

Top-to-toe care at East Riding Community Hospital Beverley

A guide to health and wellbeing clinics for people of all ages



East Riding Community Hospital

Swinemoor Lane,

Beverley

HU17 0FA

Tel. 01482 886600

Service	What day?	What time?	Who will I see?	Service Provider	Who buys the service?	How do I access the service?
Acupuncture	Monday to Friday	By Appointment	Acupuncturists	Hull University Teaching Hospitals NHS Trust (HUTHT)	NHS Humber and North Yorkshire Integrated Care Board East Riding Place (HNY ICB ER Place)	Referral by GP / Clinician
Audiology	Monday to Friday	By Appointment	Audiologist (a hearing specialist)	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	New referrals for a hearing aid are made through a GP / Clinician. For a hearing aid review call 01482 468355. For repairs, call 01482 468356.
Audiology (Paediatric)	Monday to Friday	By Appointment	Paediatric Audiologist (a hearing specialist for children)	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral from the Newborn Hearing Screen or GP / other AHP's / Education / Health Visitor / Paediatrician / ENT
RNID Near You (Hearing aid support)	Weekly Tuesday	1 pm to 2.30 pm	RNID Community Support Officer	Royal National Institute for the Deaf	Hull University Teaching Hospitals NHS Trust	Drop-in service for NHS hearing aid users living within East Riding of Yorkshire
Hearing aid batteries	Monday to Friday	9 am to 5 pm	Hospital Porter / Security Officer	N/A	Batteries supplied by HUTHT	Present NHS hearing aid battery card at Porters Desk
Children's Occupational Therapy Service	By Appointment	Monday to Friday 9 am - 5 pm	Occupational therapists	Humber Teaching NHS Foundation Trust	HNY ICB ER Place	Referral by Consultant/ GP / other AHPs
Chronic Pain Management	By Appointment	By Appointment	Consultant	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
Colorectal	Weekly	By Appointment	Consultant	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
Diabetes	Weekly	By Appointment	Specialist Nurse	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician

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Endocrinology	By Appointment	By Appointment	Consultant	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
ENT	Weekly	By Appointment	Consultant	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
Frailty	Weekly	By Appointment	Consultant	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
Gastroenterology	Weekly	By Appointment	Consultant	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
Health and Wellbeing Advisors and Connectors Service	By Appointment	Wednesdays and Thursdays	Health and Wellbeing Advisor and Connector	Humber Teaching NHS Foundation Trust	East Riding of Yorkshire Council	Phone: 0800 917 7752 Email: hnftr.socialprescribing@nhs.net YOURhealth – Prevention and Lifestyle Services (humber.nhs.uk)
Liver Specialist Nurse	Weekly	By Appointment	Specialist Nurse	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
Mental Health and Wellbeing Coaches	Tuesday	By Appointment	Mental health and well-being coach	Humber Teaching NHS Foundation Trust	East Riding of Yorkshire Council	Referral by GP / Clinician
Midwife Clinic (antenatal and post-natal)	Weekly	By Appointment	Midwife	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Clinician
MSK (Physiotherapy)	Mon – Fri Sat AM	By Appointment	Physiotherapist	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / Clinician or self-referral: 01377 208300
Neurology	By Appointment	By Appointment	Specialist	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician

Service	What day?	What time?	Who will I see?	Service Provider	Who buys the service?	How do I access the service?
Neurosurgery	By Appointment	By Appointment	Specialist	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
NHS Health Check	Wednesday or Saturday (alternate)	By Appointment	Health Coach	Humber Teaching NHS Foundation Trust	HNY ICB ER Place	Phone: 0800 917 7752 Email: hnf-tr.socialprescribing@nhs.net YOURhealth – Prevention and Lifestyle Services (humber.nhs.uk)
Orthopaedics	By Appointment	By Appointment	Specialist	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
Ophthalmology	By Appointment	By Appointment	Specialist	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
Orthoptist	By Appointment	By Appointment	Specialist	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
Oxygen service	Tuesday	By Appointment	Specialist	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / Clinician
Pulmonary/ Cardiac Rehabilitation	Monday to Wednesday	By Appointment	Specialist	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / Clinician
Paediatric Neurology	Weekly	By Appointment	Specialist Nurses	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	GP/Consultant referral
Paediatric Respiratory	Weekly	By Appointment	Specialist Nurses	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	GP/Consultant referral
Paediatric Orthotic Service	3rd Monday of every month	8.30 - 12.30 By Appointment	Orthotist / Physio assistant	Humber Teaching NHS Foundation Trust	HNY ICB ER Place	Clinician

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Paediatric Physiotherapy	By Appointment	8.30 - 4.30	Physiotherapist and Physiotherapy Assistant	Humber Teaching NHS Foundation Trust	HNY ICB ER Place	GP/Consultant referral
Parkinson's Disease	By Appointment	By Appointment	Specialist Consultant/Nurse	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	GP/Consultant referral
Respiratory Medicine	Weekly	By Appointment	Specialist	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Clinician
Retinal screening	Weekly	By Appointment	Specialist	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Clinician
Rheumatology	Mondays to Friday	By Appointment	Specialist	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
Community Nursing Treatment Room	Monday to Sunday	By Appointment	Specialist Nurse	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / Clinician
Community Nursing Treatment Room Lower Limb	Wednesday	By Appointment	Specialist Nurse	City Health Care Partnership CIC	HNY ICB ER Place	Referral by GP / Clinician
Urology	Mondays to Friday	By Appointment	Specialist	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
Vascular	Mondays to Friday	By Appointment	Specialist	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician
X-Ray	Mondays to Friday	By Appointment 8am to 5pm	Radiographer	Hull University Teaching Hospitals NHS Trust	HNY ICB ER Place	Referral by GP / Clinician

***If you have an urgent injury or illness that is not serious, life or limb threatening, then your nearest walk-in Urgent Treatment Centre can provide assessment, advice and/or treatment. These are open daily from 7am to 11pm:**

Beverley Urgent Treatment Centre
East Riding Community Hospital



Swinemoor Lane
Beverley
HU17 0FA

Tel: 01482 478879

Bransholme Urgent Treatment Centre

Bransholme Health Centre
Goodhart Road
Hull
HU7 4DW

Tel: 01482 344665

If you live in the HU19 postcode area and have been advised by NHS 111 to attend an Urgent Treatment Centre, but have no means of transport, then let NHS 111 know as you may be eligible for transport to and from an Urgent Treatment Centre.

Please note:

The information has been collated from a wide range of health and care providers and is accurate at the time of print in September 2024. As always, when reliant on third-party information, details may change due to individual staff or service issues. The recovery of services following the COVID-19 pandemic may also continue to affect some face-to-face clinics.

Referrals to local services are based on the appropriateness of an individual's clinical need, and people may still have to travel to main sites dependant on their clinical condition.

Please notify Humber and North Yorkshire ICB's Experience Team of any amendments:

Telephone: 01482 672156, E-mail: hnyicb.experience@nhs.net or by post to;

The Experience Team,

Humber and North Yorkshire ICB

Health Place

Wrawby Road

Brigg

DN20 8GS

Email: hnyicb.experience@nhs.net

Correct as of September 2024

How to contact us

The people who look after your health will do whatever they can to make sure you are treated appropriately and on time. Your compliments are always appreciated and help us to share good practice. However, we realise that sometimes things do not go as expected.

If you are unhappy with the treatment or service you have received from NHS services, you have the right to make a complaint, have it looked into and receive a response. You can raise your concerns immediately by speaking with the staff involved, who will attempt to resolve your complaint informally. Alternatively, you can contact one of the organisation's patient relations services or Healthwatch East Riding of Yorkshire, the independent voice for the people of the East Riding:

<p>City Health Care Partnership CIC 5 Beacon Way, Hull HU3 4AE</p>	<p>Customer Care Services Tel: 01482 347627 Email: chcp.customercare@nhs.net</p>
<p>Humber and North Yorkshire ICB's Experience Team Health Place, Wrawby Road, Brigg, DN20 8GS</p>	<p>Patient Relations Tel: 01482 672156 Email: hnyicb.experience@nhs.net</p>
<p>East Riding of Yorkshire Council County Hall, Beverley, HU17 9BA</p>	<p>Contact Centre Tel: 01482 393939 https://www.eastriding.gov.uk/council/contact-the-council/contact-us/</p>
<p>Healthwatch East Riding of Yorkshire Unit 18 Brough Business Centre, Skillings Lane, Brough, HU15 1EN</p>	<p>Tel: 01482 665 684 Email: enquiries@healthwatcheastridingofyorkshire.co.uk http://www.healthwatcheastridingofyorkshire.co.uk/</p>
<p>Hull University Teaching Hospitals NHS Trust Anlaby Road, Hull, HU3 2JZ</p>	<p>Patient Advice and Liaison Tel: 01482 623065 pals@hey.nhs.uk</p>
<p>Humber Teaching NHS Foundation Trust Willerby Hill, Beverley Road, Willerby, HU10 6ED</p>	<p>Patient Advice and Liaison Service Department Tel: 01482 303966 Email: HNF-TR.pals@nhs.net</p>
<p>Humber Teaching NHS Foundation Trust Health Trainer and Stop Smoking service Withernsea Office, Pavilion Leisure Centre, Withernsea, HU19 2QA</p>	<p>Tel: 01964 614361 Email: HNF-TR.healthtrainers@nhs.net</p>
<p>NHS England NHS England, PO Box 16738, Redditch, B97 9PT</p>	<p>Customer Contact Centre Tel: 0300 311 22 33 Email: england.contactus@nhs.net</p>
<p>NHS Property Services 99 Gresham Street, London, EC2R 7HE</p>	<p>Tel: 0800 085 3015 Email: customer.service@property.nhs.uk</p>
<p>Public Health England PHE Yorkshire and the Humber, Blenheim House, West One, Duncombe Street, Leeds, LS1 4PL</p>	<p>Tel: 0113 386 0300</p>