

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
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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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How to reduce the risk of slips and trips

Falls Prevention Service

Information for patients and carers

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Why do slips and trips occur?

Slips, trips or falls can happen to anyone. They are not a normal part of ageing and can often be prevented; small changes can make moving around safer.

Trips and slips are usually a combination of difficulty maintaining balance, problems with walking, trip hazards and possibly poor health.

If you are unsteady, have lost confidence walking or repeatedly fall, please see your GP, health or social services staff to discuss referral to the falls and balance assessment clinic.

You can also refer yourself to the Community Therapy team who will undertake a falls prevention assessment by ringing 01942 822643.

How to keep independent and healthy

- Keep as fit, healthy and active as you can. Physical activity helps to improve your muscle strength and balance.
- A good varied diet and regular weight-bearing exercise or activity helps to keep your bones healthy. This can help to reduce the risk of broken bones.
- Look after your feet and consider your style of footwear so that you do not trip and can walk steadily.
- Be aware of things in your home that could cause you to slip or trip.

- Have your eyes tested regularly and wear your glasses as recommended by your optician.

Things you can do to reduce risk

- Take extra care in the kitchen, the bathroom and on the stairs where accidents often happen.
- Re-arrange your kitchen so that the most frequently used items are within easy reach and mop up spills immediately to avoid slipping.
- Be aware of things that may trip you up. Remove or secure loose carpets, rugs, mats and trailing flexes and do not leave clutter on the stairs.
- Good lighting in each room is important, especially on the stairs. Put a light on if you need to get up in the night.
- Take care on uneven paths and slippery surfaces and use outdoor security lighting when it is dark.
- Fit one or two secure handrails close to stair, steps and slopes to make climbing them easier.
- Sit in chairs that have high backs and armrests. Place your telephone on a low table where you can reach it from the floor if you fall.

- If you use a walking aid keep it well maintained and within easy reach.
- Beds should be at a good height for you with a firm mattress to make it easier for you to get on and off.
- If you feel light-headed or dizzy when standing up sit on the edge of your chair or bed for a minute or so before standing.

Useful information

Additional advice or information is available from the Falls Prevention Service.

Telephone: 01942 481227

Patients testimonials:

“My balance is much better, I had lost my confidence but it is better now”

“I left my stick at home now as I am managing without it”.

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.