

Treatment Room Appointments for people transitioning through homelessness

Patient Information

Treatment Rooms and Health Outreach Inclusion Service



The Patient Information Leaflets page on the Trust website is available on the link:
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

Author ID: AB / EF
Leaflet Ref: CM 347
Version: 1
Leaflet title: Treatment Room Appointments for people transitioning through homelessness
Date Produced: July 2025
Expiry Date: July 2027

Introduction

The Treatment Rooms provide nursing care to patients in a clinical setting.

The Treatment Room service is appointment based and can be accessed through self-referral or referral from the GP, hospital or other allied health professionals.

Treatment Rooms are located throughout Wigan Borough at Ashton, Wigan and Leigh.

Outreach nurses can only provide basic wound care, and if you attend the Treatment Room Service, it will enhance your wound healing process, due to the Treatment Rooms' knowledge and experience.

Why should I attend the Treatment Rooms?

Increased chance of healing

Treatment Room nurses have the right knowledge, experience and dressings to help your wound heal faster. They have the experience to assess your wound and apply the correct treatment to enhance your wound healing process.

If you engage with the Treatment Room service, then further assessments, such as a lower limb assessment, can be completed. This will improve your wound healing process and reduce pain when healing.

Build relationships

The Treatment Room service will aim to book you an appointment at a clinic that is convenient for you, to ensure consistency and to enable you to build a good relationship with the staff there.

Spot Infection

They can spot problems early, like signs of infection, and treat them before they get serious.

What Will Happen at the Appointment?

- A nurse will check your wound
- They'll clean it and put on a new dressing
- They might ask you some simple questions about your health
- It usually takes approximately 30 minutes for an appointment.

What can I expect?

Within the Treatment Room, we will agree the frequency of visits with you. Our aims are:

- To treat you as an individual with dignity and respect.
- To involve you in developing your own care plan with a registered nurse.

We work as a team. So, you may not be seen by the same nurse at every appointment.

What happens if I don't go?

- Your wound might get worse or become more painful
- Your wound could take longer to heal
- Delayed treatment can lead to serious complications, including infection, delayed healing, and potentially severe health issues like sepsis, which can be life-threatening.

Try not to touch your wound, as this can make a wound infection much more likely. However, if you have to touch your wound to care for it, always wash your hands before and after touching the wound area.

If you experience any of the following symptoms, please tell your nurse:

- High temperature (fever)
- Increased redness, pain or swelling around the wound
- An offensive smell from the wound
- The wound feeling hot, and there is a thick, yellowy discharge leaking from the dressing
- Feeling generally unwell

Your Appointment Details

Date: _____

Time: _____

Place: _____

With: _____

Any worries? Not sure you can make it? Going to be late?

A new appointment may be arranged for you.

Talk to us – we'll do our best to help you

Treatment Rooms:

0300 707 7700, then press 2 for Treatment Rooms

Open: Monday-Friday 08.00 - 17.00

Health Outreach Inclusion Service (HOIS):

0300 707 1170

Open: Monday- Friday 08.00 -17.00

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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