Deaf and hard of hearing directory

Services available to Deaf and hard of hearing people living in Hertfordshire
Sensory Services is a county-wide resource, based in Health & Community Services, within Hertfordshire County Council. We provide services to all children and adults with sensory needs.

The team offers three key pathways:

1. Deaf/Hard of Hearing services for people who are deaf/hard of hearing or have a degree of hearing loss;
2. Deafblind services for people who are Deafblind or have a degree of dual sensory loss; and
3. Visually Impaired services for people, who are blind, partially sighted or have a degree of sight loss. We have factsheets on services for visually impaired people available separately.

Deaf and Hard of Hearing services:
Our experienced staff are available to provide assessments to deaf and hard of hearing people including:

- Specialist assessment;
- Social Work;
- Care management support;
- Equipment;
- Registration as Deaf or Hard of Hearing; and
- Information, advice and access to a network of agencies providing support and services to Deaf and Hard of Hearing people.

Deafblind services:
Our experienced Deafblind Workers are available to provide an assessment to people who are Deafblind or have dual sensory loss including:

- Specialist care management assessment
- Deafblind rehabilitation and mobility training
- Deafblind Communicator Guide or Social Intervenor
- Specialist equipment
- Dual Sensory registration
- Information, advice and access to a network of agencies and local services for people who are deafblind or have dual sensory loss
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For self-referring, please apply online via www.hertfordshire.gov.uk/sensory or look at the Contact Us page at the back of this booklet.
Home Safety

Emergency Calls

This is to be used only if you need help straightaway because you are in a situation which may cause injury to you, someone else or damage/loss to property. You need police to attend as quickly as possible.

For Deaf and hard of hearing people, your options for emergency calls are:

1. Phone 999 and say that you want the police, ambulance, fire or coastguard.

2. **Text your emergency to 999** (your mobile number must be registered first. See below for details). Remember:
   - **What?** What is the problem?
   - **Which?** Do you need police, fire rescue, ambulance or coastguard?
   - **Where?** Give the name of the road and town plus more information like: house number, outside post office; near bus station.

3. Textphone - dial 18000 – this is the text relay emergency service number.

Non-emergency calls

1. You can phone 101 to make non-emergency calls or to report a crime that is not in progress to Hertfordshire Constabulary. Or you can call 01707 354000 for non-emergency calls.

2. You can text 07786 207091. This number is only used in Hertfordshire. When texting, remember:
   - **Who?** Tell them who you are and where you live.
   - **What?** Tell them the problem.

Hertfordshire Constabulary run a Neighbourhood Watch Scheme called Online Watch Link (OWL). This scheme keeps communities safe, helps reduce crime and keeps people informed of what is going on locally. You can register for free with your nearest watch scheme. Go to http://www.owl.co.uk/ to find out more.

**Emergency Text Messaging**

Emergency Text Messaging is a service that enables deaf or speech impaired people to report emergencies to the police, fire and rescue, ambulance and coastguard by text message from their mobile phone. You have to be registered to use this service.

To do this, follow these steps:

1. Text **REGISTER** from your mobile phone to **999**
2. You will receive a text message back to your mobile phone. Text back **YES**.
3. You will receive a confirmation text message to confirm that your mobile number is registered to use the service. For more information visit www.emergencysms.org.uk

This is an important service. Hertfordshire Constabulary will take action against anyone misusing the system or sending false texts.
BSL Interpreting Services

Signs in Vision

**Telephone/SMS** 07728 579696
**Email** interpreters@signsinvision.co.uk
**Web** http://signsinvision.co.uk/siv/

Clarion

**Telephone** 01763 209001
**SMS** 07885 553013
**Email** office@clarion-uk.com
**Web** www.clarioncall.net

Information and Advice in Hertfordshire

Hertfordshire Hearing Advisory Service (HHAS)

Supports people affected by hearing loss. HHAS (staffed Mobile Advisory Service); and Hearing Aider Service (Volunteer Support Service) provide: advice and information, battery replacement and exchange, cleaning and retubing of NHS hearing aids and demonstration of hearing aid use/equipment.

**Address**
The Woodside Centre, The Commons, Welwyn Garden City, Hertfordshire, AL7 4SE

**Telephone** 01707 324 582
**Minicom** 01707 375 486
**Email** info@hhas.org.uk
**Web** www.hhas.org.uk
If you need help and don’t know where to turn, HertsHelp can help you or put you in touch with someone else who can. They are free, independent service available to everyone who lives in Hertfordshire, funded by Hertfordshire County Council and NHS partners and delivered by local community organisations all sharing the name HertsHelp.

- Do you want to be more active?
- Would you like to meet new people?
- Need advice on benefits or debt?
- Are you caring for someone?
- Are you going through a crisis?
- Do you want support to stay independent at home?

**Address**
HertsHelp,  
Hertlands House,  
Primett Road,  
Stevenage, Herts,  
SG1 3EE  
**Office hours** Mon-Fri  
8am-6pm

**Telephone** 0300 123 4044  
**Minicom** 0300 456 2364  
**SMS** Text hertshelp to 81025  
**Email** info@hertshelp.net  
**Skype** Hertshelp

**SignVideo** online, live BSL video interpreting service which allows you to call through to the HertsHelp call centre. The SignVideo service is available Monday to Friday 8am-6pm. Visit [http://www.hertfordshire.gov.uk/your-community/ihertshelp/](http://www.hertfordshire.gov.uk/your-community/ihertshelp/) for a link to the SignVideo page.
POhWER

UK based charity providing information, advice, support & advocacy to people who experience disability, vulnerability, distress and social exclusion. Advocacy means enabling your voice to be heard, speaking for you when you can’t and supporting you when you can. Advocacy is all about supporting, enabling and empowering you to express your views and concerns and access information and services where needed.

**Their support centre is open** Mon-Fri
8am-6pm

**Telephone** 0300 456 2370
**Minicom** 0300 456 2364
**SMS** ‘POhWER’ with your name and number to 81025
**Email** pohwer@pohwer.net
**Skype** pohwer.advocacy
**Web** www.pohwer.net

Hertfordshire Action on Disability (HAD)

A charity helping older and disabled people to lead an independent life.

**Address**
The Woodside Centre,
The Commons,
Welwyn Garden City,
Hertfordshire,
AL7 4EN

**Telephone** 01707 324581
**Web** www.hadnet.org.uk
Services for Deaf Children

Children’s Services

Address
Hertfordshire County Council, County Hall, Pegs Lane, Hertford, Hertfordshire, SG13 8DQ

Telephone 0300 123 4043
Minicom 0300 123 4041
SMS 07797 870591
Email hertsdirect@hertscc.gov.uk

Low Incidence Team SEND

The team provides specialist advice and intervention for children and young people with low incidence needs such as hearing or physical impairments. They provide support for individual children, training and professional development and advice about specialist equipment and ICT.

Address
The Woodside Centre, The Commons, Welwyn Garden City, Hertfordshire, AL7 4EN

Telephone 0300 123 4043
Email lowincidence@lowincidence.org.uk

Phoenix Group for Deaf Children

A user-led group providing informed education, activities and training. You can also enquire about family signing.

Address
The Hydeout Centre, 2-6 The Hyde, Stevenage, Hertfordshire, SG2 9SE

Telephone 07748 690989; 01438 722142; 07894 220125
Email info@phoenixgroup.org.uk
Web www.phoenixgroup.org.uk
National Deaf Children’s Society

National charity dedicated to creating a world without barriers for deaf children and young people.

**Address**
Ground Floor South, Castle House, 37-45 Paul Street, London, EC2A 4LS

**Telephone** 0808 800 8880 (Freephone helpline), 020 7940 8656 (switchboard)
**Email** helpline@ndcs.org.uk
**Web** www.ndcs.org.uk

Royal Association for Deaf People

Weekend activities for young deaf people aged 11-18.

**Countywide with**
locations in St Albans, Welwyn Garden City and Stevenage and activities elsewhere in the county

**Telephone** 0845 688 2525
**Minicom** 0845 688 2527

Corner House National Deaf CAMHS

A six-bed national specialist assessment and treatment unit for deaf children and adolescents aged 8 up to their 18th birthday, with severe complex emotional and psychological problems.

**Address**
Heather Ward, Newton (Building 5, entrance 5), Springfield Hospital, 61 Glenburie Road, London, SW17 7DJ

**Telephone** 020 3513 6860
**Minicom** 020 3513 6909
**Text** 07595 414692
**Email** ndcamhs@swlstg-tr.nhs.uk
Touchbase South East SENSE

**Address**
The Hadley Family Centre, Sense Children’s Specialist Services, 12 Hyde Close, Barnet, Hertfordshire, EN5 5TJ

**Telephone** 0300 330 9256  
**Minicom** 0300 330 9256  
**Email** info@sense.org.uk  
**Web** www.sense.org.uk

Child and Adolescent Mental Health Service (CAMHS)

Deaf Child, Young People and Family Service provide a community and outpatient service offering assessment and treatment to deaf children with mental health and/or behavioural problems up to the age of 18. Refer via GP, other health professionals, teachers and from parents/carers.

**Cambridge and East of England Outreach Clinic:**

**Address**
Heron Court, Ida Darwin Hospital, Fulbourn, Cambridge, CB21 5EE

**Open** Mon-Fri 9am-5pm  
**Telephone** 01223 885715  
**Text** 07903 944695  
**Email** heroncourt@swlstg-tr.nhs.uk

**South East Coastal Outreach Team (Kent, East and West Sussex and parts of Surrey):**

**Address**
The Heathside Centre, Heather Road, Coxheath, Maidstone, ME17 4AH

**Open** Mon-Fri 9am-5pm  
**Telephone** 01622 741 881 (referrals)  
**SMS** 07912 072078  
**Email** heathside@swlstg-tr.nhs.uk
Education

**Healthlands School**

**Headteacher** Deborah Jones-Stevens

**Address**
Heathlands Drive,
St Albans,
AL3 5AY

**Telephone** 01727 807807
**Email** admin@heathlands.herts.sch.uk
**Web** www.heathlands.herts.sch.uk

**Knightsfield School**

**Headteacher** L M Leith

**Address**
Knightsfield,
Welwyn Garden City,
AL8 7LW

**Telephone** 01707 376874
**Email** admin@knightsfield.herts.sch.uk
**Web** www.knightsfield.herts.sch.uk

**Deaf Education through Listening and Talking (DELTA)**

Voluntary association of deaf adults, parents and teachers of deaf children. Membership open to anyone who is committed to the principles of the natural aural approach to the education of deaf children.

**Address**
83 Sherwin Road,
Nottingham,
NG7 2FB

**Telephone** 0300 365 7200
**Email** enquiries@deafeducation.org.uk
**Web** www.deafeducation.org.uk
Mary Hare School for Deaf Children

**Address**
Mill hall,
Pigeons Farm Road,
Thatcham,
RG19 8XA

**Telephone** 01635 244 200
**Email** enquiries@maryhare.org.uk
**Web** www.maryhareschool.org.uk/secondary

City Lit Centre for Deaf Education

**Address**
City Lit,
1-10 Keeley Street,
Covent Garden,
London, WC2B 4BA

**Telephone** 020 7831 7831 (enrolments);
020 7492 2600 (switchboard)
**Web** www.citylit.ac.uk/courses/specialist-learning/centre-for-deaf-education

Oaklands College

**St Albans Campus**
Hatfield Road,
St Albans, AL4 0JA

**Welwyn Garden City Campus**
The Campus, Welwyn Garden City, AL8 6AH

**Hertsmere Borough Council**
Civic Offices, Elstree way,
Borehamwood, WD6 1WA

**Telephone** 01727 737000
**Web** www.oaklands.ac.uk
Lip-reading classes

- **Mondays 10-12pm**
  Charis Centre, Bishop’s Stortford, CM23 2JZ

- **Mondays and Tuesdays 2-4pm**
  Parish Centre, Hertfordshire Baptist Church, Hertford, SG14 1PL

**Contact Louise**
on 01920 821401 or mrsbruin@hotmail.com

- **Wednesdays 10-12pm**
  Alum Hall Community Centre, Alum Lane, WD6 3PJ

**Contact Janet Zysblat**
on 0208 202 3204 or janetzysblat@hotmail.com

UCL Ear Institute and Action on Hearing Loss Library

Together with University College London Ear Institute and the NHS, Action on Hearing Loss runs a library at the Royal National Throat and Ear Hospital (RNTEH). The library is the largest collection of specialist material for audiology, deaf studies, and ear, nose and throat medicine in Europe. The library is open to everyone, so whether you are a researcher, historian, or simply interested in learning more about deafness, hearing loss or tinnitus, you can access their resources for free.

**Address**
330-336 Grays Inn Road, London, WC1X 8EE
(nearest tube is King’s Cross)

**Opening hours**
Mon–Tue 9am-7pm
Wed–Fri 9am-5.30pm
Sat & Sun – closed

**Telephone/Minicom** 020 3456 5253
**Email** rnidlib@ucl.ac.uk
Employment support for Deaf people

Contact your local Jobcentre Plus to be assigned a Disability Employment Advisor (DEA)

Work Solutions
Non-profit supported employment agency, funded by the county council. We support motivated people with mental ill health, learning disabilities, Asperger’s, physical disabilities and sensory needs who often find it difficult to get and keep a job.

Telephone 0300 123 4040
Text 07797 870591
Minicom 0300 123 4041
SignVideo available
Web www.hertfordshire.gov.uk/services/advben/worksolns

Clarion
Clarion UK provide a full range of services to Deaf people to support them on their journey before, during and after employment.

Telephone 01763 209001
Fax 01763 209014
Email office@clarion-uk.com
Web www.clarioncall.net
Alcoholics’ Anonymous group for deaf people
This group is fully accessible to deaf and hard of hearing people, with a professional BSL interpreter on duty every week, and a properly maintained loop system for hearing aid users.

**Address**
Hinsley Room,
Morpeth Terrace,
London, SW1P 1QW

**Telephone** 020 7833 0022
(10am-10pm)
**Text** 07941 084 112

National Deaf Services
Provides a range of comprehensive mental health services for deaf adults, children and their families.

**Deaf Adult Community Services (DACT) and Deaf Adult Psychological Therapy**

**Address**
Regular clinics held in the Ipswich, Norwich, Canterbury, Maidstone, Bromley and London areas.
Plans are underway to expand and develop more clinics in other areas outside London.

**Helpline** 0203 513 4646
**Minicom** 0203 513 4677
**Text** 07766 257 846
**Fax** 0203 513 5629
**Email** deafadultservices@swltsg.nhs.uk
SignHealth

National disability charity working across the country trying to get Deaf people the same access to healthcare that hearing people have. Projects include:

- BSL Therapy sessions for Deaf people with depression, anxiety or similar disorders;
- Deaf women and children who are suffering domestic violence;
- Advocacy service helping Deaf people to understand the complex dealings of government departments and the legal system;
- Outreach service helping vulnerable Deaf people to cope with the challenges of everyday life;
- InterpreterNow which is an online interpreting service for Deaf, deafened or hard of hearing;
- Supported Living – care homes for Deaf people;
- Campaigning for better healthcare access for Deaf people.

**Address**
5 Baring Road,
Beaconsfield,
Buckinghamshire,
HP9 2NB

**Telephone** 01494 687600
**Fax** 01494 687622
**Text** 07966 976749
**Email** info@signhealth.org.uk
**Web** www.signhealth.org.uk
Leisure and Social

**Deafinitely Theatre**

**Address**
x/o Diorama
Arts Studios, 201 Drummond Street,
Regent’s Place,
London, NW1 3FE

**Telephone** 020 7387 3586

**Email** available via http://deafinitelytheatre.co.uk/index.php?pid=7

**Web** www.deafinitelytheatre.co.uk

**Hemel Morning Deaf Group**

The Group, which meets at Betty Patterson House in Astley Road, Hemel Hempstead, on Mondays between 11.15am and 2.30pm, aims to bring together deaf BSL users who may feel isolated during the day. Bring your own lunch pack. Tea and coffee supplied for a small fee. Occasional day trips organised.

**Fax** 01442 398631

**Email** Dorothy Lowe d.lowe3103@ntlworld.com

**Hertford Deaf Club**

Social club for Deaf people. Hearing people welcome. Organise social activities such as bingo, quiz, games. Please email for further information.

**Address**
Hertford Deaf Club,
St Joseph’s Church,
23 St John Street,
Hertford, SG14 1RX

**Meeting times**
4th Saturday each month 5-10pm (except August and December)

**Telephone** 01992 460318

**Email** chas242holmes@btinternet.com
Hertfordshire Deaf Badminton
Voluntary association of deaf adults, parents and teachers of deaf children. Membership open to anyone who is committed to the principles of the natural aural approach to the education of deaf children.

**Address**
Watford Woodside Sport Centre

**Weekly** Wed 8pm-10pm

**Contact** details on Facebook group

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Stevenage Deaf Club
Social club for Deaf people. Hearing people welcome. Organise social activities such as bingo, quiz, games. Please email for further information.

**Meeting times**
1st Tuesday every month from 8-10pm.

**Address**
The Shephall Centre, Shephall Green, Shephall, Stevenage, SG2 9XR

**Email** Nigel Kerwin
nige_kerwin@msn.com

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Sign Circle | Deaf BSL Camping Festival
Web www.signcircle.org.uk

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Great Britain Deaf Football | Web www.britishdeaffootball.com

England Deaf Football | Web www.englanddeaffootball.com

England Deaf Rugby Union | Web www.englanddeafrugby.com
Online resources

Facebook
There are many Facebook groups within the Deaf and hard of hearing communities that you could join including most of the organisations listed in this directory and others that have been created by Facebook users. You can search for them by using key words such as ‘deaf’.

Twitter
Many of these organisations listed in this directory are also on Twitter.

Yahoo groups
Deaf-uk-jobs
Deaf-uk (discussion group)
Deaf-uk-events (deaf related events)
Deaf-uk-chat
Deaf organisations

Action on Hearing Loss

**Address**
12-23 Featherstone Street, London, EC1Y 8SL

**Telephone** 0808 808 123 (Freephone voice); 0808 808 9000 (Freephone text)
**Email** helpline@hearingloss.org.uk
**Web** www.actiononhearingloss.org.uk

British Deaf Association

BDA is a membership organisation for Deaf people. A democratic, membership-led national charity campaigning on behalf of nearly 70,000 Deaf people who use British Sign Language. It exists to advance and protects the interests of the Deaf community, to increase Deaf people’s access to

**Address**
Floor 10, Coventry point, Market Way, Coventry, CV1 1EA

**Telephone** 0247 6550969
**Minicom** 0247 655 0393
**Email** bda@bda.org.uk
**Web** www.bda.org.uk

Deaf Cognition and Language Research Centre (DCAL)

**Address**
DCAL Centre, 49 Gordon Square, London, WC1H 0PD

**Telephone** 020 7679 8679
**Fax** 020 7679 8691
**Minicom** 020 7679 8693
**Email** dcal@url.ac.uk
**Web** www.ucl.ac.uk/dcal
### DeafPLUS

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<tr>
<td>First Floor, Trinity Centre, Key Close, Whitechapel, London, E1 4HG</td>
<td>020 7790 6147</td>
<td><a href="mailto:info@deafplus.org">info@deafplus.org</a></td>
<td><a href="http://www.deafplus.org">www.deafplus.org</a></td>
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### Deaf Direct

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<th><strong>Deaf Direct Hereford</strong></th>
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<th><strong>SMS</strong></th>
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<th><strong>Web</strong></th>
<th><strong>ooVoo and Skype</strong></th>
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<tr>
<td>36 Widemarsh Street, Hereford, HR4 9EP</td>
<td>01905 746301</td>
<td>07725 244129</td>
<td><a href="mailto:info@deafdirect.org.uk">info@deafdirect.org.uk</a></td>
<td><a href="http://www.deafdirect.org.uk">www.deafdirect.org.uk</a></td>
<td>also available</td>
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<td><strong>Oxford Deaf and Hard of Hearing Centre</strong></td>
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<td>St Ebbe’s, Oxford, OX1 1RL</td>
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<td><strong>Deaf Direct Worcester Vesta Tilley House</strong></td>
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<td>Lowesmoor, Worcester, WR1 2RS</td>
<td>9.30am-2.30pm</td>
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### British Deaf History Society

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<tr>
<td>11-13 Wilson Patten Street, Warrington, WA1 1PG</td>
<td>01925 632463</td>
<td><a href="mailto:info@bdhs.org.uk">info@bdhs.org.uk</a></td>
<td><a href="http://www.bfhs.org.uk">www.bfhs.org.uk</a></td>
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Deaf Parents Deaf Children

Email hello@deafparentsdeafchildren.co.uk
Web www.deafparentsdeafchildren.co.uk

Deaf Parenting UK (DPUK)

Address
Unit 115, 815 Woolwich Road, London, SE7 8LJ

SMS 07928 842529
Fax 0871 2643323
Email info@deafparent.org.uk
Web www.deafparent.org.uk

Deaf Positives Action

Address
Ritz Plaza House, 10 Denton Road, Wokingham, Berkshire, RG40 2DX

Telephone 0118 979 7575
Text/FaceTime 07403 432650
Fax 01753 417080
Email admin@deafpositivesaction.org
Web www.deafpositives.action.org

Hearing Dogs for Deaf People

Address
The Grange, Wycombe Road, Sauderton, Princes Risborough, Buckinghamshire, HP27 9NS

Telephone 01844 348100
Minicom 18001 01844 348100
Fax 01844 348101
Email info@hearingdogs.org.uk
Web www.hearingdogs.org.uk
**Hearing Link**

**Address**
27-28 The Waterfront, Eastbourne, East Sussex, BN23 5UZ

**Telephone** 0300 111 1113
**SMS** 07526 123255
**Email** enquiries@hearinglink.org; helpdesk@hearinglink.org; volunteer@hearinglink.org; fundraising@hearinglink.org; media@hearinglink.org
**Website** www.hearinglink.org

**Royal Association for Deaf People**

**Address**
RAD, Century House South, Riverside Office Centre, North Station Road, Colchester, Essex, CO1 1RE

**Telephone** 0845 688 2525
**Fax** 0845 688 2526
**Minicom** 0845 688 2527
**SMS** 07851 423866
**Email** info@royaldeaf.org.uk
**Web** www.royaldeaf.org.uk

**Sense - for deafblind people**

**Address**
101 Pentonville Road, London, N1 9LG

**Telephone** 0300 330 9250
**Minicom** 0300 330 9252
**Email** info@sense.org.uk
**Web** www.sense.org.uk
UCL Ear Institute:
Understanding Hearing – Fighting Deafness

Switchboard telephone 020 769 2000
Website ucl.ac.uk
Email visit website for list of email addresses

Westminster Diocese Deaf Service
Working with Deaf, Deafblind and Hard of Hearing people of all ages to facilitate and enable them to participate fully in the life of the Church, sharing their own gifts.

Address
Carritas Deaf Service,
St Joseph’s Pastoral Centre, St Joseph’s Grove, The Burroughs,
Hendon, London,
NW4 4TY

Telephone 020 8457 6536
Fax 020 8203 9745
Minicom 020 8732 8340
SMS 07779 341136
Web http://rcdow.org.uk/caritas/westminster-deaf-service/

Director Shell Roca – michelleroca@rcdow.org.uk
Assistant Sarah Metcalfe - sarahmetcalfe@rcdow.org.uk
Counsellor Nikki Dhillon Keane - nikkidhillonk@rcdow.org.uk
Audiology Departments

Addenbrookes Hospital – Audiology Department

**Address**
Box 94, Cambridge University Hospitals NHS Foundation Trust, Hills Road, Cambridge, CB2 0QQ

**Telephone** 01223 217 797
**Minicom** 01223 274 494
**Email** audiology@addenbrookes.nhs.uk

Hearing aid repair and maintenance clinic walk-in sessions:
- Mon 09:00–12:00
- Tue 13:30–17:00
- Wed 09:00–12:00
- Thu 13:30–17:00
- Fri 09:00–12:00

Hertford County Hospital – Audiology Department

**Address**
North Road, Hertford, Hertfordshire, SG14 1LP

**Telephone** 01992 823107

Hearing aid repair and maintenance clinic:
- Thu 09:00–12:00
Chase Farm and Barnet Hospital -
Department of Audiology

Address
The Ridgeway,
Enfield,
Middlesex,
EN2 8JL

Telephone 020 8375 1117
Minicom 01223 274 494
Email enfieldandbarnethearingcare@nhs.net

Walk in repair clinics at
Chase Farm Hospital:
• Mon 10:00–12:00
• Tue 10:00–12:00
• Wed 14:00–16:00
• Thu By appointment only
• Fri 10:00–12:00

Walk in repair clinics at
Barnet Hospital:
• Mon By appointment only
• Tue 10:00–12:00
• Wed 10:00–12:00
• Thu 10:00–12:00
• Fri By appointment only

Hemel Hempstead Hospital – Audiology Department

Address
Level 2, Verulam
Wing Outpatient
Department,
Hillfield Road, Hemel
Hempstead, HP2 4AD

Telephone 01727 897835

Hemel Hempstead Hospital
HP2 4AD walk-in sessions:
• Wed 10:00–12:00

Marlowes Health Centre
HP1 1HE
for batteries and re-tubing:
• Mon–Fri 09:00–12:00
and 14:00–16:00
Lister Hospital – Audiology Department

**Address**
Coreys Mill
Lane, Stevenage,
Hertfordshire,
SG1 4AB

**Telephone** 01438 284055

**Hearing aid repair and maintenance clinic walk-in sessions:**
- Mon 09:00–12:00 and 14:00–16:00
- Wed 09:00–12:00

Luton & Dunstable Hospital – Audiology Department

**Address**
Lewsey Road,
Luton, LU4 0DZ

**Telephone** 01582 497154

**Hearing aid repair and maintenance clinic:**
- Mon–Fri 09:00–12:00 and 13.30-16.30

QEII Hospital – Audiology Department

**Address**
Howlands,
Welwyn Garden City,
Hertfordshire,
AL7 4HQ

**Telephone** 01707 247576

**Hearing aid repair and maintenance walk-in clinic:**
- Fri 09:00–12:00 (Red Zone level 1)
Princess Alexandra Hospital – Audiology Department

Address
Outpatients,
Ground Floor,
St Margaret’s Hospital,
Hamstel Road,
Harlow, Essex,
CM20 1QX

Telephone 01582 497154

Hearing aid repair and maintenance clinic:
• By appointment only (all three sites). Please note that digital repairs can only be carried out at St. Margaret’s Hospital and Herts & Essex Hospital sites.
• Batteries are available at the Princess Alexandra Hospital, St Margaret’s and Herts and Essex sites in addition to Rectory Lane Health Centre, Ongar War Memorial hospital and Waltham Abbey Clinic.

Royal National Throat, Nose & Ear Hospital

This is the UK’s largest ear, nose and throat hospital and Europe’s centre for audiological medicine and research. Treatments range from minor procedures, to major complex head and neck surgery. The outpatient department provides both routine and specialist clinics including some nurse-led clinics. If you are not an existing patient, you will need to obtain a referral through your GP.

Address
330 Grays Inn Road,
London,
WC1X 8DA

Telephone 020 3456 7890
St Albans City Hospital – Audiology Department

Address
Gloucester Wing
Outpatient Department,
Waverley Road,
St Albans, AL3 5PN

Telephone 01727 897835

Hearing aid repair and maintenance walk-in clinic:
• Tue & Thu 11:00–12:00

Stoke Mandeville Hospital – Audiology Department

Address
Mandeville Road,
Aylesbury, HP21 8AL

Telephone 01296 315725
SMS 01296 315725 (give name, mobile number and date of birth)

Hearing aid repair and maintenance walk-in clinic:
• by appointment only

Watford General Hospital – Audiology Department

Address
Main Block,
Outpatient Department,
Vicarage Road,
WD18 0HB

Telephone 01923 217646

Hearing aid repair and maintenance walk-in clinic:
• Tue 09:30–12:30 and 13:30–15:30
• Thu 11:00–12:00
Patient Advice and Liaison Services (PALS)

listening, responding, improving

PALS provide confidential advice and support to patients, families and their carers. They can provide information on the NHS and health-related matters. Some PALS teams will come to wards/clinics to talk to patients/relatives/carers regarding concerns that they may have.

The Patient Advice & Liaison Service (PALS) provides a free informal and confidential service for patients, their families, and carers. PALS aims to make a genuine difference to the overall quality of the service you receive from Hertfordshire Community NHS Trust.

**Telephone** 0800 011 6113 (patient free phone)
**Email** pals.hchs@nhs.net
**Web** www.hertschs.nhs.uk

**We are open** Monday to Friday 10:00–14:00 (excluding bank holidays)

**Complaints Service:**
**Telephone** 01707 388036
**Email** complaints.hchs@nhs.net
**We are open** Monday to Friday 09:30–16:00 (excluding bank holidays)
### Addenbrooks

**Address**  
PALS office,  
Box 94, Cambridge University Hospitals  
NHS Foundation Trust,  
Hills road, Cambridge,  
CB2 0QQ

**Telephone** 01223 216 756  
**Email** pals@addenbrookes.nhs.uk  
**Fax** 01223 256 170

BSL interpreters can be booked for patients when requested. Please let them know if you need an interpreter when making an appointment.

### Chase Farm Hospital  
(use North Middlesex University Hospital NHS Trust)

**Address**  
Sterling Way,  
London,  
N18 1Qx

**Telephone** 020 8887 4172  
**Email** pals@nmh.nhs.uk

Hemel Hempstead – see Watford General Hospital

### Hertford County Hospital

**Address**  
North Road,  
Hertford,  
SG14 1LP

**Telephone** 01438 284678  
**Email** pals.enh-tr@nhs.net
Lister Hospital

**Address**
Coreys Mill Lane,
Stevenage, SG1 4AB

**Telephone** 01438 284678
**Email** pals.enh-tr@nhs.net

Queen Elizabeth II Hospital

**Address**
Howlands,
Welwyn Garden City,
AL7 4HQ

**Telephone** 01438 284678
**Email** pals.enh-tr@nhs.net

Princess Alexandra Hospital

**Address**
Hamstel Road,
Harlow, Essex,
CM20 1QX

**Telephone** 01279 827211
**Email** pals@pah.nhs.uk

Luton and Dunstable Hospital

**Address**
Lewsey Road, Luton,
Bedfordshire, LU40DZ

**Telephone** 01582 497990
**Email** pals@ldh.nhs.uk

St Albans City Hospital

**Address**
Waverley Road,
St. Albans, AL3 5PN

**Telephone** 01923 217198
**Email** lesley.lopez@whht.nhs.uk
Interpreting Services for clinical and hospital appointments

Hertfordshire Community Health Service (HCT) offers a confidential and professional interpreting service for clinical appointments, including British Sign Language, for patients who are not able to understand and to be understood in spoken English.

Friends and relatives are welcome to attend appointments to give support but are not expected to interpret as they may not be familiar with health terminology.

The booking is made by staff, so if you need an interpreter can you please inform them as soon as possible of your language before the appointment, so they can make the request to help us provide a safe and effective service.
Aftercare support with hearing aid maintenance

For aftercare support with hearing aid maintenance, you can go to the **Hertfordshire Hearing Advisory Service (HHAS)**.

HHAS is an independent charity based in Welwyn Garden City. The charity offers support and advice to people across Hertfordshire affected by hearing loss, including those wearing an NHS hearing aid. The volunteers provide a basic hearing aid maintenance service, including cleaning and retubing NHS hearing aids, replacing batteries, providing advice, information and practical support covering all aspects of hearing loss.

**Hertfordshire Hearing Advisory Service (HHAS)**

**Address**
The Woodside Centre,
The Commons,
Welwyn Garden City,
Hertfordshire,
AL7 4SE

**Telephone** 01707 324 582
**Minicom** 01707 375 486
**Fax** 01707 390 644
**Email** info@hhas.org.uk
**Web** www.hhas.org.uk

Hearing aid batteries typically last for between 7-14 days. Batteries are available at reception desk of Watford General Hospital and St Albans City Hospital and also by post from the Audiology Department. Patients are welcome to drop in for battery collection, but please bring your own brown book.

Re-tubing should take place every 6 months.

Maintenance includes battery provision, replacement tubing and minor rehabilitation advice.

Patients should book directly to see an audiologist if their hearing aid needs repair, fine tuning, replacement or faulty and lost aid. Replacement of a lost aid may incur a charge.

Please contact your local audiology department listed below for further information.
Contact Us or Refer Someone to Us

Health and Community Services, Hertfordshire County Council

Telephone 0300 123 4042
Minicom 0300 123 4041
SMS 07797 870591
Fax 01438 737 402
Email hertsdirect@hertfordshire.gov.uk
Web www.hertfordshire.gov.uk/sensory

Our Customer Service Centre is open
8am-8pm Mon-Fri;
9am-4pm on Saturdays.

SignVideo http://www.hertfordshire.gov.uk/contact/

SignVideo is our online, live British Sign Language (BSL) video interpreting service which allows a deaf customer to call through to our Hertfordshire County Council customer services call centre.

The SignVideo service is available Monday to Friday 8am-6pm.

For feedback or comments about the directory please contact
Sabina Iqbal Sabina.Iqbal@hertfordshire.gov.uk
or use our contact details above

This publication was written in July 2016, and all information was correct at the time of publishing.