Four-fold increase in people accessing tinnitus support

Tuesday 29 September, 2020

The British Tinnitus Association (BTA), the only national charity dedicated to supporting people with tinnitus, is celebrating helping 15,829 people in the past two years through its dedicated Tinnitus Support Team project.

The charity has been running for over 40 years and has offered a freephone helpline support service for many of those, but a new project aimed at increasing information, advice and guidance to people with tinnitus launched in September 2018, enabling the BTA to take 448% more enquiries than in the previous two-year period.

Claire, who has been receiving support from the BTA since 2019, said: “I’ve had tinnitus for a year and it can be very hard. When I was in contact with the BTA in the early stages, they were a real source of support, they always checked to see how I was, and my messages were always replied to quickly. People who don't suffer with tinnitus don't care, they think it's nothing and made up, but it really is the worst thing that has ever happened to me. Knowing the BTA is there to provide support is a real comfort, and I know if I need them, I can get in touch and they will help me.”

Through specific project funding, the charity has been able to expand its Tinnitus Support Team: recruiting new staff and volunteers, and launching a popular new web chat facility and subsequent text/SMS service in order to reach a wider audience and those with hearing impairments.

Colette Bunker, the BTA’s Acting Head of Services, said: “Tinnitus can have a really negative impact on people’s lives and talking to someone when you are feeling distressed, can make you feel less alone. We are really pleased that with our larger team and new support methods we have been able to be there for so many more people who need our help.”

“The coronavirus pandemic has meant that as an organisation we’ve had to completely change how we work. But our amazing team have continued, from home workspaces, to support people with tinnitus. This continuation in dedicated, professional and confidential support which we pride ourselves on, has been vital to those who are new to tinnitus or to those who are struggling during these unprecedented times.”

If you need to talk to someone about tinnitus, contact the British Tinnitus Association. We are available Monday to Friday, 9am to 5pm in the following ways:

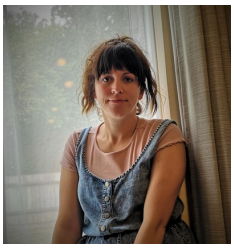
- Freephone: 0800 018 0527
- Email: helpline@tinnitus.org.uk
- Web chat: www.tinnitus.org.uk
- Text/SMS: 07537 416 841

ENDS

Notes to editor:

- The British Tinnitus Association (BTA) is an independent charity that supports over one million people living with tinnitus each year, and advises medical professionals around the world. It is the primary source of support and information for people with tinnitus in the UK.
- Tinnitus is the sensation of hearing noises in your ear or head when there is no external cause. The noise can have virtually any quality including ringing, buzzing, hissing and whistling.
- Around 1 in 3 people will experience tinnitus at some point in their life. Over 7.1 million adults in the UK are living with persistent tinnitus, and for 10% of them, it can severely impact their quality of life, affecting sleep, mood, concentration, employment and relationships.
- There is not currently a cure for tinnitus, however, there are several strategies that can be helpful in learning to manage the condition.

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- Tinnitus costs the NHS £750 million annually, with a cost to society of £2.7 billion per year.

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