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Issue 64, March 2017

DATES FOR YOUR DIARY

3rd March DEAFvibe HUB

Bradwell Lodge 10am-3pm
Benefits/Welfare – Anita Wall

11th March DEAFvibe Café

Bradwell Lodge 9.30am – 1pm.
Topic: Motivational speaker and author of 'You Can Do It', Stuart Harrison. (Books on sale for £10 at DEAFvibe Cafe).

17th March DEAFvibe HUB

Bradwell Lodge 10am-3pm
NDCS – Angie Edwards

6th April DEAFvibe HUB

Bradwell Lodge 10am-3pm
Benefits/Welfare – Anita Wall

8th April DEAFvibe Café

Bradwell Lodge 9.30am-1pm.
Topic: Updates on Hearing Aids and Accessible Information Standards. From Acton on Hearing Loss and Balwinder Kaur (SSOTP)

Weekly Groups at Bradwell:

The V.I.B.E: Wednesday 6 - 8pm

Art Group: Thursdays 6pm-9pm

NHS Hearing Aid Services Update

People living in Newcastle-under-Lyme and Staffordshire Moorlands who have been affected by the decision of the North Staffordshire CCG to decommission the provision of NHS Digital Hearing Aids for people with mild to moderate hearing loss can rest assured that DEAFvibe are on hand to help with any difficulties, queries or complaints you are experiencing in relation to the changes to the service.

Help with tubing, difficulties obtaining hearing aid batteries and support with hearing aid maintenance can be found at the DEAFvibe HUB held at Bradwell Lodge, Porthill on the 1st and 3rd Friday of every month between 10am and 3pm.

A number of One Stop Community Clinics previously run by the University Hospital of North Midlands Audiology Department and Endon Hearing Care services have been closed suddenly. Patients with a mild to moderate hearing loss are being referred to their local Specsavers' branch. Patients with more complex hearing loss including severe to profound deafness should be referred by their GP to the Hearing and Balance Clinic at the University Hospital of North Midlands. (continued overleaf...)

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If you need to make a complaint about the service you have received in relation to your hearing aids / hearing loss you can contact PALS (Patient Advice and Liaison Service). It is a free, informal and confidential advice service for patients, carers and families.

PALS can help with queries about GPs, dentists, opticians, pharmacies and services offered by local hospitals and NHS community services, including hearing aid services. They will help you get the information you need about the NHS, listen and respond to your concerns, suggestions or queries, sort out problems quickly on your behalf in an informal and friendly manner and use your feedback to improve NHS services.

PALS is open Mon - Fri 9am - 4pm. They can be contacted by any of the methods below:

Freephone: 0800 030 4563

Text: 07540 668541

Fax: 01782 298228

Email: macau.patientservices@nhs.net

Freepost address: Freepost Plus, RTAA-XTHA-LGGC, Patient Service Team, NHS Midlands and Lancashire Commissioning Support Unit, Anglesey House, Anglesey Court, Wheelhouse Rd, Rugeley, WS15 1UL

Online compliments and feedback form: www.northstaffsccg.nhs.uk//compliments

POLICE SURGERIES AT DEAFVIBE

The public have regularly had access to drop-in police surgeries in the local community centres for many years, but access for deaf people has not always been easy.

However this is about to change. Staffordshire Police Link Officers for the Deaf will be holding one hour police surgeries at DEAFvibe Cafes during the coming year at times when their shifts and work duties permit. A number of the Police Link Officers for the Deaf are able to sign, and others have been trained in deaf awareness and communication tactics.

The first session will be at the DEAFvibe Cafe on Saturday 11th March between 11:00 - 12:00hrs and will be on a drop-in basis, with appointments being on a first come first served basis. As officers have to return to their shift at work after the one hour period, times will be strictly kept to.

If you have any concerns about police matters in your area, make the most of this opportunity.

200 CLUB DRAW

The 200 Club numbers for January were drawn at the February cafe due to the cancellation of the January cafe. There will be two draws at the March cafe for February and March. The winning numbers for January are:

1st Prize - Number 4

2nd Prize - Number 2

3rd Prize - Number 78

Disclaimer: whilst DEAFvibe endeavors to provide accurate and up to date information at all times, no responsibility nor liability will be accepted for any information which may subsequently prove to be wrong or misleading.