

**We are the Respiratory Service
and this is our promise to you:**

The Respiratory Service provides a wide range of care to patients with a respiratory diagnosis. We help you to understand your treatment and improve your skills to promote long-term stability and self-management of your conditions.

Where are services delivered from?



We will arrange to see you at a place convenient to you such as:

- A local clinic
- Your home
- Care home

The service is delivered from Monday-Friday 9am-5pm in Ashton, Leigh and Wigan.



What can we expect from you?



- Arrive on time for your appointments and let us know if you cannot attend
- Actively participate in the decisions regarding your care and treatment
- Treat all staff with courtesy and respect
- Let us know what you think of what we do, right or wrong we welcome feedback

What can you expect from us?



- Supported to care for your condition during stable times and how to seek help when your symptoms are increased
- Involved in developing your own care plan with treatment clearly described and explained at each appointment
- Staff with up to date skills and knowledge through continual training and personal development
- Treated with dignity and respect at all times

Who should you contact with concerns or feedback?



Patricia Darley
Respiratory Specialist Nurse
01942 482107

Message for patients:

If we are unable to answer your call immediately, please leave a message. We aim to respond to phone calls/emails within 48 hours.



➤ If you would like to speak to our Patient Relations team please call **01942 822376**.

For more information visit
www.wwl.nhs.uk

