



Peter Prinsley

Message from the Chairman

Peter Prinsley

It has been a pleasure making new friends at the NDA since I took over from Tony Innes. Of course, I did know a little about the NDA as a result of my day job as an ENT surgeon in Norwich and at Great Yarmouth but, I must say, I have been astonished at quite how active the NDA is in quite so many areas. We are able to help thousands of people with hearing problems every year as a result of the hard work and dedication of our small team of employees and our large team of volunteers. Does anybody remember the 'Big Society'? I think we are exactly what our lamented former PM had in mind!

I have lived and worked in Norfolk for more than 20 years and I think I am perhaps no longer a stranger. My work at the hospitals has been to try and help people with hearing and ear problems and especially people who have problems that can be helped by surgical operations. Sometimes, it feels as if there are very few people in Norfolk who have never been my patients and it has become alarmingly common for me to find myself treating the children of former patients more and more often.

I also do some work at the UEA in the Medical School where I help to teach tomorrow's doctors a little about the problems of people with ear conditions. Our students generally have no idea how common hearing problems are when they start. They do get the chance to personally meet patients with hearing problems and I think this makes a great impression on them.

I am a student myself! I am studying the genetics of cholesteatoma as an MD student at the UEA. We are identifying people who have this ear problem in their families. We then investigate the DNA of affected and unaffected individuals in the family to try and find the genes that might be causing the condition. Rather exciting science, and all done in Norfolk. Perhaps you are part of a family yourself with this problem, in which case, please get in touch if you would be interested in helping the project.

The NDA Board, which it has been my pleasure to join, is working hard with our CEO and her team to innovate and expand our activities. **This year, we relocated premises and introduced an aural care/ear wax suction service. Many hearing aid users run into problems when their ear blocks with wax and it has become ever less likely that the GP surgery will sort this out. When I took over as Chairman, I remarked "Let's see if this is something the NDA could provide?" Within a year, NDA is providing it!**

We're also trying to see if we might help with research into the difficulties of people with hearing loss and hearing aids. We have over 10,000 of you who come and see us every year.

I hope you enjoy reading this newsletter and I look forward to meeting many more of you in the year to come.

Peter Prinsley
Chairman

Contents

1. Chairman's Message
2. Review from the CEO
4. Update on Services
6. Volunteers and Training Opportunities
7. Assistive Listening Technology Service
8. Our New Staff
9. Fundraising
10. Friends of the NDA
11. Dates for your Diary
12. Mobile Clinic Timetables

Contact the NDA

Norfolk Deaf Association (NDA)
14 Meridian Way
Meridian Business Park
Norwich NR7 0TA

01603 404440
nda@norfolkdeaf.org.uk
www.norfolkdeaf.org.uk



A review from the Chief Executive

Aliona Derrett

Albert Einstein famously said *"Time flies when you are having fun"*. I can definitely describe the last 12 months at the NDA as time that has flown by fast, although I can't say that every day was fun! As we celebrated our 120th Anniversary, we also had to deal with some challenges.

Just before Christmas 2017, our landlord at 120 Thorpe Road said that he was not in the position to extend our lease, so as soon as 2018 started we commenced the search for our new home. The task was not straightforward as we were looking not only for a suitable office space but for premises that would accommodate our hearing support and assistive listening technology clinics, the audiology clinics and provide a large enough room for training and support groups plus, of course, provide a working space for our staff. **Not many landlords were interested in tenants running such a variety of activities nor the footfall that those activities generate. The need for adequate parking facilities was also at the top of our 'wish list', not an easy thing to find in Norwich.**

After a couple of months of exploration, we were fortunate to find the premises at Meridian Business Park and in June, after 6 weeks of building work to construct all our clinic rooms and office space, we moved to our new home. I hope that by now many of you have visited us at 14 Meridian Way and continue to access our support.

However, the relocation came with a large price tag and has put an enormous pressure on our

finances. We spent the rest of the year focusing on raising funds from as many sources as we could think of.

As part of celebrating our 120th Anniversary on the 16th June, we ran a Charity Music event, which raised £1,491.00 and a Charity Golf day on the 3rd August that contributed £1,615.35 to our funds. We are very grateful to a number of individual donors who generously offered us their financial support, as well as a number of grant-making trusts, community organisations and local businesses.

Despite these efforts, and contributions, our outgoings sadly remain higher than our income. We have also had a number of additional costs that we did not have at our previous home and the rent is higher. We have used a formidable amount of our reserve to pay for the relocation and the associated building works, so now, more than any other time in the last 10 years, we urgently need to secure additional funds to help us sustain our services.

With this in mind, and based on a need identified by many of our service users and partner organisations, we developed a new service designed to help us generate income through fees. This was achieved with help from a number of charitable trusts and individuals enabling us to purchase the equipment required and recruit the appropriately qualified staff, to be able to open the Aural Care Service (ear wax removal using microsuction). This was successfully launched on 16th November 2018.

Moving to the new premises enabled us to implement this service. As part of the design of the space at Meridian Way, I ensured that we had a purpose-built clinic room to undertake this procedure, something we would not have had been able to do at our previous premises on Thorpe Road.



Pictured above: Our new ACP, Lyn Shelton, carrying out a microsuction procedure

At the moment, we run the Aural Care clinics on Fridays and I am very pleased to say that the uptake of the clinic session has been good every single Friday since we launched the service. Feedback from patients who have had the procedure has been good (see page 3). **I would like to encourage all readers of this newsletter to spread the word about this new service, thank you.** There is more information on our website and, of course, service leaflets are available from us or any of our clinics.

I would like to thank Lyn Shelton, our Aural Care Practitioner (ACP), who has supported me with the setting up of this very professional service. Our ambition is to eventually extend our clinics to other premises within the Norfolk community and potentially make it mobile - that is if we can secure the required capital funds to purchase another mobile clinic.

"The procedure was carried out very professionally with great care and consideration."

"Microsuction is much cleaner, not as messy as the syringe. It was a very straightforward procedure and my hearing has improved."

"I found the experience friendly, very professional, and good value for money, thank you."

Of course, whilst we were busy raising funds and opening the new service, all our existing services have continued to operate effectively and support the people of Norfolk. I am very pleased that the relocation caused only 2 days disruption to our ability to run the clinics from our office, with the rest of the community-based clinics, mobile clinics and the home visits being unaffected. During the year, we have managed to open additional Hearing Support clinics in a number of nursing and residential homes and take our Assistive Listening Technology Clinic to Cromer Hospital and Great Yarmouth.

I enjoyed delivering the Hearing Loss Awareness Training

(HLAT) to a number of GP practices and staff from nursing and residential homes, other charities and community organisations. As you read through, you will discover many other things we have been busy with in the last 12 months including the production of this newsletter in-house. In the interests of costs and to be more eco-friendly, we shall send this year's edition by email to you where possible. Hard copies are still available if you prefer them, please ask us.

Before I finish writing this, I would like to mention our team. You might be aware, that at the end of September 2017, Tony Innes passed the Charity Chairmanship baton to Peter Prinsley. Tony is now settled in Suffolk but he does his best to keep in touch and supported us by taking part in the Charity Golf Day. Peter took over the reins at our AGM in 2017 and very quickly settled into his role; he has made a noticeable contribution already by offering his professional expertise and support with the creation of the Aural Care Service (ACS). We also welcomed David Butler, who joined the Board of Trustees in October 2018.

At the time of our relocation to Meridian Way, we also completed the recruitment of additional staff members, just in time for them to carry boxes on the first day working for NDA - I hope they did not think that this was my somewhat unusual way of assessing them for the role!

I am very pleased to introduce to you Anjana Mistry, our Services Administrator and Jenny Hill, our Receptionist/Administrative Assistant. Stuart Alcock, who has been with us for the last 4 years (you would have come across him in reception), has moved across to support me with fundraising activities. As mentioned earlier, Lyn Shelton joined us in September as the ACP. All new staff have settled well and quickly into their roles, and are a very solid addition to our existing committed and experienced team. Please read on to find out a bit more about Anjana, Jenny and Lyn.

I would like to finish by expressing my heartfelt appreciation for all the hard work and professionalism to Pam Spicer (Services Manager), Tracy Mabbitt (Finance Administrator), Lyn Shelton (Aural Care Practitioner), Stuart Alcock (Fundraising Assistant), David Spicer (ALT Advisor), Anjana Mistry (Services Administrator), Zoe Warnes and Jenny Hill (Receptionists/Administrative Assistant), John Marcus and Graham Patrick (Mobile Clinic Hearing Support Assistants/Drivers), and of course all our Volunteers, Trustees and Supporters. We had a challenging year but we turned the challenges into opportunities and with everyone's contribution are progressing in the right direction.

I wish all staff, volunteers, trustees, funders, individual donors, other supporters and all readers of this newsletter a very Happy, Healthy and Prosperous New Year and look forward to seeing or hearing from you during 2019.

Please check our website www.norfolkdeaf.org.uk for updates, service information, courses and activities and spread the word about the NDA.

**With many good wishes,
Aliona.**



Aliona Derrett receiving an award from Carl Lamb of Almary Green



Update on Services

Pam Spicer, Services Manager

Befriending Service

The Befriending Networks team is delighted that the NDA's Befriending Service has signed up for the national online training programme for volunteer befrienders, *'Core Skills in Befriending'*. This 10-module course provides in-depth learning, designed to complement (rather than substitute) in-house training. It covers the following topics:

- *What is Befriending?*
- *Befriending Values and Attitudes*
- *Communication Skills*
- *Building Relationships*
- *The Matching Process*
- *Boundaries and Confidentiality*
- *Support and Supervision*
- *Roles and Responsibilities*
- *Managing Endings*
- *Befrienders as community connectors*

Volunteers signing up to do the course are supported by our Services Manager, Pam Spicer, who checks all coursework submitted in line with good practice in befriending. Once Pam's happy with everything, she notifies us here at Befriending Networks and we issue the certificate to the (rightfully) proud volunteer!

The course - which is free of charge and available exclusively to Befriending Networks members - has been running now for a year. In that time, almost 200 volunteers have signed up to undertake it. Core Skills in Befriending is unique in its national scope and its adherence to good practice

in befriending and organisations signing up to it can rest assured that they are playing an active role in improving standards in befriending delivery and in providing recognition to their befrienders of their value and their achievements.

We look forward to welcoming many more NDA befrienders onto the course in 2019!



Sandra Brown
Learning Development Officer,
Befriending Networks

Tinnitus Support Group

It may already be known that the NDA's Tinnitus Support Group (TSG) is an informal, supportive group with a positive outlook that enables its members to live well with their tinnitus.

This view was recently endorsed by the British Tinnitus Association (BTA) who stated that, "The NDA's tinnitus support group is an excellent example of how a tinnitus support group should be run". This is praise indeed from an organisation that are experts in the field.

The BTA have always been very supportive and have provided us with many interesting speakers. One such speaker, Nic Wray, visited the Group in our new premises to speak about the latest research that the BTA has been involved in and about the many self-help apps that are available for mobile devices to help people manage their tinnitus.

British Tinnitus Association Speakers



Pictured left to right: Nic Wray and Magda Sereda
both representing the British Tinnitus Association (BTA)

Hush! Club (Hard of Hearing Club)

After consulting with the members of the Club, it has been decided that we will say goodbye to the HUSH! Club as we know it and say hello to our new Hearing Loss Support and Wellbeing Group (HLSWG).

We learned that the members would like the group to focus more on hearing loss and provide more practical and informed support. The group will also offer our Befriending service users the opportunity to increase their social circle, by engaging with the group providing them with opportunities for increased social interaction.

There will be opportunities to listen to interesting speakers, as before, plus some of whom will have a connection with hearing loss in some way. We are also looking at inviting people to run small interesting workshops for us. Our members can learn how to improve their communication skills and gain the confidence to better educate others about the impact of hearing loss.

Family and friends are welcome to attend so they can also benefit by learning how to communicate more effectively with loved ones who have hearing loss. The support group provides a meeting place, once a month, for people who have all degrees of hearing loss, together with their close families and carers.

Group members are "experts by experience" and are encouraged to provide peer support, sharing their own lived experience of coping with hearing loss. Some members may be wearing hearing aids for the first time and may benefit from interacting with more experienced hearing aid wearers, and learn how to get the most from them. We can also offer help to family members and carers on how to support people with hearing loss.

We hope you will be able to join us and participate. Please read on for 2019 meeting dates.



*Pictured above: BSL Practice Group Christmas Carol 'sing and sign'
Below: a BSL Practice Group in session*



BSL Practice Group

Our BSL practice group has welcomed two new facilitators since our last newsletter: Lynn, who has hearing loss herself and is passionate about sharing her knowledge of BSL; and Laura, who is deaf and uses BSL as her first language. She works to make a big difference in the lives of people with hearing loss and will also be working with the NDA as a volunteer for our Befriending Service. She is a real positive role model for people with profound hearing loss.

We have also welcomed Mary as a new member of the Group. She contacted the NDA after moving into the area as she was looking for somewhere to practice her sign language and develop the skills she had previously acquired. The group, as always, has been very welcoming and supportive and

were delighted to meet her and her hearing dog, Logan, to the group.

We finished 2018 with another visit to Claxton House to sing and sign Christmas songs to the residents and a good time was had by all. Here's what some of our members had to say:

"Thank you, and the whole group for welcoming me this year, I have really valued your acceptance and inclusion."

"Today was so much fun. So glad I've found this lovely group".

The BSL Practice Group runs fortnightly on Wednesdays from 11.30am - 1pm.

Volunteers

What do our volunteers do for us? We all know that our volunteers are the life-blood of the NDA and without them we couldn't deliver our valuable services but their dedication doesn't stop there. Our very own Hearing Support volunteer, Graham Patrick, went one step further, out of a flying aeroplane to be precise! Having served in the RAF and continuing to enjoy gliding as a hobby, in October 2018, for the first time, he stepped out of a plane at 12,000 feet to skydive down onto a cold, wet and windy Beccles airfield. With this small step, he raised an impressive £1076.91 for the NDA.

Not to be outdone, Diane Hood, who has volunteered for the hearing support service for over 9 years (where has time gone Diane?) undertook The Pie Challenge. In her spare time, Diane loves to dance and is part of Rita's Line Dancers in Long Stratton. Diane raised extra funds for the NDA by baking pies for the class with the dancers buying pies and in the process donating funds, helping her to raise a fabulous sum of £38.00. You will often see Diane working on the Mobile Clinic in Diss, Harleston,

Long Stratton and Loddon.

As well as these very public acts of kindness, the NDA is all too aware of the kind deeds (the little extras) that our volunteers undertake on behalf of the people they support. Our volunteers come from all walks of life and have a wealth of experience that they bring to their volunteering role. Thank you so much for all that you do. We would love to extend a very warm welcome to all of the new volunteers who have joined the Hearing Support Service.

We are always looking for volunteers to join our Hearing Support and Befriending Services and would really like to welcome additional people to our team. You will receive 3 days of initial training, lots of support and ongoing training.

If you are interested in finding out more about becoming a volunteer and would like to have a no-obligation chat, please contact: Pam Spicer on 01603 404440/hearingsupport@norfolkdeaf.org.uk

You can also download an application form from our website: www.norfolkdeaf.org.uk

Training opportunities with the NDA

As a charity dedicated to supporting those with hearing loss, we are proud to offer quality training to raise awareness about its impact and run in-house BSL courses.

Hearing Loss Awareness Training (HLAT)

Through presentations and interaction with our experienced trainer, participants can gain a firm understanding of the challenges that may impact people with hearing loss and learn simple ways to make communication easier for those with hearing difficulties. The training also includes an introduction to some of the available Assistive Listening Technology (ALT).

Introduction to BSL

Over 10 weeks, our friendly interactive workshops help participants understand the language, its grammar and culture and allow them to practice in a relaxed environment. The course enables participants to explore BSL before pursuing further accredited training, such as Level 1 (see below). **The next course begins in April 2019.**

Accredited BSL Course Level 1

Over 33 sessions, our tutor takes participants through the basics of BSL and covers the three units and assessments required to qualify for the accredited Level 1 award. The course is suitable for those with knowledge of BSL who would like to obtain an official qualification.

Our training courses have been very well-received with excellent feedback and our prices remain competitive. All income received from training goes towards improving services. If you would like to know more, please get in touch.



Happy helpers - two of our dedicated volunteers



Assistive Listening Technology (ALT) Service

David Spicer, ALT Adviser

Staying Safe at Night with Hearing Loss

If you have hearing loss, have you ever thought about how you, or somebody you care for, would wake up if there were a fire in your home? Perhaps you would consider these questions:

- Can you hear a smoke detector without your hearing aids in?
- Is there someone with you that will wake you if your fire alarm goes off?
- If you have hearing loss and are somebody else's carer, could they wake you if they need your assistance?

If the answer to any of these questions is no, then

consider an alarm or alerting system that will wake you up with a bright flashing light or pillow vibrator. Two systems to consider are the FireAngel Wisafe 2 or the Signolux system.

The FireAngel Wisafe2, available from Sarabec and Connevens, is a stand-alone wireless fire alarm system that features a bedside unit with a bright strobe light for the bedside and a vibrator that is placed under the pillow. If a fire is detected, the smoke detector not only sounds a siren, like any other alarm but also flashes the light and activates the vibrator to wake the sleeper. In some circumstances, the Norfolk Fire Service will supply and fit the WiSafe free of charge to some qualifying individuals who have hearing loss and live alone.

Alternatively, for a wider alerting system, the Signolux system, manufactured by the German company Humantechnik who specialise in equipment for people with hearing loss, is available from Sarabec. The Signolux system is a home alerting system, starting with a simple door bell with flashing light and a connection for a pillow vibrator, building up comprehensive multi-alerting system to help you know when any important sounds happen in the house, such as the baby crying or the phone ringing. It also allows you to add up to 8 smoke detectors to the system.

The Signolux operates wirelessly and offers a choice of receivers/alerters and a range of triggers/transmitters, including a smoke detector. The choice of receivers includes a door bell, a bedside unit with alarm clock and a vibrating pager that can be carried around during the day. They also offer a WiFi connected "hub" that will alert you via a free iPhone or Android App on your mobile phone, allowing you to build a comprehensive system that caters for your own unique needs.

The NDA holds regular ALT Clinics (timetable below), get in touch for further information.

Assistive Listening Technology Clinic Timetable January - December 2019

Location	Times	Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec
ACT Centre St Michaels Avenue, Aylsham NR11 6YA	10am – Noon	Open clinic on the last Wednesday every other month											
		23		27		22		23		24		22	
Cromer Hospital Audiology Dept Mill Road, Cromer, Norfolk, NR27 0BQ	10am – Noon	Cromer clinic by appointment only. Please phone 01603 404 440 **											
		15	12	12	9	7	4	2	13	10	8	5	3
Norfolk Deaf Association 14 Meridian Way Norwich NR7 0TA	10am – 1pm	Every Thursday. Clinics open for "drop in" attendance											
	10am – Noon	Tuesday Clinics by appointment only. Please phone 01603 404 440 **											
		8	5	5	2	14	11	9	6	3	1	12	10
		22	19	19	16	28	25	23	20	17	15	26	-
		Jan	Feb	Mar	Apr	May	Jun	July	Aug	Sep	Oct	Nov	Dec

Note: ** The Assistive Listening Technology Clinic at Cromer Hospital is an advisory service offered by the Norfolk Deaf Association (NDA) by kind permission of the Cromer and District Hospital and is not connected with the Audiology Department.

Please direct all enquiries related to this service to the NDA

Phone: 01603 404 440 or

email: ALTclinics@norfolkdeaf.org.uk



Lyn Shelton Aural Care Services (ACS)

I'm the new Aural Care Practitioner (ACP) for the NDA.

A little about my background. I've been in nursing for over 40 years, mostly in Norfolk at the Norfolk & Norwich University Hospital working in various departments. The last 5 years I have been part of the team within the ENT department where clinics are very busy, as you can imagine. Part of my role is one of the microsuction nurses where we have our own nurse-led clinics. I presently work two days a week there.

With my skill in microsuction, I was asked if I would support Aliona with setting up the NDA's ACS. We worked hard to put the new service into place and launched it in November 2018.

So, here I am and very much enjoying the new role.



Jenny Hill Receptionist/ Administrator

Hello, I joined the NDA in June 2018. My first week at the NDA coincided with the move from Thorpe Road to Meridian Way, so you could say that I was thrown in at the deep end! As a receptionist, I help service users with their enquiries and with clinic appointments. More recently, I have helped with the running of the ACS with Lyn Shelton (ACP).

I moved from Kent to Norfolk a year ago, to escape the busier lifestyle of Kent. I previously worked for the Charities Aid Foundation (CAF), which is a registered UK charity that provides financial services and assistance to UK and international charities and their donors. Prior to CAF, I helped set up and manage a Credit Union for the people of Kent. I have immensely enjoyed my first year in Norfolk and I am looking forward to my second.



Anjana Mistry Services Administrator

I joined the NDA in May 2018 as Services Assistant to Pam Spicer, the Services Manager.

I have lived in Norwich for almost 26 years, although I am yet to be regarded as a 'local'! My background is in law but I always had a keen interest in writing and design and I now specialise primarily in graphic design and professional writing and editing.

My role at the NDA utilises some of those skills (such as producing this newsletter!) and I also help with service administration and promotion and preparation of written and publicity materials.

Whilst I am still on a learning curve, I have been very impressed by the kindness, knowledge and dedication shown by both staff and volunteers at the NDA who devote their time and energy to helping people with hearing loss. It's rewarding to be a part of the team.

Donations and Legacies

Your legacies and donations play an important role in improving the lives of many people with hearing loss in our county and is crucial to our work now and in the future. It's a wonderful way to support the NDA.

For more information on how to make a donation and/or leave a gift in your will, please visit our website www.norfolkdeaf.org.uk/supporting-us/donations_gifts/. You are also welcome to contact Aliona Derrett on 01603 404440 or email ceo@norfolkdeaf.org.uk



Fundraising

Stuart Alcock, Fundraising Assistant

Charity Golf Day 3rd August 2018

The Golf Day was well attended with 13 teams of 4 competing on a scorching hot day. The eventual winners, after a close-fought contest, were the team from Barratt & Cooke narrowly beating Rory Lookalikes by 1 point.

We were lucky enough to be donated a large range of raffle prizes and between this and the entrance fees, we made a total of **£1,615.35**. Thanks again to Michael Steward for his hard work in organising this.

Parachute Jump October 2018

Graham Patrick, one of our Mobile Clinic drivers, braved the weather and parachuted for the NDA in October (put back from 23rd September because of bad weather). In a remarkable effort he has so far managed to raise **£1,076.91**.

Please get in touch if you want to help the NDA by throwing yourself out of a plane from a great height!

Christmas Concert 1st December 2018

The Trinity Broads Singers held a charity concert at Repps-With-Bastwick village hall on 1st December and chose the NDA to be one of the beneficiaries. Between our share of the ticket money and a bucket collection on the evening, they managed to raise **£162.09**.

Special thanks to Sarah Seabright and Stephanie Anderson from the Trinity Broads Singers for thinking of us, and the effort involved.



NDA
Supporting the deaf and hard of hearing in Norfolk

Turn it down!

Saturday 16th June
epicstudios
Magdalen Street, Norwich NR3 1JD

Doors open 7pm
Event starts 7.30pm
Finishes 11pm

Live music!
Sixties sounds from The O'Fenders and contemporary music from The Visitors

Tickets £5

Available from www.epicstudios.com/events
or Norfolk Deaf Association 01603 494440
email: events@norfolkdeaf.org.uk

Raising money for Norfolk Deaf Association
Registered charity no 1146882

Event sponsors:
The Friends of the NDA, MATCH BRENNERS RECREATION, Sunbeam, and others.

Charity of the Year

As well as the normal fundraising business of writing for support to trust funds, this year we are targeting local businesses in order to get them to support us as their "Charity of the Year". We have sent out letters to all the major local businesses but if you know anyone who is in a position to help, please encourage them as a little personal support could sway things in our favour.

We are very pleased to share that we already have been chosen by two organisations to be their "Charity of the Year". They are **Bungay Ladies Golf Team** and the **Norfolk County Bowls Association**, both of whom will be raising funds for us from their various social activities in 2019. Thank you very much.

As part of celebrating our 120th Anniversary, NDA ran a Charity Music event on 16th June 2018 that raised £1,491.00. Our sincere thanks to all who took part.

Friends of NDA

Spring Lecture 17th April 2018

We were joined for an evening lecture from Mr Patrick Axon - Consultant Otologist, Hearing Implant and Skull Base Surgeon at Addenbrooke's Hospital, Cambridge.

Mr. Patrick Axon (pictured below) is an accredited ENT surgeon with a sub-speciality interest in otology, hearing implants and skull base surgery. His research interests include the management of pulsatile tinnitus; maximising hearing perception in cochlear implant users and the creation of the "normal ear" following middle ear surgery. He has an international reputation for the management of middle and inner ear disease as well as skull base pathology, accepting referrals from around the UK and internationally. Full details of his very interesting talk can be found on our website:

www.norfolkdeaf.org.uk/friends-lecture-april-2018

Theatre Royal Trip 5th September 2018

We held the annual Friends visit to the Theatre Royal to see the musical Miss Saigon. Over 20 people attended a very enjoyable production and the event raised a total of £442.50, with additional £675.00 being received as donations. Thank you.



Mr Patrick Axon
Consultant Otologist

Join us!

We currently have 224 subscribers to our Friend's scheme. If you are not a Friend of NDA and would like to join:

An annual subscription for an individual is only £15 and an annual joint subscription is £28.

As a member, you receive regular newsletters and priority invites to our Friends of NDA social events, theatre trips and lectures whilst at the same time supporting the NDA in continuing to deliver its excellent services.

Join In!

We welcome your suggestions on what you would like to see and do during 2019. Please feel welcome to send us your ideas and any events you are interested in and we'll see what we can do to make it happen.

For more information or to let us know your suggestions, please call: 01603 404440 or email ceo@norfolkdeaf.org.uk

Thank you all for your support.

Dates for your Diary

Tinnitus Support Group (TSG)

2019 meetings run monthly
on Thursdays from 2-4pm

21st February - Ivana Prekopova - Yoga for Sleep.

21st March - Peter Shearer (Petrapeace) - Music as Therapy.

18th April - Kathryn Frackrell (Nottingham Research Centre) - Tinnitus and Hyperacusis (TBC).

16th May - Janet West, Alexander Technique.

Further dates: 20th June, 18th July, 15th August, 19th September, 17th October, 21st November.
Please note, dates/times are subject to change.

If you would like to attend TSG meetings, booking is essential, please call us on 01603 404440 or email tinnitus@norfolkdeaf.org.uk to book your place. If you would like to be on our mailing list for the monthly TSG newsletter, please let us know.

Hearing Loss Support & Wellbeing Group (HLSWG)

2019 meetings run monthly
on Tuesdays from 2-4pm

26th February - A group member talks about how he uses art as therapy, followed by an open/peer support session.

26th March - the NNAB's Edward Bates talks about sight loss and demonstrates assistive equipment.

23rd April - Lipspeaker - a hearing person who is professionally trained to be easy to lipread demonstrates methods to aid the lipreader's understanding.

28th May - The Flower Guild presents a talk and flower arrangement demonstration.

25th June - A group member talks about her experience of hearing loss and how her hearing dog helps her in her daily life.

Further dates: 23rd July, 27th August, 24th September, 22nd October, 26th November, 17th December.
Please note, dates/times are subject to change.



Captioned Performances 2019

During a Captioned Performance there will be caption units displaying spoken or sung words as they are delivered on stage - the theatre recommends avoiding the front three rows when booking to view the captions comfortably.

The House on Cold Hill: Thur 14th Mar, 2.30pm.

Rough Crossing: Wed 27th Mar, 2.30pm.

Matilda: Wed 24th July, 2019, 2.30pm.

Signed Performances 2019

A BSL interpreter will stand on the stage and give a sign interpretation of the text sung or spoken by the actors and singers on the stage. The signer will usually stand stage left. The theatre recommends booking in the Centre Front Stalls.

Calendar Girls the Musical: Sat 16th Feb, 2019, 2.30pm, Theatresign – Donna Ruane.

Club Tropicana: Sat 2nd Mar, 2.30pm
Theatresign – Donna Ruane.

Matilda: Sat 10 Aug, 2019, 2.30pm
Theatresign – Donna Ruane.

Further information is available online at:

www.theatreroyalnorwich.co.uk

Mobile Hearing Aid Clinic Timetable January - June 2019

Venue	Day	Time	Jan	Feb	Mar	Apr	May	Jun	
Acle	Recreation Car Park, Bridewell Lane NR13 3RA	Tue	10:00 – 12:00	22	19	19	16	21	18
Attleborough	Connaught Hall Car Park NR17 2AP	Thu	10:00 – 12:00	3	7	7	4	2	6
Aylsham	Bure Valley House Day, Station Road NR11 6HU	Tue	10:00 – 12:00	15	12	12	9	14	11
	ACT Centre, St Michael's Avenue NR11 6YA	Wed	10:00 – 12:00	23		27		22	
Brundall	Memorial Hall Car Park, Links Avenue NR13 5LL	Tue	13:00 – 15:00	22	19	19	16	21	18
Bunwell	Village Hall Car Park NR16 1SW	Thu	13:00 – 15:00	3		7		2	
Dereham	Morrison's Supermarket Car Park NR19 1DF	Fri	10:00 – 12:00	25	22	22	26	24	28
Diss	Mere's Mouth, Mere Street IP22 4AG	Fri	10:00 – 12:00	18	15	15	12	17	21
East Harling	Sports and Social Club Car Park NR16 2NA	Wed	13:00 – 15:00		20		17		19
Harleston	Co-op Car Park, Bullock Fair Close IP20 9AT	Fri	10:00 – 12:00	11	8	8	5	10	14
Hickling	Methodist Church Car Park NR12 0YE	Thu	10:00 – 12:00		21		18		20
Hingham	Market Place NR9 4AF	Wed	10:00 – 12:00	9		13		8	
Holt	North Norfolk Railway Car Park NR25 6AJ	Fri	10:00 – 12:00	4		1		3	
Hoveton	Hoveton and Wroxham Medical Centre NR12 8DU	Tue	13:00 – 15:00	15		12		14	
Loddon	Church Plain Car Park NR14 6LX	Tue	13:00 – 15:00	8	5	5	2	7	4
Long Stratton	Co-op Car Park, The Street NR15 2XJ	Tue	10:00 – 12:00		5		2		4
Mattishall	Old School Green Car Park NR20 3JY	Wed	13:00 – 15:00	9		13		8	
North Walsham	Sainsbury's Car Park NR28 9DS	Tue	10:00 – 12:00	29	26	26	23	28	25
Porringland	Budgens Car Park, The Street NR14 7RQ	Tue	10:00 – 12:00	8		5		7	
Reepham	Market Place NR10 4JJ	Wed	10:00 – 12:00		13		10		12
Spixworth	Village Hall Car Park NR10 3NQ	Thu	10:00 – 12:00	17		21		16	
Sheringham	Station Approach Car Park NR26 8RA	Tue	13:00 – 15:00	29		26		28	
Stalham	Staithe Surgery Car Park NR12 9BU	Thu	13:00 – 15:00	17	21	21	18	16	20
Swaffham	Market Car Park PE37 7LA	Wed	10:00 – 12:00		6		3		5
Taverham	Village Hall Car Park NR8 6JR	Wed	13:00 – 14:45		13		10		12
Thetford	Healthy Living Centre IP24 1JD	Wed	13:00 – 15:00	16		20		15	
Wotton	Car Park, High Street IP25 6XF (Behind Boots)	Thu	13:00 – 15:00		7		4		6
Wymondham	Waitrose Car Park NR18 0SH	Wed	10:00 – 12:00	16	20	20	17	15	19

Open Community Hearing Aid Clinics Timetable January - December 2019

Venue	Location	Contact	Da	Time	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Blakeney	Thistedown Court, Blakeney, NR25 7PH	01603 404440	Wed	10.00 – 12.00		20		17		19		21		16		18
			Fri		25		22		17		26		27		29	
Coltishall	Coltishall Surgery, St John's Close, NR12 7HA (own patients)	Nikki Crawford 01603 737593	Fri	10.00 – 12.00			1		3		5		7		1	
Fakenham	Fakenham Medical Practice, Trinity Road, NR21 8SW Waiting Area C	01603 404440	Wed	13.00 – 15.00	Weekly Every Wednesday											
	First Focus, Oak St, NR21 9DY		Tue	10.00 – 12.00	Weekly Every Tuesday											
Ludham	Ludham Doctors Surgery, Staithe Road, Ludham NR29 5AB (own patients)	Laura Halls 01692 677 031	Fri	12.00 – 14.00				5		7		2		6		6
Norwich	Bowthorpe Care Village Mayflower Court 93 The Meadow Ladysmock Way NR5 9BE	01603 404440	Wed	10.00 – 12.00	29	27	27	24	29	26	31	28	25	30	27	
	Cavell Court, 140 Dragonfly Lane, Cringford, Norwich NR4 7SW		Mon	10.00 – 11.00	First Monday every month (Postcode for Satnav: NR4 7LH), Pink Line Bus no 11, every 10 minutes											
	NDA HQ, 14 Meridian Way, Norwich NR7 0TA		Tue	10.00 – 12.00	Open access Tuesday & Thursday											
			Thu	10.00 – 13.00												
	Dussindale Surgery, Pound Lane, Thorpe St. Andrew, Norwich	01603 404440	Tue	14.00 – 15.00	Second Tuesday											
Sheringham	Age UK, 35B Cremer St., Sheringham NR26 8DZ	01263 821188	Tue	10.00 – 12.00	First Tuesday											
Wells-Next-The-Sea	Wells Community Hospital NR23 1RF		Tue	13.00 – 15.00	First and Third Tuesday											

Photograph credits: copyrighted photographs have been used solely for charity/public 'fair use' purposes and not for commercial gain.

Norfolk Deaf Association is a Charitable Company Limited by Guarantee registered in England and Wales No. 07966408. Registered Charity No.1146883.