



**A GUIDE
FOR DISABLED PEOPLE
TO**

DOCTORS SURGERIES

DENTISTS SURGERIES

OPTICIANS

HEALTH CLINICS

HEARING CENTRES

**IN
HEREFORD CITY
SUMMER 2009**

CONTENTS	PAGE NOs.
Doctors Surgeries & Health Clinics	4 - 29
Dentists Surgeries & Dental Technicians	30 - 49
Opticians	50 - 53
Hearing Centres	54 - 55

- Most doctors surgeries are accessible but some situated in older buildings may be difficult for wheelchair users.
- Once inside the surgery the facilities are satisfactory and a wide range of services are available.
- Staff will offer help if notified of specific problems.
- It is always advisable to telephone if you have special needs or are making your first visit.

DOCTORS SURGERIES & HEALTH CLINICS

NAME	PAGE NO.
Moorfield, Aylestone & Ross Road Surgeries	5
Belmont Medical Centre	11
Cantilupe Surgery	14
Hampton Dene Surgery	16
Greyfriars Surgery	18
King Street Surgery	20
Bobblestock Surgery	22
Quay House Medical Centre	23
Sarum House Surgery	25
Wargrave House Surgery	27
Gaol Street Health Clinic	29

Moorfield, Aylestone & Ross Road Surgeries

Moorfield House is an old established practice which operates from these three sites. It is the main surgery with the largest premises and has consultation rooms on two floors and offers the most services.

Moorfield House is also a training practice for hospital doctors preparing to enter general practice as family doctors.

All new patients on registering are invited to have a thorough health check.

You may book your appointments on line via

www.moorfieldhouse surgery.co.uk

Please speak to a receptionist who will issue you with a pin number to do this. The easiest way to book an appointment with the GP of your choice is to book in advance whenever possible and be flexible in where you see them.

The appointments system operates over the three surgeries.

For prescriptions telephone: 01432 365070

MOORFIELD HOUSE SURGERY
35 EDGAR STREET, HEREFORD

Telephone: 01432 272175

SURGERY TIMES

Monday - Friday: 8.00am until 7.00pm

Out of hours - please telephone **PRIMECARE**
03301239309

PARKING

Approach via Portland Street (one way only). Six spaces only alongside Surgery. To the rear about 14 spaces but none for disabled. Difficult to manoeuvre. Parking in surrounding streets is very restricted.

ACCESS

- Graduated ramp for wheelchairs plus handrail and electrically operated button controlled disability friendly doors.
- Reception area and consulting room wheelchair accessible.
- Hearing loop system.
- Adjustable height examination couch.
- Disabled toilet.
- Touch screen registration facility.
- Use of a surgery wheelchair.

SERVICES

- Flu & Pneumonia Inoculations provided at the Leisure Centre in the Autumn.
- Ante-natal Clinic
- Anticoagulation Clinic
- Asthma Management
- Blood Pressure Control
- Cervical Smears
- Child Health Clinic
- Diabetic Clinic
- Dietary advice
- Dressings
- Family Planning
- Heart Disease Prevention Clinic
- Holiday Advice & Vaccinations
- Immunisations
- Minor Surgery Clinic
- Vasectomy Clinic
- Well Baby Clinic (Wednesday afternoons)
- Repeat prescriptions: request between 2.00 pm and 5.30 pm. (Drop-in letter box available).
- Provision made for patients with learning difficulties.

ALTERNATIVE THERAPY

- Acupuncture

STAFF

(Staff cover all three surgeries)

- 7 Doctors - 5 Male 2 Female
- 4 Practice Nurses
- District Nurses - 01432 265101
- Health Care Assistants
- Health Visitors:
Drop-in clinic held on Thursdays
between 1.45 pm and 3.00 pm.
Telephone: 01432 370883
- Midwife
- Social Worker
- 3 Nurse Practitioners:.
Nurse Practitioners carry out minor
surgery procedures; advise on and
treat medical conditions and prescribe
medicines.
They also carry out a variety of tests
which are generally requested at
Hospital.

AYLESTONE HILL SURGERY
15 AYLESTONE HILL, HEREFORD

Telephone No.. 01432 263063

SURGERY TIMES

Monday - Friday: 8.00 am until 6.30 pm.

PARKING

Limited spaces to the rear (about six). Parking in Pengrove Road is restricted to residents.

ACCESS

- Level access at the Pengrove Road entrance but steps up to Aylestone Hill entrance.
- Electrically operated button controlled disability friendly doors.
- Wheelchair accessible reception area and consulting room.
- Hearing loop system.
- Adjustable height examination couch.
- Disabled toilet.

SERVICES

Services provided at Aylestone Hill Surgery are the same as those provided at Moorfield House Surgery except for the Minor Surgery Clinic, the Vasectomy Clinic and Acupuncture. The Health Visitor drop-in clinic is on Wednesdays from 2.00 pm until 3.00 pm.

ROSS ROAD SURGERY
ROSS ROAD, HEREFORD

Telephone No: 01432 351126

SURGERY TIMES

Monday - Friday: 8.00 am. until 6.30 pm.

PARKING

- Limited spaces. One disabled space near ramped access to level approach to the doorway.
- Access to and from the car park off the Ross Road can be very difficult especially if traffic is heavy. Best to approach from South side using Walnut Street Avenue.

ACCESS

- One small step up to the entrance from the pedestrian access.
- Small but wheelchair accessible reception area - close to the consultation room.
- Wheelchair accessible consulting room.
- Hearing loop system.
- Adjustable height examination couch.
- Disabled toilet.

SERVICES

Services provided at Ross Road Surgery are the same as those provided at Moorfield House but with the exception of the Anticoagulation Clinic, the Minor Surgery Clinic, the Vasectomy Clinic, the Well Baby Clinic and Acupuncture.

INFORMATION

- Ross Road Surgery is the “South of the River” Surgery for the Moorfield House practice.
- The premises are small and fewer services are provided than at either Moorfield House Surgery or Aylestone Hill Surgery.

BELMONT MEDICAL CENTRE
EASTHOLME AVENUE, HEREFORD

Telephone No. 01432 354366

SURGERY TIMES

Monday - Friday: 8.00 am. - 1.00 pm.
and
2.00 pm - 6.00 pm.

PARKING

There is good on-site parking available also with designated blue badge holder spaces.

STAFF

- 5 Doctors - 3 Male 2 Female
- 4 Practice Nurses
- 2 Health Care Assistants
- District nurse
- Health Visitor
- Midwife
- Counsellor
- Physiotherapist
- Social Worker

SERVICES

- Ante-natal Clinic
- Anticoagulation Clinic
- Asthma Management
- Blood Pressure Control
- Cervical Smears
- Child Health Clinic
- Diabetic Clinic
- Dietary advice
- Dressings
- Family Planning
- Holiday Advice & Vaccinations
- Immunisations
- Menopause management
- Minor Surgery Clinic

ALTERNATIVE THERAPY

- Acupuncture

ACCESS

- Generally level and wheelchair friendly site.
- Double entrance doors are heavy and no longer automatic due to vandalism
- Wheelchair accessible reception area, consultation and treatment rooms.
- High main reception counter but a lower one nearby.

- Two adjustable height examination couches (but no hoists).
- Disabled toilet
- Baby changing facilities.

ADDITIONAL INFORMATION

- All G.P.s, Nurses and Administrative Staff have undertaken learning disability training via the Herefordshire Primary Care Trust (PCT) 'Learning Disability Health Check Awareness Sessions'.
- Where 'exceptional circumstances' apply e.g. a disabled person unable to get to the medical centre and the situation is not manageable over the telephone a G.P. would visit the patient's home.
- Local Pharmacies will collect prescriptions.
- There is a repeat prescriptions service which can be operated either by telephone, on-line or by personal visit to the Medical Centre. For the on-line service e-mail:

belmont@nhs.net

- All Medical Centre staff have awareness of and display sensitivity towards all individual patient's needs.

CANTILUPE SURGERY
51 ST.OWEN STREET, HEREFORD
Telephone No. 01432 268031
www.cantilupe.com

SURGERY TIMES

Monday – Friday 8.40 am. - 10.30 am.
 2.00 pm. - 3.30 pm.
 4.30 pm - 6.00 pm.

PARKING

Designated blue badge parking bays on St. Owen Street. Gaol Street Car Park.

ACCESS

Ramp for wheelchairs. Wide doors. Wheelchair accessible reception area and consulting room. Adjustable height examination couch. Baby changing facilities.

STAFF

- 7 Doctors - 3 Male 4 Female
- 3 Practice Nurses
- Health Care Assistants
- District Nurse
- Health Visitor

- Midwife
- Counsellors - both Male and female
- 2 Nurse Practitioners

SERVICES

- Ante-natal Clinic
- Anticoagulation Clinic
- Asthma Management
- Blood Pressure Control
- Cervical Smears
- Child Health Clinic
- Cryotherapy Service
- Dermatology Clinic
- Diabetic Clinic
- Dietary advice
- Dressings
- Family Planning
- Holiday Advice & Vaccinations
- Immunisations
- Male Impotency Clinic
- Menopause management
- Minor Surgery Clinic
- Rheumatoid Clinic
- Stop Smoking Clinic
- Stroke Clinic
- Repeat prescriptions, home visits, telephone consultations, on-line booking and prescription ordering services.

HAMPTON DENE SURGERY
SUDBURY AVENUE, HEREFORD

Telephone No. 01432 264016

SURGERY TIMES

Monday - Thursday	8.40 am. - 10.50 am.
Monday - Friday	2.00 pm - 3.30 pm.
Tuesday & Thursday	4.00 pm. - 5.30 pm.
Friday	8.30 am. - 12.45 pm.

PARKING

Car Park on site

ACCESS

Level site. Wide doors. Wheelchair accessible reception area and consulting room. Disabled toilet. Adjustable height examination couch. Baby changing facilities.

STAFF

- 4 Doctors - 3 Male 1 Female
- 2 Practice Nurses
- Health Care Assistants
- District Nurse

- Health Visitor
- Midwife
- Counsellor
- Physiotherapist
- Social Worker

SERVICES

- Ante-natal Clinic
- Anticoagulation Clinic
- Asthma Management
- Blood Pressure Control
- Cervical Smears
- Child Health Clinic
- Diabetic Clinic
- Dietary advice
- Dressings
- Family Planning
- Holiday Advice & Vaccinations
- Immunisations
- Menopause management
- Minor Surgery Clinic
- Repeat Prescriptions

A walk-in clinic is held at Hampton Dene Surgery every day between 9.00 am and 10.30 am. for new or minor ailments.

GREYFRIARS SURGERY
25 ST. NICHOLAS STREET HEREFORD
Telephone No. 01432 265717

SURGERY TIMES

Monday - Friday 8.00 am. - 6.00 pm.

PARKING

On site with designated blue badge spaces

ACCESS

Ramp to front entrance from street level plus electric push button disability friendly door-opener. Access from car park to the building. Disabled toilet. Wheelchair accessible reception area and consulting room.

STAFF

- 4 Doctors - 3 Male 1 Female
- 1 Nurse Practitioner
- 3 Practice Nurses
- Health care assistants
- District Nurse
- Health Visitor
- Midwife

- Counsellor
- Physiotherapist

SERVICES

- Ante-natal Clinic
- Anticoagulation Clinic
- Asthma Management
- Blood Pressure Control
- Cervical Smears
- Cryotherapy Clinic
- Child Health Clinic
- Diabetic Clinic
- Dietary advice
- Dressings
- Family Planning
- Holiday Advice & Vaccinations
- Immunisations
- Mammography
- Menopause management
- Minor Surgery Clinic
- Repeat prescriptions
- Stop Smoking Clinic

All the Staff have undertaken specific training relating to patients with learning difficulties.

KING STREET SURGERY
22A KING STREET HEREFORD

Telephone no. 01432 272181

SURGERY TIMES

Monday - Friday 8.00 am. - 7.00 pm.
Saturday 9.00 am. - 12.00 pm.

PARKING

Street Parking on King Street. No designated blue badge spaces. 2 spaces on Aubrey Street. Some parking at rear of building.

ACCESS

Heavy entrance doors which open inwards. Very difficult for wheelchair users who cannot access the building without help. Intercom entry system. Rear entrance has one step. High counter. Waiting room and consulting rooms are accessible. Patient's toilet not easy to access. Adjustable height examination couch but no hoist. Baby changing facilities.

STAFF

- 5 Doctors - 3 male 2 Female
- 3 practice Nurses
- Health Care Assistants
- District Nurse
- Health Visitor
- Midwife
- Counsellor
- Social Worker

SERVICES

- Acupuncture
- Ante-natal Clinic
- Anticoagulation Clinic
- Asthma Management
- Blood Pressure Control
- Cervical Smears
- Child Health Clinic
- Diabetic Clinic
- Dietary advice
- Dressings
- Family Planning
- Holiday Advice & Vaccinations
- Immunisations
- Menopause management
- Minor Surgery Clinic
- Repeat prescriptions

BOBBLESTOCK SURGERY
WESTFIELDS, HEREFORD, HR4 9DA

Telephone: 01432 354573

The Bobblestock Surgery is a full time Branch Surgery to King Street Surgery. All the services listed on page 21 are provided at both of the Surgeries. The Staff detailed on page 20 are shared between the two Surgeries.

Bobblestock Surgery is a purpose-built facility. It is totally accessible and has good parking. Doors are automatically operated. There is a low counter. There is a hoist available in the Nurse's treatment room. Disabled Toilet.

Disabled and elderly patients connected with both Surgeries are able to take advantage of the home delivery medications service which can be arranged directly by patients with the Pharmacy of their choice. Staff at both of the Surgeries can advise about this.

QUAY HOUSE MEDICAL CENTRE
100 WESTFALING STREET HEREFORD
Telephone No. 01432 352600
www.quayhousemedical.nhs.uk

SURGERY TIMES

Monday - Friday 8.00 am - 6.00 pm.

PARKING

Car Park at the rear of the building. Ample free parking but just one designated blue badge space.

ACCESS

Level access to car park entrance. Quay House Medical Centre is purpose built. Doors are heavy but all facilities are to the ground floor and reception area and consulting room are wheelchair accessible. There is an adjustable height examination couch, disabled toilet and baby changing facilities.

STAFF

- 4 Doctors - 3 Male 1 Female
- 3 Practice Nurses
- 1 Health Care Assistant

- District Nurse
- Health Visitor
- Midwife
- Counsellor
- Physiotherapist

SERVICES

- Ante-natal Clinic
- Asthma Management
- Blood Pressure Control
- Cervical Smears
- Child Health Clinic
- Diabetic Clinic
- Dietary advice
- Dressings
- Family Planning
- Holiday Advice & Vaccinations
- Immunisations
- Menopause management
- Minor Surgery Clinic
- Repeat prescriptions

Internet access is available for the ordering of prescriptions, making appointments and change of address notification.

The Health Visitor is available to help with family health issues and childcare and also holds a weekly baby clinic. Contact: 01432 278295

SARUM HOUSE SURGERY
3 ST. ETHELBERT STREET HEREFORD

Telephone No. 01432 265422

SURGERY TIMES

Monday - Friday 8.00 am. - 6.00 pm.
Saturday 8.00 am. - 12.00 pm.

PARKING

Some on street parking - St. Owen Street

ACCESS

Ramped access, some steps. Wide doors. Both the reception area and consulting room are wheelchair accessible. Examination couch height adjustable. Disabled toilet. Baby changing facilities.

STAFF

- 6 Doctors - 4 Male 2 Female
- 5 Practice Nurses
- Health care Assistants
- District Nurse
- Health Visitor
- Midwife
- Counsellor
- Physiotherapist
- Social Worker

SERVICES

- Ante-natal Clinic
- Anticoagulation Clinic
- Asthma Management
- Blood Pressure Control
- Cervical Smears
- Child Health Clinic
- Diabetic Clinic
- Dietary advice
- Dressings
- Family Planning
- Holiday Advice & Vaccinations
- Immunisations
- Mammography
- Menopause management
- Minor Surgery Clinic
- Repeat Prescriptions

WARGRAVE HOUSE SURGERY
23 ST. OWEN STREET HEREFORD

Telephone No. 01432 272285

SURGERY TIMES

Monday - Friday 8.00 am. - 6.00 pm.

PARKING

St. Owen Street and Gaol Street Car Park.

ACCESS

There is wheelchair access to the rear of the building (off Gaol Street) but steps to the front (from St. Owen Street). Please use the bell if assistance is required. Reception area is wheelchair accessible but the counter is high. There are two wheelchair accessible consulting rooms. There is an adjustable height examination couch, disabled toilet and baby changing facility

STAFF

- 7 Doctors - 4 Male 3 Female
- 4 Practice Nurses
- Health Care Assistants

- District Nurse Team
- Health Visitor
- Midwife
- Counsellor
- Physiotherapist
- Psychiatrist
- Social Worker

SERVICES

- Acupuncture
- Ante-natal Clinic
- Anticoagulation Clinic
- Asthma Management
- Blood Pressure Control
- Cervical Smears
- Child Health Clinic
- Diabetic Clinic
- Dietary advice
- Dressings
- Family Planning
- Holiday Advice & Vaccinations
- Immunisations
- Menopause management
- Minor Surgery Clinic
- Stop Smoking Help
- Repeat prescriptions

Wargrave House is a listed building

GAOL STREET HEALTH CLINIC
GAOL STREET HEREFORD
Telephone No. 01432 378910

NORMAL HOURS OF OPENING

Monday - Friday 9.00 am. - 5.00 pm.

PARKING

Gaol Street Car Park next to the Clinic

ACCESS

There is a ramp for wheelchairs, automatic doors and a lift to the upper floor for children's services.

SERVICES

- Dental Access Centre (see pages 31 –34)
- Foot Health Clinic - GP referral required.
Contact 01432 378912
- Child & Adolescent Mental Health Service
- Sexual Health Clinic - 01432 378915
- Young person's Drop-in Clinic - 01432 378915
- Family Planning/Contraception Clinic - 01432 378914

**Dental Access Centres
Dental Practices
&
Dental Technicians**

The overall position for disabled people seeking accessible dental treatment in the City is discouraging. Some practices are upstairs. Some dental practices do not take NHS patients or do not have any vacancies.

You may be referred or refer yourself to a Dental Access Centre of which there are two:

- **Next to Asda Superstore**
- **Gaol Street Health Clinic**

(See Pages 31 - 34)

NHS Dental Charges - 2009

Band One Course of treatment - £16.50

Band Two Course of treatment - £45.60

Band Three Course of treatment - £198.00

DENTAL ACCESS CENTRES

Dental care undertaken at a Dental Access Centre will be exactly the same as that offered with any local NHS dentist and you will be asked to pay exactly the same NHS charges. Dentists and reception staff will be pleased to discuss the costs of your care and help if you are exempt from payment.

If you attend a dentist regularly but need urgent dental advice or treatment when your dental practice is closed, you can ring **Primecare** on 0330 123 9309 between 6.00 pm and 8.00 am on weekdays and at any time on a Saturday & Sunday, plus Bank and Public Holidays. As an alternative you can call **NHS Direct** on 0845 4647 at any time.

The Dental Access Centre network can offer patients pain relief plus a course of routine dental care, if required. Under certain circumstances children, patients with special needs and/or who require sedation can be referred to members of the team who specialise in these aspects of dental care.

There are dental emergencies which will require immediate attention to minimise risk of serious

medical complications that could be life-threatening. General anaesthetic if needed can be arranged for at the Hospital. The Gaol Street Dental Access Centre is able to offer both IV and RA (“laughing gas”) sedation. In an emergency you should call 999 or go to your nearest Accident and Emergency (A&E) Department.

Please note:

Priority will be given to the most urgent dental cases as only a limited number of patients can be treated at each of the emergency sessions. Priority is given to facial swelling, trauma and problems after extractions, and to children. Patients arriving once a session is full will be given details of services available the following day.

STAFF*

- 6 Dentists
- 6 Dental Nurses
- 1 Dental Nurse Co-ordinator
- 2 Dental Therapists
- Reception areas are always staffed

*Staffing details are average for any particular day as all Professional staff work on a rota basis between both Dental Access Centres.

SURGERY TIMES

Surgery times are the same at both of the Dental Access Centres. Appointments offered.

Monday - Friday 9.00 am - 1.00 pm.
 2.00 pm - 5.00 pm.

Emergency sessions can be booked by directly ringing either Dental Access Centre . Telephone numbers are:

Asda Centre: 01432 382180
Gaul Street Centre: 01432 378920

N.B.

It is advisable to telephone at 9.00 am to check availability!

Emergency Drop-in Service

From 5.30 pm. until 8.30 pm. Doors open at 5.00 pm. Saturday and Sunday from 9.30 am. Sit-and-wait service. No appointment necessary.

Bank Holiday Sessions

Times available on request and also publicised. Usually the same as for weekend sessions.

Dental Access Centre
Asda, Belmont Road, Hereford

PARKING

There is ample parking - including Blue Badge parking - on site.

ACCESS

Access requirements were built into the design of this very modern facility. The front doors are automatic. Corridors and Reception area are spacious. Adequate wheelchair access to the surgeries. Ground floor disabled toilet. Dentists couches are all height adjustable. Hoist in one surgery. Slider board and neck shaped cushion available. Manual handling left to experienced carers/personal assistants but the professional staff may offer help on a case-by-case basis when judged safe and appropriate. Special needs training is part of the Dentists training. Other staff may undertake occasional training/ updating sessions.

Dental Access Centre
Gaol Street, Hereford

For details of Parking and Access see page **29**

BELMONT DENTAL SURGERY

Eastholme Avenue, Belmont, Hereford
Telephone No. 01432 342192

SURGERY TIMES

Monday - Friday 8.45 am.- 5.00 pm.

PARKING

Eastholme Community Car Park Centre. Many spaces available - including four for disabled.

ACCESS

Ground floor and wheelchair accessible. Total sympathetic arrangements for disabled patients. Adjustable height examination couch.

STAFF

- 3 Dentists - 2 Male 1 Female
- 3 Dental Nurses
- 1 Receptionist
- 1 Dental Hygienist
- 1 Therapist
- 1 Dental Practitioner

Mainly DENPLAN. Waiting list facility.

BRIGHTON VILLA DENTAL SERVICES

7 Bath Street Hereford
Telephone No. 01432 272925

SURGERY TIMES

Monday - Friday 9.00 am - 5.00 pm.

(Surgery closed from 1.00 pm. until 2.00 pm.)

PARKING

Some beside the house. Otherwise Bath Street Car Park.

ACCESS

Ramp to back Surgery. Surgeries are wheelchair accessible. For some examinations and when necessary patients can be seen whilst seated in their wheelchair. Telephone for details.

STAFF

- 4 Dentists
- 5 Dental Nurses

NHS Bands 1 - 3. and Private. Charges depend on treatment agreed. DENPLAN available.

COLLINS HOUSE DENTAL SURGERY

19 St. Owen Street Hereford
Telephone No. 01432 357717

SURGERY TIMES

Monday - Friday 8.30 am - 5.15 pm.
Tuesday evening until 7.00 pm.
Saturdays by appointment.

PARKING

St. Owen St. - some Blue Badge spaces

ACCESS

Wheelchair accessible at the rear entrance.
Steps at the front entrance. Reception area and
consulting room are wheelchair accessible.

STAFF

- 5 Dentists - 3 Male 2 Female
- 6 Dental Nurses
- 2 Dental Hygienists

NHS and Private services (includes DENPLAN).
Lists closed. For NHS charges see page 30. For
private charges consult surgery.

C.G.DAVIES

36a. St. Owen Street Hereford
Telephone No. 01432 272084

SURGERY TIMES

Monday - Friday 9.00 am. - 5.00 pm.

PARKING

St. Owen Street - designated Blue Badge spaces available. Also Gaol Street Car Park.

ACCESS

Steep flight of stairs. This dental practice would be extremely difficult for many disabled people to access as it involves climbing a long flight of steep stairs enough to daunt many ambulant disabled.

STAFF

- 1 Male Dentist
- 1 Dental Nurse

NHS and Private services. For NHS charges see page 30. Charges will vary according to the treatment required.

FLORIDA HOUSE
Bath Street Hereford
Telephone No. 01432 272238

SURGERY TIMES

Monday - Friday 9.00 am - 5.00 pm.

PARKING

Some to rear of premises. Otherwise Bath Street Car Park - some Blue Badge spaces available.

ACCESS

Steps at front - wheelchair access to rear. Both reception area and consulting rooms are wheelchair accessible. Disabled toilet. Premises are being adapted to disability friendly standards.

STAFF

- 2 Dentists - both male
- 1 Dental Nurse
- 1 Receptionist

Private Practice. Charges depend on the work involved. Insurance scheme available.

KYRLE STREET DENTAL PRACTICE

18 Kyrle Street Hereford
Telephone No. 01432 273037

SURGERY TIMES

Monday - Friday 8.30 am - 1.00 pm.
 2.00 pm. - 5.00 pm.

PARKING

Bus Station Car Park & opposite in Kyrle Street.

ACCESS

Level site. Reception area and consulting room are both wheelchair accessible. Adjustable height examination couch. Disabled toilet facility.

STAFF

- 6 Dentists - 4 Male 2 Female
- 8 Dental Nurses
- 1 Dental Hygienist

NHS and Private Dental service. (NHS List is open to disabled people unable to climb stairs.) For NHS charges see page 30. All charges will depend on the work involved.

LEDBURY ROAD PRACTICE
103 Ledbury Road, Tupsley, Hereford
Telephone No. 01432 267388

SURGERY TIMES

Monday - Friday 9.00 am. - 5.30 pm.

PARKING

Small on site car park

ACCESS

Level access from the car park. The reception area and consulting room are both wheelchair accessible. Adjustable height examination couch.

STAFF

- 2 Male Dentists
- 4 Dental Nurses
- 4 Receptionists

SERVICES

Private Dental Service. Service charges will vary according to treatment required.

ORCHARDS (ADP) DENTAL PRACTICE

8 Commercial Street Hereford

Telephone No. 01432 359126

SURGERY TIMES

Monday - Friday 9.00 am.- 12.30 pm.
 1.30 pm. - 5.00 pm.

PARKING

Maylords Orchard Car Park

ACCESS

Two steep steps up to entrance door. Flight of stairs up to surgery. Examination couch height adjustable.

STAFF

- 3 Dentists - 2 Male 1 Female
- 5 Dental Nurses
- Dental Practitioner

NHS and Private Dental services. NHS List closed. DENPLAN (List closed) Special arrangements for children.. For NHS charges see page 30. Charges vary depending on work required.

POOL FARM DENTAL CENTRE

Pool Farm House, 1-4 Belmont Road Hereford

Telephone No. 01432 279066

Out-of-Hours Telephone No. 01432 279066

E-Mail: hereford@oasisdentalcare.com

SURGERY TIMES

Monday, Tuesday, Thursday, Friday:

9.00 am – 5.00 pm.

Wednesday only: 9.00 am. - 6.30 pm.

PARKING

Limited Parking permits can be obtained from Reception. The Dental Centre has access by that means to one space at Asda Superstore and two at the nearby Welsh Club.

ACCESS

The Practice is situated over two floors. Two ground floor surgeries. Grade 2 Listed Building status significantly limits disabled access. A third ground floor surgery to be constructed. There is no automatic door for entry to the Dental Centre. Wheelchair level buzzer to call attention. Waiting room area not wheelchair accessible. Patients requested to specify if disabled access required when making appointment. Scope for improvement severely limited.

Additional services for disabled patients e.g. dental hygiene, are brought down to ground floor level when required. Ground floor toilet for the disabled. No hoists but couches are adjustable height. Professional staff are prepared to help disabled patients in anyway possible. However, on occasions it might be necessary for disabled patients to undergo treatment whilst seated in their wheelchair. The Dental Nurses will have undertaken manual handling training.

STAFF

- 5 Dentists
- 6 Dental Nurses
- 2 Dental Hygienists
- 1 Cluster Lead Nurse (oral health education*)
-

* The Pool Farm Dental Centre is operating a community dental health education/ preventative role

NHS and Private dental services. NHS List due to close from Summer 2009. For NHS charges see page 30. All private appointments subject to a £3 Clinical Compliance charge to cover costs of single-use disposable items and to ensure high standards of infection control. Charges vary depending on treatment required.

ST.MARTINS DENTAL PRACTICE

75 St. Martins Street, Hereford

Telephone No. 01432 265613

SURGERY TIMES

Monday - Friday 9.00 am - 5.30 pm.

PARKING

Car Park in St. Martins Street

ACCESS

Steps to the front. Wheelchair access at the side of the building. Reception area and consulting rooms are wheelchair accessible. Patients can be treated whilst seated in their wheelchair. Braille signs on doors. Disabled toilet. Dentists specialising in treatment of children. Children's waiting/play room. If in doubt then telephone.

STAFF

- 4 Dentists - 2 Male 2 Female
- 8 Dental Nurses
- Dental Hygienist
- Dental Practitioner
- Orthodontist

SERVICES

Private Dental service only. DENPLAN. Special arrangements for children. Service charges will vary according to treatment required.

WILLOWS DENTAL PRACTICE
15a. Commercial Street, Hereford
Telephone No. 01432 274749

SURGERY TIMES

Monday - Friday 8.30 am. - 5.00 pm.

PARKING

Maylords Orchard Car Park

ACCESS

Stairlift to top of stairs, then 3 steps to negotiate.
Adjustable height examination couch. Special
arrangements for treatment of children.

STAFF

- 3 Dentists
- 4 Dental Nurses
- Dental Hygienist

NHS and Private dental services. NHS List
closed. DENPLAN. For NHS charges see page
30. Charges will vary depending upon treatment
required.

DDS DENTAL REPAIR SERVICE

72 - 80 Widemarsh Street Hereford
Telephone No. 01432 275041

OPENING TIMES

Monday - Friday 8.30 am. - 5.00 pm.

PARKING

Garrick House multi-storey car park

ACCESS

Steep stairs down to main entrance - but both a wheelchair accessible waiting area and treatment room available. Enquire for details.

CHARGES

Depend on work required.

Referrals not necessary. Ring for appointments.

JOHN CHILDS DENTAL REPAIR SERVICE

36a. St. Owen Street Hereford
Telephone No. 01432 279496

OPENING TIMES

Monday - Friday 9.00 am - 4.00 pm.

PARKING

St. Owen Street - some designated Blue Badge spaces. Gaol Street car park.

ACCESS

Up two flights of very steep stairs.

CHARGES

Depends on amount of work required.

Referrals not necessary. Please telephone for appointment. No emergency service available.

J.DUGGAN DENTAL REPAIR SERVICE

Unit 4 Bastion Mews, Union Street, Hereford
Telephone No. 01432 355172

OPENING TIMES

Monday - Friday 9.00 am - 3.00 pm.

PARKING

Bastion Mews

ACCESS

One step. Wheelchair accessible

CHARGES

Depends on amount of work required.

Referral from dentist or ring for appointment. An important part of this service is that, if a disabled person cannot get to the premises, he will collect denture(s), undertake the necessary repairs and return denture(s) to the person's home. No other Dental Technician in Hereford offers this level of service.

OPTICIANS

There is a reasonable choice within the City and nearly all premises are accessible.

In most instances eye-tests can be undertaken whilst remaining in your wheelchair.

Some opticians can also arrange hearing tests.

It is always advisable to mention any special needs when making an appointment.

BBR OPTOMETRY

38 St. Owen Street, Hereford
Telephone No. 01432 265030

PARKING

St. Owen Street, Gaol Street Car Park

ACCESS

Two steps at entrance. Portable ramp available. Reception area and consulting room are both wheelchair accessible. Accessible toilet facilities. Specialist consultancy in low vision examination. Facilities for testing clients who have learning difficulties.

BOOTS OPTICIANS

Maylords Street Hereford
Telephone No. 01432 352860

PARKING

Maylords Orchard Car Park

ACCESS

Level site. Wheelchair accessible doors. Both reception area and consulting room are wheelchair accessible. Facilities for testing clients with learning difficulties.

CHAVE AND JACKSON OPTICIANS

Broad Street Hereford
Telephone No. 01432 264551

PARKING

Broad Street, Tesco, Maylord Orchard

ACCESS

First floor premises. Chairlift. No space to leave wheelchair and no wheelchair access on the first floor. The Staff are very helpful but if use of wheelchair is vital then effectively no access. Help provided to individuals who have learning difficulties.

DOLLOND AND AITCHISON
58 Commercial Street Hereford
Telephone No. 01432 272501

PARKING

Union St., St. Owen St., Maylords Orchard.

ACCESS

Level site. Wheelchair accessible doors (not electric). Both reception area and consulting room are wheelchair accessible. Facilities for testing clients with learning difficulties.

GEOFFREY GAY OPTICIANS
129 Eign street Hereford
Telephone No. 01432 273719

PARKING

West Street car park. Through underpass.

ACCESS

Level site throughout. Wheelchair accessible doors. Reception area and consulting room both wheelchair accessible. Also facilities for testing clients with learning difficulties.

RAYNERS OPTICIANS

20 Eign Gate Hereford
Telephone No. 01432 355555/273249

PARKING

Broad Street, West Street Car Park

ACCESS

Level site. Wheelchair accessible entrance on Bewell Street. The reception area is at a lower level than the entrance. The consulting room is wheelchair accessible. Also facilities for testing clients with learning difficulties.

VISION EXPRESS

7-8 High Street Hereford
Telephone No. 01432 342433

PARKING

Broad Street, West Street Car Park

ACCESS

Level site. Wheelchair accessible doors. Both the reception area and consulting room are wheelchair accessible. Also facilities for testing clients with learning difficulties.

HEARING CENTRES

HIDDEN HEARING

10 Broad Street Hereford
Telephone No. 01432 346980

OPENING TIMES

Monday - Friday 9.00 am. - 5.00 pm.

PARKING

Broad Street

ACCESS

Level site

SERVICES AVAILABLE

Free tests. Provision and cleaning of Hearing Aids. Price range £500 upwards.

MANSELL

63 St. Owen Street Hereford
Telephone No. 01432 354194

OPENING TIMES

Monday - Friday 9.00 am. - 5.00 pm.

PARKING

Gaol Street Car Park & St. Owen Street

ACCESS

One small step at entrance. Level inside.

SERVICES AVAILABLE

Free tests. Provision and servicing of Hearing Aids. Price range from £500 upwards.

(Mansell is part of a national chain)

DAVID ORMEROD HEARING CENTRE

11 Maylord Street Hereford
Telephone No. 01432 354796

OPENING TIMES

Monday - Friday: 9.00 am - 5.00 pm.
(Closed for Lunch)

PARKING

Maylords Car Park

ACCESS

Level site.

SERVICES AVAILABLE

Free tests. Provision, aftercare, maintenance of Hearing Aids. Telephone amplifiers etc. Price range from £500 upwards. Also provide service at nearby Boots store on certain days.

This comprehensive survey was carried out by members of 'Hereford Access for All' Committee. All are unpaid volunteers, and all are also disabled individuals. It is intended as a guide for disabled residents.

Our volunteer members have researched as many establishments as possible (some chose not to take part). This is no mean feat as many of them cannot access public transport.

This access guide could also not have been compiled without the co-operation of the staff of those establishments who agreed to take part. 'Hereford Access for All' would like to thank everyone who assisted us with this survey.

Our thanks also to Herefordshire Council and Hereford City Council for funding this project.

**Research carried out by:
Maurice Convery; Jean Draper; Jim Lawes;
Joan Lyons; Arthur Moore and David Price**



President: J.E.H. Lawes
Registered Charity No. 703050



HEREFORD CITY COUNCIL



***Herefordshire
Council***

'Hereford Access for All' Committee asserts its copyright to the contents and format of this document. No part of this document may be reproduced in any form without prior consent in writing by the Committee. Consent will normally be given subject to full acknowledgement of the source of the material.