Yate West Gate Centre

Location Guide

This guide is designed to help people plan for a health and care appointment. It can also be used to assist new staff starters. It includes information on travel, access, sounds, and smells within the healthcare facility.

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Sirona care & health CIC, Badminton Rd Office, 2nd Floor, Badminton Rd, Yate, BS37 5AF

Accessibility Approved

Where is Yate West Gate Centre?

Source: Google Maps. © Google. Available at: [Yate West Gate Centre - Google Maps] (accessed [26/08/2026]).

General Information:

Location Name: Yate West Gate Centre

Address:

Yate West Gate Centre
21 West Walk
Yate
BS37 4AX

Team or Service: Musculoskeletal (MSK) Physiotherapy, Minor Injuries Unit (MIU), Podiatry

Contact Information:

- MSK:
  - MIU Telephone: 0300 125 6800
  - Physiotherapy Telephone: 0300 125 6555
  - Email: Sirona.mskservice@nhs.net
- Podiatry:
- Telephone: 0300 124 5855

Travel

Parking:

- A drop-off area is available outside the entrance time.
- There is a small car park directly outside the front of the building (spaces are between 5 and 100 metres from the entrance).
    - There are 3 designated disabled parking spaces directly outside the entrance, with 2 more spaces within 20 metres.
- There are additional larger car parks available within a 4–5-minute walk, near M&S and McDonald's (free of charge).
- Two paid car parks are located near the Leisure Centre and Courtside Surgery for longer stays. Both offer 30 minutes free parking. If you are attending MIU or Physiotherapy, your parking can be validated at the GP practice in the West Walk Centre for up to 2 hours.

Public Transport:

- Nearest bus stops:
    - Magistrates Court – served by bus route Y2C.
    - Morrisons – served by bus routes Y1, Y2, Y8 and 86.
    - Wentworth – served by bus route Y1.

Bus routes and timetables may change. Please check the First Bus website before planning your journey: Website Link for First Bus: Bristol, Bath and the West.

- Nearest train station: Yate Railway Station, 0.9 miles (20-minute walk) away.
    - Step-free access and seating available at station.

Facility Access

Entrance:

- Step free access.
- Two automatic double doors open onto MIU carparks.
    - Doors open automatically from 8:00am; for 8:00am appointments, doors can be opened by hand.
- The Musculoskeletal (MSK) sign-in screen is on the left as you enter, opposite the reception desk and before the stairs.

Building Layout:

- The building has 3 floors.
    - Both MIU and Physiotherapy are on the ground floor.
    - Podiatry services are on the first floor at the top of the stairs.
- There is clear signage on floors and walls, and information boards at the entrance (no Braille signage).
- Reception staff can help guide you if needed.

Reception:

- The Sirona Minor Injuries reception team can help with general enquiries for MIU, Physiotherapy and Podiatry.
- For MIU and Physiotherapy appointments when you arrive, please sign in using the sign-in screen, and then wait in the waiting area.
- For podiatry appointments, you do not need to check-in. Head upstairs.
- If you have any issues, you can call the numbers listed above.
- Wheelchairs are available on request.

Waiting Area:

- There is plenty of seating available.
- Six chairs with armrests available.
- A quieter space may be available on request, depending on your needs.

Restrooms:

- Three restrooms are located on the ground floor.
- Two accessible toilets with grab rails.

Sounds and Smells:

- **Sounds:** Noise levels can vary. The department can be busy and sometimes noisy. Children may be present and may cry. Children and adults usually wait in separate areas.
- **Smells**: There are usually no strong or noticeable smells.
    - Cleaning takes place after closing, so there should be no strong cleaning smells when the department opens.
    - There may occasionally be medical-related smells (such as from illness or injury), but this is rare and managed quickly.

Additional Information

- **Assistive Listening Devices:** Reception has speakers to support communication at the front desk (not portable).
- **Visual Aids:** Large print and Braille can be provided on request. Please allow time for this to be arranged. Video interpreting services may also be available via an app.
- **Interpreter Services:** British Sign Language and spoken language interpreters are available upon request. Please give advance notice if you need a sign language interpreter or face-to-face support.
- **Support Staff:** Reception staff are trained to support a wide range of needs. Some team members are trained in Makaton and British Sign Language.

In Case of a Fire: If there is a fire, a member of staff will guide you out of the building. Fire exits are clearly marked throughout. The assembly point is in the staff car park at the front of the building.

Web Page: Yate Minor Injury Unit (MIU) – Sirona care & health NHS services

We want you and the people who help you to understand what we send.