This concert, fresh from a performance at Amsterdam's Concertgebouw, features a superb line-up of soloists and acclaimed choir, Britten Sinfonia Voices.

**Thursday 12th June 7:30pm  
SINGING IN THE RAIN**

Direct from the West End, this critically acclaimed production tells the story of the first Hollywood musical, when the silver screen found its voice and left silent movies - and some of its stars - behind.

*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)

# Mobile clinic timetable

These times and venues are correct at time of printing  
but changes sometimes have to be made due to unforeseen circumstances.

Notes: 1 **Harleston** has changed to Friday mornings between 10am and noon. 2 Diss and Harleston are earlier in April due to Good Friday.  
3 **Thetford** changed to Wed afternoons. 4 Poringland is new to our list of venues.

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

## NDA Static Clinic Timetable January - June 2014

Venue	Location	Contact	Day	Time	Jan	Feb	Mar	Apr	May	Jun
<b>Blakeney</b>	Thistleton Court, Blakeney, NR25 7PH	01603 404440	Wed	10.00 – 12.00		26		30		25
			Fri		31		28		30	
<b>Coltishall</b>	Coltishall Surgery, St John's Close, NR12 7HA	Nikki Crawford 01603 737593	Fri	10.00 – 12.00	3		7		2	
<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		Tue	10.00 – 12.00	Weekly Every Tuesday					
<b>Gorleston</b>	Norfolk Coastal Centre for Independent Life, Woodfarm Lane, Gorleston NR31 9AQ	01493 604427	Wed	11.30 – 13.00	29	26	26	30	28	25
<b>Ludham</b>	School Close, Ludham NR29 5QW	Paula Brown 01692 678208	Fri	10.00 – 12.00		7		4		6
<b>Norwich</b>	NDA HQ, 120 Thorpe Rd, Norwich NR1 1RT	01603 404440	Tue	10.00 – 12.00	Monday – Thursday					
	Dussindale Surgery Pound Lane, Thorpe St. Andrew, Norwich NR7 0SR		Tue	14.00 – 16.00	14	11	11	8	13	10
<b>Sheringham</b>	Age Concern, 35B Cremer St., Sheringham NR26 8DZ	01263 821188	Tue	10.00 – 12.00	7	4	4	1	6	3
<b>Wells-Next-The-Sea</b>	Wells Community Hospital		Tue	13.00 – 15.00	14	18	18	15	20	17