

**You can support us by donating, by becoming a volunteer or a Friend**

- I would like to support Hear for Norfolk with a donation of: £ \_\_\_\_\_ paid by Cheque  Cash  Standing Order  (Please tick)
- I am considering leaving a legacy to Hear for Norfolk and I would like someone to contact me to discuss this further.
- I am interested in becoming a Friend of Hear for Norfolk. Please send information.
- I am interested in becoming a Volunteer for this worthwhile cause. Please send information.

**Your details**

Mr/Mrs/Miss/Ms Full Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 \_\_\_\_\_ Postcode \_\_\_\_\_  
 Email \_\_\_\_\_  
 Phone \_\_\_\_\_

Please be assured that your details will NOT be passed on to other organisations.

**Your donation**

I/we enclose a donation of £ \_\_\_\_\_ Please make cheque payable to the Norfolk Deaf Association (NDA).

I wish to donate to the Norfolk Deaf Association (NDA) and pay by Standing Order. Please pay from my account to:  
 Norfolk Deaf Association (NDA) Ref: Santander UK Plc  
 Account no: 25138828 Sort Code: 09-01-28

£ \_\_\_\_\_ (figure) \_\_\_\_\_ (words)

With effect from (date) \_\_\_\_\_  
 and thereafter: Annually  Quarterly  Monthly   
 (Please tick as appropriate)

Your Bank's Name \_\_\_\_\_  
 Your Bank's Address \_\_\_\_\_  
 \_\_\_\_\_ Postcode \_\_\_\_\_  
 Account Number \_\_\_\_\_ Sort Code \_\_\_\_\_  
 Signed \_\_\_\_\_ Date \_\_\_\_\_

**Gift Aid Declaration for Donations**

I want to Gift Aid my donation above and any other donations I make in the future or have made in the past 4 years to Hear for Norfolk. I am a UK taxpayer & understand that if I pay less income tax and/or capital gains tax than the amount of Gift Aid claimed on all my donations in that tax year it is my responsibility to pay any difference. (Please notify Hear for Norfolk if you want to change this declaration, change your name or home address, no longer pay sufficient tax on your income and/or capital gains. If you pay income tax at the higher or additional rate and want to receive the additional tax relief due to you, you must include all your Gift Aid donations on your self assessment tax return or ask HM Revenue & Customs to adjust your tax code.)

Signed \_\_\_\_\_ Date \_\_\_\_\_

# How to find us



## Travelling by car

Parking is at the rear of the building and restricted to marked bays.  
 Please do not park on the road because doing so may result in you receiving a penalty parking notice.

## Travelling by public transport

**Buses to the Meridian Business Park**  
 From the Train Station: (Stop DD) 5, 5A and 15.  
 From St Stephens Street: (Stop BC) 5 and 5A; and (Stop BA) 15 and 15A.

**Hear for Norfolk**  
 14 Meridian Way  
 Meridian Business Park  
 Norwich NR7 0TA



T 01603 404440  
 F 01603 404433

E [nda@hearfornorfolk.org.uk](mailto:nda@hearfornorfolk.org.uk)  
 www.hearfornorfolk.org.uk



Hear for Norfolk is the operating name of the Norfolk Deaf Association (NDA), a Charitable Company Limited by Guarantee registered in England & Wales No. 07966408, Registered Charity in England & Wales No. 1146883



Supporting people with hearing loss and related conditions

# Aural Care Service

(ear wax removal using microsuction)



## What is ear wax?

Ear wax keeps our ears clean and healthy. It usually works its way out of the ears by itself, but sometimes too much wax can build up and block the ears. Ear wax is a normal substance that protects the skin of your ear canals. It's made up of:

- ▶ dead skin cells
- ▶ 'debris' such as dust
- ▶ cerumen, which is the natural wax produced by glands in your ears

## When does ear wax need to be removed?

Ear wax doesn't usually cause problems, but if too much is produced, it can build up in the ear, leading to:

- ▶ hearing loss (the most common symptom)
- ▶ ear discomfort, earache and the feeling of having blocked ears
- ▶ tinnitus (noises in the ear(s) or head)
- ▶ a cough, though this is rare

## You may also need to have ear wax removed if:

- ▶ ear wax is preventing a doctor or audiologist (hearing specialist) from viewing your ear canal and eardrum
- ▶ you're getting a hearing aid and the audiologist needs to take an impression of your ear for the earmould
- ▶ you use a hearing aid and ear wax is causing it to whistle. If you use hearing aids, it's very important to make sure that your ears aren't blocked with wax. This is because if the wax blocks the earmould or soft tip by going into the tubing, it can block off the sound and cause you to think that the hearing aid has stopped working. ***If you think that the tubing of your hearing aid is blocked, please contact us to get it cleaned or replaced.***

## Can I remove ear wax blockage myself?

No. You should never insert anything into your ears to remove wax, such as a finger, cotton bud or towel, as this can:

- ▶ damage the wall of the ear canal and cause inflammation
- ▶ cause the wax to be compressed by pushing it further into the ear
- ▶ tear the eardrum

## Where can I get help?

### See your GP

If you experience any of these problems, please see your GP. A wax blockage may give you mild temporary hearing loss. For this to happen the wax has to completely block the canal or press on the eardrum. If your GP confirms that your ears are not blocked with wax and you still feel your hearing is diminished please ask your GP to refer you for a hearing test.

If the GP confirms that your ear problems are caused by a build-up of ear wax, please get a GP referral or contact us directly and we will book you an appointment at our clinic in Norwich or on our ear care mobile clinic closer to where you live, where our qualified, registered and experienced ear care practitioners will remove the ear wax using microsuction.

### Get a GP referral to Hear for Norfolk....or self-refer

If you are registered with a GP Practice in the Central and West Norfolk Localities of Norfolk and Waveney CCG (former Norwich, North Norfolk, South Norfolk or West Norfolk CCGs) please ask your GP for a referral to Hear for Norfolk (Norfolk Deaf Association).

If you are registered with a GP Practice outside this area, or if you do not meet the referral criteria, or if you do not wish to get a referral from your GP then please contact us directly for an appointment, however please note that we charge a fee of £40 for the procedure.

### Covid-19

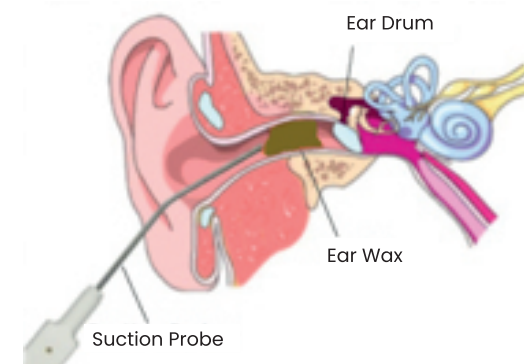
All our procedures at Hear for Norfolk are Covid-19 compliant, and you must only attend an appointment if feeling well and wear a facemask whilst attending your appointment at our aural care clinics.

Please visit our website [www.hearfornorfolk.org.uk](http://www.hearfornorfolk.org.uk) to see the locations of our Mobile Ear Care Clinic.

## How Microsuction works

At Hear for Norfolk we specialise in the microsuction technique to remove excessive or troublesome ear wax. This is generally accepted to be the safest and most effective method. It is performed with the aid of an operating microscope and a finely calibrated suction device, which is completely syringe free. The microsuction technique means that we can always see what we are doing and is considered a safe method of ear wax removal.

Prior to the procedure you will be advised to use olive oil spray or drops, such as Earol, for 2-3 days beforehand. This will make the treatment easier for you. Occasionally we may need to use other instruments to remove hard wax. Please allow approximately 30 minutes for your appointment with us.



**Please contact us on 01603 404 440 or email [appointments@hearfornorfolk.org.uk](mailto:appointments@hearfornorfolk.org.uk) for further information or to book an appointment.**

