

Information for parents for a child with hearing care at **Heartlands Hospital**

Contact Details

E-mail	hearing.centre@heartofengland.nhs.uk OR uhb-tr.hearingcentrehgs@nhs.net
Telephone	0121 424 0888 OR 0121 424 1847
Address	Hearing Centre Birmingham Heartlands Hospital Bordesley Green B9 5SS

Repairs during Covid-19 lock down

Do NOT just arrive at the hospital
Ring the department and explain the problem or issue
A postal repair will be arranged
Batteries can be posted out to you.

New Earmoulds

You can send the old moulds directly to the manufacturer, Universal. New moulds will be posted directly home.
This is in urgent cases where the mould is lost, broken or too loose. Not for dirty moulds or different colours.
Where both moulds are lost, you can send in one mould at a time to prevent child from being without amplification.

Send old moulds to:

Universal
8-14 Wellington Road South
Stockport
Cheshire
SK4 1AA.

Universal tel. no. 0161 480 9228

NB: Include your child's name, date of birth and the hospital ID code (12R) as well as a return address

We would encourage you to contact the audiology department first and directly.

If you have any problems contacting the Audiology department, please speak to the class teacher or TA responsible for your child during this period. They will contact the school Audiologist as necessary. The school audiologist is currently not visiting the school.