

WWL Radio

Patient Information

Patient Experience & Engagement



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.

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Introduction

A Guide for Patients and their families on how to access Hospital Radio in Wrightington Hospital and the Royal Albert Infirmary, Wigan and what programmes are available.

About us

WWL Radio is a Charity run by volunteers dedicated to providing a quality radio service to the hospital community.

We broadcast to Wrightington Hospital and Wigan Royal Albert Edward Infirmary.

We have been broadcasting since 1973.

We broadcast throughout the week, and we provide live commentary on all home games from the Brick Community Stadium for both Rugby League and Football.

We are always looking for new volunteers as presenters and as Ward Visitors.



To find out more contact:

Email: dianelouiseherring@yahoo.co.uk or contact:

Voluntary Services Manager

Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust Royal Albert Edward Infirmary Wigan Lane Wigan WN1 2NN

Email: volunteer@wwl.nhs.uk

Listening to Hospital Radio at Wrightington Hospital

Things have changed at Wrightington. The new wards do not have points behind the beds to connect to hospital radio. You can pick up WWL Radio via our website https://wwlradio.co.uk by clicking on the play button on the top right of each page. .

However, there are some wards with standard 3.5mm stereo jack plug headsets. You can also use your own headset into this socket.

If you cannot get reception or if the headset is damaged then inform a member of the ward staff or a radio volunteer.

Listening to Hospital Radio at Royal Albert Edward Infirmary, Wigan

Beds on the wards in The Royal Albert Edward Infirmary are provided with a radio,TV, telephone system provided by Hospedia. It is free to listen to radio and Hospital Radio is available on channel 1.

There is a charge for access to television but NOT for radio.

Details of how to use the Hospedia system are available on the screens and on our website.

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To listen on-line

Go to www.wwlradio.co.uk and clicking on the play button on the top right of each page

Making a Request

If you would like to make a request, or dedication to a loved one, please contact us:

By phone: 01257 256361 (landline, normal rates apply).

Request can be sent via Twitter or Facebook on our Facebook page or via our website.

You can also use the request sheets on the ward.

If you are mobile, then why not visit the studio in the Patient Information Centre.

Where is the Studio?

The Studio is in the main part of the Patient Information Centre at Wrightington Hospital.

Finding out about our programmes

We broadcast twenty-four hours a day, seven days a week. For our weekly broadcast schedule look on our website.

Plus, we have live, full match commentary from the Brick Community Stadium for all Wigan Warriors' and Wigan Athletics' games.

WWL Radio

Telephone: 01942 256361

Email: wrightingtonhospitalradio@hotmail.com

Website: wwlradio.co.uk

WWL Radio
Also known as:
WRIGHTINGTON HOSPITAL RADIO.
Broadcasting to the hospitals of:
Wrightington, Wigan and Leigh Teaching
Hospitals, NHS Foundation Trust.

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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.



Phone: 0808 802 1212

Text: 81212

www.veteransgateway.org.uk



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