

**EVERYTHING WITHIN  
FOR  
RESIDENTS OF  
WELWYN PARISH**

**2019 EDITION**

A guide published by the  
Welwyn Parish Plan Group



NOTE :

WHILE EVERY CARE HAS BEEN TAKEN TO ENSURE THAT THE INFORMATION IN THIS GUIDE IS ACCURATE AT THE DATE OF PUBLICATION, THE WELWYN PARISH PLAN GROUP IS MAKING NO SPECIFIC RECOMMENDATIONS, AND DOES NOT SUGGEST THAT ALL SPECIFIC NEEDS ARE COVERED HERE.

The Welwyn Parish Plan Group

*Dear Welwyn Resident,*

*This Guide, updated for 2019, is designed to inform you about various facilities, as well as sources of advice and help, available for residents of Welwyn Parish, which covers Welwyn Village, Digswell, Oaklands and Mardley Heath. To provide a wider view, however, we have included agencies from further afield than the Parish.*

*While published and distributed primarily as a user-friendly reference for the elderly and housebound, the information in this Guide will, we hope, be of interest to all residents. As well as hard copies, which you will find in the Library, the QVM shop and the Surgery, pdf files of this Directory are available to read or download on the websites of the Parish Council and The Welwyn Planning and Amenity Group.*

*We have included an important section on what activities are available to keep you active and perhaps to introduce you to new friends through a social club or an interest group.*

*The information published here was correct at the end of May 2019.*

*Acknowledgement: The previous editions of Everything Within were created by Shirley Butler to whom we owe a great debt of thanks.*

NOTE : The hierarchy of local government is:

1. Welwyn Parish Council (grass roots)

Watching brief includes local planning, open spaces, allotments, cemetery, Civic Centre, Whitehill Centre, The Pavilion, The Parish Centre, Village car parks and finance issues. Financed via "Council Tax".

Call them first for information, complaints and advice on 01438 716667 or look at their web site: [www.welwynpc.org.uk](http://www.welwynpc.org.uk).

2. Welwyn Hatfield Borough Council (next tier)

Responsibilities include granting and enforcement of planning applications, maintaining certain open spaces, recycling, refuse and dog bin collection, parking enforcement, fly tipping, bus shelters and passes and tree protection. Website: [www.welhat.gov.uk](http://www.welhat.gov.uk)

Telephone 01707 357 000

3. Hertfordshire County Council (top tier for local matters)

Responsibilities includes the Fire & Rescue Service, Highways, Schools, Libraries, Social Care, Bus passes and disabled Blue Badges.

Website: [www.hertsdirect.org](http://www.hertsdirect.org) for services or call 0300 123 4040.

Are they getting it right?

Make your views known via Welwyn Parish Council  
or the Welwyn Parish Plan Group:  
See Useful Numbers below.

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## **USEFUL NUMBERS**

*NB: At time of writing, phone calls are priced as follows:*

*0800 numbers – free to BT customers.*

*03 numbers cost no more than 01 or 02 calls*

<b>FOR GAS EMERGENCIES</b> .....	0800 111 999
<b>ELECTRICITY (LOSS OF SUPPLY)</b> . . . .	0800 783 8838
<b>ENVIRONMENT AGENCY</b>	
(report fallen trees, flooding etc.) . . .	0345 988 1188

## UTILITIES

Light and Heat

British Gas/Electricity. ....	0333 202 9802
Npower .....	0800 073 3000
E.ON .....	0345 052 0000
Southern Electric. ....	0345 071 9710
SSE. ....	0345 072 4347

<b>WATER SUPPLY</b>	
Veolia/Affinity Water leaks. . . . .	0845 782 3333
Water leaks on roads . . . . .	0800 376 5325
Water meter enquiries . . . . .	0845 769 7985
Water bills non-metered. . . . .	0845 769 7982
metered . . . . .	0845 769 7982
Sewerage – blockages ( available 24 hours)	
Thames Water . . . . .	0800 980 8800
<a href="http://www.thameswater.co.uk">www.thameswater.co.uk</a>	
<b>WELWYN PARISH COUNCIL . . . . .</b>	01438 716667
<b>WELWYN HATFIELD BOROUGH COUNCIL</b>	
Main switchboard: welhat.gov.uk	01707 357000
Bin collection – collection days	01707 357000
Council House Maintenance . . . . .	0800 111 4484
<b>HERTS COUNTY COUNCIL</b>	0300 123 4040
Email: <a href="http://www.hertsdirect.org.uk">www.hertsdirect.org.uk</a>	
Highways incl. pavements, grass verges, street-furniture and lighting . . . . .	0300 123 4047
Waste Aware (not bins)	0800 123 4051
Fire Safety Check Visit	0300 123 4046
Health and Community Services (including adult social care, disability. . . . . bus passes and Blue Badges)	0300 123 4042
Herts Help . . . . .	0800 123 4042
Registrar: Birth, Marriage, Deaths	0800 123 4045
Library	0800 123 4049
Children’s Services	0800 123 4043
<b>TRADING STANDARDS COMPLAINTS . . . . .</b>	03454 040506
<b>TELEPHONE PREFERENCE . . . . .</b>	0207 291 3320
To prevent “junk” calls from the UK	

POLICE Crime in progress	dial 999
Non-emergency e.g. complaint about bad parking or other Inconsiderate behaviour). . Crimestoppers (Anonymous crime reports)	dial 101 0800 555 111
NHS DIRECT .....	dial 111
ROYAL MAIL CUSTOMER SERVICES .	0345 774 0740
RSPCA CRUELTY LINE , , , , , , , , , ,	0300 123 4999
CHILD LINE .....	0800 1111

**STAYING AT HOME**

If you prefer to live independently in your own home, but need help to do so, you can receive support by using the information below. If your difficulty is financial, please see our “Finance” chapter, but if it is a question of “house-keeping”, read on.

**IF YOU ARE A COUNCIL TENANT**

The Welwyn Hatfield Community Housing Trust Tel. 01707 357000 can help with questions concerning:

- rent option
- support services
- the Right to Buy
- anti-social behavior
- garaging

To ensure your safety at home and any upgrades you may require for this contact:HERTFORDSHIRE HOME SAFETY SERVICE (HSSS) 0208 438 2920



For HCC “Trustmark” list of approved handypersons.

0300 123 4040

### **Gardening**

It is possible to find a volunteer gardener to help to keep your garden under control. Welwyn Hatfield run a Gardening Welfare Scheme, which is only for council tenants who can no longer manage to cut their grass or hedges. The service is free and can be arranged by your neighbourhood housing officer.

Tel. 01707 357000 or contact your neighbourhood housing officer.

### **Let’s Chat**

Let’s Chat support is a telephone service. It provides regular calls and a friendly chat to people who are isolated as a result of, but not exclusively:

- age
- being housebound
- mental illness
- physical illness/disability
- living away from family

This service is run by CVS Welwyn Hatfield, a Registered Charity. For further information Tel. 01707 274861 or email: [office@whcvs.org.uk](mailto:office@whcvs.org.uk)

### **De-Cluttering Your Home**

To have unwanted items collected from your home, including small electrical items, contact Etcetera Charity Shop at Highview, Hilltop, Hatfield on who collect free of charge. They are affiliated to the Connect Club which helps people who are managing a mental health problem.

Tel.01707 273 296

Herts. County Council’s MID HERTS FURNITURE RECYCLING SCHEME,

based at 26-28 Hyde Way Welwyn Garden City, AL7 3UG, passes on furniture and electrical items (all tested). To find out more information about donating or receiving Tel. 01707 395635

EMMAUS is a charity working with and for the homeless. They can recycle and renovate furniture and electrical goods and recycle clothing. They have shops and workshops in St Albans, Harpenden and Hemel Hempstead. Tel.01727 817294.

## EQUIPMENT SUPERSTORE

A valuable source of equipment and adaptations for people with some disability issues is the Terry Stevens Centre (The Woodside Centre) (Herts. Action on Disability HAD) at The Commons, Welwyn Garden City, near the QEII - partly a “shop” where you can buy many smaller items of equipment including walking sticks, aids for people with arthritis, furniture, and also learn how to adapt your kitchen or bathroom to suit your needs. The staff are very helpful and friendly, and can visit your home to assess your needs. They operate as part of Herts. County Council’s Health and Community Services. Tel. 01707 384260

The Centre also stocks “Message in a Bottle” capsules. This system is the idea of the Lions organisation, whereby you keep a copy of your current GP’s prescription in a special plastic tube, which is kept in your fridge. You then display a sticker on your front door indicating that you belong to the scheme, so if there is an emergency involving an urgent trip to hospital for example, your prescription is easily found so it can be taken with you.

The Centre can also fast track equipment when your doctor, health visitor or hospital has recommended it. If you need temporary equipment to help you after an operation, for example, this can be provided free of charge. (Note: For a short term disability, you can also borrow equipment like wheelchairs from Herts. Community Services on the Herts. County Council number, or the Red Cross in Baker St., Hertford, on 01992 585974. )

## **FINANCE and other ADVICE**

Financial advice on housing and benefits is available from a number of public agencies:

**Welwyn Hatfield Borough Council Benefits Team** Tel: 01707 357000

Call Hertfordshire County Council Money Advice Unit Tel. 0300 500 5000, for advice on Pensions/Benefits/Budgeting.

**HCC's** booklet: "Welfare reforms – what you need to know" and the Welfare Reform Factsheets, give up to date information on welfare benefits. These are available from [www.hertsdirect.org/benefits](http://www.hertsdirect.org/benefits) or Herts County Council Tel: 0300 134040

**Citizens Advice** For advice on financial and legal matters and debt management. Local CA office: Queensway House, Hatfield AL10 00LW (near Asda and Library) Tel: 01707 260934 Open for drop-in Monday, Tuesday, Thursday 9.30am to 2.00pm. Telephone advice is available on 03444 111444 10.00am to 4.00pm Monday to Friday.

**Age UK** can also advise on finance, benefits, personal budgeting and investment. Visit their website: [www.ageuk.org.uk](http://www.ageuk.org.uk) or contact the WGC branch Tel: 01707 323272 Or email [info@ageukherts.org.uk](mailto:info@ageukherts.org.uk) The Age UK general advice line is 0800 0556112.

**Saga** offer personal financial services for savings, share dealing, investments and future planning, specifically for those over 50. Tel: 01303 771 111 / 0800 206 1820 or via [www.saga.co.uk/money](http://www.saga.co.uk/money)

**Department for Works and Pensions** [www.gov.uk](http://www.gov.uk) or [www.gov.uk/benefitsadviser](http://www.gov.uk/benefitsadviser)

For Carers' Allowance advice call 0345 6084321. For the Disability Living Allowance (age 16-64) helpline ring 0345 7123456.

**HM Revenue and Customs** for general Income Tax queries Tel: 0300 200 3600 Or online at [www.gov.uk/contact-hmrc](http://www.gov.uk/contact-hmrc)

## **KEEPING WARM**

Winter Fuel Payments Helpline General enquiries Tel: 0345 914 1515

First time claimants: Tel: 0800 731 0160

**Herts Help** will give advice on home insulation, check heating efficiency and provide emergency heaters if needed. They can also help with finance for heating in cases of need. Email: [info@hertshelp.net](mailto:info@hertshelp.net) Tel: 0300 123 4044 (Mon-Fri 8:00am to 6:00pm)

**The Government Department of Energy** will provide advice on energy saving Tel: 0300 123 1234.

For online advice, try [www.moneysavingexpert.com](http://www.moneysavingexpert.com) which provides comprehensive and useful information on ways to save, debt advice, banking etc. Once you have registered, this information is updated in a weekly email.

**POhWER**: is a charity operating across England providing information, advocacy services and advice. Tel.0300 456 2370.

**HertsHelp** is associated with POhWER and provides independent information, advice and support for people with a variety of problems. Tel. 0300 123 4044 or email: [info@hertshelp.net](mailto:info@hertshelp.net)

## **MEDICAL**

FOR EMERGENCIES DIAL 999

FOR NON EMERGENCIES 111

*NHS Direct is available 24 hours a day, 365 days a year whenever you have health worries. They can give advice or reassurance over the telephone if you cannot, or do not wish to, contact your doctor.*

SIMPLY DIAL 111 FOR ADVICE.LOCAL MEDICAL PRACTITIONERS :  
EAST AND NORTH HERTS PRIMARY CARE TRUST

**Bridge Cottage Surgery**  
**41 High Street**  
**Welwyn**  
**Herts AL6 9EF**

**Tel.01438 715044**

You can also contact the practice via their website:  
[www.bridgecottagesurgery.nhs.uk](http://www.bridgecottagesurgery.nhs.uk), or email  
[general.bridgecottagesurgery@nhsnet](mailto:general.bridgecottagesurgery@nhsnet)

**Services at Bridge Cottage**

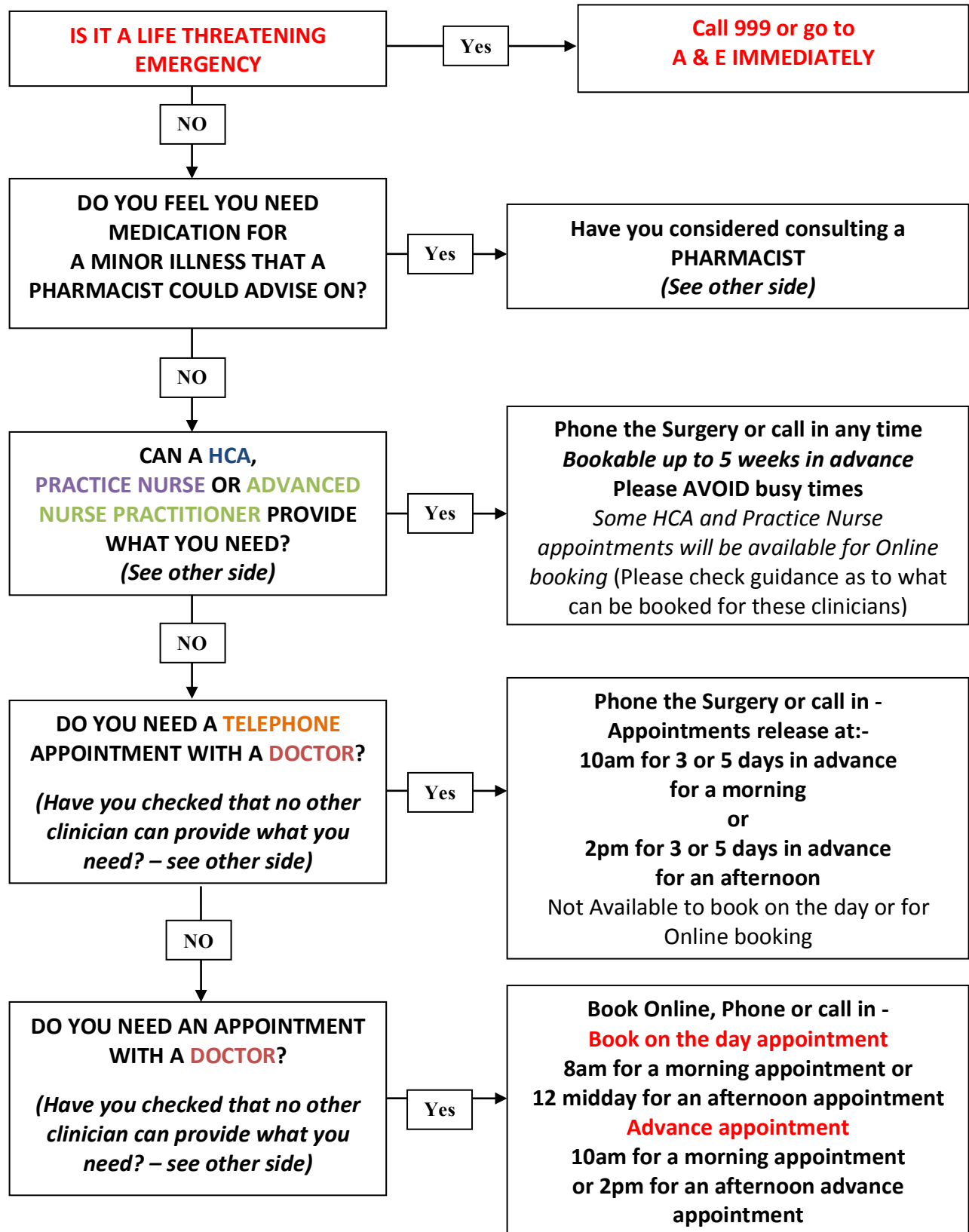
**Please note:** (1) You need to pre-register with the surgery to make online appointments. Bring one photographic identity document with you eg. a passport or driving licence.  
(2)Make sure the surgery has your mobile number so we can send you confirmation and reminder text messages of your appointments and doctors can communicate regarding test results if necessary.

**Did you know that you may not always need to see a GP? Other practitioners at the surgery may be qualified to help you. By ensuring you book an appointment with the correct person, not only will it be easier for you to secure a timely appointment, you will also be helping to maximise the efficiency of the appointment system**

Type of Practitioner	Services they can offer
<b>Pharmacist</b>	· For minor issues, you can visit any pharmacist. Some medicines may be cheaper purchased directly from the pharmacy rather than on prescription.

<b>Healthcare Assistant (HCA)</b>	<ul style="list-style-type: none"> <li>· Blood pressure checks (but not hypertension reviews)</li> <li>· B12 injections</li> <li>· Influenza vaccinations, Pneumococcal vaccinations</li> <li>· Shingles vaccinations</li> <li>· MRSA swabs for hospital pre-admission</li> <li>· Ear irrigation</li> <li>· Stitch or clip removal</li> <li>· NHS health checks (45 – 75), other health checks (Frailty or over 75)</li> <li>· ECGs</li> <li>· Dressings and wound care</li> </ul>
<b>Practice Nurse (PN)</b>	<ul style="list-style-type: none"> <li>· Hypertension reviews</li> <li>· Basic medication reviews</li> <li>· Chronic disease management (Asthma &amp; COPD)</li> <li>· Childhood immunisations</li> <li>· Contraception – initiation and continuation – all kinds of contraception, except coil fittings</li> <li>· Contraceptive implant fitting &amp; removal</li> <li>· Cervical screening</li> <li>· Travel advice and immunisations</li> <li>· Women’s health and Men’s health</li> <li>· Spirometry screening</li> <li>· Compression dressings</li> <li>· Administration of injectable medications, e.g. for cancer treatments or hormone replacement</li> </ul>
<b>Advanced Nurse Practitioner (ANP)</b>	<ul style="list-style-type: none"> <li>· Chronic disease management (Asthma, COPD, CHD &amp; Diabetes)</li> <li>· Doppler assessment for investigation of blood supply to lower extremities</li> <li>· Hormone replacement therapy consultations</li> <li>· More complex medication reviews</li> <li>· Minor illness – coughs, cold, chest infections, ear infections, urine infections, rashes, diarrhoea, swollen glands, eye infections, tonsillitis</li> <li>· Minor injuries – cuts, head injuries, sprains – not fractures</li> <li>· <b>Cannot refer to specialist services, request tests involving radiation exposure or issue medical certificates.</b></li> </ul>
<b>General Practitioner (GP)</b>	<ul style="list-style-type: none"> <li>· Referrals to local hospitals and services for specialised advice &amp; treatment</li> <li>· Carry out postnatal checks for new mothers</li> <li>· Carry out development checks for new born babies</li> <li>· See and treat people with minor illnesses and injuries</li> <li>· Some GPs can perform joint injections &amp; cryotherapy</li> <li>· Some GPs are able to fit intra-uterine devices (coils)</li> </ul>

## Appointment Booking Flowchart (updated from 1<sup>st</sup> April 2019)



## **Patient Participation Group (PPG)**

All GP Practices are now required to have a Patient Participation Group (PPG). One was set up at Bridge Cottage in 2016. There are 13 volunteers, all patients of Bridge Cottage Surgery. They are affiliated with NAPP the National Association of PPGs who provide advice

The role of a PPG is to improve communication between Doctors and their patients to help provide the best health service possible. The group receives support, advice and information from the local Clinical Commissioning Group, from NHS England and from the National Practice Clinics, Health Campaigns. It also provides feedback to the Clinical Commissioning Group.

The PPG supports Practice Clinics, Health Campaigns, Information Campaigns, both local and national, and supports local carers. What the Group **CANNOT** do is discuss the treatment of individual patients.

If you want to learn more send an email to [ppgbridgecottage@gmail.com](mailto:ppgbridgecottage@gmail.com)

## **Peartree Lane Surgery**

110 Peartree Lane

Welwyn Garden City

Herts AL7 3UJ

Telephone 01707 329292(house calls) or 01707 328919 (appointments).

The practice includes 10 doctors and 7 practice nurses at 3 sites, including Moors Walk, Panshanger (near Lidl) and at 141 Hollybush Lane, Welwyn Garden City.

Surgeries are open from 8.30am to 6.30pm. Telephone consultations are available if you cannot visit.

## **Knebworth and Marymead Medical Practice (5 doctors in practice)**



Knebworth Surgery  
Station Road  
Knebworth  
Herts SG3 6AP  
Open from 8.00am to 18.30pm Mondays-Fridays

Tel. 01438 812494

Marymead Surgery  
18 Spring Drive  
Stevenage  
Herts SG2 8AZ  
Open from 8.00am to 18.30pm Mondays-Fridays and 7.30pm on  
Wednesdays.

Tel. 01438 218000

NB: Tuesday surgery until 8:30pm alternates between surgeries

## **LOCAL DENTISTS**

Neel Dentistry (private)  
43, High Street  
Welwyn  
Herts AL6 9EE

Tel: 01438 712713

N. Osman (private)  
32 High St  
Welwyn  
Herts AL6 9EQ

Tel: 01438 715627

Knebworth Dental Surgery (private)  
62 London Road,  
Knebworth  
Herts SG3 6HJ

Tel: 01438 812160

Village Dental Practice (NHS and private)  
3 Station Road  
Knebworth  
Herts

Tel: 01438 816999

Church Road Dental Practice (NHS and private)  
4A Church Road  
Welwyn Garden City  
Herts AL8 6NE

Tel: 01707 334444

Parkway Dental Surgery (private)  
18 Parkway  
Welwyn Garden City  
Herts AL8 6HG

Tel: 01707 322909

### **NHS dental practices**

Panshanger

Tel: 01707 332924

Knightsfield

Tel: 01707 329634

Handside

Tel: 01707323250

### **PHARMACIES**

(All Lloyds)  
40 High St  
Welwyn  
Herts AL6 9EQ

Tel 01438 714104

133 London Road  
Knebworth  
Herts SG3 6EX

Tel 01438 813008

9 Shoplands  
Welwyn Garden City  
Herts AL8 9RH

Tel 01707 326754

All open 8.30-6.30 Monday-Friday, 8.30-5 on Saturday

Also: (not Lloyds)

Codicote Pharmacy  
123 High Street  
Codicote

Tel. 01438 821418

PHARMACIES OPEN UNTIL 10pm or later MONDAY to SATURDAY AND  
ON SUNDAYS NOON TO 4 PM

Asda Hatfield and Stevenage  
Tesco Both stores in Stevenage

Bridge Cottage Surgery Pharmacy  
41 High Street  
Welwyn

Herts AL6 9EF

Tel. 01438 840240

Opening hours: Mon-Sat: 7am – 10pm.  
Sun. 10am – 8pm

## **LOCAL OPTICIANS**

Christopher's Opticians,  
7a Station Road,  
Knebworth  
SG3 6AP

Tel. 01438 816306

## **EYE TESTS AT HOME**

The Outside Clinic is a national organization offering home visits for eye tests. For an appointment telephone 0800 85 44 77 or Telephone 01793 64 22 00 between 8am and 5.30pm

## **HELP WITH PARTICULAR MEDICAL PROBLEMS**

*Note* : Herts. County Council offer a helpline on any disability, including visual or hearing impairment

Call Hertshelp on 0300 123 4044, email: [info@hertshelp.net](mailto:info@hertshelp.net)

or Textphone Hertshelp to 81025

## **Particular Problems**

### **Respiratory Diseases:**

The Breathe Easy Group, North Herts., based in Stevenage, is a self-help group for all lung conditions. Carers as well as sufferers can attend their meetings. They meet on the last Monday of every month at the Great Ashby Community Centre, White Horse Lane, Stevenage, SG1 6NH, telephone 03000 030 555.

The British Lung Foundation holds regular mutual support Group meetings at Great Ashby, Stevenage

Contact the national helpline on 0207 688 5555.

### **Blindness and Visual Impairment:**

For advice on banking cards and a useful shopping booklet, contact the Hertfordshire Society for the Blind at The Woodside Centre, The Commons, Welwyn Garden City, Herts, AL7 4SE, telephone 01707 324680, Monday to Friday 10.00am to 4.00 pm.

**The RNIB** offer help and support. Tel: 0303 123 9999 for counselling and for information on particular conditions, to buy from their shop or to join their library. They can also advise on travel discounts and help when using public transport.

### **Hard of Hearing**

Younger people suffering from hearing loss may benefit from contacting the National Deaf Children's Society for advice including schooling. Call Freephone 0808 800 8880 (voice and text) Monday to Friday 9.30am to 5.00 pm. They also have an interactive web site to help parents exchange advice and express views.

There is help for deaf children at the Phoenix Group for Deaf Children at Stevenage, call 01438 722142. Younger people suffering from hearing loss might like to contact the National Deaf Children's Society to find out about their Blue Peter loan service.

All hard of hearing people can keep their minds alert and stay in touch by attending lip reading classes. They can also make new friends there.

There are two lip reading classes (Mondays and Tuesdays 2.00 - 4.00) in Hertford Baptist Church Centre, Chambers St, SG14 1PI. A charge of £7.00 per class (but paid by the term) is levied. Classes are free for those on a low income. People should expect to attend for at least a year to gain real benefit. Lesson notes are given out at the end of each class or sent by email. There are usually about ten to a dozen people in each class.

Contact Mrs. Louise Reed via e-mail [mrsbruin@hotmail.com](mailto:mrsbruin@hotmail.com) or telephone 01920 821401.

### **Dementia**

If you are caring for someone with this disease, help is available. You can contact the Alzheimer's Society's local office at Venture House, 6 Silver Court, Watchmead, Welwyn Garden City, telephone 0300 222 1122, or Chris Beach at the Dementia Action Alliance (LDAA) on 01707 357242

### **Meniere's Disease**

Sadly, there is at present no local help available. For help and support, telephone 01306 876883, or e-mail [info@menieres.org.uk](mailto:info@menieres.org.uk), website : [www.menieres.org.uk](http://www.menieres.org.uk) or write to :The Ménière's Society, The Rookery, Surrey Hills Business Park, Wotton, Dorking, Surrey RH5 6QT

### **Epilepsy**

Help is available from the Epilepsy Society on their Helpline – 01494 601400 – weekdays from 10.00 to 16.00, where they offer “emotional support and time to talk”. Their web site is [www.epilepsysociety.org.uk](http://www.epilepsysociety.org.uk), You

can correspond directly online. The QEII Hospital also offers help.

### **Overactive Bladder**

When there is an urgent need, “Radar” keys to public toilets not normally otherwise open and information on these sites are both available from Age UK – 0300 345 3446, or from Incontinent Choice Telephone 01952 913112. This company will also provide replacement keys for garages etc. if there is an identification number available – email [help@replacementkeys.co.uk](mailto:help@replacementkeys.co.uk). Disabled toilets are available locally at the Howard Centre and at Stanborough Lakes.

### **Migraine**

There is a national helpline on 08456 011033, or write to The Migraine Association, 4<sup>th</sup> Floor, 27 East Street, Leicester LE 1 6NB. There is also specialist help in Hertford. Telephone 0844 204 0305 – but they ask that you consult your GP first before calling them.

### **SAMARITANS**

In very stressful times, the Samaritans are on call 24/7 to listen to your concerns, and talk you through them. Their nearest branch is at 5 Nuns Close, Hitchin, Hertfordshire, SG5 1EP. Telephone: 01462 455 333. Welwyn Hatfield Borough Council also offer help and support, including with legal matters. Telephone 01707 357000.

*By the way, it is worth remembering that help from people with the same problems as you is available on social networking sites like Facebook and Twitter. People use them as “forums” to share ideas and information. If you can’t access them yourself get a friend or relative to do it for you – better still, what better time to learn to do it yourself?*

### **HOSPITALS**

Local NHS Hospitals include the Queen Elizabeth II in Welwyn Garden City, the Lister in Stevenage and the Hertford County Hospital. Contact

details and transport information is given below.

## **QUEEN ELIZABETH II HOSPITAL**

Welwyn Garden City.

Telephone 01438314333 – this is a central number at Lister Hospital

Email: [generalenquiries.enh-tr@nhs.net](mailto:generalenquiries.enh-tr@nhs.net)

The QEII has recently been updated, and now offers an Urgent Care Centre (open 24 hours a day, every day), for minor illnesses and injuries, general outpatient services including a special children's area, various therapies, and diagnostics. X-rays are available seven days a week between 8am and 11pm.

**NB: NO A & E**, refreshment facilities recently reopened.

## **THE LISTER HOSPITAL**

Stevenage

Telephone: 01438 314333 Fax: 01438 781281

Website: <http://www.enherts-tr.nhs.uk>

Email: [generalenquiries.enh-tr@nhs.net](mailto:generalenquiries.enh-tr@nhs.net)

The Lister is a district general hospital in Stevenage offering a range of medical and surgical specialties with an emergency department (A&E) as well as a wide range of services, including renal medicine, plastic surgery and urology. There is a new surgery unit called the Treatment Centre and an expanded maternity unit.

## **THE HERTFORD COUNTY HOSPITAL**

This hospital provides a range of outpatient, diagnostic and therapeutic services, including x-ray and physiotherapy and also houses a GP service up to 6.00pm, as well as a range of community services.

Contact Hertford County Hospital, North Road, Hertford, Herts.SG14 1LP

Tel: 01438 314333

Email : [generalenquiries.enh-tr@nhs.net](mailto:generalenquiries.enh-tr@nhs.net)

Bus Route: From Welwyn Village and Oaklands & Mardley Heath bus 301, change to 388 at Welwyn Garden City bus station.

From Digsweil 388 – INFREQUENT, SO CHECK TIMETABLE FIRST.

APPOINTMENTS CAN BE MADE TO FIT IN WITH THE BUS TIMETABLE

**PATIENT ADVICE AND LIAISON SERVICE (PALS)** Tel:0800 011 6113  
Unit 1a, Howard Court, Tewin Rd Welwyn Garden City, AL7 1BW.

This provides advice, listens to your concerns and helps deal with any complaints you may have regarding National Health services.

## **AGE UK HERTFORDSHIRE**

Age UK Hertfordshire is a charity helping older people to get the most out of later life. Their Head Office is in Welwyn Garden City and they run a 10 to 3 Club at Hall Grove. They offer a range of services including advice on appropriate furniture, gadgets etc. – even car insurance and funeral plans! Support in local hospitals and at other times of need is also available 01707 386076 (weekdays) other times 01438 285300, or contact In Touch on 01992 629358 or 01992 634964,

For countywide Information and Advice line phone: 0300 345 3446 (local rate)

The Information and Advice service can visit people in their homes to help them fill out benefit application forms and advise on entitlements; assist with applying for Lasting Powers of Attorney; and provide computer training. They also offer legal surgeries to help with all matters including benefit problems, and a Visiting Scheme and Telephone Club including befriending and legal advice Telephone: 0300 345 3446.

For help in the home with household matters telephone: 01707 386 066 Telephone “In Touch” on: 01992 629 358 or 01992 634 964 for a friendly chat or to ask about a visiting scheme. For their 10 to 3 Club and Shop



Telephone: 01707 334 564 or

Visit or write to:  
Age UK Hertfordshire  
Douglas Tilbe House  
Hall Grove  
Welwyn Garden City  
Herts AL7 4PH

For their Head Office Telephone 01707 323272. They also support helpers. Age UK always need volunteers who have a variety of roles from visiting local older people to helping out in the office or at their 10 to 3 club. Telephone: 01707 386060 or email [www.ageuk.org.uk/hertfordshire](http://www.ageuk.org.uk/hertfordshire).

## **CARING FOR A RELATIVE AT HOME**

If you are looking after a relative at home, you should be aware of various organisations which offer help.

Hertfordshire County Council is the responsible authority for caring for adults and other vulnerable people and for helping those who care for them.

Contact the Health and Community Services Department by tel: 0300 123 4042, or e-mail: [hertsdirect@hertfordshire.gov.uk](mailto:hertsdirect@hertfordshire.gov.uk)

They can carry out a carer's assessment for yourself or for the person for whom you are caring.

As part of your Carer's Assessment, Adult Care Services can help you plan for emergencies. Additional support is available from the Charity Carers in Hertfordshire on 01992 586969 or [www.carersinherts.org.uk](http://www.carersinherts.org.uk) They aim to provide quality services to all carers throughout Hertfordshire in accordance with their Equal Opportunities policy. They can advise you about your rights as a carer, and help with problem solving and provide details of local services and specialist organisations which offer appropriate support.

If you care for a person with mental health problems, you can contact

NHS Partnership Foundation Trust's Hertfordshire office at Saffron Ground, Ditchmore Lane, Stevenage, SG1 3LT or tel: 01438 792000.

For information about Government assistance for Carers, assistance with pensions and for advice, see [www.direct.gov.uk/carers](http://www.direct.gov.uk/carers), or telephone 0845 608 4321 – they will also provide an advice pack and information on specific cases. There is also an online course ILearn, see [www.hertfordshire.learningpool.com](http://www.hertfordshire.learningpool.com)

## **GETTING ABOUT**

### **1) THE BLUE BADGE SCHEME**

If you have a severe disability, you may be able to claim a Blue Badge, which will enable you to park anywhere on street within reason, and to use disabled spaces in car parks. The Blue Badge is recognised throughout Europe. The charge is £10 to cover the additional cost of increased security connected with the badge and lasts for three years. In Hertfordshire the blue badge is issued through Hertfordshire County Council's Health and Community Services, phone 0300 123 4042. Further information on the Blue Badge Scheme and application forms are available from the HCC website: [www.hertfordshire.gov.uk/bluebadge](http://www.hertfordshire.gov.uk/bluebadge)

Disabled parking spaces in Welwyn Village:

There are parking spaces for Blue Badge holders in the public car parks (Lockleys Drive, High Street and Whitehill) and also in the Civic Centre, which is available for parking on most days.

To enquire about the location of disabled parking spaces in Welwyn Garden City, please call Welwyn Hatfield Borough Council on 01707 357000.

### **2) THE MOTABILITY SCHEME**

Motability is a scheme in the United Kingdom that enables disabled motorists, their families and carers to lease a new car, scooter or powered wheelchair, using the higher rate mobility component of the Disability Living Allowance (£57.45 weekly). The scheme covers : car insurance, personal

accident, after sales servicing and maintenance, full breakdown assistance from the RAC, and an allowance of 45,000 miles over three years and free tyre replacement. Customers who return their cars at the end of the lease in good order, and with no loss or damage claims, receive a bonus.

If you cannot drive yourself, wheelchair accessible vehicles (and even motorbikes) are available to buy on the Motability Scheme. For more details, telephone 0300 456 4566, Lines are open 8.00am-7.00pm, Monday to Friday or visit [www.motability.co.uk](http://www.motability.co.uk).

### 3) COMMUNITY CAR SCHEME

The [Welwyn Hatfield Council for Voluntary Services](#) operates a Community Car Scheme which provides car transport for anyone unable to use public transport due to age, frailty, disability or rural isolation, and who do not have access to a car. The service is provided by volunteer drivers, vetted by the CVS, using their own vehicles. The scheme is intended to help people attend medical appointments, day centres and social gatherings, or to visit infirm relatives or friends. Tel. 01707 273875 or email:

[info@whcvsorg.uk](mailto:info@whcvsorg.uk)

### 4) PUBLIC TRANSPORT

Welwyn Village and Oaklands are served by buses - you can travel to either the Lister, QEII Hospital, WGC, Stevenage or St. Albans. Digswell currently has fewer bus option, but a train from Welwyn North will take you to within walking distance of WGC or Stevenage bus stations, for example. Free bus passes are available to residents of Hertfordshire who qualify. Please contact the Concessionary Travel Team on 0300 123 4050 or email to [csc.concessioarytravel@hertfordshire.gov.uk](mailto:csc.concessioarytravel@hertfordshire.gov.uk)

For local buses you can check <http://www.intalink.org.uk> **and for** [countrywide travel routes use](http://www.transportdirect.info) [www.transportdirect.info](http://www.transportdirect.info)

Discounts may be available for rail journeys. Please contact the relevant rail company for advice and information.

### 5) SHOPMOBILITY

Shopmobility is a national scheme whereby people who find difficulty in walking can borrow a wheelchair or powered scooter to take them round

local shopping centres. Find out what is available in Welwyn and Hatfield by calling Jagdish Jethra, Welwyn Hatfield Borough Council, on 01707 357352.

For the Howard Centre, Welwyn Garden City call 01707 336688, Monday to Friday 10.30am-4.45pm and Saturdays 10.00am-4.00pm. For the Galleria, Hatfield call 01707 278301 and select Option 2 for Customer Services (open Monday to Friday 10.00am-8.00pm, Saturdays 10.00am-5.00pm).

## 6) DIAL A RIDE

Dial a Ride is a transport service for the elderly and people of any age who have difficulty travelling due to permanent disability or illness. It provides transport for individuals and one companion. You are eligible if you are in receipt of mobility allowance, have a permanent disability that restricts your mobility or qualify on age. The service can be used for anything you like e.g. shopping, visiting the doctor or dentist, going to places of interest, visiting friends and family.

Dial a Ride fares are comparable with public transport. The fares are quoted for a single journey and the booking office should tell you the cost of each journey. Dial a Ride does not provide escorts, so you may go with a companion, who will be charged at the same rate as the member.

TO JOIN DIAL A RIDE telephone 01992 556771 or e-mail [dialaride@hertfordshire.gov.uk](mailto:dialaride@hertfordshire.gov.uk).

## 7) THE BUS PASS SCHEME

If you are over 60, you can travel free anywhere in Hertfordshire or the UK after 9.30am, once you have received your Bus Pass. You can apply for this by telephoning Hertfordshire County Council on 0300 123 4050 or by visiting Welwyn Garden City Library to ask for a form. You will need a passport-sized photo to send off with your form, and you will then receive a credit card sized plastic bus pass. This will allow you to claim reduced fares on some other forms of transport.

Routes 300 and 301 – Operators: Arriva Tel: 0344 800 4411

Routes 314 and 315 – Operators: Centrebus Tel: 0844 357 6520

If you are nostalgic for a ride in a big red double-decker, take the 330 bus

from Welwyn Garden City to St. Albans – operated by Sullivans, 01707 046863. It runs only on schooldays.

## 8) SHOPPER HOPPER

Shopper Hopper provides comfortable “bus” transport to local supermarkets for older and disabled people who have difficulty with shopping.

On receipt of your application form they will contact you to arrange which day and which supermarket they can offer you.

Once a week the bus will collect you from your home and take you and the other passengers to the supermarket, leaving you there for about one and a half hours. This is enough time to shop and have a snack in the restaurant! On the return journey the driver will help carry the shopping to your door, if you need him to.

Each return trip costs £3.00 and the driver will issue you with a ticket on the bus. For further details on Shopper Hopper, contact 01707 357696 or email Jan Wood or Caroline Banham at [bus@welhat-cht.org.uk](mailto:bus@welhat-cht.org.uk).

Similar transport services are available to three day centres for residents to attend Lunch Clubs, where meals are provided at a reasonable cost.

For availability and transport details contact the centres direct :

- Douglas Tilbe House, Welwyn Garden City, 01707 334564
- Friendship House, Hatfield, 01707 268961
- Jim McDonald Centre, Hatfield, 01707 270068

## 9) HOSPITAL AND COMMUNITY NAVIGATION SERVICE

This is a free service available throughout Hertfordshire to help manage health and wellbeing. For further information contact HertsHelp on 0300 123 4044.

## 10) DAY TRIPS

Day trips are available at reasonable cost. Three local companies are:

a) Reg’s - Tel. 01438 822000, e-mail [regscoaches@btconnect.com](mailto:regscoaches@btconnect.com)

b) Cozy - Tel. 0345 265 8888, website cozytours.co.uk

c) Britannia - Tel. 01462 436125

## MEETING PEOPLE AND ENJOYING YOUR LEISURE

Residents in Welwyn Parish are lucky to have a number of activities available in the villages or in easy reach by public transport. All the activities listed take place in the Parish. For reasons of space, we give contact names and telephone numbers only.

For information about sports and other facilities in Welwyn Garden City or to obtain a comprehensive guide called "What can I join?" contact Welwyn Hatfield Borough Council on 01707 357000.

### SPORTING

Badminton (Ladies) .....	01727 859570
Welwyn Sports and Social Club ...	01438 714183
Welwyn Tennis Club .....	01438 816800
Welwyn Bowls Club .....	<a href="mailto:cfphillips@uk2.net">cfphillips@uk2.net</a> , 01707 320358 or 01707 716294
Digswell Lawn and Table Liz Blyth,	077900 035309
Tennis Clubs	<a href="http://www.digswelltennis.org">www.digswelltennis.org</a>
Digswell Riding Stable .....	Danecroft Riding 01438 717422
Riding for the Disabled .....	Sue Jenkins, 01707 332159
Jive Swing Lindy Hop classes.	<a href="http://www.jiveswing.com/classes/welwyn">www.jiveswing.com/classes/welwyn</a>
Keep Fit (Oaklands) ...	Suzina on 07930 302 102

### WELWYN HEALTH WALKS

Welwyn Health Walks are an initiative of Bridge Cottage Patient

Participation Group who believe there would be support for a programme of regular walks in and around the Welwyn area. The walks take place fortnightly with distances of 1½ to 2 miles and taking approximately 1 hour.

Although most walks start and finish at St Mary's church there are occasionally walks with another local starting point.

The walks are led by either Dr Roger Aubrey or Paul Jiggins. During the walk they provide interesting commentaries on the history and character of any unusual features.

The walks are advertised by posters on noticeboards in New Church House, the surgery, the Parish Office and outside the post office.

For further information call Helen Jiggins 01438 716598

### **Fitness Pilates**

Pilates sessions are held at the Welwyn Civic Centre on Mondays at 9.30am and 10.45am (Bring the Baby) and Wednesdays at 9.15am and 10.30am

Whitehill Centre Welwyn on Tuesdays at 9.30am & Mondays, Tuesdays and Wednesdays at 6.15pm & 7.30pm

The Welwyn Civic Centre is the venue for various activities such as Zumba, Slimming World etc. Details available from Welwyn Parish Council on 01438 716667 between 9.00am and 1.00pm Monday/ Wednesday/Friday.

### **WELWYN COMMUNITY CAFE**

The Welwyn Community Cafe is open in St Mary's New Church Hall every Tuesday between 9.30am and 12 noon.

Coffee, tea and biscuits and toasted tea cakes, from Katie's our local bakery, are served at very reasonable prices.

This is an ideal opportunity to meet old friends, make new ones and to catch up on village news. Everyone is welcome.

The proceeds from the cafe are divided equally between the Welwyn Parish Plan Group and St Mary's Parochial Church Council.

For further information please contact the helpers' organiser [Liz Hesketh: eh.home@btinternet.com](mailto:eh.home@btinternet.com)

### **LOCAL INTEREST GROUPS**

Welwyn Floral Group :	Mavis Haggard: 01438 798611
Welwyn and District Garden Club:	Janet Coxall :01438 813335
Welwyn and District History Society	Paul Jiggins: 01438 716598
Welwyn Archaeological Society:	ClaireLewis:clarelew@hotmail.co.uk
Digswell Lake Society (secretary)	0845 0035253
<a href="http://www.digswelllake.org.uk">www.digswelllake.org.uk</a>	
Digswell Horticultural Society:	Jill Elsdon, 01438 714277
Herts. Family History Association:	J.Pearson 01727 824454
Welwyn Natural History Society:	Raymond Uffin 01438714968
Herts and Middx Wildlife Trust,	01438 798213
<a href="mailto:drlaming@gmail.com">drlaming@gmail.com</a>	

### **ARTS AND CRAFTS**

Digswell Players (Theatre Group)	Mrs. D. Holt: 01438 714780
Willow Watercolours:	Fiona Pruden, 01438 840977
Mimram Quilters:	Mem. Sec. 07973 971647.
Film Record Society:	<a href="mailto:enquiries@wfrs.org.uk">enquiries@wfrs.org.uk</a>
Artskool: Annette O'Donnell	014388 718075

**French Twinning Association:** Nigel Jeffery 01438 813433.

### **RESIDENTS' GROUPS**

Welwyn Planning & Amenity Group:	John Roper 01438 715221
Welwyn Parish Plan Group:	Ian Skidmore 01438 715360



Digswell Residents' Association: Peter Holt, 01438 714780  
Danesbury Residents' Association peter[branchflower@hotmail.com](mailto:peterbranchflower@hotmail.com)  
Friends of Danesbury Hospital : Alan Toms, 01438 714422

## **Scouts, Guides, Cubs, Brownies, Beavers and Rainbows.**

1<sup>st</sup> Welwyn. (Lockleys Car Park)

Scouts and Cubs: [a.trotter@btinternet.com](mailto:a.trotter@btinternet.com)

Beavers: [scouting.leon@gmail.com](mailto:scouting.leon@gmail.com)

Rainbows: 1<sup>st</sup> [welwynrainbows@hotmail.com](mailto:welwynrainbows@hotmail.com)

2<sup>nd</sup> Welwyn (Oaklands) Scout Group : Bob Cameron 01707 390898

[bob.cameron@ntlworld.com](mailto:bob.cameron@ntlworld.com)

1st Digswell:

Guides: [digswellguides@gmail.com](mailto:digswellguides@gmail.com)

Brownies: [judy.mccallum@btinternet.com](mailto:judy.mccallum@btinternet.com)

## **CHURCHES**

St. Mary's Church, Welwyn

Ladies' Lunch and Men's Breakfast advertised through the Parish Magazine and the Church Notice Sheet which is available in church. Coffee mornings and Fairtrade stall held in St Mary's New Church House from 10.00-11.30am every Saturday morning. On the first Thursday of the month there is a short service of hymns and prayers followed by coffee at the Hall in Stuart Road, Welwyn. Lifts are available: contact Su Blanch on 01438 716707. Also Community Café Tuesday mornings.

Welwyn Evangelical Church, Fulling Mill Lane, Welwyn

Sunday services 11.00am and 6.30pm (Creche available at these times).  
Prayer meetings and bible study 8pm on Wednesdays (except third in month).

A number of other activities take place, including a men's breakfast. Please contact Pastor Mostyn Roberts on 01438 715372 or 712886 for more information.

Digswell Village Church, Warren Way  
Tuesday Morning Get-Together: first and third Thursdays, 10.15am - Talk and Refreshments. Telephone Margaret Acton 01438 716737  
Men's Breakfast Group (non church-goers welcome) : first Saturday, 8.30am – Full English and Discussion. Telephone Peter Holt 01438 714780.

Roman Catholic Church of the Holy Family :  
194 Knightsfield, Welwyn Garden City, AL8 7RQ. Telephone 01707 327434, or St. Bonaventura, Parkway, Welwyn Garden City.

#### **FRIENDSHIP AND OTHER GROUPS :**

WELWYN FRIENDSHIP GROUP: Pat Compton 01438 715202  
Meets on Mondays 2-4pm (except Bank Holidays and two weeks at Christmas)  
Dementia Friendly Café, Tuesdays 11.00-2.00 Digswell Village Hall ,  
contact [www.homeinstead.co.uk/welwyn](http://www.homeinstead.co.uk/welwyn)

#### **WOMENS' INSTITUTES :**

Ayots and Welwyn : Mrs. Geraldine Moss, 01438 716638  
Mardley Heath : Mrs. Margaret Frost, 01438 715346  
Digswell: Mrs Barbara Wiltshire 01438 716020  
email: [barbarawiltshire@btinternet.com](mailto:barbarawiltshire@btinternet.com).

#### **ROYAL BRITISH LEGION**

KNEBworth BRANCH: 01438 235235 Branch Meetings: As and when required - 8pm. Venue: HQ, RBL, Gun Lane Knebworth Legionline : 0845 7725725

WELWYN GARDEN CITY BRANCH Branch Meetings: 2nd Monday of Month – 8.00pm. Venue: RNA Club, Black Fan Road, WGC  
Legionline : 0845 7725725 Website - <http://www.rblwgc.webs.com/>

*THERE ARE MORE SUGGESTIONS FOR LOCAL ACTIVITIES ON THE PARISH COUNCIL WEBSITE, [www.welwynpc.org.uk/welwyninterest](http://www.welwynpc.org.uk/welwyninterest) and in the Parish Magazine, the Digswell Church and Village Newsletter and the Digswell Residents' Association website.*

## **LIBRARIES**

For Hertfordshire Libraries Customer Services to renew or reserve your books plus talking books, records, DVD's etc. Tel 0300 123 4049 for Enquiries Mon-Fri 08.00-20.00, Sat 09.00-16.00 and renewals 03.00 - 23.45 every day

You can find out more and even renew online at 0300 123 4041

<http://www.hertsdirect.org/libraries>

(Minicom Mon-Fri 08.00-20.00, Sat 09.00-16.00)

Welwyn Library  
Civic Centre  
Prospect Place  
Welwyn

Open Monday, Tuesday Wednesday and Friday  
2.00pm-6.00pm. Saturday 9am – 1 pm.  
Closed Thursdays and Sundays

Knebworth Library  
7 St. Martin's Rd.  
Knebworth  
SG3 6ER

Open Monday-Thursday 2.00pm-6.00pm.  
Saturday 9.00am-1.00pm  
Closed Friday and Sunday.

Welwyn Garden City Central Library and Information Service  
Campus West  
Welwyn Garden  
AL8 6AJ

Open Monday-Friday 9.00am-7.00pm  
Saturday 10.00am-5.00pm  
Sunday 1.00pm-5pm

## Home Library Service

The Home Library Service can deliver books and recordings to your home free of charge if you are unable to reach your local library because you are housebound, have a disability or care for someone at home. For information call 0300123 4049.

## **SECURITY**

In an emergency it is essential that your home can be easily identified, so it would be helpful if your house name and/or number are clearly displayed.

## GENERAL SAFETY IN THE HOME

The Hertfordshire Home Safety and Security Service will install safety measures like locks, door chains, spy holes, smoke alarms and provide expert safety advice. They will check your home for fire safety and provide a handy person service at a modest cost for small jobs around the home for people over 60 and those registered as disabled. They also cover security checks and falls prevention advice. Contact 01707 292344

## EMERGENCY ALARMS

The Borough Council can install 'Lifeline' alarm call equipment for a weekly charge to Council tenants and a quarterly charge for private tenants and home-owners. Units are installed in the home and connect directly with their Communications Centre at the press of a button. From there, their trained operators will summon help needed to deal with any emergency. Contact the Communications Centre on 01707 357696.

For others who may need help, such as younger people with a disability, the Council does, in some circumstances, offer a 'Listening Lifeline'. For a small charge they will keep the details of carers and relatives at the Communication Centre. When they receive a call for help these contacts will be called in prioritised order. For information on these aids Tel 01707 357779

## **POLICE**

IN AN EMERGENCY (i.e. a crime in progress) PHONE 999

To report any kind of noise, damage or inconsiderate behaviour, use the Police non-emergency number 101. You will be referred to the Contact Line Operator, who will take your complaint and call you back with the result if you wish.

For up to date information on the internet about crime in the area including security alerts, join Neighbourhood Watch - OWL - ([owl.co.uk](http://owl.co.uk)) and find your local Neighbourhood Watch branch details. This organisation aims to prevent crime and also, through local organisers, to promote community spirit. It provides regular up to date information on crime in the area so that residents are aware of potential risks, and enables them also to advise local police officers if they think they can assist in preventing crime or identifying possible culprits. You need to register with OWL online as contacts are made via e-mail, and you can find out who is your local Neighbourhood Watch representative. Website at <http://www.owl.co.uk/> You can also seek advice on home security from Herts. Home Safety and Security, as well as recommended handy-person help, from SAFE, 01707 255711.

Our Police Community Support Officer for the Welwyn area, including Digswell and Oaklands, the Ayots and Woolmer Green is currently PCSO 6544 Rob Taylor – email [rob.taylor2@herts.pnn.police.uk](mailto:rob.taylor2@herts.pnn.police.uk) or phone 01707 354192.

**Finally, to chat with friends and make new ones, come to the  
Community Cafe at St Mary's NewChurch House every Tuesday  
morning, starting at 9.30am.**

**The Parish Plan Group**



