

00:00		<i>Incidental acoustic guitar music</i>
00:04	<b>Carly</b> Female voice	<p>What does life sound like for someone with tinnitus?</p> <p>It's a question I'd never even thought about before the hearing in my left ear suddenly disappeared.</p> <p>Replaced by loud ringing, whooshing and high ringing bells -</p>
00:25		<i>Ringling, whooshing and bell sounds</i>
00:26	<b>Carly</b> Female voice	- I wish I'd had the chance to say a proper goodbye to the sounds I took for granted.
00:33		<i>Piano music plays</i>
00:34	<b>Carly</b> Female voice	My name's Carly, I'm 36, I'm originally from Yorkshire in the United Kingdom, but now I live in the Spanish capital, Madrid.
00:41		<i>Sounds of Madrid</i>
00:44	<b>Carly</b> Female voice	I'm a teacher and hearing loss blogger, and earlier this year I made a programme for the BBC World Service about my experience of hearing loss, asking those around me what sounds they'd want to cherish if they found out their hearing was going to change forever.
00:59	<b>Manuel</b> Male voice	The voice of my children, definitely, the voice of my children
01:02	<b>Stuart</b> Male voice	The sound of a beer can opening - 'puh-cheeh'
01:06	<b>Carly</b> Female voice	I also shared how much I missed live music and how I'd never get to watch my favourite band, The National, play on stage.
01:14	<b>Carly</b> Female voice	It's sounds silly but it's such a big part of who I am. And it's not a big problem compared to other people's problems but it's just part of me.
01:27	<b>Carly</b> Female voice	<p>A few months after the programme first aired, I received an email from The National's manager.</p> <p>What happened next will be something I'll remember for the rest of my life.</p> <p>I want to share that moment with you, but first, here's my story.</p>
01:42	<b>Carly</b> Female voice	This is <b>Hearing Me</b> , on the BBC World Service.

01:46		<i>Typing on a keyboard</i>
01:19	<b>Carly</b> Female voice	<p>Hi there and welcome to my blog.</p> <p>Let me tell you a little bit more about me.</p> <p>I love spending time with my family, getting lost in Madrid with my boyfriend, listening to music, drinking wine and eating spicy food.</p> <p>But my ability to enjoy all of these things has changed a lot recently.</p>
02:06	<b>Carly</b> Female voice	<p>I remember getting headaches, dizziness and a dull ache in my ears. But I thought nothing of it. I thought I was just stressed.</p> <p>Six months later, my hearing as I knew it, changed forever.</p>
02:19		<i>Strings play</i>
02:20		<i>A speaker talking to an audience</i>
02:21	<b>Carly</b> Female voice	<p>A guest speaker was giving a presentation in the school auditorium where I worked as a teacher.</p> <p>As I lifted my head up from my note taking, out of nowhere, a loud screeching sound filled my head with pressure.</p>
02:30		<i>Screeching noise</i>
02:33	<b>Carly</b> Female voice	<p>Sat in the middle of the row, I couldn't move, and all I could think was 'what is happening to me?'</p> <p>As the sound grew quieter, turning into a dull ringing, I turned to my colleague, sat to the left of me. I remember seeing her mouth move - and her hands were gesturing towards me - but I couldn't hear a word she was saying.</p> <p>And I remember thinking that it would just sort itself out. I thought that after a sleep, I'd feel normal again.</p> <p>I didn't know that I'd never feel normal again.</p>

03:08	<b>Carly</b> Female voice	<p>I would later find out that this was sudden sensorineural hearing loss which means I no longer have any functional hearing in my left ear.</p> <p>I sometimes think it would be easier to have been deaf in one ear my whole life.</p> <p>To not know how easy it can be to hold a conversation in a busy restaurant. To not enjoy the loudness of watching a film at the cinema without earplugs. To not experience the force of live music at a festival without finding the intensity of the sound simply unbearable.</p> <p>But I'm also glad for these memories, and I really want to be able to embrace my hearing loss, enjoy the hearing that I still have and feel grateful for it.</p> <p>I want to celebrate the sounds I've learned to love so that should the hearing in my right ear ever disappear as suddenly as my left, I will have had my chance to thank my ears for all the joy they've brought me.</p>
04:00		<i>Incidental guitar music</i>
04:02		<i>Doorbell</i>
04:05		<i>Door opens</i>
04:06	<b>Carly</b> Female voice	<p>Welcome to my flat! Come through here.</p> <p>This is Stuart's storage over here, Stuarts my boyfriend. We live in the centre of Madrid, so it can get very noisy. We actually live on one of the main roundabouts, so it might not sound very loud right now but when we open the shutters-</p>
04:25		<i>Shutters open</i>
04:25	<b>Carly</b> Female voice	-you can hear... all the sounds of Madrid.
04:28		<i>Traffic, cars beeping</i>
04:30	<b>Carly</b> Female voice	Shall we go back in, where it's a bit quieter.
04:39		<i>Shutters close</i>
04:43	<b>Carly</b> Female voice	Since losing my hearing, these kind of sounds sound louder. It's strange because although I've lost hearing in one ear, the sounds that are going into my good ear, that I'm hearing through my right ear, everything sounds louder. Everything's more difficult to cope with.
05:01	<b>Carly</b> Female voice	I wish I'd paid more attention to certain sounds. Many of us don't appreciate the sounds around us, so I think a lot of sounds I didn't even pay any attention too, for example outside of my apartment. I wouldn't have paid as much attention to them.

		I'm hearing all these sounds now through just one ear, I know the world sounds so much better with both ears and I just didn't pay attention to these things.
05:26		<i>Typing on a keyboard</i>
05:27	<b>Carly</b> Female voice	When I realised I had a problem with my hearing, I went to to go and see my GP. I was given some tablets but a week later, nothing had changed and I was referred to a specialist.  I was given a hearing test and after looking at the results, the doctor took me by the arm. She spoke quickly and in Spanish, and I only understood part of what she was saying.  Urgencias.  Accident and Emergency.
05:51		<i>Ambulance siren</i>
05:52	<b>Carly</b> Female voice	She was telling me I needed to go to A&E.  Immediately.  There, I met Doctor Manuel Gómez Serrano.
06:01	<b>Carly</b> Female voice	He was actually amazing. He helped me and my boyfriend. He helped us see a way forward. He just gave me and my boyfriend a lot of hope and positivity and we really appreciated that and it was one of the first times that we left the hospital feeling quite positive, and I won't forget that.
06:23		<i>Typing on a keyboard</i>
06:26		Although I left feeling positive, every time I visit the hospital, it reminds me of a computer game I played when I was younger called Monkey Island, where you had to direct a pirate on his adventures around the Caribbean, constantly solving puzzles to access the next level.
06:40		<i>Electronic game music</i>
06:42		Level 1.  Amidst a busy waiting room, hear your name being called.  Level 2.  Decipher the instructions.  Level 3.  Using the signs to guide you, make your way to your consultation room.
07:00		<i>Sounds of a waiting room</i>
07:01	<b>Nurse</b> Female voice	Carly Anna Sygrove?

07:03	<b>Carly</b> Female voice	Sí
07:05	<b>Carly</b> Female voice	Today I'm visiting Doctor Manuel to talk about my sensitivity to sound and the ringing in my ears.
07:13		<i>Sounds of consultation room and doctor looking over notes</i>
07:15	<b>Manuel</b> Male voice	How's your hyperacusis?
07:17	<b>Carly</b> Female voice	That's the sensitivity to sound?
07:18	<b>Manuel</b> Male voice	Yes that's it
07:19	<b>Carly</b> Female voice	It's still quite bad, still quite difficult to be around when there's a lot of noise or when it's very high pitched noise, I find that's the worst. It can be quite painful. For example when there's an ambulance that goes past it can be quite difficult.
07:38	<b>Manuel</b> Male voice	So it's when you're facing very high volume-
07:41	<b>Carly</b> Female voice	Yeah, definitely
07:42	<b>Manuel</b> Male voice	-noises. In normal daily life?
07:44	<b>Carly</b> Female voice	Normal daily life is okay, for example if I'm just walking in the city, but if there's a motorcycle with a really strong exhaust pipe this kind of noise will cause a little bit of pain.
07:58	<b>Manuel</b> Male voice	One of the sequels that you had due to this sudden hearing loss is the tinnitus that you experience. One of the last times that I saw you after almost a year that you had this sequel, you told me you're tolerance to this noise was quite good. Is it still good, are you finding it easy to manage?
08:21	<b>Carly</b> Female voice	With the tinnitus, I find that in the day time it's not too bad. At night it's quite difficult. When I try to stop thinking about it, that's the more I am actually thinking about it.
08:33	<b>Manuel</b> Male voice	Because it comes up
08:35	<b>Carly</b> Female voice	The more I try not to think about it the more I can actually hear the tinnitus.
08:40		<i>Typing on a keyboard</i>
08:41	<b>Carly</b> Female voice	My tinnitus is rarely just one constant sound, but rather a mixture.  Like swimming with my head underwater.

		<i>Sound of someone diving into a pool</i>
08:50	<b>Carly</b> Female voice	Bells.  Ringing.
		<i>Sound of bells and ringing</i>
08:54	<b>Carly</b> Female voice	Whooshing - like those corrugated plastic tubes that children swing in circles above their heads.  Everything revolves around the sensation of being underwater.
09:05		<i>Sound of water bubbling</i>
09:08	<b>Carly</b> Female voice	I'm under the sea, swimming deeper and deeper; water swirling past my ears.  If I listen harder, electronic-sounding groans of agony begin to emerge.
09:23		<i>Sounds of electronic waves</i>
09:26	<b>Carly</b> Female voice	A violin enters the stage; playing a continuous high-pitched and out of tune note that wavers painfully up and down in tone.
09:34		<i>Sounds of a high pitched violin</i>
09:35	<b>Carly</b> Female voice	An old copper kettle materialises, boiling with the shrill continuous whistle; demanding to be taken off the heat.
09:39		<i>Sound of squealing copper kettle</i>
09:44	<b>Carly</b> Female voice	A penetrating fog horn.  A burst of crackling radio static joins the chorus, occasionally skipping past the notion of a word or a piece of music.
09:47		<i>Sound of a foghorn and electronic fizz</i>
09:58		<i>Sounds of radio static and water bubbling</i>
09:59	<b>Carly</b> Female voice	Someone is drying their hair in another room...
10:01		<i>Sound of a hairdryer</i> <i>All sounds fuse and build together</i>
10:03	<b>Carly</b> Female voice	I make pictures with my mind. I form images around the sounds. The more I focus, the more elaborate the scenes become.  When I stop feeding it my attention, it's back to swimming underwater.
10:18		<i>Sound of someone diving in a pool. All other sounds cut out.</i>
10:25	<b>Carly</b>	Everynight, whilst lying in bed, I wish for silence.

	Female voice	
10:30		<i>Silence</i>
10:34	<b>Carly</b> Female voice	Before leaving my doctor Manuel's consultation room, I want to know what sounds he'd miss if one day he woke up without full sound.
10:42	<b>Manuel</b> Male voice	Probably the voice of my children definitely, the voice of my children definitely - and the sound of the sea.
10:48	<b>Carly</b> Female voice	I like the sound of the streams in the countryside, and rivers, that kind of sound.
10:55	<b>Manuel</b> Male voice	For me when I try to relax I try to think about the sea and the sound of waves, it really calms me down. It's probably one of the noises that I actually love.  But if I had to choose something that I would really miss, it would be the voice of my children definitely. ...Not from any children.
11:09		<i>Laughter</i>
11:11	<b>Carly</b> Female voice	No, just your own children!
11:13		<i>Incidental acoustic guitar music</i>
11:16		<i>Typing on a keyboard</i>
11:18	<b>Carly</b> Female voice	I'm a teacher so the sound of children is something that's been part of my life forever.  But children are noisy. Very noisy.
11:27		<i>Sounds of children playing outside</i>
11:28	<b>Carly</b> Female voice	Which is why I'm now not able to work as a full time teacher.  I used to teach Early Years, and teaching this age group demands a lot.  Being able to tolerate high levels of noise, to shout, to listen through background sounds, to be able to sing.  The children in my class were only four years old. They needed a teacher who could give them the care and attention they deserved.  And now I'm out of school, I miss the sound of children.
11:58	<b>Carly</b> Female voice	I never appreciated the sound of children playing before my hearing loss. It was a noisy part of the day, it was just a sound that nobody really liked, nobody really enjoyed and in fact you'd have to get back into the classroom where you have more control over the sound and actually speak in our classroom voices. So the sounds of school, definitely sounds that I really will treasure more.
12:21		<i>Sounds of Carly interacting with two young children</i>
12:34	<b>Carly</b> Female voice	Leaving the park, and getting into a taxi, I thought about how important is it that I'm able to share how I'm feeling with those around me, and those around the world through my blog.

12:45	<b>Carly</b> Female voice	I started writing my blog as a way to write down my feelings about what was happening, and it was actually a coping mechanism for me because I didn't have a lot of people here to speak too.
12:57		<i>Gentle piano music</i>
12:57		<i>Typing on a keyboard</i>
12:58	<b>Carly</b> Female voice	Just like hearing, I think communicating is something that people take for granted.  Only when it's gone, do you realise how valuable it is.  I love talking. Meeting up with my friends and spending the evening in one of Madrid's amazing places to eat.  The problem is that often the best restaurants are also the noisiest.
13:19		<i>Sounds of a restaurant</i>
13:20	<b>Carly</b> Female voice	It's very difficult coming to restaurants.  Often in restaurants and bars you have no soft furnishings so we're currently sitting in a bar with tiles on the floor and brickwork on the walls, no curtains, no cushions, no carpets, nothing like that to absorb the sound.  For me I can hear sound bouncing around everywhere. I can hear knives and forks clicking together and people talking. One of the reasons it's difficult is, if I come hear with a group of people, I wouldn't be able to focus my attention on what those people are saying. For anyone with hearing loss it's really difficult to hear above any kind of background noise.
14:06		<i>Sounds of Carly ordering food and a noisy restaurant with a baby crying</i>
14:22		<i>Typing on a keyboard</i>
14:24	<b>Carly</b> Female voice	The best table for me is one that is in a corner, with a chair situated in a position that will allow my deaf ear to face a wall, and my good ear to face the direction of any possible conversation.  The worst positions are.  At a table in the middle of a room, sitting with my back to where the waiter will approach and anywhere where my deaf ear is directed towards the waiter.  Food in restaurants is not the only struggle.  The kitchen is an orchestra of cutting sounds.
14:51		<i>Sounds of water running, food frying, rattling cutlery, microwave pinging, beeping, knife sharpening and general kitchen noise</i>
14:52	<b>Carly</b> Female voice	Water running and clinking as it splashes in the metal sink, kitchen pots and pans clanging together, the ping of the microwave and the beeping of the washing machine, and the oven fan that blends the other sounds together making a mass of pressure in my ears.  My boyfriend Stuart does a lot of the cooking now - but then again, he always did!



15:15	<b>Stuart</b> Male voice	Okay so we've got some garlic and I'm going to add the the recipe a bit and add some cherry tomatoes as well
15:13		<i>Sounds of packages rustling</i>
15:30		<i>Typing on a keyboard</i>
15:36	<b>Carly</b> Female voice	One of the sounds I've always loved, and will continue to love as long as I can hear is the sound of those near and dear to me.
15:41		<i>Incidental acoustic guitar music</i>
15:43	<b>Carly</b> Female voice	My biggest fear is that if my hearing was to fully go, I might forget the voice of my boyfriend, and so I beg you, the next time you speak to someone you love, I want you to really hear them. The rhythm of their words. The warmth of their voice. The cadence of their closing phrase.
16:03	<b>Stuart</b> Male voice	Beyond doubt it's affected Carly, she's the one that's got to live with it but I think on the smaller scale it affects our day-to-day as we have to think about things, we do things differently now.  Small things, we walk outside and I walk on her right hand side because I know she can hear my on the right handside.  When I walk with colleagues from work now or with friends I automatically find myself going to their right hand side now, it's really weird. Then I have this moment of realisation, like 'Oh I don't need to walk on their right hand side', I'm so used to to it now.
16:33	<b>Carly</b> Female voice	So, what sounds would Stuart cherish more if he knew his hearing was about to change forever?
16:39	<b>Stuart</b> Male voice	Voices of people close to you, friends. Stories as well, when I'm with friends sitting around listening to ridiculous stories of funny things that have happened to them or to me or things from our past that we shared. I'd miss that I think, I'd miss that sort of story aspect of it.  I'd miss the sound of a beer can opening. I'd definitely miss that, and probably also the cork of a bottle and the glug glug glug of the wine. Those are definite sounds I've thought about, and I think I'd miss those. That satisfactory sound.
17:15	<b>Carly</b> Female voice	And there was one other important sound that Stuart would miss
17:18	<b>Stuart</b> Male voice	Music. Playing music, fiddling around with a guitar, being able to create something really nice.
17:27	<b>Carly</b> Female voice	Like Stuart, I love music.  Especially Live Music.  But this is something that is really hard for me to enjoy now.
17:33		<i>Sounds of entering a music venue where loud music is playing and heading down</i>

		<i>to the empty stage area</i>
17:36	<b>Carly</b> Female voice	We're in a venue called the Honky Tonk, and just as I arrived in Madrid one of the friends that I made here, it was her birthday and she invited me and some other people out for some drinks and some dancing and this venue is where we had lots of fun, lots of dancing, really loud music, really great music and I think when we came there was a local band playing. They encourage local artists from Madrid to play in this venue. We're actually standing where me and my group of friends were having a dance and having a really good time together so it's quite strange being here when there's actually nobody else here.
18:20	<b>Carly</b> Female voice	I can't go to live music now because the noise is just too much to bear, it's really painful, when there's a loud sound and it would just be too much now to deal with.  Also specialists have said not to go to these kind of things, to protect the hearing that's left in my right ear as well. So it's heartbreaking.  There's been quite a few bands in Madrid or in places in England that I would have like to have seen, when I was back home or when I've been here, I've just not been able to go and then seeing coverage on the internet or on TV, it's great to watch it or to listen to it by radio or on TV but actually to not be there, it's heartbreaking, it's really difficult to be able to go to these things anymore.
19:06	<b>Carly</b> Female voice	One of my favourite bands is The National.  They're a band I've never seen live. And never will.
19:14	<b>Carly</b> Female voice	The best I can do right now, put my headphones on, and listen to one of their live songs in this empty venue.  It's awful that I'll never get to see them live. It sounds silly but it's such a big part of who I am. It's not a big problem compared to lots of other people's problems, but it's just part of me.  If I did have 6 months left before, knowing, then of course I would have listened to as many things that I love as possible, but I just didn't have that time. I wasn't told. I didn't have any idea that, that was going to happen. It was sudden. So sudden.
20:52	<b>Carly</b> Female voice	Stood in that empty music venue, I didn't expect to get so emotional, but it was the first time I properly realised that I'd never get to experience live music again, or see my favourite band, The National, perform.  Or so I thought.
21:08		<i>Gentle piano music</i>
21:09	<b>Carly</b> Female voice	Three months after this programme was on BBC World Service, an email landed in my inbox.  An email from a guy called Shaun.  The National's manager.  He said that he'd heard the programme and that the band wanted to invite me to meet them backstage at Mad Cool Festival in Madrid this summer.  I couldn't believe what I was reading.

		<p>With shaking hands, I replied 'yes!' but it was also difficult to imagine this as an experience I would be able to enjoy, or perhaps even tolerate. After all, I had spent almost three years avoiding loud noises and live music events.</p> <p>The weeks leading up to the event, I was nervous and excited. I was nervous about the festival noise and volume levels. I was nervous about meeting the band. But I was determined to enjoy this day as much as possible.</p>
22:05		<i>Sounds of crowds</i>
22:05	<b>Carly</b> Female voice	<p>With a bag packed with ear plugs and ear muffs, my boyfriend Stuart and I arrived at the festival. The vibrations of the sounds as we approached the outdoor venue caused some pain in my ears; I had forgotten the strength of live music. But luckily, we didn't have to spend much time in the main grounds of the festival, because we were going backstage to meet The National.</p> <p>We were guided to The National's dressing room.</p> <p>It felt like entering a scene from a film.</p> <p>I met one of the guitarists, Aaron, and then the lead singer Matt, who asked me to pick a good spot.</p> <p>As I sat down, the band, without any announcement, began to sing.</p>
22:48		<i>Acoustic guitar begins playing and The National begin singing</i>
22:57	<b>Carly</b> Female voice	<p>Music played in beautiful acoustic notes and the gentle tones meant that I was able to listen and enjoy it without pain.</p> <p>I thought perhaps the band were rehearsing before going on stage. But, very soon I realised they were playing solely for us.</p> <p>There wasn't going to be a group of special guests as I'd expected – we were the only ones!</p> <p>This song was ours.</p>
23:25		<i>The National sing 'Hey Rosey'</i>
24:17	<b>Carly</b> Female voice	<p>After the band had finished playing, we spoke about this documentary and so I asked the lead singer, Matt, whether there was a sound that he treasured.</p> <p>He paused for a second. Then suddenly he was visibly struck with emotion. He threw himself back in his chair and held his head in his hands, and replied, "The sound of my daughter giggling...her giggling."</p>
24:45		<i>Live music and crowd sound</i>
24:52	<b>Carly</b> Female voice	<p>Soon, the band made their way to stage and I was asked if I'd like to watch from the side where it's a lot quieter than in the crowd, in front of the speakers.</p> <p>I was nervous, but I knew I had to try.</p> <p>With my earplugs in place, I was able to tolerate the volume level and whilst the vocals were sometimes difficult to hear, the feeling of music dancing through my body filled me with excitement.</p> <p>I felt like some of my hearing loss grief was lifting, and this stifled part of my personality; this love of live music, was being reignited. I was filled with</p>

		exhilaration. I thought I would never be able to go to a live concert again, and here I was, watching my favourite band from the side of the stage like a rockstar!
25:45	<b>Carly</b> Female voice	<p>I have come so far on my hearing loss journey.</p> <p>In the documentary, I spoke about how I was trying to be aware of the sounds that I love, and to not take them for granted.</p> <p>This love of music will always be a part of me, and I hope to be able to continue to appreciate music throughout my life, whatever my hearing capacity.</p> <p>And, if this was to be the last concert I'll ever attend, rest assured I enjoyed every single moment.</p>
25:15		<i>Sound of live music and crowds cheering</i>
26:21		<i>Music cuts out</i>
26:23		Hearing Me is an Audio Always production for the BBC World Service.