

sent to you and your GP. A follow-up appointment will be made for you if appropriate.

Useful information

Additional advice or information is available from the Falls Prevention Service. Telephone: 01942 481227

Patient testimonials:

“I feel like I have had a full MOT”

“Everything was explained to me clearly”

“The staff were friendly and helpful”

Local Community Pharmacy

Your local community pharmacies offer a wide range of services including information and general advice on symptom relief medicines as well as a prescription collection and delivery service.

Comments, Compliments or Complaints

The Patient Relations/Patient Advice and Liaison Service (PALS) Department provides confidential on the spot advice, information and support to patients, relatives, friends and carers.

Contact Us

Tel: 01942 822376 (Monday to Friday 9am to 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh NHS Foundation Trust
Royal Albert Edward Infirmary
Wigan Lane
Wigan WN1 2NN

Ask 3 Questions



Become more involved in decisions about your healthcare. You may be asked to make choices about your treatment. To begin with, try to make sure you get the answers to three key questions:

1. What are my options?
2. What are the pros and cons of each option for me?
3. How do I get support to help me make a decision that is right for me?

How We Use Your Personal Information

For details on how we collect, use and store the information we hold about you, please take a look at our “how we use your personal information” leaflet which can be found on the Trust website:

http://www.wwl.nhs.uk/patient_information/leaflets/

This leaflet is also available in audio, large print, braille and other languages upon request.
For more information please ask in department/ward.

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Falls, Balance and Bone Health Clinic

Falls Prevention Service

Information for patients and carers

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What is the falls clinic and why am I attending?

The clinic investigates problems with balance and unsteadiness which often leads to falls.

You have been referred to the falls clinic by your General Practitioner (GP) or a health or social care professional to establish the reason for your fall. It is important that you attend the appointment so the team can assess all your needs and offer advice and treatment if required.

To find out about other people's experience of our falls clinic, please see our Patient Testimonials section on the back page of this leaflet.

What happens at the clinic appointment?

We will undertake an in-depth multifactorial assessment to diagnose any underlying causes for your falls and loss of balance.

Your clinic appointment may last approximately one hour but possibly longer if additional tests are required. We try to keep to appointment times,

however, delays may occur if someone needs to be seen for longer than planned.

Is there anything I need to do before my appointment?

Visiting clinics can be an anxious time and it can sometimes help to bring a trusted friend, relative or carer with you to the appointment. With your permission, they can be present during the appointment to help and support you.

It is a good idea to write down any questions that you want to ask before you arrive at the clinic. Bring a pen and paper with you to write down anything that you want to remember.

You will need to bring your glasses and an up-to-date list of your medication.

Part of the assessment may involve walking a short distance within the clinic so you will also need to bring any walking sticks that you use - zimmer frames are available at the clinic.

What to wear: loose clothing that will not restrict your movement.

Who will I meet at the clinic?

The clinic clerk will welcome you to the clinic and arrange any further appointments.

Based on the information we received you may be assessed by one or more of the following healthcare professionals:

- The physiotherapist may assess your balance, movement and mobility.
- The nurse consultant may assess possible medical reasons for your balance problems.
- The occupational therapist may see you at home after your clinic appointment.

What will happen after the clinic?

Following the clinic appointment the outcome of the assessment will be explained and discussed with you. You will be able to ask any questions that you may have.

A written summary of what happened at the clinic and your treatment plan will be