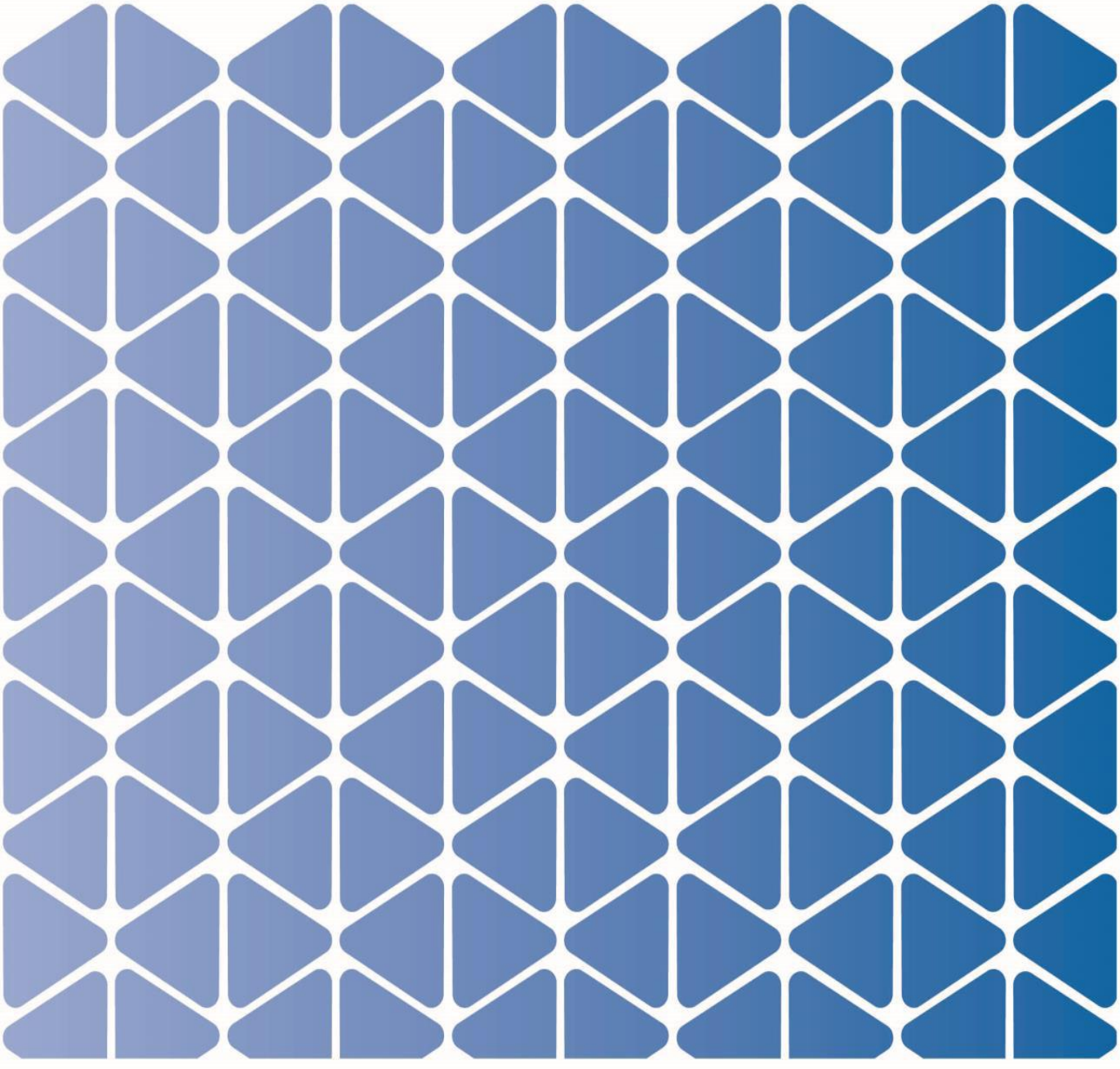
NHS
Worcestershire Acute Hospitals NHS Trust

PATIENT INFORMATION

Tinnitus and Sound Sensitivity Contacts, Support, Books and Apps



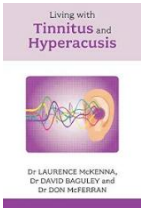
Tinnitus UK recommend the following:

The apps that have been developed using NHS research and TinnitusUK information:

- Oto - www.joinoto.com
- Quieten - www.quietenapp.com
- MindEar - www.mindear.com

Tinnitus UK Recommended Booklist:

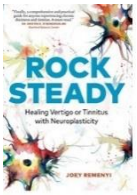
- Living with Tinnitus and Hyperacusis by Laurence McKenna, David Baguley and Don McFerran



- Living Well with Tinnitus by Hashir Aazh and Brian Moor



- Rock Steady – Healing Vertigo or Tinnitus with Neuroplasticity by Joey Remenyi



Tinnitus UK Publications Available:

1. All About Tinnitus
2. Self-Help for Tinnitus
3. Sound Therapy
4. Tinnitus and Sleep Disturbance
5. Tinnitus and Stress
6. Musical Hallucination
7. Pulsatile Tinnitus
8. Hyperacusis
9. Tinnitus and TMJ
10. Flying and the Ear
11. Ear Wax Removal
12. Drugs and Tinnitus
13. Hearing Aids and Tinnitus
14. Food and Drink and Tinnitus
15. Taming Tinnitus
16. Relaxation
17. Ideas for Relaxation without Sound
18. Mindfulness for Tinnitus

See www.tinnitus.org.uk or ask your Audiologist for a copy.

Other Tinnitus Support Apps developed by Hearing Aid Manufacturers available:

ReSound Tinnitus Relief App

Starkey Relax App

Phonak Tinnitus Balance App

Widex Zen, Tinnitus Management App

Download via your mobile phone/Tablet

Google Play **Android Devices**

Apple Devices

Sound Enrichment

Using sounds to distract your brain away from the tinnitus is called Sound Enrichment. Such things as having a radio on when the room is quiet, for example at nighttime when you go to bed, can give your auditory system something else to listen to. It does not have to be loud, just enough to stop the room from being too quiet.

Tinnitus UK are partnered with Puretone, you can purchase Sound Therapy Machines and Under Pillow Speakers through Tinnitus UK (see contact details below)

You can also use your internet browser to search for other sound support, CD's, relaxation guides, YouTube videos or you can download Relaxation/ Mindfulness Apps for your Smart phone or Tablet.
Alternatively, you could ask your Smart Speaker to play you relaxing music, or a favourite soothing sound effect such as sea waves.

Tinnitus UK (formally the British Tinnitus Association) offer support and information:
A website with useful coping strategies, tips and ideas, and video's on how to manage tinnitus.

On the web: **www.tinnitus.org.uk**

Free phone helpline: **0800 018 0527**

Take on Tinnitus by Tinnitus UK
Online Tinnitus Management Resource
On the web: **www.tinnitus.org.uk/how-we-can-help/take-on-tinnitus**

24Hr Mental Health Free Helpline
Telephone: 0808 196 9127 or call NHS 111

Samaritans
Telephone: 116 123

The contact details for Now We're Talking for Healthy Minds (formally IAPT) are:
You can self- refer for Talking Therapies on the NHS. Talking Therapies provides a range of free, confidential support to people aged 16 and over across Herefordshire and Worcestershire.

On the web: **www.talkingtherapies.hwhct.nhs.uk**

The Silver Line
The Silver Line offer friendship, conversation, and support to older people aged 55 and over. Whatever the day or time, you can pick up the phone and speak to one of their friendly Silver Line team members.

Opening hours: 24/7

Telephone: **0800 4 70 80 90**

Website: **www.thesilverline.org.uk**

The Hyperacusis Network

The Hyperacusis Network (based in America) contains some very useful information about hyperacusis symptoms and treatment options. There is support available on the message board.

On the web: **www.hyperacusis.net**

ishush- Internet Self-help, Understanding and Support for Hyperacusis

ishush is a self-directed online resource all about hyperacusis. It provides you with comprehensive and reliable information about hyperacusis and sound, the impact it can have on daily life, and helpful ways to manage hyperacusis. You can use it at your own pace and revisit it as often as you need.

On the web: **ishush.ac.uk**

The contact details for RNID (formally Action on Hearing Loss) are:

On the web: **www.rnid.org.uk**

Telephone: **0808 808 0123**

Textphone: **0736 026 8988**

Contact details for the Birmingham and district tinnitus group:
On the web: **www.tinnitusbham.org.uk**

Online Enquiry Form available

Meets 2nd Tuesday of February, April, June, August,
October and December at:
St Martin in the Bullring
Edgbaston Street
Birmingham B5 5BB

Other Support as recommended by Tinnitus UK

If you are seeking further support for anything that may be impacting your tinnitus, there are many helplines staffed by trained people ready to listen.

Age UK

Age UK are experts in the issues affecting older people. Whether it's providing information and advice, being a friendly voice on the other end of the phone or helping make sure the voices of older people are heard.

Opening hours: 8am to 7pm / 365 days of the year

Telephone: **0800 678 1602**

Website: **www.ageuk.org.uk**

CALM

Campaign Against Living Miserably (CALM) offers life-saving services, provoking national conversation, and bringing people together to reject living miserably.

Opening hours: 5pm to 12am / 365 days of the year

Telephone: **0800 58 58 58**

Website: **www.thecalmzone.net**

Citizens Advice Bureau

The Citizens Advice Bureau provides people with the knowledge and confidence they need to find their way forward – whoever they are, and whatever their problem. They are a national charity and network of local charities who offer confidential advice online, over the phone, and in person, for free.

Opening hours: 9am to 5pm / Monday to Friday

Telephone: **England**: **0800 144 8848**

Website: **England: www.citizensadvice.org.uk**

Cruse Bereavement Care

Cruse help people through one of the most painful times in life – with bereavement support, information and campaigning.

Opening hours: Monday: 9.30am-5pm. Tuesday: 9.30am-8pm. Wednesday: 9.30am-8pm. Thursday: 9.30am-8pm. Friday: 9.30am-5pm

Telephone: **0808 808 1677**

Website: **www.cruse.org.uk**

Mankind Initiative

Mankind Initiative provides an information, support and signposting service to men suffering from domestic abuse from their current or former wife, partner (including same-sex partner) or husband. This can range from physical violence or object throwing to abuse such as constant bullying or insults.

Opening hours: 10am to 4pm / Monday to Friday

Telephone: Freephone (will not show on bills) **0808 800 1170**

Website: **www.mankind.org.uk**

Mind

Mind empowers people to understand their mental health and the choices available to them.

Opening hours: 9am to 6pm / Monday to Friday

Telephone: **0300 123 3393**

Website: **www.mind.org.uk**

PANDAS

PANDAS (postnatal depression awareness and support) are a trusted support service for families and their networks who may be suffering with perinatal mental illness, including prenatal (antenatal) and postnatal depression.

Opening hours: 10am to 5pm / Monday to Friday

Telephone: **0808 1961 776**

Website: **www.pandasfoundation.org.uk**

Refuge

Refuge is a charity providing specialist support for women and children experiencing domestic violence.

Opening hours: 24/7

Telephone: **0808 2000 247**

Website: **www.nationaldahelpline.org.uk**

RNID

RNID are a national charity supporting the 12 million people in the UK who are deaf, have hearing loss or tinnitus.

Opening Hours: 8:30am to 5pm / Monday to Friday

Telephone: **0808 808 0123**

Website: **www.rnid.org.uk**

Tinnitus UK Charity



Op COURAGE
The Veterans' Mental Health and Wellbeing service
Telephone: 0300 323 0137
24Hr Emotional Support Line: 0300 323 0139
Website: **www.opcouragemidlands.nhs.uk**

Op RESTORE
If you have a physical health injury and related medical problems attributable to your time in service
Contact your GP for a referral
Website: **www.oprestore.nhs.uk**

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.