

How to get replacement batteries or repairs for your hearing aid

Hearing Services Department

Information for Patients

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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. If you are sending in a hearing aid(s) we advise that you check the postage required with the post office. Insufficient postage may cause a delay in the return of your aid(s) and additional charges from the post office.

**Health information and support is available at www.nhs.uk
or call 111 for non-emergency medical advice**

Visit www.uhleicester.nhs.uk for maps and information about visiting Leicester's Hospitals
To give feedback about this information sheet, contact uhl-tr.informationforpatientsmailbox@nhs.net

Locations for collecting replacement batteries:

Market Bosworth Surgery

Back Lane
Market Bosworth
Warwickshire CV13 0LD
Monday to Friday
(9am to 12.30pm and 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

Oakmeadow Surgery

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

Hedges Medical Centre

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

Groby Road Medical Centre

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

Pasley Road Health Centre

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

Glenfield Hospital

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

Braunstone Health Social Care Centre

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

Beaumont Leys Health Centre

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

Glenfield Surgery

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

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, and 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, and 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 LE18 4SE
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 and 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

Hazelmere Medical Centre

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

Countesthorpe Health Centre

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

Dr Wilson & Partners

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

Great Glen Surgery

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

Orchard Medical Practice

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

Age UK - Earl Shilton Senior Citizens Centre

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

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 1)
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 and 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

Barrow Health Centre

27 High Street
Barrow-On-Soar
Leicestershire LE12 8PY
Monday to Friday (8am to 6pm)
Tel: 01509 274 430

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

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

You can repair or service your hearing aid by:

- post
- attending a drop-in clinics. This happens only in 1 location.
- making an appointment to attend a repair clinic.

We may ask you to make a repair appointment so we can assess if you need any more treatment or to talk about any other issues that you may have with 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. We advise you check with the post office as well. You will also need to include a stamped self-addressed envelope with a **large letter stamp** on it. This is so we can return your aid(s) to you. This envelope will be need to be thicker.

If you are 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 cause a delay in 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 Neighbourhood Centre

Rothley Street

Leicester LE4 6LF

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. 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: uhl-tr.hearingservices@nhs.net

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 1)
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 uhl-tr.equalitymailbox@nhs.net