

# How to get replacement batteries or repairs for your hearing aid

Hearing Services Department

Information for Patients

Last reviewed: January 2023

Next review: January 2026

Leaflet number: 358 Version: 3

## How to get replacement batteries

Replacement batteries for your NHS hearing aid are free of charge. You can collect batteries from any of the hospitals, doctor's surgeries or health centres listed in this booklet (even if you do not attend that particular surgery). If you are unable to collect your batteries in person, a friend or relative may do so on your behalf, or you can request them by post.

**Please bring your yellow appointment card with you, or send with your postal request.**

### Requesting replacement batteries by post:

To receive replacement batteries by post, please send your yellow appointment card and a stamped self-addressed envelope to the address below. Please use a **large letter stamp**, as the envelope will be thicker when returned to you.

**Hearing Services Department  
Leicester Royal Infirmary  
Leicester  
LE1 5WW**

**Self-addressed  
envelope**

**LARGE  
LETTER  
STAMP**

**You can also send your hearing aid(s) in by post for repair, and/ or request replacement tubes and domes. 2 large letter stamps will cover the cost of postage for batteries plus tubes and domes, however if sending in a hearing aid(s) we advise that you check the postage required with the post office. Insufficient postage may result in a delay of the return of your aid(s) and additional charges from the post office.**

**Health information and support is available at [www.nhs.uk](http://www.nhs.uk)  
or call 111 for non-emergency medical advice**

Visit [www.leicestershospitals.nhs.uk](http://www.leicestershospitals.nhs.uk) for maps and information about visiting Leicester's Hospitals  
To give feedback about this information sheet, contact [InformationForPatients@uhl-tr.nhs.uk](mailto:InformationForPatients@uhl-tr.nhs.uk)

## Locations for collecting replacement batteries:

### **Market Bosworth Surgery**

Back Lane  
Market Bosworth  
Warwickshire CV13 0LD  
Monday to Friday  
(9am to 12.30pm & 1.30pm to 5.30pm)  
Telephone: 01455 290 200

### **Measham Medical Unit**

High Street  
Swalincote  
Derbyshire DE12 7HR  
Monday to Friday (8.30am to 6pm)  
Tel: 01530 270667

### **Castle Donington Surgery**

53 Borough Street  
Castle Donington  
Derby DE74 2LB  
Monday to Friday (8.15am to 6.15pm)  
Tel: 01332 856050

### **Age Concern**

Humberstone Gate  
Leicester LE1 3PJ  
Monday to Friday (9am to 4pm)  
Tel: 0116 222 0555

### **Hearing Services Department**

Leicester Royal Infirmary  
Leicester LE1 5WW  
Monday to Friday (8.30am to 5pm)  
Tel: 0116 258 5824

### **Springfield Road Health Centre**

Springfield Road  
Leicester LE2 3BB  
Monday to Friday (8am to 6pm)  
Tel: 0116 225 6770

### **Central Surgery**

Brooksby Drive  
Oadby  
Leicester LE2 5AA  
Monday to Friday (7.45am to 6.30pm)  
Tel: 0844 499 6973

### **Asquith Surgery**

693 Welford Road  
Leicester  
Leicestershire LE2 6FQ  
Monday to Friday (8am to 6.30pm)  
Tel: 0116 323 2000

## Locations for collecting replacement batteries (continued):

### **Aylestone Health Centre**

15 Hall Lane  
Aylestone  
Leicester LE2 8SF  
Monday to Friday (8am to 6.30pm)  
Tel: 0116 283 7825

### **Hedges Medical Centre**

Pasley Road  
Leicester LE2 9BU  
Monday to Friday (8am to 6.30pm)  
Tel: 0116 225 1277

### **Pasley Road Health Centre**

Pasley Road  
Leicester LE2 9BU  
Monday to Friday (8am to 6.30pm)  
Tel: 0116 295 8430

### **Braunstone Health Social Care Centre**

39 Hockley Farm Road  
Leicester LE3 1HN  
Monday to Friday (8am to 6.30pm)  
Tel: 0116 295 3200

### **Glenfield Surgery**

111 Station Road  
Glenfield  
Leicestershire LE3 8GS  
Monday to Friday (8.30am to 6pm)  
Tel: 0116 233 3600

### **Oakmeadow Surgery**

87 Tatlow Road  
Glenfield  
Leicestershire LE3 8NF  
Monday to Friday (8am to 6.30pm)  
Tel: 0116 232 0088

### **Groby Road Medical Centre**

9 Groby Road  
Leicester LE3 9ED  
Monday to Friday (7.45am to 6.30pm)  
Tel: 0116 253 6263

### **Glenfield Hospital**

Main Reception  
Groby Road  
Leicester LE3 9QP  
Monday to Friday (8am to 11pm)  
Tel: 0116 256 3427

### **Beaumont Leys Health Centre**

1 Littlewood Close  
Beaumont Leys  
Leicester LE4 0UZ  
Monday to Friday (8am to 6.30pm)  
Tel: 0116 235 0435

### **Heatherbrook Surgery**

242 Astill Lodge Road  
Beaumont Leys  
Leicester LE4 1EF  
Monday to Friday (8am to 6.30pm)  
Tel: 0116 235 6324

## Locations for collecting replacement batteries (continued):

### **Greengate Medical Centre**

1 Greengate Lane  
Birstall  
Leicester LE4 3JF  
Mon, Tue, Wed, & Fri (8am to 6pm)  
Thursday (9am to 1pm)  
Tel: 0116 267 7901

### **Belgrave Health Centre**

52 Brandon Street  
Leicester LE4 6AW  
Monday to Friday (9am to 6.30pm)  
Tel: 0116 295 2200

### **Rushey Mead Medical Practice**

8 Lockebie Walk  
Leicester LE4 7ZX  
Monday to Friday (8am to 6.30pm)  
Tel: 0116 323 2026

### **Manor Park Surgery**

577 Melton Road  
Thurmaston  
Leicestershire LE4 8EA  
Mon, Tue, Wed, & Fri (8am to 6.30pm)  
Thursday (8am to 1pm)  
Tel: 0116 269 6765

### **Humberstone Medical Centre**

150 Wycombe Road  
Leicester LE5 0PR  
Monday to Friday (8am to 6.30pm)  
Tel: 0116 276 6605

### **South Wigston Health Centre /**

#### **Dr Platts & Partners**

80 Blaby Road  
South Wigston  
Leicestershire LE5 2NL  
Monday to Friday (8am to 6pm)  
Tel: 0116 278 2028

### **Willowbrook Medical Centre**

195 Thurncourt Road  
Thurnby Lodge  
Leicester LE5 2NL  
Monday to Friday (8am to 6pm)  
Tel: 0116 243 2727

### **Uppingham Road Health Centre**

131 Uppingham Road  
Leicester LE5 4BP  
Monday to Friday (8am to 6pm)  
Tel: 0116 295 8295

## Locations for collecting replacement batteries (continued):

### **Downing Drive Surgery**

155 Downing Drive  
Evington  
Leicester LE5 6LP  
Monday to Friday (8am to 6pm)  
Tel: 0116 241 3801

### **Groby Surgery**

26 Rookery Lane  
Groby  
Leicestershire LE6 0GL  
Monday to Friday  
(8.30am to 12.30pm & 2pm to 5.30pm)  
Tel: 0116 231 3331

### **Ratby Surgery**

122 Station Road  
Ratby  
Leicestershire LE6 0JP  
Monday (8am to 8pm)  
Tuesday to Friday (8am to 6.30pm)  
Tel: 0116 239 4960

### **Jubilee Medical Practice & The County Practice**

#### **Syston Health Centre**

Melton Road  
Syston  
Leicestershire LE7 2EQ  
Monday to Friday (8am to 6pm)  
Tel: 0116 295 0600 / 0116 295 0500

### **Mahavir Medical Centre**

10 Chestnut Way  
East Goscote  
Leicester LE7 3QQ  
Monday to Friday (9am to 6.30pm)  
Tel: 0845 045 0381

### **Anstey Surgery**

21a The Nook  
Anstey  
Leicester LE7 7AZ  
Monday to Friday (8.30am to 6pm)  
Tel: 0116 236 2531

### **Billesdon Surgery**

4 Market Place  
Billesdon  
Leicester LE7 9AJ  
Monday to Friday (8am to 6pm)  
Tel: 0116 259 6206

### **South Leicestershire Medical Group**

Smeeton Road  
Kibworth Beauchamp  
Leicestershire LE8 0LG  
Monday to Friday (8am to 6.30pm)  
Tel: 0116 279 3308

## Locations for collecting replacement batteries (continued):

### **The Old School Surgery**

Dr Kilpatrick & Partner  
2A Station Road  
Kibworth  
Leicestershire LE8 0LN  
Monday to Friday (8am to 6pm)  
Tel: 0116 279 2422

### **Great Glen Surgery**

24 Main Street  
Great Glen  
Leicestershire LE8 9GG  
Monday to Friday  
(8am to 12pm & 2pm to 5.30pm)  
Tel: 0116 259 2353

### **Hazelmere Medical Centre**

58 Lutterworth Road  
Blaby  
Leicester LE8 4DN  
Monday to Friday (8am to 6pm)  
Tel: 0116 277 1666

### **Orchard Medical Practice**

Orchard Road  
Broughton Astley  
Leicestershire LE9 6RG  
Monday to Friday (8.30am to 5pm)  
Tel: 01455 282 599

### **Countesthorpe Health Centre**

Central Street  
Countesthorpe  
Leicestershire LE8 5QJ  
Monday to Friday (8.30am to 5.30pm)  
Tel: 0116 277 6336

### **Age UK - Earl Shilton Senior Citizens Centre**

Kings Walk  
Earl Shilton  
Leicester LE9 7NL  
Monday to Friday (8.30am to 5pm)  
Tel: 01455 847666

### **Dr Wilson & Partners**

6A High Street  
Fleckney  
Leicestershire LE8 8AJ  
Monday to Friday  
(8.15am to 12noon & 2pm to 5.30pm)  
Tel: 0116 240 4462

### **Heath Lane Surgery**

Heath Lane  
Earl Shilton  
Leicestershire LE9 7PB  
Monday to Friday (8am to 6.30pm)  
Tel: 01455 844431

## Locations for collecting replacement batteries (continued):

### **Desford Surgery**

54 Main Street  
Desford  
Leicestershire LE9 9GF  
Monday to Friday (8am to 6pm)  
Tel: 01455 828 947

### **Hinckley & Bosworth Hospital**

Ashby Road  
Hinckley  
Leicestershire LE10 3DA  
Monday to Friday (8.30am to 5pm)  
Tel: 01455 441800

### **Newbold Verdon Medical Practice**

St Georges Close  
Newbold Verdon  
Leicestershire LE9 9PZ  
Monday to Friday (8am to 6.30pm)  
Tel: 01455 822171

### **Loughborough Hospital**

Epinal Way (entrance 2)  
Loughborough  
Leicestershire LE11 5YJ  
Monday to Friday (9am to 5pm)  
Tel: 01509 564 333

### **Hinckley Hospital**

Outpatient Area 1  
Main Reception  
Hill Street entrance  
Hinckley LE10 1AG  
Monday to Friday (9am to 4pm)  
Tel: 01455 441564

### **Charnwood Drive Surgery**

39 Linkfield Road  
Mountsorrel  
Leicestershire LE12 7DJ  
Mon, Tues, Wed & Fri (9am to 1pm & 2pm 6pm)  
Thursday (9am to 12pm)  
Tel: 0116 237 5089

### **Burbage Surgery**

Tilton Road  
Burbage  
Leicestershire LE10 2SE  
Monday to Friday (8am to 6.15pm)  
Tel: 01455 634879

### **Alpine House Surgery**

86 Rothley Road  
Mountsorrel  
Leicestershire LE12 7JU  
Monday to Friday (8.15am to 6.30pm)  
Tel: 0116 216 9947

## Locations for collecting replacement batteries (continued):

### Quorn Medical Centre

1 Station Road  
Quorn  
Leicestershire LE12 8BP  
Monday to Friday (8.30am to 6pm)  
Tel: 01509 410 800

### The Health Centre

Charnwood Mill  
Sileby Road  
Barrow-On-Soar  
Leicestershire LE12 8LN  
Monday to Friday (8am to 6pm)  
Tel: 01509 410 200

### Shepshed Health Centre

Field Street  
Shepshed  
Leicestershire LE12 9AL  
Monday to Friday (8am to 6pm)  
Tel: 01509 601 201

### Forest House Surgery

25 Leicester Road  
Shepshed  
Leicestershire LE12 9DF  
Monday to Friday (8.30am to 6.30pm)  
Tel: 01509 508412

### Age UK - Gloucester House

3 Norman Way  
Melton Mowbray LE13 1JE  
Monday to Friday (8.30am to 4pm)  
Tel: 01664 410253

### Melton St Mary's Hospital

Thorpe Road  
Melton Mowbray  
Leicestershire LE13 1SJ  
Monday to Friday (8am to 6.30pm)  
Tel: 01664 854800

### Rutland Memorial Hospital

Cold Overton Road  
Oakham  
Leicestershire LE15 6NT  
Monday to Friday (8am to 6pm)  
Tel: 01572 722 552

### Age UK

Uppingham Shop  
13 High Street East  
Uppingham  
Rutland LE15 9PY  
Monday to Saturday (9am to 4pm)  
Tel: 01572 822171

### St Luke's Treatment Centre

33 Leicester Road  
Market Harborough LE16 7BN  
Monday to Friday (8.30am to 5.30pm)  
Tel: 01858 410300



## Locations for collecting replacement batteries (continued):

### **Two Shires Surgery**

Torch Way  
Market Harborough  
Leicestershire LE16 9HL  
Monday to Friday (8am to 5.30pm)  
Tel: 01858 434 523

### **Wycliffe Medical Practice**

Gilmorton Road  
Lutterworth  
Leicestershire LE17 4EB  
Monday to Friday (8am to 6.30pm)  
Tel: 01455 553531

### **Bushloe Surgery**

Two Steeples Medical Centre  
Abington Close  
Wigston  
Leicester LE18 2EW  
Monday to Friday (8.30am to 5.30pm)  
Tel: 0116 344 0233

### **The Limes Medical Centre**

65 Leicester Road  
Narborough  
Leicester LE19 2DU  
Monday to Friday (8am to 6pm)  
Tel: 0116 286 4421

### **Hugglescote Surgery**

151 Grange Road  
Hugglescote  
Coalville  
Leicestershire LE67 2BS  
Monday to Friday (8am to 6.30pm)  
Tel: 01530 832109

### **Coalville Community Hospital**

Broom Leys Road  
Coalville  
Leicestershire LE67 4DE  
Monday to Friday (8.30am to 5.30pm)  
Tel: 01530 467400

### **Ibstock House Surgery**

132 High Street  
Ibstock  
Leicestershire LE67 6JP  
Monday to Friday (8.30am to 6pm)  
Tel: 01530 263467

### **Markfield Medical Centre**

24 Chitterman Way  
Markfield  
Leicestershire LE67 9WU  
Monday to Friday (8am to 6.15pm)  
Tel: 01530 242313

## How to get your hearing aid repaired or serviced

Repairs and servicing can be done either by post, attending one of our drop-in clinics (there is only 1 location for this), or by making an appointment to attend one of our repair clinics.

You may be asked to make a repair appointment in order to assess any further treatment needed, or to discuss any other issues that you may have about your hearing aid(s).

### Repairing your hearing aid by post:

Please send your hearing aid(s) with your yellow appointment card to the address on **page 1**. You will need a large letter stamp but we advise you check with the post office as needed. You will also need to include a stamped self-addressed envelope with a **large letter stamp** on it (as the envelope will be thicker when returned) so we can return your aid(s) to you.

**If you are also requesting accessories at the same time, please see the instructions on page 1 for applying extra stamps to your self-addressed envelope. Insufficient postage may result in a delay for the return of your aid(s) and additional charges from the post office.**

### Attending a drop-in clinic for repair or servicing:

If you need your hearing aid repaired or serviced, or need a new mould, we offer a walk-in repair clinic where you can be seen without an appointment. We only offer this service at the location below:

#### Belgrave

25 Buller Road  
Leicester LE4 5GB

**Every other Wednesday, 9:30am to 12pm - please check at the site for the next session.**

### Making an appointment for repair or servicing:

You can make an appointment to have your hearing aid(s) serviced or repaired at your convenience. The Hearing Services Department has a dedicated telephone line in order to book repair appointments at the named clinics on the **next page**; please state which clinic you would like to attend.

The telephone line is open Monday, Tuesday, Thursday and Friday - 9am to 12pm and 1.30pm to 5pm.

**Telephone:** 0116 258 5120

**Text (only):** 0772 918 8421

**Email:** [hearingservices@uhl-tr.nhs.uk](mailto:hearingservices@uhl-tr.nhs.uk)

## Clinic locations for repairs and servicing - by appointment only:

### Braunstone Health & Social Care Centre

33 Hockley Farm Road  
Leicester LE3 1HN

### Coalville Health Centre

1 Market Street  
Coalville LE67 3DX

### Glenfield Hospital

Groby Road  
Leicester LE3 9QP

### Hinckley Hospital – Outpatient's Department

Mount Road (entrance on Hill Street)  
Hinckley LE10 1AG

### Hynca Lodge

St Francis Close (just off Tudor Road)  
Hinckley LE10 0EW

### Leicester Royal Infirmary

Hearing Services Department  
Leicester Royal Infirmary  
Leicester LE1 5WW

### Loughborough Hospital

Epinal Way (entrance 2)  
Loughborough LE11 5YJ

### Melton St Mary's Hospital

Thorpe Road  
Melton Mowbray  
Leicestershire LE13 1SJ

### Rutland Memorial Hospital

Cold Overton Road  
Oakham LE15 6NT

### Field Street Surgery

18 Field Street  
Shepshed LE12 9AL

### St Luke's Treatment Centre

33 Leicester Road  
Market Harborough LE16 7BN

### Syston Health Centre

Melton Road  
Syston  
Leicestershire LE7 2EQ

### Two Steeples Medical Centre

Abington Close  
Wigston  
Leicestershire LE18 2EW

اگر آپ کو یہ معلومات کسی اور زبان میں درکار ہیں، تو براہ کرم مندرجہ ذیل نمبر پر ٹیلی فون کریں۔  
على هذه المعلومات بلغة أخرى، الرجاء الاتصال على رقم الهاتف الذي يظهر في الأسفل  
જો તમને અન્ય ભાષામાં આ માહિતી જોઈતી હોય, તો નીચે આપેલ નંબર પર કૃપા કરી ટેલિફોન કરો

ਜੇ ਤੁਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿੱਚ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਨੰਬਰ 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ।  
Aby uzyskać informacje w innym języku, proszę zadzwonić pod podany niżej numer telefonu

If you would like this information in another language or format such as EasyRead or Braille, please telephone 0116 250 2959 or email [equality@uhl-tr.nhs.uk](mailto:equality@uhl-tr.nhs.uk)