

# NEWSLETTER

## *MAGNETISE*



### Report from the Chair

Welcome to the Spring edition of our newsletter. I hope you've been enjoying the sunshine that has made it feel more like summer! It's certainly brought all the flowers out for us to enjoy and for me it hasn't been such a shock returning from Mallorca.

We've had two events this year so far at the Wine Bar and tea at Southgate, both well attended and our AGM & Luncheon is the next where we hope to catch up with the good number of you that have already booked. Do arrive early so we can start the business of the AGM sharp at 12:30pm upstairs and we don't hold up the restaurant serving diners. Please remember to bring your papers/agenda so you know what you are voting for as we will only have a limited number of copies to work from ourselves. At the end of the day we want to ensure that you are informed of what the Trustees have been doing on your behalf, answer any questions you may have and take any suggestions and offers of help for future events.

Don't forget to let us know if you want to come to our summer barbecue and if you want to join a group visit to a captioned performance at Shakespeare's Globe Theatre – see details in this newsletter. In the meantime, enjoy both May Bank Holidays!

### Newsletter updates

If you would like to submit an article for the next publication of Magnetise then send it to [hccigs@gmail.com](mailto:hccigs@gmail.com) by 30 June. Your newsletter will be emailed to you unless you ask for a hard copy to be posted so please let us know if that is your preference.

**Website** – [www.hccig.org.uk](http://www.hccig.org.uk) Bookmark this site so should you mislay your newsletter or can't find the email we've sent, you can still access all the information you need including links to manufacturers and other useful sites like the British Cochlear Implant Group that issues advice on safety whilst wearing your CI.

### Dates for your Diary

#### **AGM & LUNCHEON**

Saturday 25 April 12-3pm

The Prince of Wales Pub, Villiers Street London WC2N 6ND

Nearest tube

Charing Cross & Embankment  
Booking & deposit £5 required.

#### **WINE BAR**

Tuesday 16 June

Tuesday 22 September

6-9pm

Brookes Brothers Wine Bar, 33-35 Brooke Street, Holborn, London EC1N 7RS.

Nearest tube Chancery Lane exit 2. Just come along, join in and catch up on the latest CI chat.

#### **AFTERNOON TEA**

Wednesday 6 May

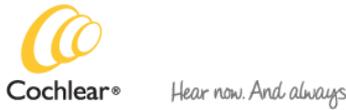
Wednesday 8 July

4-7pm

Southgate Beaumont, Barchester Healthcare, 15 Cannon Hill, Old Southgate, London N14 7DJ.

A stunning grade II listed home in beautiful grounds. Another chance to meet other CI users and find out more about Implants from the people that use them. Everyone is welcome; ample car parking spaces.

# Manufacturers News



## Cochlear™ Wireless Accessories for the Cochlear Nucleus® 6 System

Cochlear now offers a full range of wireless accessories to make it easier for Nucleus 6 recipients to enjoy an improved hearing performance in situations that are often a challenge such as:

- Hearing over a distance
- Understanding conversation on a mobile phone
- Understanding speech in noise
- Listening to the TV at your own personal volume

“We’re proud to be offering you, our recipients, leading technology that will bring enormous benefits,” said Lisa Aubert, Cochlear Europe Ltd. “It not only means a significantly easier and more enjoyable hearing experience, it also will help you connect to modern technology like anyone else.”

Cochlear Wireless Accessories fit discreetly and seamlessly into modern life. Here is the range you can select from:

### Mini Microphone

Hearing in noisy situations or over a distance, such as class rooms, lecture halls, offices or busy restaurants can be challenging for many people. The Mini Microphone gives you the advantage of having the speech you want to hear transmitted directly to your sound processor by simply clipping it onto a companion or a teacher’s collar.

The Mini Microphone can also be plugged into other devices such as MP3 players and computers so you can enjoy the sound with the freedom to move around.



### Phone Clip

The Bluetooth-enabled wireless capability of the Phone Clip gives you the convenience of a hands-free connection to friends and family, and a clarity of sound that gives you more confidence in using the phone. You can make calls, have conversations and even listen to music without having to take the phone out of their pocket. Small and lightweight, the device is ideal for the car, for work and when on the go.



### TV Streamer

The TV Streamer delivers crisp, clear stereo sound directly from your TV to the sound processor, while still letting you hear the conversation around them. This means you can have your own personal volume without making TV too loud for others, and can enjoy your favourite shows and

discuss them with friends and family at the same time.



This innovation is a result of a technology partnership between Cochlear and GN ReSound, another leader in hearing technology solutions. The range of true wireless accessories is currently available with the Cochlear Baha® 4 Sound Processor and with the Cochlear Nucleus 6 Sound Processor.

Please enquire directly with your clinic for more information or visit [www.cochlear.com/uk](http://www.cochlear.com/uk)



### Advanced Bionics Re-launches “The Listening Room” Website with Unique Learning Tools for Cochlear Implant Recipients



A new learning resource provides engaging exercises to help cochlear implant recipients learn to hear more easily, even in challenging environments.

Advanced Bionics (AB), a global leader in cochlear implant technology and a company of the Sonova Group, has announced the launch of a completely redesigned and re-imagined online resource,

The Listening Room™, developed to help cochlear implant recipients get the maximum benefit from their devices.

Cochlear implants are sophisticated medical devices that can restore hearing for people with significant hearing loss. To take full advantage of this highly advanced technology, cochlear implant recipients need to devote time and effort to rehabilitation exercises. The Listening Room website’s all-new look and exercises were intended to make the rehab process fun and engaging, so that recipients of all ages are encouraged to practice longer and more frequently.

The site contains effective, simple-to-use activities designed by professional educators with years of experience creating effective rehabilitative learning tools. The unique format and features of The Listening Room allow users to:

- Learn to discriminate sounds and speech more easily
- Practice listening with fun, engaging exercises for all ages
- Develop their appreciation of music
- Track and share their progress
- Rate the exercises and see how other users rate them
- Follow lesson plans created by hearing healthcare professionals

“Over the years, Advanced Bionics has been at the forefront of developing great rehab and educational tools for our recipients and others experiencing a hearing loss,” said Carissa Moeggenberg, Senior Manager of Education, Training, and Rehab at Advanced Bionics. “The Listening Room is our crowning achievement. There simply isn’t any other resource like it available anywhere and we’re truly excited to be able to share its beautiful new look, amazing functionality and effective exercises with AB recipients.”

To get the maximum benefit from your cochlear implant technology, it is important to devote as much time and effort as possible to rehabilitation exercises. No matter what your age, learning is more successful when the lessons are fun and interactive. The more you practice, the more likely you are to improve your hearing, so take advantage of this unique resource today.

Register now at [TheListeningRoom.com](http://TheListeningRoom.com)

For more information on the wide range of educational resources available through

Advanced Bionics, including the rehAB series of interactive rehabilitation tools, visit [AdvancedBionics.com](http://AdvancedBionics.com) or email [info.uk@AdvancedBionics.com](mailto:info.uk@AdvancedBionics.com)



### **Better Hearing in the Office for CI Users**

With the Naída CI Q70 sound processor, Advanced Bionics and Phonak have introduced a range of tools and features designed to help AB cochlear implant users hear better in challenging listening situations. Among the new tools is Roger 17, the latest digital standard from Phonak, the world leader in hearing aid technology.

Together, the Naída CI and Roger are designed to improve speech understanding in loud noise and over distance. Roger bridges the understanding gap by wirelessly transmitting the speaker’s voice from a microphone directly to the Naída CI through a design-integrated receiver meaning users hear the speaker’s voice directly in their ears, without any distracting background noise. The small Roger receiver attaches to the Naída CI battery and comes in a range of colour options to match the recipient’s sound processor.



The Roger microphone options provide incredible flexibility. The Roger Pen automatically analyses the surrounding noise level and detects its physical position so it can configure its own settings and provide the best speech clarity possible.

During round-table discussions and talks, it can be placed on a flat surface to activate its 360-degree (omnidirectional) microphone setting, which picks up voices from all around. In a conference or seminar, it can be held like a microphone and pointed at the person speaking to “zoom in” on their voice.

To focus on the words of one colleague over distance, you can hang the Roger Pen around their neck to focus the microphone automatically on only their voice. This is also how the Roger Clip-On Mic works, by easily clipping onto the speaker’s clothing. It offers the same sound quality and multimedia connection as the Roger Pen.

With these tools, following a speaker in a presentation or training session is made much easier. With the Roger pen around the speaker’s neck or the Roger Clip-On Mic attached to their clothing, users can follow what they are saying, even when they walk

around and face different directions when talking.

The flexibility of the system makes it ideal for hearing better in a range of environments, including:

- Conversations in noisy restaurants, cafes, and bars
- Communication over distance in large seminar halls
- Small group meetings, with speakers sitting around a conference table
- Larger meetings, training situations, and presentations
- During the morning commute or business travel

“When I first used the Roger with my Naída CI Q70, I was amazed how I could leave the Roger Pen on a table, walk around the room, and still hear voices as crystal clear,” said AB recipient Dave Roberts. “I also used the Roger Pen at a social event. It was very good at making conversations easier in a noisy place.”

For more information about the Naída CI sound processor or Roger technology for AB recipients, visit [AdvancedBionics.com](http://AdvancedBionics.com) or email [info.uk@AdvancedBionics.com](mailto:info.uk@AdvancedBionics.com).



## Hear Here: MED-EL celebrates 25 years!

In March 2015 MED-EL marked a very special anniversary - 25 years since founders Ingeborg and Erwin Hochmair hired their first employees and embarked on the next stage of a life-long journey to help remove hearing loss as a barrier to communication.

The husband and wife team are credited with developing the world's first microelectronic multi-channel cochlear implant, the modern CI, which was successfully implanted in Vienna in 1977 by Professor Kurt. The Hochmairs continued to refine their device and in 1990 employed their first three employees. Today, MED-EL is a world-wide company with over 1500 staff in more than 29 countries.

Innovation has always been key to MED-EL's success, which is why 15% of the company's annual turnover is devoted to research and development. This

investment has already led to many world firsts, and major advances in the field of hearing implants including:

- 1994 Release of the COMBI40 - the world's first commercially available multi-channel cochlear implant system
- 2003 Acquisition of the Vibrant Soundbridge - the first implantable middle ear hearing device for mild-to-severe sensorineural hearing loss
- 2004 MED-EL launches the PULSAR cochlear implant, providing future-ready electronics in a ceramic housing
- 2005 Introduction of the MED-EL DUET EAS sound processor – EAS is the first hearing implant system to combine cochlear implant audio processing and acoustic amplification in one device

- 2006 Launch of the SONATA cochlear implant, the thinnest to date, and the OPUS family of audio processors
- 2010 Introduction of the new MAESTRO cochlear implant system with new FS4 and FS4-p coding strategies
- 2012 Launch of OPUS 2XS, the smallest and lightest audio processor to date. And, launch of the Bonebridge, the world's first active bone conduction implant system
- 2013 Launch of the RONDO, the first single-unit processor for cochlear implants
- 2014 Launch of the SYNCHRONY cochlear implant, the first to allow high-resolution MRI scans up to 3.0 Tesla without the need for magnet removal.

For more information about MED-EL, including the latest implant systems visit [www.medel.com](http://www.medel.com)

## **EXPLORE Magazine: Discover the world of hearing technology past, present and future**

Hearing technology wouldn't exist without those whose drive, research and innovation has given the gift of hearing to so many people, both young and old.

Read the new edition of MED-EL's EXPLORE Magazine for an insight into the challenges faced by pioneers Blake Wilson, and MED-EL founders Ingeborg and Erwin Hochmair in the field of cochlear implants and Geoffrey Ball, the inventor of the Vibrant Soundbridge Middle ear implant – a device he invented to treat his own deafness!

This special EXPLORE SOUND edition also features articles from implant users who share their life-changing stories, as well as professionals working to help us better understand hearing and the brain, rehabilitation, and hearing loss in people of all ages.

To order your free copy simply email [conferences@medel.co.uk](mailto:conferences@medel.co.uk) or download it online at [www.medel.com/explore](http://www.medel.com/explore)

## **Make Music with MED-EL! Apply now for the 2015 Music Grants!**

Calling all budding musicians! If you harbour a secret desire to learn a musical instrument and you are the recipient of a MED-EL hearing implant, why not join our previous winners and apply for this year's MED-EL music grant awards. Applications are now open!

There are two categories of Music Grants: one for applicants under 19 years old and one for 19s and over. To be eligible you must be the recipient of a MED-EL hearing implant. Applicants under the age of 18 years old must have the consent of their parent or legal guardian.

The winners of the grants will receive a musical instrument of their choice up to the value of £500 and MED-EL will pay for one 30 minute lesson per week for one year. There

is also a £30 allowance for sheet music. Travel expenses will not be covered. All tuition fees will be paid directly to the music tutor.

Applications are welcome from all MED-EL implant users with an interest in music, whether they are complete beginners or have prior musical experience. If you have been unsuccessful in the past, please try again this year, this could be your lucky year!

Previous winners have chosen to learn the piano, drums and guitar – what instrument will you choose?

Remember, the deadline for applications is 29<sup>th</sup> July 2015. For more information, terms and conditions, and an online application form visit: [www.medel.com/uk/team](http://www.medel.com/uk/team) Alternatively please email [conferences@medel.co.uk](mailto:conferences@medel.co.uk) for a paper application form or call the marketing team on 01226 242874.

Good luck everyone!

### Availability of the Artone 3 MAX Neckloop

We are pleased to announce the availability of the Artone 3 MAX neckloop. This lightweight device features a rechargeable battery and Bluetooth connectivity.

The recipients benefit from a very energy efficient way to stream music and enter the world of hands-free calling. This active neckloop can be paired with other Bluetooth transmitters utilising audio jacks eg for streaming music or TV audio.

For further details please contact [clinicalsupport@medel.co.uk](mailto:clinicalsupport@medel.co.uk) or see the manufacturer's website [Artonecs.com](http://Artonecs.com).

Neckloops are available to purchase via the MED-EL shop, priced at £93 + VAT.

NHS Supply chain and new patients are able to purchase directly at a discounted rate, please email [orders@medel.co.uk](mailto:orders@medel.co.uk) for more details.

### WaterWear for RONDO

The MED-EL WaterWear for RONDO is a tight transparent cover, easily wrapped around the single unit processor and closed with an adhesive strip, with a 'swimmable' ingress protection rating of **IP68**. Each WaterWear pack come with three covers and nine adhesive strips. Each WaterWear cover may be used up to three times; while the adhesive strips are designed for single-use.

MED-EL patients are able to order WaterWear directly from the MED-EL UK shop by emailing: [orders@medel.com](mailto:orders@medel.com). Priced at £18 + VAT.

**Please note:** When using the WaterWear it is important to change the batteries to alkaline, silver-oxide, or a rechargeable (HP675) option.

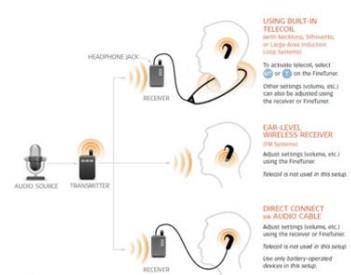
Read a UK users experience with the WaterWear on our blog: [Anna's story](#).

For more information please visit [www.medel.com/rondo](http://www.medel.com/rondo)

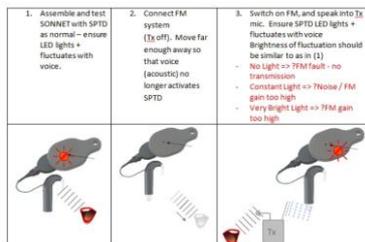
### The SONNET & SONNET EAS audio processor and FM systems

We provide the SPTD (Speech Processor Test Device) in all patient kits as our principal troubleshooting tool providing a simple, objective check of processor function. As well as confirming function of the processor and transmission via the processor coil, the SPTD's LED fluctuating in response to sound input also shows that the microphone is functioning.

The SONNET audio processor can be connected to ALD or FM in a number of ways:



## Troubleshooting FM / ALD connections



## NEW Rehabilitation Catalogue

[Download here](#) accompanied by the catalogue [Pricelist](#)



## Sound Advice Adult Days 2015

### Helping adults make the most of their hearing technology

These group days give adults, their partners and friends the opportunity to meet up with time to talk on a range of topics. They are run by experienced professionals who can offer friendly help and up to date advice. Adults are also able to visit our **Resource Centre** throughout the day for hands on advice.

## Dealing with Perceptions

**Saturday 6 June  
(10:30am till  
3:00pm)**

Learn more about dealing with perceptions on deafness and how the hearing world view deaf people.

Cost: £10 per person  
(includes lunch)

**At:**

**The Ear Foundation,  
83 Sherwin Road,  
Lenton, Nottingham,  
NG7 2FB**

If you would like to join us, please confirm your attendance by emailing [susanna@earfoundation.org.uk](mailto:susanna@earfoundation.org.uk).

**If you require any special dietary requirements please let us know on booking.**

**Please also let us know if you require a BSL interpreter.**

**SoundSpace:**

**Our exciting new development! See for yourself [on our website](#)**  
<http://www.earfoundation.org.uk/>

**Xmas 2014 event**

What a great time was had at the Afton hotel Eastbourne. Cochlear Implant users and potential users from all walks of life shared the experience and proved that deafness is not barrier to fun .The hotel was a typical seaside venue and the Christmas tree in the foyer sparkled a warm welcome. The majestic pier sadly burned down and in the process of renovation, was visible from the windows and still hosts the tea bar that had survived the fire. The town is a magnet for Christmas shoppers as is the Harry Ramsden fish

replicates a newspaper. Saturday afternoon it was eyes down for the Bingo followed by a quiz that can only be described as challenging! The full moon glistening over the sea was a spectacular sight for those of us who wandered along the prom early evening. With Xmas hats on and crackers to be pulled, the piping hot food arrived. The wine was flowing and Jenny's birthday cake was worthy of a place in 'bake off Final'. Despite the noise

most braved the disco and danced the night away whilst others retreated to the bar area. After breakfast farewells were said on the Sunday and I left with a greater appreciation of how a cochlear implant brings different experiences to different people.

Sally J.

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**PAID EXPERIMENT AT UCL**

This project is a small part in a large aim to find out where differences in speech processing abilities in cochlear implant users occur in the brain. As we know, cochlear implant users have a wide range of speech recognition outcomes, even for those who appear to have had equal success during implant insertion. Why do we find this difference? Where does it come from? This study uses EEG (electroencephalography) and chips where the meal is served on a plate that

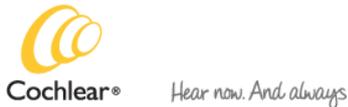
to record how the auditory cortex in the brain responds to a variety of speech sounds.

Participants need to have one or two cochlear implants (with or without a hearing aid on the opposite ear) and should be post linguallly deafened. Participants will receive payment of £8/hour for their time in the lab.

If you are interested in taking part or would like some more information please do not hesitate to

contact Emma Brint by email at [emma.brint.11@ucl.ac.uk](mailto:emma.brint.11@ucl.ac.uk) phone on +44 (0) 20 7679 4041 or by post to:

Emma Brint  
Chandler House  
2 Wakefield St  
London WC1N 1PF



## **Airport Security**

### **What should I consider when travelling with my Cochlear device?**

#### **What should I take with me?**

When you travel, make a plan in case you need assistance with your sound processor or MAP. If you have a back-up sound processor, make sure you take it with you, and that it has been programmed with your latest MAP. Also remember to take a suitable AC adapter for your battery or remote assistant recharger, and take basic spare parts with you. Take a copy of your most recent MAP (a print out from your Audiologist will be sufficient). Check the Find a clinic function before you leave, so you can identify clinics along your travel path in case you need urgent assistance. To cover yourself against the loss or accidental damage of your sound processor, there are options like insurance or service contracts in some countries. Please contact your local Cochlear office or distributor for more information. And finally take your Patient Identification Card that's provided in your product documentation. This card is available in multiple languages.

#### **Will anything happen to my sound processor when I walk through airport security?**

Not usually, and you should leave your processor on in case the security guard needs to speak to you. If your processor is set on the telecoil "T" setting, you may hear some buzzing, which is just harmless electromagnetic interference. You may prefer to turn your child's processor off before walking through airport security,

so they are not alarmed by any buzzing they may hear.

#### **What should I do with my spare sound processor when I fly?**

Switch your spare processor off, keep it inside a carry-on bag and place the bag onto the conveyer belt at airport security. Never place your processor directly onto a conveyer belt, as static electricity may build up on its surface and corrupt the MAP. The x-ray machine should not affect your MAP when the processor is turned off.

Note: A low-level x-ray is used to screen carry-on luggage. The x-ray will not harm your processor or the MAP. Never put your spare processor into checked baggage as this could expose it to damaging x-rays.

#### **If the metal detector alarm goes off, what should I do?**

If the alarm goes off for no other apparent reason, don't worry if security uses a handheld wand to screen you. The wand will not harm your cochlear implant, but it will beep when it passes over your sound processor. Show security your Patient Identification Card, and explain that you have an implanted medical device for hearing. Tell them that the sound processor is a hearing instrument that you must wear with your implanted medical device.

#### **Should I tell anyone on board the plane about my cochlear implant or my hearing loss?**

Your processor is considered to be a medical portable electronic device, so you should notify airline personnel that you are using a cochlear implant system. Then they can alert you to safety measures which may include the need to switch your processor off.

**Will my implant transmit signals that can interfere with the plane's navigational instruments?**

Your implant cannot interfere with the plane's navigation or communication systems. Although your implant transmits radio frequency (RF) signals, they are very short range and would be limited to a distance of less than five feet from the external coil.

**Like other electronic devices, should I turn off my sound processor during take-off and landing?**

You may be required to switch off your sound processor so check with your cabin attendant. If you have a remote control for your processor, this should be switched off.

**How can I listen to the in-flight music or watch a movie?**

There are many ways to access a plane's audio system. One option is the TV HiFi Cable. This connects directly to your sound processor and has surge protection.

(See your processor's user manual for information about connecting the TV HiFi Cable to your processor.)

Please contact your airline to ask about connecting to their entertainment system, as you may need to purchase an adapter from an electronics supplier if their system uses a 2 or 3 prong socket. Before travelling, speak to your clinician about the various options for microphone mixing to guarantee the best sound quality for your personal listening requirements.

**What if I'm moving to a different location to live?**

If you're moving, make sure you put Cochlear on your list of companies to inform of your new address.

We need your current details in case we need to contact you. It's important to register in your new location (you can do this by finding a relevant clinic near you, especially if you move interstate or internationally, so that we can continue to support you with service and repairs.

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All the above information is applicable to any of the other manufacturers' Cochlear devices and more advice is available on the **British Cochlear Implant Groups' website** at <http://www.bcig.org.uk/safety/> under the section on Security Systems

The usual airport security systems, (the ones that look like a doorframe which you walk through) produce magnetic fields which can cause the speech processor's programme to become corrupted. These systems will carry a warning that people with heart pacemakers should not go through. If you see this type of sign remove the speech processor and switch it

off. Most speech processors may be passed through an X-ray machine safely as long as they are switched off, but users of processors made by AB (Advanced Bionics) should refer to their user manual for specific advice. The internal parts of the implant may activate the alarm so ask for a hand scan to be done. If you are in an airport which has a special check-in facility for disabled people you are recommended to use it. Carry your ID card and user manual to show to the staff.

Full body scanners (based on millimeter radio waves or X-ray back scatter techniques) which are in use at some airports will not damage the cochlear implant, but you should remove the speech processor.

Including You > Connections



## Don't forget our Try Before You Buy centres

It can be difficult to find a phone that's exactly right without trying it out.

That's why we have around 200 Try Before You Buy centres where visitors can see, handle and try out our equipment without being pressurised into buying a product they're not sure about

Find your [nearest Try Before You Buy centre](#) on our website:  
<http://www.btplc.com/inc/lusion/trybeforeyoubuy/>

Also in May, on the 16th, we'll be presenting at the annual conference of the National Association of Deafened People. This year's theme is '**How the Information Age is helping deafened people**' and we'll be there to provide a demonstration of the new Next Generation Text service.  
[Find out about the conference](#) on NADP website  
<http://www.nadp.org.uk/events/>

## HCCIG Summer Event - Barbecue



**The Trustees invite you, your family and friends to enjoy a fun afternoon meeting up with other members on Saturday 25th July 2015 from 12.00 to 16.00pm.**

Venue: County Suite,  
(Rear of) County Hall  
Pegs Lane, Hertford  
Hertfordshire SG13 8DZ

## Entertainment



Something to look out for is the company 'Deafinitely Theatre'. It specialises in stories brought to life through the eloquence of sign and sound. Check out their next production in London and on tour on their website at <http://www.deafinitelytheatre.co.uk/>



Captioning is available for many shows around the UK so find out what's on next at:

<http://www.stagetext.org/>  
However, HCCIG are planning a group booking for a performance of '*Measure for Measure*' at Shakespeare's Globe, Bankside on Thursday 17 September at 7:30pm.  
Tickets: £40 per person.

Ask for a booking form by emailing [hccigs@gmail.com](mailto:hccigs@gmail.com)

Parking available; excellent public transport links – London Liverpool Street Station to Hertford East or Moorgate to Hertford North. Anyone from the North can connect to Hertford North via Stevenage.

There will be a charge of £5.00 per person to cover cost of catering. Please make all cheques payable to 'Home Counties Cochlear Implant Group' and send to Jenny Burdge at the address on the next page giving your name and contact details plus how many tickets you want – **closing date is Saturday 27 June.**

**Disclaimer – HCCIG** A voluntary group funded by members

*HCCIG accept no responsibility for any information relating to third party organisations featured in this newsletter. While HCCIG makes every effort to ensure details are accurate, we advise our members to check these with the organisations concerned. HCCIG does not endorse any product or service of, nor does it verify any preferential treatment, offered by the organisations. All queries should be directed to them. Certain of the offers and services featured in this newsletter are only available to customers of those organisations. HCCIG does not provide medical advice or make recommendations with regard to any particular implant and no article in this newsletter should be construed as doing so.*

### **Contacting HCCIG**

Please would you only contact Jenny on HCCIG business during working hours of 9.00am to 5.00pm Monday to Friday. This is to allow Jenny some free time with her family. Thank you.

Chair: Mrs. Jenny Burdge  
17a Maxim Road  
Winchmore Hill  
London N21 1EY  
Tel/Minicom/Fax: 020 8360 0514

Email: [hccigs@gmail.com](mailto:hccigs@gmail.com)

Treasurer: Darren S Pallet BA FCA

Trustee: David Gordon

Observer & Newsletter Editor: Claire Johnson

Website/Social Media: Tina Lannin

### **Please be aware UCLH change of contact details below:**

Royal National Throat, Nose & Ear Hospital, Cochlear Implant Department, Gray's Inn Road, London WC1X 8DA

Cochlear Implant Department

Telephone: 020 3456 5382

Fax: 020 3456 5003

Text: 07899 748 917 (Strictly text only)

Email: [cirepairs@uclh.nhs.uk](mailto:cirepairs@uclh.nhs.uk)

Adult programme

Telephone: 020 3456 5001

Email: [Jeanette.Sanders@uclh.nhs.uk](mailto:Jeanette.Sanders@uclh.nhs.uk)

Paediatric Programme

Telephone: 020 3456 5002

Email: [Lorna.White@uclh.nhs.uk](mailto:Lorna.White@uclh.nhs.uk)

Batteries are sent out by 2<sup>nd</sup> class post on Mondays and Thursdays. You need to call us before 12pm.

### **Social Media Update**

**Website** – [www.hccig.org.uk](http://www.hccig.org.uk)

If there is anything that you feel should be displayed on our website get in touch.

**Blog** - Guest blogger contributions welcome, email [hccig@ymail.com](mailto:hccig@ymail.com)

**Facebook** –to find us search for Home Counties Cochlear Implant Group and feel free to add comments, photos or updates on any member news.

**Twitter** – please keep tweeting away at HCCIG and do follow us.