



7th February 2012

Dear Friend,

We hope you know something about our Group but recently we had to face the fact that not everyone does! To put this right we have produced this brief description of 'Who we are and what We do' in the hope that you find it interesting and perhaps useful.

Dumfries & Galloway Hard of Hearing Group was established 5 years ago as a self-help organisation for people suffering from hearing loss. From very limited beginnings it has developed into a regional organisation offering comprehensive services including:

- Basic hearing loss assessment,
- Advice on hearing loss;
- Referral to Audiology and Social Work;
- Guidance on Hearing Aid maintenance and
- "While You Wait" Care & Repair by NHS trained Volunteers.

The Group now operates throughout the region in 8 Centres with a further 5 to become operational in 2012.

The service is community based with local volunteers operating from Community Centres, GP Surgeries or Hospitals.

The Service is Free.

The Group's activities, mostly used by older people but not exclusively so, provide services which are new or were previously very difficult to access and had extensive 'waiting times', often requiring considerable travel to DGRI. The shift of service provision from the NHS to the Voluntary sector has brought direct benefits to patients through a better, more local and more comprehensive service. This has also released professional resources to concentrate on more complex issues. Increasingly the partnership identifies new areas of activity and potential new ways of working.

It is anticipated that during 2012 the Group will provide it's services in at least 12 locations across the region, will undertake approximately 2500 units of Hearing Aid care & maintenance, conduct some 200 referrals to Audiology and Social Work and offer advice and guidance to 1000 individuals. In addition we are developing proposals for conducting Hearing Assessments and have embarked on establishing Services in Residential Homes for Older People.

If you would like to know more about us or are interested in joining our activities contact:

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