

# Tollcross Health Centre

## Vaccination Centre – Access Information

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Where is this vaccination centre?	Tollcross Health Centre 10 Ponton Street Edinburgh EH3 9QQ
How do I find this vaccination centre?	Please speak to the main reception who will direct you.
How can I get to this vaccination centre?	You can get to the clinic by walking, cycling, bus or car.
Is there a quiet room or private space?	Please speak to your vaccinator or a member of the team to discuss.
Is this vaccination site wheelchair accessible?	Yes.
What toilet facilities are available?	Patient toilets are available.
Are there hearing loops in use?	There are no hearing loops in use at this clinic.
Are assistance dogs welcome?	Assistance dogs are welcome at every vaccination centre. If you need any additional support, please speak to a member of staff who will be happy to help.
What are the parking arrangements?	Some patient parking requires log-in at reception. There is also some paid on-street parking nearby.
Can I attend my appointment with a friend/family member or carer?	Yes. You are welcome to bring a friend, family member or carer with you but we do ask this is limited to one person, where possible.

	<p>Parents and carers are welcome to bring children along with them to their appointments.</p>
<p>Are there interpretation services?</p>	<p>Yes, all clinics can provide telephone interpretation services. Please let the vaccinator or a member of the team know which language you require.</p> <p>For verbal interpretation, a call will be made to The Big Word service where you and your vaccinator will be connected to an interpreter.</p> <p>You do not need to arrange this in advance of your visit.</p>
<p>Can I arrange a BSL interpreter?</p>	<p>Yes, please call the Vaccination Enquiries Helpline before your visit on 0300 790 6296 or email <a href="mailto:loth.vaccenquiries@nhslothian.scot.nhs.uk">loth.vaccenquiries@nhslothian.scot.nhs.uk</a> to request the assistance of a BSL interpreter.</p> <p>A member of the Translation and Interpretation Team will help to arrange this for you. This needs to be pre-arranged before your appointment.</p>
<p>Are the doors automatic?</p>	<p>Yes.</p>
<p>Can I arrange the assistance of a sighted guide?</p>	<p>Yes, please call the Vaccination Enquiries Helpline before your visit on 0300 790 6296 or email <a href="mailto:loth.vaccenquiries@nhslothian.scot.nhs.uk">loth.vaccenquiries@nhslothian.scot.nhs.uk</a> to request the assistance of a sighted guide.</p> <p>A member of the Translation and Interpretation Team will help to arrange this for you.</p>