



## Message from the Chairman Peter Prinsley

As we launch into our next decade for Norfolk Deaf Association (NDA), now 121 years young, I am very pleased that we continue to perform strongly and resiliently further to the Board's strategic review in 2019.

I can report we have excellent staff, skilled and committed volunteers, a wide range of highly valued services, new contracts, and generous investment in a second mobile clinic in the pipeline. Core funding does remain a significant challenge, however, as the CEO writes below, and, of course, the demand for our services is ever increasing.

NDA is working very hard to support the deaf and hard of hearing community in Norfolk - and we are very much a community. This is largely thanks to our incredibly hard-working volunteers - their skill, ongoing commitment and care for service users cannot be understated - and the commendable teamworking I have seen amongst our staff back in the office.

As we start this New Year I am very pleased to say we have more quality services, more volunteers, and a streamlined service delivery model at reduced cost, to take us into the new decade. Moreover we have exciting plans under way to both expand our Aural Care Service and take our Hearing Support Service wider and deeper into our Norfolk communities.

However we must never become complacent, and raising funds has never ever been harder, so please do encourage whomsoever you can to give time to volunteer, or donate or pledge money to help fund our so keenly-needed range of local services.

Please do consider leaving a gift in your will or becoming a Friend of NDA.

Finally please do what you can to help promote our wide range of services to all those you know who might benefit from them, or who might be prepared to help fund or sponsor our activities. This newsletter provides a good update, and full details of all our services are always available from the office for you to circulate to those who might be interested.

It's been a pleasure to oversee the workings of the NDA and to plan ahead to ensure its continued success. My sincere thanks go to our dedicated Chief Executive for her leadership of the organisation, to our core staff group, our many volunteers, our invaluable donors, and last but certainly not least, a very big thank you to our very many service users for their continued support. Long may it continue.

With all best wishes until next time, Peter Prinsley

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**Hear for Norfolk is the operating name for the Norfolk Deaf Association (NDA)**

Norfolk Deaf Association (NDA) is a Charitable Company Limited by Guarantee registered in England & Wales No. 07966408 registered Charity in England & Wales No. 1146883



## An update from the Chief Executive Aliona Derrett

2019 was another busy and productive year for NDA, though not without its challenges.

The environment for fundraising has never been harder and during the year, as a result, we both launched new services to generate income, refined existing services, and, due to staffing changes, welcomed both new team members and new volunteers to NDA.

I am delighted and grateful at the way in which our NDA team have pulled together to coordinate often complex priorities, and I thank them and our wonderful volunteers for their commendable hard work and dedication in 2019.

Often the behind the scenes work that goes into running a charity is unseen and I really appreciate how much our office team does both as part of their roles but also 'over and above' what is expected of them. And I couldn't respect and appreciate more the caring, quality service that our many volunteers provide day in, day out – often in remote locations, not always with enough supplies, and too often (recently) in the cold!! Thank you again to everyone, it is very much appreciated.

And so we have started 2020, as Peter says, and as you will read, with additional services for thousands of service users, more volunteers and more ambitious plans to serve the deaf and hard of hearing community in Norfolk, than ever before!

We have a great team here at NDA, a small group but effective in their roles and excellent at working together. Read on for an introduction from our staff and a bit about themselves and their roles. I would like to introduce Mark Mabbitt as Volunteer Co-ordinator, Lorraine Matthews our new Administrator/Receptionist and in the growing Aural Care Service team, the addition of Karen Hook and Laura Crowe.

The Aural Care Service has now been running for just over one year (already!) and has gone from strength to strength as part of the core support services that we run. We have cared for over 500 patients so far, and the number is growing month by month.

We have a good balance of GP referrals and private fee-paying users of this new service and have recruited new staff to accommodate increasing demand. My sincere thanks to Lyn Shelton and the team of aural care nurses for the success of this service in its first year. Well done team!

We are now looking to take this service into the heart of our local communities. To achieve this ambition, we have raised the required funds that enabled us to order another vehicle that will be converted into a mobile aural care clinic. The vehicle should arrive in early March and then following a period of conversion works we hope to have it 'on the road' by the end of June. ***My heartfelt thanks goes to the funders that made this possible, namely: the Paul Bassham Trust, the Goodman Trust, Norwich Consolidated Charities and the Clothworkers' Foundation.***

I am pleased to report, as you will read below, that the Hearing Support Service thrives and our new timetable for the mobile clinic is working well. We have welcomed some wonderful new volunteers and, subject to fundraising success, are planning to expand our geographical footprint, as well as reach more nursing and residential homes.

In the 2018/19 year we provided nearly 7,000 appointments for just shy of 4,000 service users, I am sure you will agree a very significant and considerable contribution to the hearing wellbeing of our service users in Norfolk.

During this financial year, in the period between 1<sup>st</sup> April and end December 2019 we supported 2,747 people through 4,300 appointments, and we had 670 new people signing up to the service, making it a total of 7,569 people registered with our hearing support service. Sadly we also lost 64 service users, predominantly through bereavement.

The free Tinnitus Support Group is running well and we continue to have very interesting speakers on tinnitus, its management and wellbeing. Most speakers volunteer their services, waiving professional fees, and we are extremely appreciative of their generosity. Details are available in our website (address below) or by contacting the office for a timetable. Our website has been updated to include as much up to date information as possible and it is a good point of call for details about our current work, services and timetables. Why not take a look at [www.norfolkdeaf.org.uk](http://www.norfolkdeaf.org.uk)?

The financial position remains ever challenging, even after our revenue generating and cost containment measures of last year. We continue to be as prudent as we can in the office and have considerably increased the number of funding applications we have 'in the system' to try and recover our position. As always, we are most appreciative of individual donations, and we will be trying to supplement our income with a major push for local corporate support in 2020. If you know of local businesses that might consider sponsoring NDA or fundraising in some way on our behalf, please do let me know.



***With that in mind I would like to send our heartfelt appreciations to Michael Steward and all players who took part in our 2019 Charity Golf Day, the Norfolk Bowls Association and the Bungay and Waveney Golf Club for all their efforts in raising much needed funds for our Hearing Support Service during 2019. Thank you!***

Please do consider becoming a friend of NDA. For a very modest subscription we will invite you to a number of trips and events plus an Annual Lecture where we invite interesting speakers at the very top of their profession to talk to those of us who have an interest in hearing loss, tinnitus or balance problems. Recent topics have included "Dizziness" and "Cochlear implants". In addition, we will send you copies of our Newsletter and our Annual Report, and we hope you will feel pride in supporting the work of the NDA. Please see on page 7 the details of our next Friends event.

With regards to marketing our services I am conscious we may have overly relied on 'word of mouth' to promote NDA services to our service users, and so we will be making a big push to promote NDA however we can in 2020. We would most appreciate your support.

If you have ideas of how and where we should be publicising our services, please do let myself or any other staff member know. And, as Peter says, if you need marketing materials for your local village hall, doctors' surgery, parish church or local magazine (for example) please do phone the office, and we'll send them out. It is amazing that even after 121 years of the Charity I all too often meet folk who do not know of our existence!!

Finally, just before Christmas we welcomed six new volunteers and are always on the lookout for new volunteers to help with hearing aid maintenance, supporting our groups, fundraising, driving the mobile clinic, and office administration...full training given and you can devote as much or as little time as you like...so, please get in touch if you are able to help in any way. It is great fun and very satisfying. Also, any ideas you may have on supplementing our many services, or improving them, are, as always, very welcome indeed.



With many good wishes, Aliona



## Hearing Support Service

### Mark Mabbitt, Volunteer Co-ordinator

It goes without saying that any charitable organisation that provides a service, such as the Hearing Support provided by NDA, can only be as good as the volunteers that make it happen.

We at NDA are immensely proud of and consider ourselves very fortunate to have such a loyal, hardworking and dedicated team of professionally trained Hearing Support Service volunteers that deliver our hands-on support in many ways, and in many different locations and venues, across Norfolk.

A lot of our volunteers go above and beyond what is required on a regular basis to make sure that our Service Users have the support they need to enable them to live better lives. A Hearing Aid not working properly causing a person to have difficulty hearing can be isolating enough and whilst Norfolk is without question a beautiful place, it does have some very remote places in which to reside. Public transport between rural villages and towns and cities can be, at best sporadic and in any case a high percentage of our Service Users are housebound or have difficulty travelling alone.

We are delighted that we currently have a superb team of 39 Volunteers, a number of whom have been with us for over 10 years and 2 for over 20 years, YES 20 YEARS! We have also in the last 3 months recruited and trained 6 new volunteers, 3 of whom work within the prison service, which is something of a departure for us but where there was a great demand for Hearing support. After extensive and in depth discussions, we thought it better to train existing Prison Welfare staff as NDA Hearing Support Service volunteers than try to arrange for prisoners to attend audiology departments for relatively straightforward procedures that can be done by a trained NDA volunteer. The time involved for support workers to attend prisons or for prisoners to visit hospital audiology departments is inordinate and the costs involved can be exorbitant. Overall we had 9 new volunteers joining us since June 2019, all of whom are very active in their role.

It is also worth noting that we have interest from a further 6 potential volunteers and will start the training process early in March, so hopefully this means we are getting the message out!

Obviously our mobile clinic continues apace, regularly visiting 23 locations across Norfolk, we offer support at 14 open community clinics and attend 35 'closed' clinics. We are called upon more and more for home visits which makes up approximately 25% of all work carried out by our fantastic team. All of the services offered by our Hearing Support team is hugely appreciated by the Service Users as is borne out by just one of the many testimonials we regularly receive:

***'I cannot speak highly enough of the fantastic service I received this morning. At 10am I realised one of my hearing aids was not working, checked battery and rang the NDA. It was recommended I came to have tube checked. By 11.30 I was back at home with the aid working from a new tube and I was given replacement tubes for both aids. Apart from the relief as I am singing in a concert tonight, I am amazed at how quickly I was seen with great courtesy and support.'***

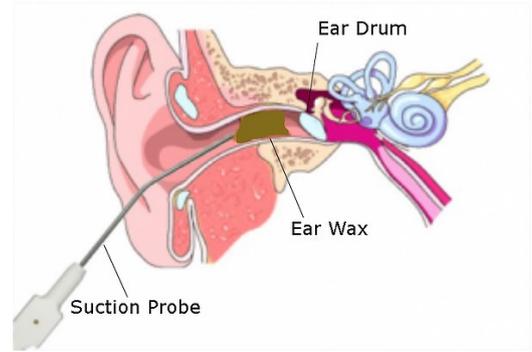
***Thank you once again NDA. Long may you last. It is a refreshing after dubious service normally given by large prosperous organisations! Your gratefully JW'***

We, at NDA, constantly strive for perfection and so enjoy working with such an enthusiastic group of professional, caring people from all walks of life. It's huge fun and so rewarding and long may it be so.



## Aural Care Service

**Laura Crowe**  
Senior Aural Care Practitioner



I have recently joined the team and work two days a week. I have worked in the NHS for 40+ years and for the last 20 of those have been doing Aural Care at the Norfolk and Norwich University Hospital.

At the NDA we have been providing an Aural Care Service since November 2018. The main process we use is called Microsuction which involves using a small tube attached to a suction machine. The machine sucks the wax out of the ear and we use a microscope so that we have direct vision into the ear removing the risk of damage to the ear. Ear wax keeps our ears clean and healthy, however, sometimes a buildup of wax can cause hearing loss and general discomfort. Microsuction is a safe method of wax removal.

We started off gradually with only one session per week which was set up and run by Lyn. The nursing team then grew to three, offering more choice of days in the week. Lyn carried out the training and the assessment was done by Mr Prinsley, ENT surgeon at the Norfolk and Norwich University Hospital. All the Aural Care team are Registered Nurses, and have undergone Aural Care training and been assessed as competent.

I am very pleased to report how much the patients have appreciated the service they have received from our Aural Care team, and we have received very positive comments from service users regarding the care and professionalism from all the nurses.

*"I was unsure where to leave feedback about my experience at NDA so I thought I'd drop you an email! I had temporarily lost 100% hearing in my right ear and had an extreme amount of pain which resulted me to not be able to sleep for over a week. After a visit to the GP and calls to 111 (both not very helpful) I found your website. I was seen by the Nurse at NDA and what a lifesaver she was! She was kind, caring, informative and professional and completely understood how much pain I was in. I finally felt like a professional understood why I wasn't sleeping and how much agony I was in instead of palming me off saying it would "clear after a few days on drops". She had some trouble fully clearing my right ear so she booked me in the next day first thing when she was able to fully treat my ear. I am now pain free and can hear again and finally feel like myself again. So, I just wanted to send you a HUGE thank you! What you do is amazing. Mrs FW".*



## Our Administrator/Receptionist

**Lorraine Matthews** is keen to share the following...

### How to book an appointment for the Aural Care Clinic (ear wax removal)

If you are experiencing problems with ear wax the first thing to do would be to contact your GP. If it is confirmed that the cause is a buildup of wax your GP will be able to refer you to the Norfolk Deaf Association where our qualified, registered and experienced ear care professionals will be able to remove it. The GP referral system is for those who are registered with a GP practice in Norwich CCG area, however, if you live outside this area or do not meet the referral criteria you can call the NDA direct for a self-referral and book an appointment. Please note that there is a fee of £40 for this procedure (both ears) if you self-refer.

#### **To make an appointment please contact us:**

Norfolk Deaf Association (NDA), 14 Meridian Way, Meridian Business Park, Norwich NR7 0TA  
Telephone: 01603 404440 E-mail: [appointments@norfolkdeaf.org.uk](mailto:appointments@norfolkdeaf.org.uk)

# Hearing Loss Awareness Training

Hearing loss affects 1 in 6 people in the United Kingdom and here in Norfolk, over 120,000 people have some form of hearing loss. In order to help improve the lives of people with all degrees of hearing loss the NDA can provide Hearing Loss Awareness Training (HLAT) either individually at our premises or at the premises of organisations who feel that the training would benefit their employees. Through presentations and interaction with our experienced trainer, participants can gain a good understanding of the impact hearing loss causes and the challenges that presents.

Below are some of the comments that we have received from people who have undertaken the training.

***“Very good session, really engaging” [January 2020]***

***“Very interesting and informative” [2020]***

***“Brilliant course very well presented with practical examples which were really useful. I would highly recommend both the trainer and the course; I’ve learnt a lot” [April 2019]***

***“Very clear information and great interactive sections which gave a clear understanding of how hard hearing loss can be” [2018]***

***“The feedback from staff has been really positive. They felt the session was extremely beneficial. They don’t normally come out and praise the trainer like this, so very impressed!” [2019]***

Please contact us if you would like to know more and to talk through your requirements.

## Benefit Advice Sessions

NDA are delighted to be working in partnership with Age UK Norwich offering **free** Benefit Advice Sessions for people age 50+.



These sessions are held at the NDA once a month on a Tuesday between 10:00 – 12:15pm. The aim of the sessions is to help with benefit checks, general advice and the completion of the benefit forms.

If you are interested in finding out what benefits you could be entitled to please give us a call on 01603 404440 or email [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk) to make an appointment.

## ...and Jenny Hill wants you to know about the Sensory Support Clinics



The Norfolk County Council's Adult Sensory Support Unit runs monthly clinics from the NDA to offer free help and advice. Their aims are to promote the inclusion, wellbeing and quality of life for residents of Norfolk who have a sensory loss. For example, provision of a personal loop may allow them to access media such as TV/Radio at a level that is more comfortable for other household members, which may also improve conversations as the individual may be able to hear more clearly. We started this clinic in November last year and so far, we have had a steady stream of people at each clinic.

**No appointment is necessary. Please ring or email us for more information - 01603 404440, [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk)**



## British Sign Language (BSL) Practice Group

If you are looking to improve your sign language in a friendly and unpressured environment over coffee/tea and biscuits, then come and join us.

Everyone is welcome from complete beginners to those more advanced.

Group members help each other to gain confidence in their signing and enjoy working on different topics, tailored to fit their needs, with the aid of BSL flashcards and word puzzles etc. The group has a very relaxed manner and is always open to new ideas. At present we have 12 members of mixed ability.

The group normally meets every other Wednesday from 11.30 - 1pm at NDA, 14 Meridian Way, Norwich NR7 0TA (telephone: 01603 404440 or e-mail [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk)).

8th, 22nd January

5th, 19th February

4th, 18th March

1st, 15th, 29th April

6th, 20th May

3rd, 17th June

8th, 22nd July

5th, 19th August

**We very much look forward to meeting you.** This is a completely FREE service, but a small donation in the NDA office bucket would be much appreciated.

## Tinnitus Support Group

The Tinnitus Support Group is an informal, supportive group that meets once a month to provide a greater understanding of tinnitus and the effect that this has on the members' daily lives. We have both formal and informal talks and discussions relating to tinnitus and their related problems. For example, in January 2020 we had Alexandra Ryan who is a healthcare scientist in hearing therapy visiting the group from the Norfolk & Norwich University Hospital. New members are always welcome.

Thursday, 12 March 2020 2pm - 4pm  
Robert Shephard (Audiologist) - Tinnitus and Hearing Loss

Thursday, 16 April 2020 2pm - 4pm  
Dr Eldre Beukes - Online Tinnitus Treatment

Thursday, 21 May 2020 2pm - 4pm  
Frances Harris - Listening with your eyes: How lipspeaking can help those with hearing loss

Thursday, 25 June 2020 2pm - 4pm  
Colette Bunker - British Tinnitus Association



## Friends of NDA

We currently have 172 subscribers to our Friends scheme, if you are not a Friend of NDA and would like to join, an annual subscription for an individual is just £18 and an annual joint subscription is £30. As a member you will receive our newsletters and priority invites to our Friends of NDA social events, theatre trips and lectures whilst at the same time supporting Norfolk Deaf Association in continuing to deliver its services. Contact our office on **01603 404440** or email us at [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk) to join.

## Friends of NDA event

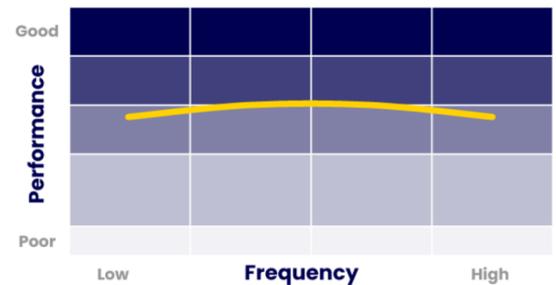
We are pleased to announce that our next Friends of NDA event will take place on **Thursday, 16th April 2020 at 6.30pm at NDA.**

Our speaker will be **Paul Coleman from Audacious.**

Paul will talk about ***“How to make Muffled Calls Clearer? - an explanation of the technology and how it can help those who experience hearing loss”.***

Please book your place by e-mailing us at [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk) or calling **01603 404440** by the **10th April 2020.**

Refreshments will be provided and Paul will be looking to get feedback on the demonstrated technology from those attending. A special Quick start sim trial pack preloaded with £10 credit will be given on the evening.



## Fundraising event

**Charity Golf day – Friday, 14<sup>th</sup> August 2020**

Our 2020 Charity Golf Day will take place on **Friday, 14<sup>th</sup> August**

at **Eaton Golf Club,  
Newmarket Road,  
Norwich, NR4 6SF**

**Come and join us for a fun golf day and help us raise funds towards our Hearing Support Service.**

Please contact the office on **01603 404440** or [nda@norfolkdeaf.org.uk](mailto:nda@norfolkdeaf.org.uk) for full details of the event.



# Dates for your diary 2020

## Tinnitus Support Group (TSG)

**Thursday, 12th March 2020 2pm - 4pm**  
Robert Shepheard - Tinnitus and Hearing Loss

**Thursday, 16th April 2020 2pm - 4pm**  
Dr Eldre Beukes - Online Tinnitus Treatment

**Thursday, 21st May 2020 2pm - 4pm**  
Frances Harris - Listening with your eyes: How lipspreading can help those with hearing loss

**Thursday, 25th June 2020 2pm - 4pm**  
Colette Bunker - British Tinnitus Association

## Sensory Support Clinic

Once monthly from 10am - 12:30pm

20th March  
17th April  
15th May  
12th June  
10th July  
7th August

## British Sign Language (BSL) Practice Group

Fortnightly on Wednesdays from  
11am - 1pm

4th, 18th March

1st, 15th, 29th April

6th, 20th May

3rd, 17th June

8th, 22nd July

## Free Benefit Advice

session for people age 50+

Once monthly on a Tuesday (appointments  
available between 10am - 12.15pm)

24th March  
28th April  
26th May  
23rd June

## What's on

..... at the Theatre Royal (captioned and BSL signed performances)

Les Misérables	Thursday 26 March	2.30 pm	CAP
	Thursday 26 March	7.30 pm	Signed
A Monster Calls	Thursday 23 April	2.30 pm	CAP
	Saturday 25 April	2.30 pm	Signed
We Will Rock You	Wednesday 6 May	2.30pm	CAP
	Saturday 9 May	2.30 pm	Signed
Derren Brown Showman	Saturday 23 May	2.30 pm	Signed
SIX The Musical	Saturday 18 July	4.00 pm	Signed
	Sunday 19 July	2.30 pm	CAP
Dick Whittington	Sunday 3 January 2021	1.00 pm	Signed
	Sunday 3 January 2021	5.00 pm	CAP

..... at Norwich Playhouse

Juliet & Romeo	Friday 20 March	7.30pm	Signed
Dead Good	Wednesday 1 April	7.30pm	Signed



## MOBILE HEARING AND MAINTENANCE CLINIC JANUARY - JUNE 2020

LOCATION	VENUE	DAY	TIME	JAN	FEB	MARCH	APRIL	MAY	JUNE
<b>Acle</b>	Recreation Car Park, Bridewell Lane, NR13 3RA	Tue	10:00 - 12:00	7th	4th	3rd and 31st		5th	2nd
<b>Attleborough</b>	Connaught Hall Car Park NR17 2AP	Thur	10:00 - 12:00	9th	6th	5th	1st	7th	4th
<b>Brundall</b>	Memorial Hall Car Park, Links Avenue NR13 5LL	Tue	13:00-15:00	7th		3rd		5th	
<b>Dereham</b>	Morrison's Supermarket Car Park NR19 1DF	Thur	10:00 - 12:00	23rd	27th	26th	23rd	28th	25th
<b>Diss</b>	Mere's Mouth, Mere Street IP22 4AG	Mon	10:00 - 12:00	13th	10th	9th	6th	11th	8th
<b>East Harling</b>	Sports and Social Club Car Park NR16 2NA	Tue	13:00-15:00	28th			28th		
<b>Harleston</b>	Co-op Car Park, The Street IP20 9AT	Mon	13:00-15:00	13th	10th	9th	6th	11th	8th
<b>Hickling</b>	Methodist Church Car Park NR12 0YD	Thur	13:00-15:00	16th		19th		21st	
<b>Hingham</b>	Market Place NR9 4AF	Thur	13:00-15:00	23rd		26th		28th	
<b>Hoveton</b>	Hoveton & Wroxham Medical Centre NR12 8DU	Thur	13:00-15:00		20th		16th		18th
<b>Loddon</b>	Church Plain Car Park NR14 6LX	Tue	13:00-15:00	21st	25th	24th	21st	26th	23rd
<b>Long Stratton</b>	Co-op Car Park, The Street NR15 2XJ	Tue	10:00 - 12:00		25th		21st		23rd
<b>Mattishall</b>	Old School Green Car Park NR20 3FG	Tue	13:00-15:00		4th	31st			2nd
<b>North Walsham</b>	Sainsbury's Car Park NR28 9DS	Tue	10:00 - 12:00	14th	18th	17th	14th	19th	16th
<b>Poringland</b>	Budgens Car Park, The Street NR14 7RQ	Tue	10:00 - 12:00	21st		24th		26th	
<b>Reepham</b>	Market Place NR10 3NQ	Tue	10:00 - 12:00		11th		7th		9th
<b>Sheringham</b>	Station Approach Car Park NR26 8RG	Tue	13:00-15:00	14th		17th		19th	
<b>Spixworth</b>	Village Hall Car Park NR12 9BU	Tue	13:00-15:00		11th		7th		9th
<b>Stalham</b>	Staithe Surgery Car Park NR12 9BU	Thur	10:00 - 12:00	16th	20th	19th	16th	21st	18th
<b>Taverham</b>	Village Hall Car Park NR8 6JR	Tue	13:00-15:00		18th		14th		16th
<b>Thetford</b>	Healthy Living Centre IP24 1JD	Thur	13:00-15:00		27th		23rd		25th
<b>Watton</b>	Car Park, High Street (Behind Boots) IP25 6XF	Tue	10:00 - 12:00	28th			28th		
<b>Wymondham</b>	Waitrose Car Park NR18 0SH	Thur	13:00-15:00	9th	6th	5th	1st	7th	4th

## COMMUNITY HEARING AND MAINTENANCE CLINIC JANUARY - JUNE 2020

Location	Venue	Day	Time	Jan	Feb	Mar	Apr	May	Jun
<b>Aylsham</b>	Bure Valley House, Station Road NR11 6HU	Tue	10:00-12:00	14th	11th	10th	14th	12th	9th
	Act Centre, St Michaels Avenue NR11 6YA	Wed	10:00-12:00	29th		25th		27th	
<b>Blakeney</b>	Thistledown Glaven Centre, Blakeney NR25 7PH	Wed Fri	10:00-12:00 10:00-12:00	31st	19th	27th	15th	29th	17th
<b>Coltishall</b>	Coltishall Surgery, St John's Close NR12 7HA	Fri	10:00-12:00	3rd		6th		1st	
<b>Fakenham</b>	Fakenham Medical Practice, Trinity Road NR21 8SW	Wed	13:00-15:00	Weekly					
	First Focus, Oak Street NR21 9DY	Tue	10:00-12:00	Weekly					
<b>Holt</b>	Holt Medical Practice, Kelling Hospital, Old Cromer Road NR25 6QA	Fri	10:00-12:00	3rd	28th		24th		19th
<b>Ludham</b>	Ludham Surgery, Staithe Road NR29 5AB	Fri	12:00-15:00		7th		3rd		5th
<b>Norwich</b>	Badgers Wood Care Home, 29 School Road, Drayton NR8 6EF	Wed	10:30-11:30	8th	5th	4th	1st	6th	3rd
	Bowthorpe Care Village, Mayflower Court, 93 The Meadow, Lady Smock Way NR5 9BE	Wed	10:00-12:00	29th	26th	25th	29th	27th	24th
	Cavell Court, 140 Dragonfly Lane, Cringleford NR4 7SW	Mon	10:00-11:30	6th	3rd	2nd	6th	4th	1st
	Norfolk Deaf Association (NDA), 14 Meridian Way, Meridian Business Park NR7 0TA	Tue Thur	10:00-12:00 10:00-13:00	Weekly					
	Dussindale Surgery, Pound Lane, Thorpe St Andrew NR7 0SR	Tue	14:00-15:00	14th	11th	10th	14th	12th	9th
<b>Wells-Next-The-Sea</b>	Wells Community Hospital NR23 1RF	Tue	13:00-15:00	21st	18th	17th	21st	19th	16th