

NEWSLETTER

MAGNETISE

Winter 2014

www.hccig.org.uk



Report from the Chair

Welcome to the Winter edition of Magnetise, I hope you find it an interesting read. The festive season is fast creeping up on us and 2015 is just around the corner. No doubt we are all saying where did 2014 go and what will the new year bring especially in the world of CI's. I do hope you get the chance to sit and read this newsletter with your favourite tipple and mince pie.

The wine bar social evening on Tuesday 11th Nov 2014 was a great success. We welcomed Senior Clinical Specialist Susan Copperwheat from MED-EL and Clinical Business Manager Jenny Kristen from Cochlear UK, who attended to answer many of our members questions, and to take back any useful information to the manufacturers.

Thank you to all who have been in contact with us over the past year with your updates and messages. Thank you also to those that have informed others about the support HCCIG provides. We have seen a steady increase in members year after year.

Finally thanks to all those of you who have sent back your membership update details, and to let you know it's still not too late to send yours in. (Please fill in a new application form found on HCCIG website.) Thank you also to those that have sent in voluntary donations.

Newsletter Updates

Please submit articles for the next publication of Magnetise by the 30th April 2015 to hccigs@gmail.com. Your newsletter will be emailed to you unless you require a hard copy, so please let us know if that is your preference.

Social Media Update

Website - www.hccig.org.uk

Please remember if there is anything that you feel should be displayed on our website get in touch. Guest blogger contributions welcome, email hccig@ymail.com.

Facebook

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

Twitter

We are still tweeting away on Twitter at HCCIG, please do follow us.

Batteries

Don't forget to ensure you have enough batteries to get you through the holiday period. Check any closure dates with your hospitals.

Dates For Your Diary

2015

WINE BAR

Tuesday 17th February 2015,

Tuesday 16th June 2015,

6pm till 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 18th March 2015

Wednesday 6th May 2015

4pm till 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

MED-EL

HearLIFE with the new SONNET audio processor from MED-EL

Never miss a moment, thanks to the superior responsiveness of MED-EL's new SONNET audio processor.

For an effortless, more natural hearing experience

The SONNET has been specially designed to provide optimal hearing performance so you can enjoy a more natural hearing experience in all situations. It features dual microphone technology and directionality to help you pick up sounds from different angles, as well as automatic volume control, wind noise reduction and automatic sound management (ASM) that instantly adapts to changes in any listening environment.

The SONNET takes a single second to wake up from standby mode and milliseconds to switch between its four listening programmes with no time lag, providing you instant access to hearing, whether at school, work, home or in your favourite restaurant.

And, at an ultra-light 10.6g INCLUDING BATTERIES you will hardly know it's there!

In sync with all your devices

With built-in 2.4GHz wireless ready connectivity and flexible direct audio input options, the SONNET can connect to nearly any external audio source or assistive listening device (ALD), making it ideal for listening to music on the go.

The integrated telecoil lets you connect wirelessly to a wide variety of audio-streaming systems and an accessory battery pack enables direct audio input from any device with a headphone jack.

The SONNET audio processor is also water friendly with an IP54 protection rating.

For more information about SONNET, including water resistance, long battery life and colour options, or other MED-EL products and accessories, visit www.medel.com.



MED-EL

Triformance: superior hearing with MED-EL

Providing the best possible hearing experience has always been a focus for everyone at MED-EL. Triformance provides our cochlear implant recipients with the unique advantages of Structure Preservation, Complete Cochlear Coverage, and FineHearing. These technologies work together to offer superior hearing performance.

Structure Preservation

The preservation of the delicate structures of the cochlea (inner ear) is paramount for all cochlear implant recipients, for two reasons.

Firstly, the preservation of your cochlea may be critical to benefit from future therapies and technologies. Future hearing solutions will likely be more successful in a cochlea where the structures have been preserved.

Secondly, many people with hearing loss may still be able to hear certain low pitched sounds—referred to as residual hearing. It is important not to damage the structures of your cochlea so any residual hearing can still be used.

MED-EL's soft and flexible electrode design helps your surgeon to protect your delicate cochlea.

Complete cochlear coverage

MED-EL's electrodes can provide implant users with complete cochlear coverage. This allows the full length of your cochlea to be stimulated so you can experience a more natural sound quality.

The nerve cells along the length of your cochlea respond to different sounds in different places. High pitched sounds stimulate nerves at the base (shallower part) of the cochlea, while low-pitched sounds stimulate nerve fibres in the apex

(deepest part) of your cochlea. With complete cochlear coverage your implant can stimulate the maximum range of nerve fibres in your cochlea to provide you with the rich and natural sound quality that you deserve.

FineHearing

Our FineHearing technology is the combination of two unique MED-EL sound-processing features that help you to appreciate the subtle differences between sounds including music, background noise, and everyday speech.

FineHearing is designed to provide more unique pitches than any other cochlear implant technology, up to 250.

If you require further information about MED-EL's hearing implant systems, please contact customerservice@medel.co.uk or visit www.medel.com.



MED-EL

MED-EL UK Announces the 2014 Music Grant Winners

It is with great pleasure that MED-EL UK announces the winners of the 2014 MED-EL UK Music Grants. Our two lucky MED-EL implant users have each received £500 towards the purchase of an instrument, £30 for sheet music and weekly music lessons for one year.

The under 19s Music Grant goes to 13 year old William from Peterborough who has been deaf since birth. William received his first cochlear implant at the age of two at Addenbrooke's Hospital, Cambridge.

William's zest for life is limitless: he is a top scoring football player for Hampton Football club, and he is making his acting debut in a film, "Dreaming of Peggy Lee". William has purchased a new electronic drum kit with his grant. The choice of instrument is no surprise to his dad. Andy comments: "William loves playing the drums and is committed to it. He has loved the drums since he was very small. Indeed, it was probably the first sound he ever heard."

The FineHearing technology of his cochlear implant helps William appreciate the subtle differences between sounds including music, which William is able to enjoy, particularly his favourite song "Day Dream Believer" by the Monkees. His own dream is to play drums in a band and to perform on stage in front of audiences, just like his drum teacher Chris.

Mature student Paul from Shipley is the winner of the over 19s grant. Paul's hearing loss was first diagnosed when he failed an army medical at the age of 16 and was issued with hearing aids. Over the years his hearing deteriorated, until he no longer gained sufficient benefit from his hearing aids and started to rely on lip-reading.

Life changed for Paul when a registrar suggested he might be a suitable candidate for a cochlear implant. After passing the assessments surgery took place in 1998 at the Yorkshire Auditory Implant Service, Bradford.

Thanks to the 19s and over MED-EL UK Music Grant he has now started guitar lessons and in the future he hopes to play together with his

Church Worship group. Paul was delighted to win this year's music grant and is looking forward to the challenge of learning to play the guitar.

"My taste in music is very eclectic," says Paul. "My favourite classical piece is the Planet Suite by Gustav Holst, as it is so atmospheric. Other than classical and jazz, I enjoy country, folk, ballads and I love listening to Gospel music the most."

Cassandra Brown, Managing Director of MED-EL UK states: "We have been overwhelmed by the number and quality of the applications for the music grants again this year. Helping people of all ages to improve their music appreciation, both with familiar and unfamiliar musical pieces, is as important to us as it is to our implant users. We wish both Paul and William every success with their new instruments and lessons over the coming year."

Apply now for 2015, application forms and terms and conditions are available online at www.medel.com/uk/musicgrant or by email to conferences@medel.co.uk.

MED-EL

MED-EL supports hearing screening at the Special Olympics European Games

MED-EL has become a sponsor of the Special Olympics Healthy Hearing programme which provides free hearing screening and care for Special Olympics athletes.

The Special Olympics was founded in 1968 to offer sports

training and athletic competition for children and adults with intellectual disabilities.

Dr Ingeborg Hochmair, CEO of MED-EL states: "Like almost no other sports event, the Special Olympics show that even with a handicap everyone can achieve ambitious goals. This is a message we want to support, as we feel exactly the same. Hearing loss often remains undetected or

un-served. Among Special Olympics athletes the number of these cases is even higher. Today, technological developments make it possible that hearing loss doesn't have to be an obstacle anymore."

For more information about the Special Olympics visit www.specialolympics.org.

MED-EL

(Re)habilitation: Free Resources from MED-EL

To help gain the most from an implant and to enjoy hearing in all situations, spending time on (re)habilitation is important. Whether it's helping a child to develop speech, listening to your favourite music, or hearing friends and family in a busy restaurant, MED-EL's "Soundscape" has activities for all ages to help hearLIFE.

Soundscape is a collection of free resources that can be found on MED-EL's website at <http://www.medel.com/soundscape>.

Activities for Teens and Adults Teens - Continents and Oceans

Improve both listening skills and geography with Continents and Oceans. There are three levels of increasing complexity in a race against the clock. Downloadable accompanying quiz cards are available. This tool is also available as a smart phone App.

Adults – Sentence Matrix

This activity is designed for practising speech recognition while reading sentences. The 3 levels offer male and female speakers in situations ranging from no background noise to a significant level of background noise, which encourages users to practise in realistic conditions. The rate of speech delivery can also be varied from slow, normal to fast.

Sentence Matrix is accompanied by free downloadable materials for further speech recognition practice. The additional materials contain useful tips for varying the difficulty level of the exercise as well as how to introduce background noise. Score sheets are also included.

Sentence Matrix exercises can be used with or without lip reading cues.

Soundscape for Children

0+ years – Starting Out

Starting Out provides good advice for parents on how to make listening fun. It explains about developing speech and language with a cochlear implant and has useful information about what to do after your child's first fitting.

2+ years - Old MacDonald's Farm and Ms. MacDonald's Shed

Based on a favourite nursery game, Old MacDonald's Farm features farmyard fun with Old MacDonald and 8 animals. There are 6 levels of increasing complexity with instructions spoken by both male and female voices.

Ms. MacDonald's Shed introduces different types of vehicles using bright graphics. Both activities come with free downloadable additional materials.

6+ years - Let's Go Shopping

Let's Go Shopping is inspired by the supermarket shopping experience, complete with groceries, trolleys and shopping bags. There are 5 levels, a choice between a male or female voice, and the option to play with or without music. To add to the fun, Let's Go Shopping is played against the clock and just see what happens if you accidentally drop a piece of fruit ...

Again there are additional materials to download with lots more fun ideas.

10+ years - Telling Tales

Careful listening is the key skill developed in Telling Tales. A series of 13 short stories are available at 3

different levels of difficulty. Once the story has been heard in full, the task is to rearrange the dialogue in the correct order. Additional materials can be downloaded which provide extra practice.

HearPeers

If you are looking for somewhere to connect with other CI users, HearPeers provides the ideal online platform for CI users to chat and offer support, ask questions or simply to find out more about implants. Visit www.hearpeers.com.

The Hearing People – The Official MED-EL Blog

MED-EL's blog, The Hearing People is another great source of helpful tips and information from MED-EL users, ENT surgeons, audiologists, and MED-EL staff.

So if you are wondering what do you when your child refuses to wear their audio processor or simply want to know more about hearing loss, check out the blog at www.medel.com/blog.

Free Apps

MED-EL also has a range of free Apps for smart phones, so if you need a trouble- shooting guide or simply want to practise listening skills you can download the latest Apps from Google Play or the App Store.

Remember...

Whatever age you are, there are free downloadable rehabilitation resources for you on MED-EL's website. It's well worth a visit! www.medel.com



MED-EL

Help from MED-EL for those back-to-school blues

Whether your child is starting school for the first time or moving up to a new class, the new school year can present challenges for children, parents and teaching staff.

To help make your child's transition to their new class as easy as possible, MED-EL has a range of resources for you to share with your child's teacher, from information about hearing loss and cochlear implants to troubleshooting guides.

For pre-school and infant school teachers MED-EL's Kids' Corner provides simple answers to difficult questions. In colourful, easy-to-understand videos Mellie the elephant explains the journey

of sound, the anatomy of the ear, and how hearing works. The videos provide a host of information for all those "what and how questions" about cochlear implants and hearing. To find out more, visit: <http://www.medel.com/children-kids-corner>.

MED-EL can also provide a poster showing how hearing works for your child's teacher to display in the classroom.

The new school year also means homework! Soundscape is a fun, online resource that will help your child improve their listening skills. There are games for all ages, from tots to teens, with increasing levels of difficulty plus both male and female voices. Additional materials are available

to download with lots more fun ideas. <http://www.medel.com/resources-for-success-soundscape>.

Nobody likes problems, but everyone appreciates a speedy solution, so make sure your child's teacher is aware of the online troubleshooting guide on MED-EL's website. If a smartphone App is more convenient, EasyGuide is an excellent reference tool and can be downloaded free of charge from the App Store or Google Play. Links to our troubleshooting options and rehabilitation materials to download can be found at: <http://www.medel.com/bridge-rehabilitation>.

Please contact conferences@medel.co.uk for orders or further information.

MED-EL

Splash or swim with MED-EL's water friendly options



Whether you want to relax by the pool, go walking in the rain or swim in the ocean, there is a MED-EL water resistant option for you.

Water friendly

The new SONNET behind-the-ear audio processor, part of the new SYNCHRONY cochlear implant system is water resistant with an IP54 protection rating for water, so you don't have to worry about an unexpected splash of water when sunbathing by the pool, or sea spray when jumping waves.

If you are feeling more active, swimming with your RONDO

audio processor has never been easier, thanks to the new WaterWear package. WaterWear is an optional accessory that allows cochlear implant users to wear the RONDO while bathing, swimming or taking part in water sports, without losing any sound quality.

Fully submersible

WaterWear for the RONDO is a skin-tight transparent cover which is simply put over the processor and closed with an adhesive strip to provide a tight seal. Its IP68 protection rating for water means that it is fully submersible in natural, chlorinated, or salt water.

Each WaterWear package contains three WaterWear covers with nine adhesive strips. Each

cover may be used up to three times; the adhesive strips are designed for single use only.

For more strenuous water sports or swimming in open water, the MED-EL Sports Headband or fixation clips can be worn in addition to provide optimal fixation of your RONDO audio processor.

The WaterWear package and the MED-EL Sports Headband are available from the MED-EL UK Shop at www.medel.com/uk/shop. To place an order simply email, orders@medel.co.uk, and we will contact you to discuss the items you would like to buy.

For more information about WaterWear, SONNET, and other MED-EL products and accessories, visit www.medel.com.



ADVANCED BIONICS LAUNCHES WORLD'S FIRST WATERPROOF CASE FOR COCHLEAR IMPLANT RECIPIENTS

Advanced Bionics (AB), a global leader in cochlear implant technology and a company of the Sonova Group, has announced the approval of the AquaCase™ container in Europe, Canada and the US. Designed for use with the Naída CI Q70 (Naída CI) sound processor, the AquaCase accessory is the world's first and only swimmable, waterproof case for cochlear implant recipients.



"I have just got back from swimming with my AquaCase for the first time....wow oh wow! I could hear the chatting and music in the background at the swimming pool and when I went deep underwater I touched the floor and heard my own bubbles! The last time I went swimming I was in the world of silence. Thank you AB for changing my life for the better." Amanda, AB recipient

AquaCase at a Glance

- **World's only waterproof microphone**
The AquaCase

accessory is designed for use with the AquaMic™ headpiece, AB's unique IP68-rated microphone. Waterproof with no bag or enclosure required, the AquaMic offers optimal microphone placement for uncompromised hearing.

- **All day, every day accessory**
From bath time, swimming and snorkeling, to skiing, trail hiking, mountain biking, mud running and rock climbing, the durable AquaCase offers your patients uncompromised hearing performance and peace of mind during even the most rugged adventures.
- **Easy, worry-free retention**
AB offers flexible accessories for secure, off-ear wearing of the AquaCase that allow your patients to enjoy action-filled adventures - the AquaCase can be worn on the arm, around the neck, or clipped in the secure place of their preference.

AquaCase Wearing Options

- **AquaCase Clip**

for secure wearing and comfort
Removable clip that rotates 360 degrees

- **Armband**

for the most rugged activities

An adjustable armband - Small or Standard lengths available

- **AquaCase Lanyard**

for convenient, discreet wearing

The lanyard places the case comfortably around your child's neck for hearing during bath time. For adults who prefer to be discreet, the lanyard can be worn under the clothing.

AquaCase Handy Tips

- The AquaCase and O-Ring should be rinsed following submersion in salt or chlorine treated water, as well as following use in dirty, sandy, or muddy environments
- Remember to place the Naída CI in the Dry and Store after any water-related activities
- The AquaCase should be kept closed when not in use to prevent the O-Ring from drying out

To learn more about the new AquaCase from Advanced Bionics, please contact us at info.uk@AdvancedBionics.com or visit AdvancedBionics.com



Cochlear™ Nucleus® Support App

All the answers you need in the palm of your hand - the Nucleus Support App helps you get the most out of your sound processor. The new Cochlear™ Nucleus Support App aims to help you find answers to common questions about your child's Nucleus 5 or Freedom devices in

order to get the most out of their sound processor.

Developed from user feedback, the app provides simple guidelines, in both video and text, covering the most asked about topics - for example: how to best care for your device, how to operate and adjust the processor, troubleshooting tips, and tips in certain situations, such as what to do if your sound processor gets

wet. It also has a great tips and tricks section which offers suggestions for: the different accessories that may help you to hear better, tips for hearing in conversations, listening on the phone, and listening to music. To find out further information please visit our website: www-cochlear.com or to download the app please visit the Apple App Store or Android Apps on Google Play.



**Cochlear™
Nucleus® Aqua+ is
available now!**

Don't be a fish out of water

The Cochlear™ Nucleus® Aqua+ is the world's first waterproof behind-the-ear solution for cochlear implants users. It opens up a whole new world of water activities and you will be able to hear every drop of it.

Innovative design, simple to use

The Aqua+ is available for Nucleus 5 and Nucleus 6 Sound Processors with rechargeable batteries and allows you to enjoy water activities where additional protection is needed*.

While there are many things you can do around water, the Aqua+ will

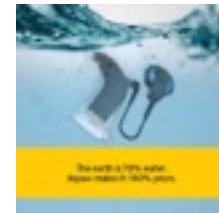
let you swim in and under water with confidence because of its increased water resistance rating. You could go:

Swimming, Boating, Snorkelling, Surfing, Water-skiing and more.....

The Aqua+ is a soft, flexible silicone sleeve that fits over a Nucleus 5 or Nucleus 6 sound processor and comes with a special Aqua+ Coil. The Aqua+ sits comfortably on the ear and enables you to swim freely without the need for any cumbersome cable or additional casing and parts. It is simple and fast to apply. You could be ready to swim in 30 seconds!

For further information and answers to some frequently asked questions about Aqua+ and water, please visit our website: www.cochlear.com/uk/aqua or if

you have any questions on price and ordering your Aqua+ please contact Customer Services, email: ukorders@cochlear.com or phone 01932 263 620.



* The Nucleus 5 and Nucleus 6 Sound Processor with the Aqua+ is water resistant to level IP68 of the International Standard IEC60529. This water protection only applies when you use the Aqua+ and rechargeable batteries (water depth up to 3 meters for 2 hours).



UPDATED - RECOMMENDED GUIDELINES ON SAFETY

FOR COCHLEAR IMPLANT USERS AUTUMN 2014

(next update due 2016)

IMPORTANT

This document has been produced by the British Cochlear Implant Group with input from the major UK suppliers of cochlear implants and members of several UK cochlear implant teams. The information contained in this document aims to provide realistic guidance to cochlear implant users to enable them to gain the maximum benefit from their implants and to minimise potential problems, but is given as general guidance, parts of which may not be applicable to all cochlear implant users.

All cochlear implant users should read and understand the instructions given by the manufacturer / supplier of their cochlear implant and should take advice from their clinician on their own particular circumstances. (Cochlear implant users may find it helpful to go through these guidelines with the staff at their cochlear implant centre.)

BUT.....

... do remember that most people with cochlear implants are able to lead normal lives as long as they take a few sensible precautions. Although the information in this document may seem daunting, in most cases the risks are very small!

To read this document in full please see; <http://www.bcig.org.uk>



Next Generation Text Service

Why use Next Generation Text?

If on telephone calls you can't hear the other person's voice or don't catch all that they're saying, or they can't understand what you're saying, the Next Generation Text (NGT) Service can help.

By using a smartphone, tablet, or computer and making a phone call you can type to our relay assistant who will speak your words to the person you're calling, and the relay assistant will type their reply so you can read it on your display.

Whether you use NGT at home, in your office, or on the move you can order takeaways, book taxis, use phone banking, order goods, or just chat by typing and/or reading your phone conversation.

Can't hear on the phone - our relay assistants will type what the other person is saying so that you can read their words.

Can't speak on the phone - type what you want to say and our relay assistant will speak your words to the other person.

Still want to use a textphone - no problem NGT works with textphones in the same way as the old Text Relay.

How you use NGT depends on your own needs. To help you give you the information you need click on one of the descriptions below:

Type & Read

Can't hear and don't use your voice, use Type & Read



Speak & Read

Can't hear but use your voice, use Speak & Read



Type & Hear

Can hear but don't use your voice, use Type & Hear



Speak & Hear

Can hear and speak to someone who needs to use NGT, use Speak & Hear



Or if you're a business provider...

NGT for businesses

Find out what you need to know if you want to talk to your deaf, hard of hearing or speech-impaired customers. Discover how NGT can help improve your communication channels. And learn what NGT means for your deaf staff.



NGT for emergency services

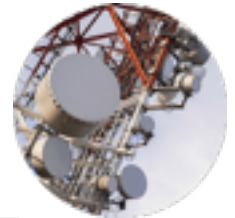
If you're part of the emergency services, you want to be able to respond quickly. NGT provides

effective and efficient communication with people with speech or hearing impairments.



NGT for communications providers

Find out more about how you can support your customers if they want to use NGT.



NGT for equipment providers

Nowadays, people don't have to rely on textphones to make calls. NGT works with a number of mainstream products such as computers, laptops smartphones and tablets. So if you supply phone or internet kit, it's worth finding out how you can get your share of the market with NGT.





The Ear Foundation

Hearing & Communicating in a Technological Era

**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.

Lip Reading Day

Saturday 31 January (10:30am till 3:00pm)

How do we do it? Practical exercises, managing the environment, body language and best conditions for lip reading. (At Highfields Fire Station, Hassocks Lane, Beeston, Nottingham, NG9 2GQ)

Manufacturers Information Day

Saturday 21 March (10:30am till 3:00pm)

Talk with the representatives from the cochlear implant and hearing aid companies and find out about the latest developments and how to make the best use of your device.

(At Highfields Fire Station, Hassocks Lane, Beeston, Nottingham, NG9 2GQ)

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

(At The Ear Foundation)

BSL/Culture and Coping with Coping with Deafness Strategies

Saturday 26 September (10:30am till 3:00pm)

Learn some BSL skills, which you can practice with friends and family. Followed by an

afternoon on deafness strategies. (At The Ear Foundation)

Personal Experiences

Saturday 21 November (10:30am till 3:00pm)

Come and join us for this inspiring day of sharing experiences of deafness, with a variety of speakers sharing their stories and a great opportunity to meet other deaf adults.

The Ear Foundation
Hearing and communicating in a technological era

Adults 2015

Please find enclosed some information about our Adult sessions for 2015...
£10 per person including lunch

Please note venue changes for January & March
If you would like to come along to any of these activities, please do let us know by emailing susanna@earfoundation.org.uk or by completing the form below.

Name: _____

Telephone Number: _____

Email: _____

I have a: (please circle)

Cochlear Implant Hearing Aid BAHA

I would like to attend the following session(s) (please tick):

31 January—Highfields Fire Station
21 March—Highfields Fire Station
6 June—The Ear Foundation
26 September—The Ear Foundation
21 November—The Ear Foundation

Please return to the following address:
Susanna Holt, The Ear Foundation, 83 Sherwin Road, Lenton, Nottingham, NG7 2FB

Looking forward to hearing from you!

www.earfoundation.org.uk

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.

Treasurer: Darren S Pallet BA FCA

Trustee: David Gordon

Trustee Observer: Claire Johnson BSc Hons FRGS

Newsletter composed by: Jenny Burdge

Newsletter editor: Louisa Boon BA Hons

Website/social media: Tina Lannin

Please be aware UCLH change of contact details below:

Royal National Throat Nose and 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 (battery and repairs).

Adult Programme

Telephone: 020 3456 5001

Email: Jeanette.Sanders@uclh.nhs.uk

Paediatric Programme

Telephone: 020 3456 5002

Email: Lorna.White@uclh.nhs.uk

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