

## Help with this leaflet:



If you would like this information in another language, large print or audio format, please ask the department to contact Patient Information: 01223



216032 or [patient.information@addenbrookes.nhs.uk](mailto:patient.information@addenbrookes.nhs.uk)



We are currently working towards a smoke-free site. Smoking is only permitted in the designated smoking areas.

For advice and support in quitting, contact your GP or the free NHS Stop Smoking helpline on 0800 169 0 169

# The Emmeline Centre for Hearing Implants

## Patient Information

## Useful information and contacts

### Document history

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## Information for new & existing patients

The aim of this leaflet is to provide you with an overview of the things you might need to know about the Emmeline Centre.

### Who are we?

We are a regional centre for the assessment and provision of implantable hearing devices. We have a dedicated adult and paediatric team who deal with all aspects of assessment, surgery and follow-on care.

### When is the department open?

Monday to Thursday 8:00 until 17:00 and Friday 8:00 until 16:00.

We do not operate a drop-in service. Please contact us first if you wish to come in.

### Getting in touch

The Emmeline Centre for Hearing Implants  
Box 163  
Addenbrooke's Hospital  
Hills Road  
Cambridge  
CB2 0QQ

**Telephone:** 01223 217589

**SMS Text/Textphone:** 01223 410229

**Fax:** 01223 586735

**Email:** [emmelinecentrereception@addenbrookes.nhs.uk](mailto:emmelinecentrereception@addenbrookes.nhs.uk)

At any time, please feel free to leave a message on the answering machine and we will get back to you as soon as possible.

**For appointment enquiries, please use: 01223 348973**

**For equipment enquiries, please use: 01223 256019**

## Where is the department based?

The Emmeline Centre is located in Outpatients, on Level 1

## What should I do if I have a problem with equipment?

You may find it useful to look at your device information booklet, or the implant company website; these will give advice on common problems and how you can solve them yourself.

If you have a problem that you cannot solve or require replacement equipment, please contact:

**The Technical Support Officer: 01223 256019**