

Who can I contact about my care?

Patient Information



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: CC
Leaflet Ref: PS 006
Version: 1
Leaflet title: Who can I contact about my care?
Date Produced: April 2024
Expiry Date: April 2026

Introduction

After attending a hospital clinic appointment or following a stay on a hospital ward, you may have some questions about what will happen next.

These details are to help you know who to contact if you have any questions about your care.

My Care Team

I am under the care of:

_____ Team

The name of my consultant/nurse is:

I will receive an appointment(s) for:

I can expect to hear from the hospital by:

When to contact us

If you do not hear from us when you expect to, please contact us using the details below.

If you have a question about your appointment, please contact the Appointments Team:

Telephone 0300 555 4567

Email: appointments@wwl.nhs.uk

If you have a question about your care, please contact your Care Team:

Telephone 01942 244000.

The switchboard operator will put you through to the correct secretary. The secretary will be able to take details of your question(s) and pass them on to your consultant or nurse.

For any urgent concerns please consult your GP.

The **Patient Advice and Liaison Service (PALS)** can also offer you confidential advice and support.

You can contact **PALS** by telephone on:

01942 822376 (out of hours there is an answerphone)

or by email at patient.relations@wwl.nhs.uk

Please use this space to write any 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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Call 111 first when it's less urgent than 999.



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