

Please use this space to write notes or reminders.

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 until 4pm)

The Patient Relations/PALS Manager
Wrightington, Wigan and Leigh Teaching Hospitals
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 positives and negatives 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 Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

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

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Health Outreach and inclusion Service

Patient Information

The Patient Information Leaflets page on the Trust website is available on the link:
[https:// www.wvl.nhs.uk/patient-information-leaflets](https://www.wvl.nhs.uk/patient-information-leaflets) or scan the QR code.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2021
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What we do...

The Health Outreach and Inclusion Service tackles health inequalities within the most vulnerable communities in society. Our main function is to support individuals and families, particularly those from disadvantaged groups who often have difficulty accessing Services.

The Service works with vulnerable migrants, gypsies and travellers, boaters, homeless people and sex workers. The Service attempts to improve access to a variety of health care providers, with an aim to reduce hospital admissions.

We offer screening, health advice, information, support and signposting. We aim to empower and enable our Service users to make informed decisions about their health and wellbeing.

Who can access our Service?

Vulnerable migrants, homeless people, gypsies and travellers, boaters and sex

workers within the Wigan Borough can access our Services.

How can people access the Service?

- Self-referral
- Referrals from professionals

What can we offer?

In addition to support with accessing health Services, we offer:

- General physical assessment
- Syphilis testing
- Screening for Blood-Borne Virus (BBV), Hepatitis B, Hepatitis C and HIV

“Clinic in a box” - our mobile Clinic assessing:

- Blood pressure
- Blood sugar
- Pulse oximetry
- Pregnancy testing
- Urinalysis

And advice on:

- Healthy eating
- Advocacy (acting on a patient's behalf)
- Child health advice
- Signposting/ Referrals to services

Where is the Service offered?

Service users are generally seen in their home or community location.

Contact the Health Outreach Team:

Please feel free to get in touch with us for any help, information, or advice:

Health Outreach and Inclusion Service

Longshoot Health Centre
Scholes

Wigan

WN1 3NH

Telephone **01942 483586**

email: wwl.tr-hois.nhs.net