

## Newsletter

Issue 160  
May 2015

# CAMBRIDGESHIRE HEARING HELP

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AGM Invitation



*Dear All*

Welcome to our Spring newsletter. This a little delayed due to various pressures on the office staff, and as some of you may know, I have been absent due to my second hip operation. I now have a matching pair of synthetic hips, which give me a spring in my step and help me to keep pace with the dog - at least when he chooses a dawdling amble.

We now have the end of year figures and I am pleased that we have achieved a steady increase in the numbers attending our Hearing Help Sessions to 9069 attendances which is an increase of 784 on last year. The numbers of home visits dropped, but the number of visits to people in residential care were stable. The increase has been across the county but has been more marked in the middle with Chatteris, Somersham and Ramsey, all showing significant improvements. This is due to the hard work of all the volunteers so a very big thank you to you all. The staff have also made sure that the sessions run on time and with the right people in place throughout the year. Timetabling the sessions is like trying to put a Rubik cube together with an ever increasing number of blocks to fit in, so a special thanks to Melanie for her skills in this.

At last the Department of Health and NHS England have published their Action Plan on Hearing Loss. This has been over 5 years in production and thankfully they managed to get it published before the election period. The purpose of the plan is to look at hearing loss over the life course and pinpoint actions that could be taken across public sector bodies to improve the lives of those with the condition or who are at risk. It also aims to eradicate inequalities in service, which may be a little late for the people of North Staffordshire where the audiology service will be curtailed.

Five areas have been focused on: prevention; early diagnosis; integrated, patient centered management; ensuring those diagnosed do not need unscheduled care or become isolated; and the ability to partake in every-day activities including work.

There is a lot more to the document than I can set out here and I encourage you to read it. It can be found on the website -

[www.england.nhs.uk/wp-content/.../03/act-plan-hearing-loss-upd.pdf](http://www.england.nhs.uk/wp-content/.../03/act-plan-hearing-loss-upd.pdf).

Of course it will only prove its worth over time but at least we can now point to an official paper to show the significant impact of hearing loss on the population. NICE guidelines for commissioning are also due out in 2016, which should also help to provide consistency in provision.

We completed our Fenland training at the end of March and welcome the new volunteers who travelled from all over the County to attend. We are intending to start Wisbech and March Hearing Help Sessions in the summer.

In the month of March the Cambridge Concert Orchestra held a fund raising concert for us at St Lukes' Church in Cambridge and we raised £1,973 with costs of £195. Almost all the tickets sold. The main organisers were Hearing Help and office volunteer Jenny Tootal and Annie Jackson and they worked amazingly hard with friends and family to make it the success that it was. Donald and Patricia Ashmore travelled from Chatteris to help on the night and Alan Jones worked hard on ticket sales. We had donations of food and drink from Tescos and Waitrose. The design of the poster was provided by Peter Ward (graphic designer) and the printing by Garry Hardy (Newnorth Print) for free. Peter Graves, florist provided some lovely tulips to decorate the venue to match our Spring Theme. Noyes and Noyes chartered surveyors in Cambridge also made a donation to the costs. We were novices at this but were delighted by the success of the event which I hope will encourage more people to support us in this way.

Our AGM is on 23<sup>rd</sup> June 2015 at lunchtime and we have been very lucky to get Jackie Ashley as the keynote speaker. She is the daughter of Jack Ashley the MP and is currently a journalist with the Guardian. She has been appointed as principal of Lucy Cavendish College in Cambridge. She has recently reported on the way Commissioning Groups are targeting audiology provision as a way of cost cutting without giving proper consideration to the evidence of the benefits of good hearing loss management. It should be a very interesting talk.

If you would like to be a Trustee or propose a Trustee please contact me with detail of the nominee. All potential Trustees who are not already volunteers will need to provide referees.

I look forward to seeing you at the AGM.

*Frances*

## *Best Practice ~ a message from Fran Mills*

- **Red dots**

The receptionists at our clinics now have red dots to place on the index cards for service users with the open fits we cannot change, such as the Phonak.

Having a red dot on index card will alert staff that we can only supply batteries. The service users will be advised to go back to their provider for replacement tubing and this should avoid unnecessary visits.



### **Blue forms**

We now have blue forms to complete for visiting the Residential Homes and Home Visits. The white forms are for Hearing Help Sessions only. If you need the blue forms please contact the office.

## *Equipment Demonstrations ~ a message from Gaynor*

Many thanks to those volunteers who have helped and supported at the Equipment Demonstrations so far this year. Your help is very much appreciated. If any of you are interested in joining the Equipment Demonstration Team, please contact Gaynor via the office – 01223 416141

## *Memories of the Fanfare for Spring Concert*

Many of us enjoyed a truly uplifting evening as we were lively entertained by the highly talented Cambridge Concert Orchestra. It is not surprising they have been given the reputation of being one of the friendliest orchestra's in Cambridge. Alongside Suzanne Dexter- Mills brilliant directorship, we were delivered a really enjoyable evening of light music from a variety of composers, ranging from Gustav Holst to a medley from the musical 'South Pacific'.

Our Compere for the evening, Jan Mentha, also brought us interesting details on the composers and their works, in her own unique style of wittiness.

This was a superb evening, which is remembered with much delight

*Ruth McAllen*



## *Meet the team*

We are pleased to introduce you to another of our volunteers. In this issue we would like to present to you Patricia Ashmore.

### **What is your work for CHH?**

*I am a volunteer helping in CCH Clinics at Chatteris, Ramsey and Doddington, usually working as the receptionist.*

### **Why did you chose to work for this charity?**

*Whilst working with the elderly and having a husband who is deaf, I became aware of the need to make sure that hearing aids are fitted correctly, cleaned and working properly, also that users feel happy using their own aids. On retirement I joined CCH as this was a charity that answered all these needs, it also enabled me to give something back to the community in which I live and hopefully enables others to lead a fuller life regardless of the disability.*

### **Who would you most like to meet and why?**

*Dame Mary Archer. A truly inspiring lady, who has an amazing academic record; even after ill health she worked tirelessly as Chair of Cambridge University Hospital NHS Foundation Trust, which would have made most people give up. Dame Mary is now Chair of the British Science Museum, alongside sharing her love of music with many in becoming President of The Guild of Church Music. How can you not be inspired and want to meet such a Lady?*

### **What makes you cross?**

*People knowing their rights but not taking any responsibility for their actions regarding the needs of others.*

### **What makes you happy?**

*Walking by the sea on warm sunny day and the pleasure of Children and Grandchildren.*

### **If you had supernatural powers what would you change in the world?**

*Poverty in the World.*

### **What message would you like to leave to the next generation?**

*Give time to others, and try to give something back to the community in which you live*



## *Information Stall for CHH*

Norman Hardy is organising an information stall for CHH, which will be held at Huntingdon Community Nursery Gardens, Park Lane, Godmanchester. PE29 2AG, on Saturday 30th May. The gardens open to the public at 11.00am.

There will be time to stroll around the gardens and to visit a variety of other stalls, including plants for sale, handmade jewellery, Vintage cars to view, refreshments and BBQ  
Entry is free.



## *Dates for your diary*

Thursday, 14 <sup>th</sup> May 2015	10.00am -12 noon (Drop –in anytime)	Demonstration of Hearing Help Equipment Ambury Day Centre, Ambury Road, Huntingdon. PE29 1AD
Thursday, 28th May 2015	10.00am – 12 noon (Drop-in anytime)	Demonstration of Hearing Help Equipment King Edwards Centre, Chatteris, PE16 6NG
Saturday, 30 <sup>th</sup> May 2015	11.00am onwards	CHH Information stall Huntingdon Community Nursery Gardens, Park Lane, Godmanchester. PE29 2AG
Tuesday, 23 <sup>rd</sup> June 2015	12noon refreshments 1pm Formal Meeting	AGM – see invitation on back of News letter

*Chair: Ruth Kern 01954 202093*

*Vice Chair: Roger Hill 01353 740021*

**CAMBRIDGESHIRE HEARING HELP CIO  
&  
Cambridge CAMTAD**

**ANNUAL GENERAL MEETINGS**

on

Tuesday 23rd June 2015

at

Abbey Meadows Community Wing  
Abbey Meadows Primary School, Galfrid Road  
Cambridge, CB5 8ND

Refreshments available from 12.00 noon  
Formal meeting starts at 1.00pm.

Speaker  
JACKIE ASHLEY  
Guardian Journalist  
and  
future Principal of Lucy Cavendish College.

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