



Dear all,

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The end of year results are now in and we have passed the 10,000 mark for the number of service user visits! You have all made incredible efforts and I congratulate you. I have set the figures out in a table at the end of this message for you to see that we have again grown. I know this means you are doing more in the time available for CAMTAD and its users. Well done to you all, and to Mike and Fran for their hard work.

Now we are adapting to the new procedures introduced by CAHS and it has been challenging for you all, but especially for the receptionists. I am working with Tom McKnight at Specsavers to get the procedures working smoothly and to reduce the amount of time spent on form filling. Tom is visiting our office and a hearing help session in May to find out more about the work we do, so we can work on procedures which are efficient and simple to implement. You will also have a chance to meet him at the AGM. There are some tips for form filling, in this edition of the newsletter.

I am delighted to welcome

Melanie Lombardi as the new senior administrator who will be starting work in July.

Fundraising has been going well. We received another generous donation of £1,000 from the Cambridge City Masons. Two of the Trustees, Alan Jones and Sue Imrie, collected almost £90 outside the Huntingdon Sainsbury and were able to discuss our work and distribute leaflets to a number of shoppers who were unaware of the service at the Priory Fields Surgery. Veronica has been very active with a Bring and Buy which raised £70 and in helping at a table top sale which brought in £64. Avril has also been busy producing plants for the table top sale and giving a coffee morning talk at a residential home.

We had a stall at the Disability Information Day organised by Angie Walters in St Ives and at the Open Day at the Princess of Wales hospital.

Equipment Demonstrations are continuing to attract

people to discuss the range of technology available and we had another event at Scotsdales at the end of March. The results are seen in the increase in the number of loans we made over the year, up from 71 to 92. We are also getting more telephone and email inquiries about equipment. As ever, telephones are the most popular area of interest, and we are still seeing the Mybelle 650 as the top choice for most users with a hearing impairment. The next demonstration will be in Ely and details are given in the Dates for Your Diary.

RNID is celebrating its centenary with a change of name to Action on Hearing Loss. It doesn't trip off the tongue in quite the same way as RNID but I expect we will get used to the new name. They will still be selling products and researching into the best technology available. Under Jackie Ballard they are taking a more active role in campaigning for better conditions for people with a hearing loss and

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the Deaf Community. I have discussed recently with RNID campaigning for better treatment for people with hearing aids in care homes. Care of hearing aids should be part of ongoing training for care staff and part of the assessment by the Care Quality Commission for residential units and I am hoping that this can be taken up as a campaigning project.

We have the AGM on 9th June and I hope that you can come to celebrate the nearly 30 years that Stephen Webster has been our Chairman. I look forward to seeing you there.

Frances

Hearing Help Sessions and Visits

Type of service	Client events	Client events
Home and office visits	1016	1056
Residential homes	986	998
HH Sessions Cambs Districts	7097	6479
HH Sessions Hunts District clinics (CAMTAD in Hunts)	1053	779
Total overall	10,152	9312

	2010 - 2011	2009 - 2010
Batteries	17,905	15,466
Clean/retube	11,147	9698
Advice	735	419

Return Forms - tips and news

Here is some guidance for filling in the forms.

- Add both the first and surnames of the Patient
- Home visitors please can you add your own name at the top of the form (sorry there is no allocated slot for this)
- Check that the address and postcode on the brown book are up to date. Lots of postcodes have changed in the last few years. Postcodes need to go on the forms.

- CAHS have decided that we will no longer have to search for the NHS numbers. Names and dates of birth will be sufficient identification once we have the full record.

There will be a revised form coming out with a "tick the box" section. This will also have a question about the age of the hearing aid. This is because CAHS will be inviting patients to have a reassessment after 3 years and they need to record (roughly) when the hearing aid was issued.

Bill Morris

We are sorry to say goodbye to Bill Morris, who unfortunately retired in March due to ill health. Best wishes to him and many thanks for all his hard work as a volunteer and trustee.

Joan Wooldridge

Many of our long-standing volunteers will be sad to hear that Joan Wooldridge, who used to work in the CAMTAD office, died in April this year. Our deepest sympathies are with her husband and family.

Letter from Specsavers

Following a survey of over 1,000 patients in the Cambridgeshire PCT area NHS, CAMBS made a decision to put the current audiology service out to tender with the successful party being Cambridgeshire Adult Hearing Service.

Who is Cambridgeshire Adult Hearing Service?

Also known as CAHS, Cambridgeshire Adult Hearing Service is made up of three partners: Specsavers Hearing Centres, Addenbrooke's and Hinchingbrooke Hospitals.

Why Specsavers?

For 26 years Specsavers has worked closely with the NHS in the provision of Optical solutions, be it from typical spectacle dispensing to Glaucoma care or diabetic screening. Following the success of our eye care business we branched into hearing just over 10 years ago. Today Specsavers is the largest provider of hearing aids in the UK, with 1 in 4 people who use the high street for their hearing care choosing to come to Specsavers.

Just under 4 years ago Specsavers was approached by the NHS to provide a hearing care solution to 650 patients in their local commu-

nity and from there the rest is history. Nationally Specsavers has 17 contracts across the UK and successfully manages some 15,000 patients every year.

Our NHS provision is simple: "Provide the best possible solution to patients, giving them real choices about their care by continually putting them at the heart of what we do."

How do Specsavers fit with the Hospitals?

The concept of bringing three very different organisations together is a unique concept. However it does provide a huge benefit to all new and existing patients: Collectively we can give patients more choice about where and when they are seen, and the products available. However more importantly as an alliance partnership we can collectively deliver a world class patient experience across the whole Cambridgeshire PCT area.

Specsavers is the lead provider under the new Hearing Care arrangements in Cambridgeshire. However each of the three organisations has a critical role to play, not only in service delivery to patients, but also the developing of relationships with GPs and patient groups



as well as the critical training of CAMTAD volunteers.

What should I expect from this new relationship?

- Patients to be put at the heart of everything we do.
- A consistent patient experience regardless of where they go
- Patients being given real choices about their care
- An increased level of awareness amongst new patients about CAMTAD and the importance of the work you do

What Should I do if I have any queries/questions or concerns with this new relationship?

All queries, however big or small, should be directed to Tom McKnight, NHS Operations Managers at Specsavers. He can be contacted by email: thomasm@uk.specsavers.com or via mobile 07585983139. The commitment from Specsavers is to respond to all queries within 48 hours of their being raised.

Recycling hearing aid batteries

*Research by volunteer
Ian Callaghan*

In the UK we throw away over 600 million batteries every year and only 4 per cent of these are recycled. This means that of about 25,000 tonnes of household batteries – the equivalent of 110 jumbo jets or 3,143 elephants – just 1,000 tonnes is recycled with the rest sent to landfill sites.

Most batteries, including those used in hearing aids, contain heavy metals, which are the main cause for environmental concern. When disposed of incorrectly, these heavy metals can leak into the ground when the battery casing corrodes and this can contribute to soil and water pollution and endanger wildlife.

By recycling household batteries, we can prevent them going into landfill. The average household uses 21 batteries per year and hearing aid users may use considerably more.

We are required by law to recycle our hearing aid batteries and at present we are advising people to use their kerbside recycling service or take them to the central points listed. We may get further information from CAHS and will update you in the next issue.

Cambridge City Council and South Cambridgeshire District Council operate kerbside battery recycling schemes while

in the rest of the county it is necessary to recycle them elsewhere. Many supermarkets and other shops that sell batteries offer recycling points and all nine Cambridgeshire Recycling Centres offer battery recycling facilities.

Here are some details of how to recycle your batteries:

Cambridge City Council

Most householders in Cambridge will soon be able to recycle batteries from home with a new kerbside collection scheme starting at the end of May 2011. Simply place your household batteries, including hearing aid batteries, in the battery bag which you will receive on your green bin collection day. Use the adhesive strip to stick the bag to the back (the side with wheels) of your green bin on its next collection day.

Please do not put the bag inside the bin and do not stick the bag on your blue bin. If you use brown sacks instead of a green bin you can leave the battery bag on top of these for collection. Please do not leave battery bags on the pavement as this could be dangerous.

If you don't have a green bin or sacks, or if you live in a block or flats with shared bins, you will not be able to use this scheme at present.

Instead, you can take batteries to one of the collection points listed further down this page.

Usually, the collection crew will leave a replacement bag for you after each collection, but if you do not receive a battery bag you may use a small plastic bag with handles and tie this on to the handle of your green bin. Alternatively, you can collect a battery bag from council receptions at:

- The Customer Service Centre, 4 Regent Street
- The Guildhall, Market Square
- Mill Road Depot, by the bridge on Mill Road
- City Homes North, 171 Arbury Road
- City Homes South, 89 Cherry Hinton Road

You can recycle your household batteries at the outdoor recycling points at:

- Sainsbury's on Coldham's Lane
- Lammas Land car park
- Focus DIY on Tenison Road
- Cherry Hinton Hall car park
- Arbury Court car park
- Tesco on Newmarket Road

At the following stores:

- Waitrose (Hauxton Road, Trumpington), in the foyer
- Budgens (Arbury Court), in-store

And at the Customer Service Centre, Mandela House, Regent Street

South Cambridgeshire District Council

Please put the battery recycling bag out for collection with your blue bin. Using the self-adhesive strip, attach the bag to the bin underneath the handle.

Bags are replaced with the blue bin or you can call the council for more to be sent by post. The number to call Health & Environmental Services is 03450 450 063.

Batteries can also be taken to the Recycling Centres at Milton and Thriplow.

Huntingdonshire District Council

There are no kerbside battery recycling facilities, but batteries can be recycled at

recycling Centres at Alconbury, Bluntisham and St. Neots. For more details, call the council on 01480 388640.

East Cambridgeshire District Council

There are no kerbside battery recycling facilities, but batteries can be recycled at the battery recycling point outside Ely council offices at:

The Grange
Nutholt Lane
ELY Cambs
CB7 4EE

For more details, call the council on 01353 665555.

Batteries can also be recycled at the Recycling Centres at Grunty Fen.

How to find your nearest Battery Recycling Point

There are some useful websites that give details of how to find your nearest Battery Recycling Point based on your postcode. These include the following :

<http://www.recyclenow.co.uk/public-battery-recycling-collection-points.asp>

<http://www.recycle-more.co.uk/banklocator/banklocator.aspx>

<http://www.batteryback.org/battery-collection.html>



Good News on Mileage Allowances

The Government has decided to increase the threshold of mileage allowances to 45 pence per mile so the Trustees have agreed to raise the allowance for CAMTAD volunteers. We will be paying the increased amount for all claims from 6th April 2011. We are very grateful to all those of you who offer your allowance to us in the form of gift aid as this will also increase with the allowance. Anyone who wishes to make this contribution can contact the office for the appropriate forms.

Dates for your diary

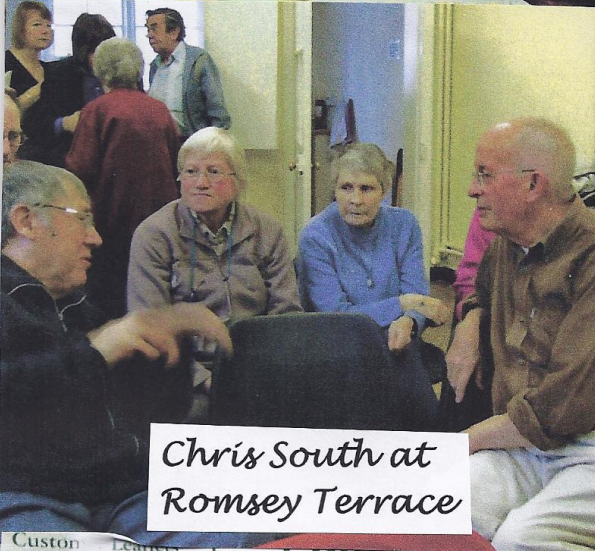
9th June	CAMTAD AGM Refreshments from 6pm Formal meeting starts at 7pm Girton Pavilion, Girton Recreation Centre, Cambridge Road, Girton CB3 0FH
16th June	Equipment training for Ely demo volunteers 10am-12pm 8a Romsey Terrace
29th June	Demonstration of Hearing Equipment 10.30am-1.30pm Ely Methodist Church Hall

50 years of the Cambridge Hard of Hearing Club

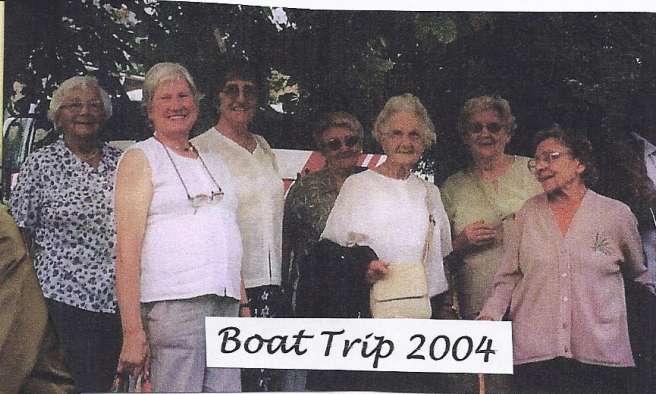
Happy birthday to the Cambridge Hard of Hearing Club, which recently celebrated its 50th Anniversary! The club has always had a close relationship with CAMTAD, as can be seen from some of the photos in this extract taken from their commemorative newsletter. Congratulations to all their hard-working committee members .



The Committee: Mary Wright; Irene Hill; Avril Dring; Thora Carter; Brian Downham; Marshall Hill and Muriel Bye



Chris South at Romsey Terrace



Boat Trip 2004



Guess who won the Raffle at Nottcuts!



Pauline and Avril Sawston Fun Run raised £500!