

# WWL Radio

## 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.

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**Our Values**

**People at  
the Heart**

**Listen and  
Involve**

**Kind and  
Respectful**

**One  
Team**

## 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 DW 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](mailto: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](mailto: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 by clicking on the Listen Live button or by downloading our App to your smart phone or tablet. Just look for Wrightington Hospital Radio.

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.

## To listen on-line

Go to <https://tunein.com/radio/hospital-radio-wrightington-s256036/>

## 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).

By text: 07520 617181 but start your message with WHS followed by a space and then your message or request. (Text charges 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 DW Stadium for all Wigan Warriors' and Wigan Athletics' games.

## WWL Radio

Telephone: 01942 256361

Email: [wrightingtonhospitalradio@hotmail.com](mailto:wrightingtonhospitalradio@hotmail.com)

Website: [wwlradio.co.uk](http://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.

**QR Code to listen to us.**



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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

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## 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?



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## 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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