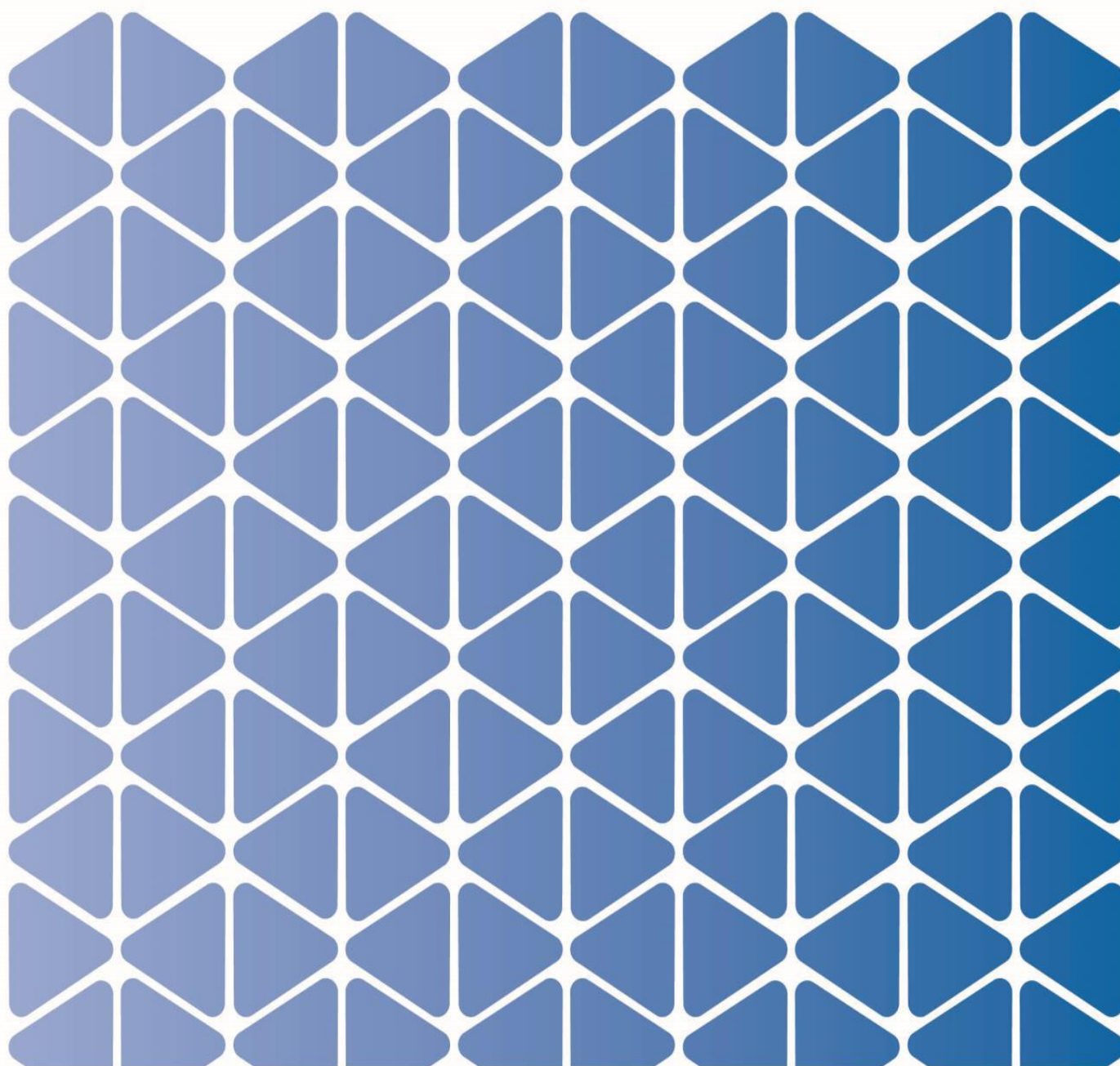


PATIENT INFORMATION

HEARING AID BATTERY COLLECTION AND HEARING AID REPAIRS



Hearing Aid Battery Collection From:

- **Audiology Department, Linden Suite, Level 2** - Worcester Royal Hospital
- **WRVS Shop, Level 1**, Worcester Royal Hospital
- **British Heart Foundation Charity Shop**, 23-25 Pump Street, Worcester, WR1 2QX
- **Elbury Moor Medical Centre**, Fairfield Close, Worcester WR4 9TX
- **Knightwick Surgery**, Knightwick WR6 5PH
- **Turnpike House Medical Centre**, 37 Newton Road, Worcester WR5 1HG
- **Daisychain Benevolent Fund Bookshop**, 37-39 St John's, Worcester WR2 5AG

- **Malvern Community Hospital**, 185 Worcester Road, Malvern WR14 1EX
- **Great Witley Surgery**, Worcester Road, Great Witley WR6 6HR
- **Upton Surgery**, Tunnel Hill, Upton-Upon-Severn WR8 0QL

- **Audiology, Kidderminster General Hospital**, Bewdley Road, Kidderminster DY11 6RJ
- **Kidderminster Health Centre**, Bromsgrove Street, Kidderminster DY10 1PG
- **Bewdley Medical Centre**, Dog Lane, Bewdley DY12 2EG
- **Tenbury Community Hospital Outpatients Department**, Worcester Road, Tenbury Wells WR15 8AP

- **Audiology, Evesham Community Hospital**, Evesham WR11 1JT
- **Pershore Medical Practice**, Pershore WR10 1PX

- **Audiology, Alexandra Hospital**, Woodrow Drive, Redditch B98 7UB
- **Main Reception at Outpatients Department Princess of Wales Community Hospital**, Stourbridge Road, Bromsgrove B61 0BB
- **Cancer Research Shop**, 26 St Andrews Square, Droitwich WR9 8HE

Please remember to have your hearing aids serviced EVERY 6 MONTHS to keep them in good working order.

We recommend a hearing test EVERY 3 YEARS.

It is the patient's responsibility to contact us to book service and hearing test appointments.

Hearing Aid Repairs by appointment only.

Repairs are available at:

- **Audiology Department, Linden Suite, Level 2 - Worcester Royal Hospital**
- **Prospect View Medical Centre**, Pickersleigh Road, Malvern WR14 2QP
- **Audiology, Kidderminster General Hospital**, Bewdley Road, Kidderminster DY11 6RJ
- **Tenbury Community Hospital Outpatients Department**, Worcester Road, Tenbury Wells WR15 8AP
- **Droitwich Medical Centre**, Ombersley Street, Droitwich WR9 8RD
- **Audiology, Evesham Community Hospital**, Evesham WR11 1JT
- **Pershore Medical Practice**, Pershore WR10 1PX
- **Audiology, Alexandra Hospital**, Woodrow Drive, Redditch B98 7UB
- **Outpatients Department Princess of Wales Community Hospital**, Stourbridge Road, Bromsgrove B61 0BB

Please contact by phone, text or email to make appointments:

Evesham: 01386 502578

Worcester: 01905 760171

Redditch: 01527 505741

Kidderminster: 01562 826324 / 01562 826323

Text Users: Worcester = 07786 334306 (text only)

Redditch = 07436 035394 (text only)

Email: wah-tr.AudiologyHearingServices@nhs.net

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.