

## 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 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 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 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 information" leaflet which can be found on the Trust website: <https://www.wvl.nhs.uk>

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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# Newborn Hearing

## Screening Test Appointment

### Parent and Carer Information

#### Community Children's Audiology Services

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.



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## Newborn Hearing Screening Test

### Newborn Hearing Screening Test Appointment

The Newborn Hearing Screening Team has set aside an appointment time for your baby's hearing screen.

It is essential that you keep your baby's appointment.

### Remember:

- Early identification is important for your baby's development
- The sooner the hearing screen is carried out the earlier hearing loss can be identified
- The Newborn Hearing Screen is the only routine hearing test offered to babies.

Please tell us as soon as possible if you are unable to keep your appointment, or if your baby has already been screened, by ringing **0300 707 1458** so that we can offer the appointment to another family.

## Helpful reminders:

- Put a reminder in your mobile phone
- Make a note in your diary
- Stick a note on the fridge
- Ask a friend or family member to remind you.

**Please use this space to write any notes or reminders.**