



Issue 37 | Winter 2015 | University of Southampton Auditory Implant Service

# Newsletter

**Sarah Baumann, who works at University of Southampton Auditory Implant Service, has won the coveted title of UK Audiologist of the Year 2015, after a heartfelt nomination from one of her patients.**

The competition, which is run in partnership between the world's leading hearing aid battery manufacturer, Rayovac (a division of Spectrum Brands Ltd.), international hearing publication Audio Infos and the European Hearing Instrument Manufacturers Association (EHIMA), invites patients who have received exceptional care to nominate their audiologist for the prestigious award – the biggest of its kind in the world.

Judge Søren Hougaard, from EHIMA, said: "It is again extremely heart-warming and encouraging to read these entries. There are some absolutely terrific, admirable audiologists out there, which makes this competition so worthwhile. Paula Brinson-Pyke, Marketing Director at Rayovac, said: "Sarah's story and the countless others like it are the reason we run this competition each year. The dedication, care, patience and kindness that audiologists like her show their patients each and every day is nothing short of remarkable."

To read the full story including her patient's nomination – go to Page 6.

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# Patient news



Patient Juliet Rogers with her husband and two sons. Juliet had her hat tailor made to accommodate the processor and magnetic coil

## Juliet's CI journey

Do you remember waiting for the results of exams or your driving test?

That feeling of anticipation, nerves but also excitement?

This was the day I had been looking forward to for so long, and it was just how I felt when my cochlear implant was to be switched on.

I had finally lost the hearing completely in my one "good" ear during October 2014. For the following 10 months, I tried to lip read everything, took pen and paper everywhere, and became very miserable and quite a recluse.

The implant operation was finally done in June, when the care from staff at Southampton Hospital was excellent, and after that, the days were counted down until the appointment at AIS.

Would it work? What would things sound like after months of silence? Would I ever be able to use the phone, or listen to music?

Initially, the series of booms beeps and squeaks made no sense, then gradually noise became sound, sounds became words, and words connected me to the world again. Yes, I could hear! Strange tinny voices, Daleks and aliens at first but I was soon practising familiar names and words and learning again to 'listen' not lip read.

Thanks to plentiful ideas for practice in this lost art of listening, I was diligent in ticking off the many noises to identify, and working through the AIS list of apps to download and work on. More tuning followed, everything improved.

Family members soon became ruthless in making me try to repeat back to them things that had been said. Each day it seemed that a few more of the rusty circuits in my hearing brain were activated with practice!

Then there was the telephone! Trying this at AIS I was delighted to find I could manage, albeit knowing what was to be said as I took

my first call. Furnished with the large folder of structured exercises, I recruited friends and family, and with instructions to them to speak clearly, we worked through those and were soon chatting normally. Now I have made appointments and taken calls on the phone, finding people readily oblige when asked to speak slowly and clearly because I've had a CI.

Since being 'switched on', my greatest pleasure has been to be able to hear at my oldest son's wedding. The vows in church, the joy of talking to relatives and friends, and meeting others, and listening to the Best Man's witty speech. Hearing music again is just amazing.

It has been such an exciting journey so far, and it seems listening will go on getting better and better.

## A Poem for Owen



My name is Katie I am mother to Owen age 4. Owen is a bilateral cochlear implant recipient who was activated at around 14 months.

When we started our journey with Owen at USAIS my husband and I held optimistic yet realistic expectations. We never dreamed Owen would be where he is today. He is loving, caring, chatty and hilariously funny. He is incredibly bright and is achieving very well academically. As parents we are immensely proud. Recently

I wrote a poem to summarise my personal journey and I decided to share it on a closed social media group. The response I received from it has been overwhelming. It has touched many families at different stages of their cochlear implant journey and for newly diagnosed families it has given them hope. Such comments have encouraged me to share it publicly and it is now being shared around the world. Our thanks goes to all the team for your continued support.

### Inspired by Owen

*"I feel you wriggle inside of me. I sing to you, as you hear me.*

*You are here in our world curled up in my arms. I sing to you.....do you hear me?*

*You are tiny, 5 weeks and the diagnosis final. I sing to you, but you don't hear me!*

*My world falls apart for an hour or two. I sing to you, and you see me.*

*You are growing fast into your own. I sing to you, and you smile at me.*

*You are going for surgery at 1 year old. I sing to you, but you don't hear me.*

*Your have bionic ears and a cheeky face, I sing to you, and you turn to me.*

*You are a toddler with an infectious smile, I sing to you, and you clap at me.*

*You are determined, inspirational, a wonderful boy. I sing to you, and you sing with me."*

## SaintsAbility

Louis was part of the Southampton Football club SaintsAbility team that won an international tournament in Switzerland this summer. They played disability teams from all over Europe and had a brilliant time.

Louis attends their sessions every Sunday and is hoping that other deaf players might join.



## Med-EL music grant

I would like to introduce myself and tell you a little bit about my experience as a cochlear implant user.

My name is Vanessa Scott and I live in Guildford with my Husband and our 2 adult children. I have been hard of hearing all my life but my hearing started to deteriorate markedly about 25 years ago. Each time I went to the hospital with my hearing aids the audiologist would look at my hearing test result and try to tweak my hearing aids a little

more so that I could get by. We reached the absolute limit of doing this in 2012 as I just couldn't manage with my hearing aids any longer.

I was referred to the cochlear implant centre at Southampton for assessment and I was recommended to have an implant. The choice of implant was left up to me and I opted to have a Med-EL Rondo as I was particularly impressed by the single unit and the fact that after a quarter of a century of hearing aids my ear would finally be set free from attachments! I had my surgery in 2014 and after my implant was switched on I began to realise what I had been missing. The world is actually a very noisy place.

Whilst I was learning to use my implant I started looking at the Med-EL website as there is a lot of information there and I came across their music grant page. As I have always been hard of hearing I have never really engaged with music and certainly never considered learning to play an instrument but all of a sudden I was starting to think that maybe I could. Med-EL have two categories; under 19s and over 19s. You don't have to be a musician, which I most certainly am not (yet); you just need to be a Med-EL implant user living in the UK. Obviously you need to want to learn and be committed to having the lessons too.

Music is the one thing that has always been just beyond my reach but with my implant I felt ready to be challenged and try something new. I was nervous sending in my application but once I'd sent it off I put it out of my mind. I was surprised and delighted to receive an email earlier this summer telling me I was the winner of the over 19s grant.

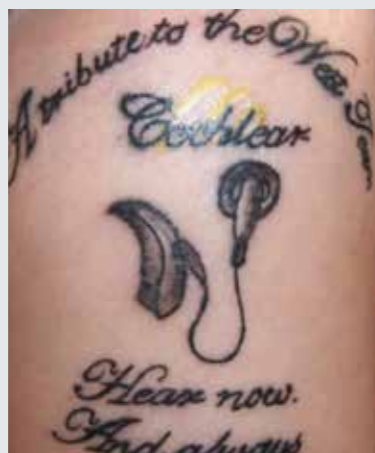
I have chosen to learn to play the flute, the main reason for this is that I wasn't actually aware of the higher frequencies before I had my implant and the fact that I can hear them now never fails to amaze me. I have been totally supported by Med-EL since receiving the award, they paid for the flute and they have been able to find me a very patient flute teacher who is totally unfazed by having a previously deaf, mature student on her books. I am still very much at the start of my journey to become a flute player and I'm regularly practising and enjoying some me time for an activity which has previously been off limits. Currently my flute playing is strictly a "non-spectator sport" but maybe in the future they may be an opportunity for me to join with others to enjoy music in a group which is something I would never have even contemplated before I had my implant.



## A tribute to the west team



Patient Barbara Day



USAIS patient Barbara Day got a dedicated tattoo as a tribute to the west team following her cochlear implant.

"I am so overwhelmed with my Cochlear Implant. Every morning I switch on and think how wonderful it is. It is like a whole new world being able to hear again.

I can now communicate with people again and hold conversations with my friends, I have got my confidence back again. I am half way with my mappings and already listening to music again which I have not been able to do the last 10 years. I think it is a wonderful invention and I will be forever grateful to Tim Mitchell and all the Staff at building 19 for giving me my life back. Thank you."

# Research and technology

## From iPhone to 'I MAP'!

Recently I read an article online entitled 'My week without my iPhone'. It made me think of all the things I do on mine: watch TV, check my pulse, shop, monitor my fitness and activity, send pictures and videos instantly across the world, see my family at the touch of a button, identify songs on the radio, see images of my living room wherever I am in the world ... and even turn the heating on in preparation for my return!

Most of us have become very reliant on technology in our everyday lives, and can't imagine a day without these things (let alone a week!). So how is technology affecting healthcare? The first article on telemedicine was over 100 years ago describing ECG data being sent over telephone wires. However telemedicine as we now know it (the provision of interactive healthcare using telecommunication) began to emerge in the 1970s. It has been used in other long-

term conditions for example heart disease and diabetes. In the United Kingdom, there are only around 20 cochlear implant programmes to care for the whole population (more than 800,000 severely to profoundly deaf people). So many cochlear implant users live a long way from their implant centre; this makes cochlear implant care an ideal candidate for telemedicine.

I am currently working on a project (funded by The Health Foundation) where adults will be invited to take part in a remote care trial. Instead of coming in to the centre for appointments, they will be able to:

- test their hearing
- do a little mapping and device checking (Cochlear devices only)
- access a personalised online support tool for information, rehabilitation, troubleshooting, training, reminders etc.

During the project we will assess how empowered patients feel in their hearing care, clinician and patient preference, speech perception, and the use of clinic resources. The trial begins November/December 2015 and runs for 6 months.

We live in exciting times and I am keen to make the best possible use of technology to optimise outcomes and the care experience for people with cochlear implants. I will finish now and go and make some coffee and have a



shower - still can't do either of those on my iPhone!

If anyone has any comments or suggestions, please get in touch:

Helen Cullington  
H.Cullington@Southampton.ac.uk

University of Southampton Auditory Implant Service SO17 1BJ

"We live in exciting times and I am keen to make the best possible use of technology to optimise outcomes and the care experience for people with cochlear implants."

Helen Cullington



## The Future of Auditory Implants Conference

On 6th November 2015 USAIS held a scientific conference on 'The Future of Auditory Implants' at Chilworth Manor Hotel. The conference brought together speakers and delegates from all over the world to discuss research and innovation into the future of implantable devices for hearing and balance disorders. Topics included middle ear implants; bone anchored hearing aids, vestibular implantation and many more. The conference provided an opportunity to bridge the gap between research and practice bringing together academics, consultants and other professionals. There were plenty of opportunities for stakeholders to build networks and collaborate on projects.

This international conference is part of the 25th anniversary celebrations of the centre and is both a celebration of the past achievements whilst also an appreciation of how much more can be achieved in the future. Watch this space!



# Sarah Baumann wins UK Audiologist of the Year



After a closely fought competition, a dedicated hearing professional has been crowned the best in her field. Sarah Baumann, who works at

University of Southampton, has won the coveted title of UK Audiologist of the Year 2015, after a heartfelt nomination from one of her patients.

It is these 'hearing stories' which are judged by a panel of independent industry professionals to determine the winner. Sarah was nominated by her patient Sarah Smith, who described in her entry how her audiologist had been by her side throughout her hearing journey, as she was fitted with a cochlear implant. Sarah's dedication to her patient's recovery and her consistent support led the judges to announce her the winner.

In her nomination, Sarah said: "I felt very privileged to be referred to the strong and dedicated audiologist team in April 2014. My first appointment was in May and following a full assessment I was considered a suitable candidate and was operated on in November 2014. I first met my audiologist on December 15th 2014 as my implant was activated.

Since then she and my rehabilitationist have been a huge support over eight appointments and additional workshops. I was so pleased that she considered me as a partner rather

than a passive recipient in the process of relearning to hear. She has made the rehabilitation process an adventure rather than a daunting task.

My husband has been warmly welcomed at these appointments and his feedback is used to help the increasingly fine tuning of my processor. I was very nervous before my first tuning appointment; what, if anything, would I hear? Would I hear words by Christmas? The surgeon hadn't been able to promise anything when I had asked. After my audiologist had checked the electrodes were working, I could hear something – thank goodness. She explained what she was doing and I could hear; it sounded like a badly tuned radio in a distant room. Two days later when I was tuned again the sounds became louder and more distinct, and although still lip reading at Christmas, I could join in a little more which was wonderful.

She has been on a walk with me to check on outside sounds which has been most helpful. She is always on hand via email to discuss progress. She has supported my role as a volunteer advocate for implants and indeed has given up at least one lunch break to work on programming in the accessories I am trialling. She has supported me in getting Medic Alert details and holiday insurance.

Before my operation I knew that having an implant was not a magic bullet and would not restore my original hearing, my expectation was that I would be able to converse in the family, my hope was that I would use the phone again and my aspiration was that I would be able to sing once more.

"When we started I could hear and interpret

virtually nothing without looking at a speaker and now I can score 98% in repeating test sentences without looking, use a landline phone and am gaining confidence with a mobile, and beginning work to improve my understanding of music again. All this in six months! Thank you so much."

"I was so pleased that she considered me as a partner rather than a passive recipient in the process of relearning to hear. She has made the rehabilitation process an adventure rather than a daunting task."

Sarah Smith



## End of Six-Year Tuning Project

Cochlear implants are tuned for each person who receives them to ensure that sounds are comfortable and appropriately loud. Little attention is paid to the pitch of the sound (whether notes are 'bass' or 'treble') and how this might be affected by the implant settings, even though it is known that pitch perception can often vary along the electrode array. This study looked at which sounds are being directed to different electrodes and if the allocation to different electrodes should be adjusted for each cochlear implant.

Some studies suggest that implants should be adjusted, so that the sounds heard on each electrode stimulate the same part of the cochlea which would be used by people with normal hearing. Other studies suggest that people get used to what is provided by the implant, so it doesn't matter which sounds are sent to each electrode. Yet more studies suggest that pitch perception is poorer as you go deeper into the cochlea, so it may not be a good idea for important speech sounds to be directed too deep into the cochlea.

Twenty two adult cochlear implant users with MED-EL cochlear implants took part in a study here at the University of Southampton.

It was found that allocating sounds as they would be heard by someone with normal hearing gave poor results on sentence tests. Allocating sounds to a reduced area of the cochlea was better from a technical point of view and cochlear implant users scored better with this map, but often not as well as with their normal (clinical) map. The results suggested that the implant users who took part in the study had got used to their maps and so the 'normal-hearing' map was no longer appropriate.

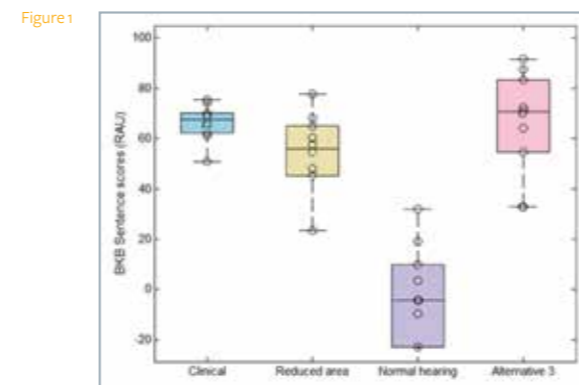
A third alternative map was tested which sent less sounds to the deepest electrodes. Some cochlear implant users who struggled with pitch perception for their deep electrodes performed better with this map.

A second experiment was performed and a new test called the 'Pitch Contour Test' was performed, which compared the sound of neighbouring electrodes to see if they both sounded the same or if one sounded higher in pitch than the other. The scores for each electrode pair are shown below, with the best scores in green. Electrodes in the middle of the array gave high scores for everyone but some cochlear implant users struggled with the electrodes at either end of the array.

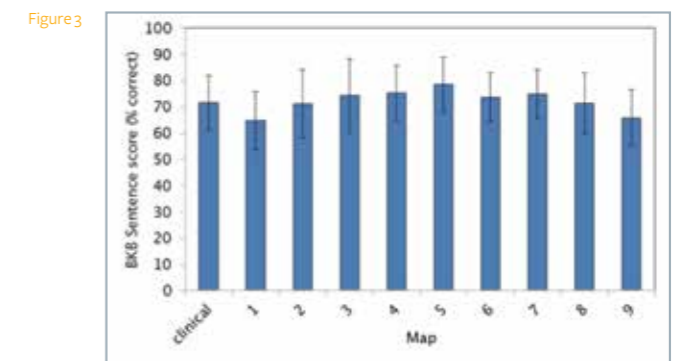
Ten different maps were tested using speech and music perception tasks. The alternative maps had sounds shifted away from the deep electrodes by different amounts. The results were different for people with good pitch perception at the high-pitched end of the cochlea, when compared with those with poor pitch perception at the high-pitched end of the cochlea.

For some people with good perception at the high-pitched end, maps 5 and 4 gave better results than the clinical map. For those with poor pitch perception at the high-pitched end, map 4 and the clinical map gave the best performance. We will look at how the findings can be incorporated into our clinical practice over the next few months, as it may be that some people would be better off with an adjusted map.

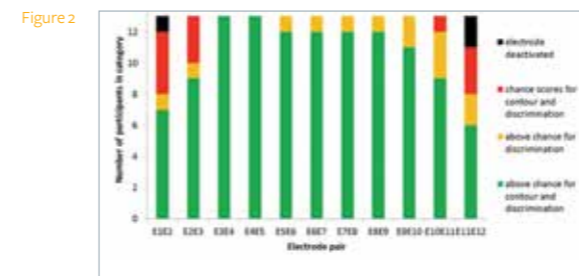
I would personally like to thank all the people who took part in the experiments. I would like to thank you for your patience and for completing the tests, which has given me lots of data to work with! The results of the first experiment have now been published and results from the second experiment will be published shortly.



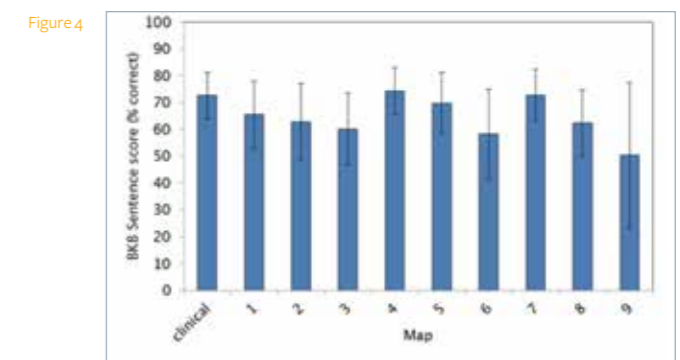
Sentence scores from experiment 1



Sentence scores for those with good pitch perception at the high-pitched end of the cochlea



Pitch Contour Test scores



Sentence scores for those with poor pitch perception at the high-pitched end of the cochlea

# Anna and Sam's top tips



In this regular section, we hope to pass on any tips and advice we think might be handy – to help you get the best from your implant or information on services and events you might find interesting or useful. Please let us know what you think or if you have any of your own ideas to share!

Do you all know about subtitled cinema? Sam and I really enjoy going to see films 'with the words'. Many cinemas around the UK now offer subtitled viewings on many films – they may be at off peak times though – check out [www.yourlocalcinema.com](http://www.yourlocalcinema.com) for the listings. For anyone in receipt of DLA/PIP/AA or registered with a visual impairment, a Cinema Exhibitor Association (CEA) card (£6 annually) will allow you to have free ticket for someone accompanying you. The application form can be found at [www.ceacard.co.uk](http://www.ceacard.co.uk).

Theatre is more accessible these days too with captioned performances provided by Stagertext – even the pantomime

at Christmas is captioned here at the Mayflower at Southampton, great fun – check out your local theatre for accessible performances or [www.stagertext.org](http://www.stagertext.org) for the national listings

Loop systems can also help you hear better in theatres and cinemas (if they are available to try and try and feedback to the venue our experience – good or bad! All venues SHOULD have a working system with staff who are trained in its operation – you may have to sit in a particular section so it's sometimes wise to plan ahead and enquire what is on offer. There is a new website [www.letsloopnow.com](http://www.letsloopnow.com) which contains information on loops in different venues – they are looking for your feedback so take a look. If in London, you can check what facilities are available at all the famous theatres in the West End at [www.officiallondontheatre.co.uk/access](http://www.officiallondontheatre.co.uk/access).

Apparently, the O2 has a good quality loop system in place although we have yet to try it out!



## Update on 'Ace' the hearing dog from his trainers

"Ace continued to progress as planned and hoped for.

He passed each level of obedience and training and enjoyed going to puppy classes, though he could get over interested in the other dogs and not concentrate on his exercises...like a proper teenager!

We knew from the start that one day when he is ready he will leave us and go onto the next stage and this has now happened.

It was hard to say good-bye and we miss him but he has settled in well at The Grange and that is as it should be. We are pleased he is one step closer to being someone's Hearing Dog".



## Training Update

The University of Southampton Auditory Implant Service continues to run its popular training programme for parents and professionals with an interest in cochlear implants and other implantable devices. We run courses for professionals such as teaching staff to help them when supporting patients with cochlear implants. We also run courses for patients and parents. Often these courses are free to those supporting USAIS patients.

This year we have trialled holding our troubleshooting workshops in different locations closer to professionals, in order to reduce their travel time and costs. The feedback has been excellent. We have managed to significantly increase (by 66%) the number of professionals who can now attend this course. We are therefore aiming to expand our courses locally in the future. 89% of attendees expressed the venues had reduced their travel time and costs. Some delegates noted that they would not have been able to attend a course at all had it not been done locally.

We were over subscribed for the course entitled 'Cochlear Implants – The Basics' earlier in October and so we will be running it again on 26th November 2015. This is an ideal course for professionals or carers with no prior knowledge of cochlear implants who would like to know more about how to support a child or adult with an implant. This course is extremely popular and is of particular interest to Teachers, Learning Support Assistants or Special Educational Needs Coordinators (SENCO's),

but is also open to care home staff, childminders, nursery staff or anyone taking a caring role for one of our implant patients.

The Auditory Implant Service and Advanced Bionics (AB) are together hosting some family music sessions on Friday 27th November 2015. This is the first time we have run this event. It is suitable for all our 5 year and under implant children and their hearing siblings and promises to be a fun filled interactive day.

Following on from the success of the "It's not just Cricket" workshop earlier in the year we are now running another session on 26th February 2016. This workshop was designed at the request of parents of children with cochlear implants. They told us how difficult it can be to pass on all the information to wider family, particularly Grandparents who they rely on for emotional and practical support. The workshop was therefore designed for Grandparents or those who fulfil a similar supportive role. It aims to provide them with practical and relevant information about cochlear implants, as well as an opportunity to ask questions and explore the emotional side of the topic. One delegate at the last session wrote "A thoroughly informative and helpful session. A great confidence boost".

The courses are very popular and do get booked up so please apply early to avoid disappointment. For more information about any of our training courses please visit our website or email [AIS.Training@soton.ac.uk](mailto:AIS.Training@soton.ac.uk)

## Helpful headbands

**A tip from one parent to others on how to keep implants in place for your children.**

Talking with Ethan's keyworker and other people whose babies have had to have implants, I was made aware that I was going to be in for a ride with them continuously falling off. I thought surely there is something out there to help.

I started googling and found someone in Australia that made something for the purpose and, although a little shocked at the price, I ordered one in the hope it would be here in time for his initial tuning. Anyway after 4 weeks of waiting nothing arrived. So when Ethan had his first tuning appointment we opted for the paediatric kit, including ear hooks and huggies but I found these were making the area behind his ear where his stitches had been very sore and they continuously fell off - after half hour I was going mad. So, along with family members, I decided to get out the sewing machine and we set to making our own- which is what you can see in the pictures. For a fraction of the cost we have now made Ethan about 4 in different colours and designs and it has made mine and Ethan's life so much easier. He is happier wearing them as all we do is put the headband on, it's less distressing for him as he doesn't have me continuously playing with his ears. The magnetic coil still comes off now and then, as they would with being 11months old, but we can both handle that and Ethan has a less stressed mum. They are a life saver and will continue to be as he grows up - especially when he starts doing sports etc at school.

Emma is happy to be contacted if you would like one for your baby, please ask your key contact to put you in touch.



## ARUK Fundraising

On 2 August 2015 one of our team members, Tamara Turchet (Teacher of the Deaf) & her wife Jo took part in the Prudential Ride 100 London-Surrey to help raise money for our charity of the year Alzheimer's Research UK (ARUK)

The bike ride started super early at the Queen Elizabeth Olympic Park, then followed a 100-mile route on closed roads through the capital and into Surrey's stunning Countryside, up Box Hill (slowly!) then back into London to finish in wonderful sunshine to the cheers of the crowds of on-lookers lining The Mall.

Many thanks to all who supported the ride and ARUK – with everyone's help we raised over £1300

Our charity efforts for ARUK will be continuing throughout the year – look out for the collection tubs in reception next time you are coming in to AIS!!



# AIS Plus

## Self-funded Cochlear Implant Service

We now offer a self-funded cochlear implant route at USAIS for adults whose hearing levels fall outside the criteria set by NHS England for funding cochlear implants (NICE TAG 166). In the UK, children who meet NICE criteria are eligible for two implants while adults are eligible for only one implant, unless they have significant visual impairment.

Clinical experience shows that some adults may not meet the NICE criteria but would benefit from cochlear implantation. To qualify for a cochlear implant through our self-funded route the adult needs to demonstrate a severe to profound hearing loss (worse than 70dBHL) in the high frequencies. In other words, still have a significant hearing loss but not as severe as required by NICE criteria.

Possible candidates that we are considering for the self-funded route include:

- Adults with severe bilateral hearing loss who are out of NICE criteria
- Adults with profound bilateral hearing loss who already have one cochlear implant but would like a second one for the other ear
- Adults with a severe to profound hearing loss in one ear and some degree of hearing in the other ear

We are currently looking into offering a self-funded route for children and will provide more information as this progresses.

For more information, please visit our website or contact us on [ais.plus@soton.ac.uk](mailto:ais.plus@soton.ac.uk)

## Bone Anchored Hearing Aid (BAHA) and Middle Ear Implant (MEI) Team

BAHA can be suitable for patients with a range of hearing losses. They convert sound into sound vibrations that are delivered directly to the inner ear using the principle of bone conduction.

This part of the service at USAIS continues to develop with increasing numbers of BAHA patients. As a result, the BAHA and MEI service has been combined.

**The following staff members have a special interest in BAHA, MEI or both types of devices as shown below:**

- |   |   |
|---|---|
| - Devyanee Bele<br>Audiologist (BAHA and MEI) | - Kirsty Carey<br>Rehabilitationist (BAHA)    |
| - Julie Eyles<br>Audiologist (BAHA)           | - Sarie Cross<br>Rehabilitationist (BAHA)     |
| - Helen Lakeman<br>Audiologist (BAHA and MEI) | - Dorothy Goodall<br>Rehabilitationist (BAHA) |
| - Sarah Flynn<br>Audiologist (BAHA and MEI)   | - Stuart Whyte<br>Rehabilitationist (BAHA)    |



## Stock and Equipment

### Our Customer Service Team

**All of the USAIS Customer Service Team are happy to be of assistance whenever you need us.**

We have Dan and Daniel on the front desk who can assist you with finding the right person to deal with any technical queries you may have whilst you are with us in clinic. And manning the repairs hotline we have Shirley and Ed. Shirley has really taken on the majority of this role now and many of you will have had contact with her via phone, email or face to face so she's always busy picking orders and posting them to you. She loves to meet patients and families face to face so don't be afraid to say hello when you see her in clinic.

### Consumables

USAIS is always happy to supply you with your requirements of Dry Bricks and the various types of microphone covers that the different speech processors use. Check how much you have at home and if you need more please let us know and we will provide you with what you need. Regular drying of your CI equipment will really help its performance so we are anxious that you use your dry store as much as possible.

If you need to reach us please contact us via the website: <http://ais.southampton.ac.uk/spares-repairs/>

Repairs Hotline: 02380548068  
Text: 07887 790765  
Email: [ais.repairs@soton.ac.uk](mailto:ais.repairs@soton.ac.uk)

Thanks for reading!

Ed Heard  
Clinic Facilitation Advisor

### Wireless accessories

By now those of you who were due to be given a free Cochlear Wireless, Phoneclip, MiniMic or TV Streamer for your N6 processor will have received one in the post or you will be aware that it is here waiting for you. I'd like to take this opportunity to remind you now that this item has been provided free of charge by Cochlear and cannot be supported by USAIS if it develops a fault or is damaged. Cochlear have provided the items with a one year warranty and should you need assistance the most efficient way to do this is to contact them directly. If you have problems with your device they can be reached directly on:

Telephone 01932 263 620  
Email [uksupport@cochlear.com](mailto:uksupport@cochlear.com)  
Web [www.cochlear.com/uk/support](http://www.cochlear.com/uk/support)

### Holiday loaners

Recently we've had some feedback on the holiday loan scheme. It has come to our attention that not as many of you know about this scheme as we thought!

If you don't already know all of the manufacturers run schemes where they will support you with equipment and sound processors if you are travelling abroad and are worried about having technical issues with your equipment whilst you are away. We wouldn't want anything to spoil special times away with family and friends so please let us know if you are planning a trip and we can supply you with the information you need. All of the companies require at least one month's notice to get everything ready for you.

## Reminders

The patients/parents should return their hearing aid/s to the local audiology department once they have had cochlear implant/s.

### MRI Scans

Are you aware you need to let us know if you/your child is scheduled for an MRI scan? This applies to whichever body part is being scanned.

Cochlear implant users need certain safety precautions to be taken before an MRI is carried out.



## Christmas opening hours

Over the Christmas period USAIS will be running a reduced spares and repairs only service on certain days.

Outside of these hours please call and leave a voicemail, email, text or use the Spares and Repairs section of our website and we will respond as soon as possible.

Phone: 02380 584068  
SMS: 07887 790765  
Email: [ais.repairs@soton.ac.uk](mailto:ais.repairs@soton.ac.uk)

[www.southampton.ac.uk/ais](http://www.southampton.ac.uk/ais)

During the festive season our opening times will be as follows:

24 December: 10:00am - 2:00pm

25 December: **Closed**

28 December: **Closed**

29 December: 10:00am - 4:00pm

30 December: 10:00am - 4:00pm

31 December: 10:00am - 2:00pm

1 January: **Closed**

# Staff Update

## Welcomes



**Zoë Bevis**

Hello, my name is Zoë Bevis and I started as an audiologist at USAIS in August 2015. I studied audiology here in Southampton and since graduating in 2012 I have been working towards a PhD. My research has focussed on developing new hearing tests for the UK military to ensure that soldiers have good enough hearing for the frontline.

I'm thoroughly enjoying the transition to my new role working with cochlear implant users here at USAIS and look forward to meeting many of you in the coming months.



**Stuart Whyte**

Stuart Whyte joined AIS in September 2015 as a Rehabilitationist in the Central Team. Stuart is a qualified Teacher of the Deaf and Educational Audiologist. He has previously worked for Sensory Support teams in Surrey and West Sussex, he led a large sensory resource centre based a mainstream school, and was part of the management team at a

Special School for the Deaf. In March 2016 Stuart will serve as the President of the British Association of Teachers of the Deaf (BATOD).



**Mark Chacksfield**

G'Day I'm Mark Chacksfield and I have been working at USAIS since the beginning of June as an Audiologist. I started working at Australian Hearing in Melbourne in December 2007 after completing a Bachelor of Science with honours and a Masters of Audiology from the University of Melbourne.

This is my second time working in the UK, I did some locum work in different NHS hospitals in England and Scotland from mid 2011 to early 2013. For the last couple of years I was working for Australian Hearing in Perth with a special interest in working with remote communities in outback Western Australia and across the Northern Territory. I am excited about the opportunity of working with Cochlear Implants at USAIS so much so I gave up the beaches, sunshine, and warm weather for terrible weather and football..... good thing I love football!



**Catherine Sammons**

Hello! Some of you may remember me from when I worked here before, from 1995 to 2008. In the interim, I spent my time doing a variety of things including working for a charity, studying with the Open University and working in the Women's Health sector at hospitals in Winchester and Portsmouth. I then worked as a Teacher of the Deaf again

in Southampton before returning to the Auditory Implant Service in August this year.

I have really enjoyed seeing familiar faces and working with new ones, and have to confess to recognising the parents of children I used to work with rather than the children themselves, as some of them are now fully grown and tower over me! I hope to bump into lots of you



**Barinder Samra**

Hi I am Barinder Samra, I am delighted to be given the opportunity to work at USAIS as an Audiologist. I have previously worked at Birmingham City Hospital and completed my Certificate of Audiological Competence at the Royal Berkshire Hospital in 2013. I am enjoying the new experience and look forward to meeting some of you in clinic.

## Goodbyes

We have said our goodbyes to Teachers of the Deaf Ewa Guscott and Tamara Turchet but wish them the best of luck in their new roles.

## Important

If you change your GP for any reason it is essential that you let us know your new GP's details immediately please. If the GP on our records is not the GP that you are currently registered with we may not be able to send you any spares or arrange to see you.

Thank you.

## Contact us

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Telephone: 023 8059 3522 | Repairs Hotline: 023 8058 4068 | Text: 07887 790765

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[www.southampton.ac.uk/ais](http://www.southampton.ac.uk/ais)

Do you have good news stories or events for our next Newsletter?

Please contact Coral at:  
[ais@southampton.ac.uk](mailto:ais@southampton.ac.uk)