

Wigan Lymphoedema Service

Patient and Carer Information

Long Term Conditions



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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Who are we?

We are the Lymphoedema Team based at the Long-Term Conditions Suite in Boston House, Wigan.

We are healthcare professionals who have undertaken specialised training to provide care for patients who are living with lymphoedema.

We work closely with other health professionals to provide expert care.

What do we do?

We work with people who are experiencing difficulties in their everyday life because of Lymphoedema.

What is Lymphoedema?

Lymphoedema is a condition that is characterised by swelling of one or more limbs (arm or leg) or other parts of the body, which does not reduce overnight and has been present for more than three months.

How can we help you?

Once accepted into the service, you will be offered an initial assessment. During this assessment, we will help you to identify your treatment priorities and work together with you to create a plan to help manage your oedema.

This plan may include:

- recommendation of compression garments
- instruction in simple lymphatic drainage techniques
- exercise and lifestyle advice
- basic skincare advice

Compression garments

You may require compression garments to help manage the swelling. There are a range of prescribable garments available. We will assess which is the most suitable for you. The NHS can provide 2 garments every 6 months.

How do you get the compression garments?

We use a company called Patient Choice, an independent pharmacy, to manage the process of getting the compression garments.

With your consent, we contact the Patient Choice pharmacy to request the garments. They will then contact your GP for a prescription. Once they have the prescription, Patient Choice will send your order to be made. It will then be delivered to you.

Sometimes, despite accurate measuring, the garment may require alterations, which would result in a further NHS prescription. If you pay for your NHS prescriptions, this will mean a further prescription charge.

Where will you be seen?

You will be offered an appointment at the clinic at Boston House, Wigan. A home visit may be offered if you are unable to attend the clinic for medical reasons.

How often will you be seen?

You may be reviewed 3-6 months after your initial assessment, depending on your needs.

Once you have better control of your oedema, you will be discharged.

A repeat prescription will be organised if you require ongoing compression garments.

Following discharge, if your needs change, you can request your GP or health care professional to send a new referral.

How to contact us:

If you have any questions or queries which we have not covered in this leaflet, please contact:

Wigan Lymphoedema Service

Long Term Conditions Suite
Boston House
Frog Lane
Wigan
WN6 7LB

Telephone number: **0300 707 1170**

Monday to Friday: 8.30am – 4.30pm

www.wvl.nhs.uk/lymphoedema-service

Useful contacts:

The Lymphoedema Support Network

St. Luke's Crypt, Sydney Street, London,
SW3 6NH

Tel: 020 7351 4480

Email: admin@lsn.org.uk

<https://www.lymphoedema.org/>

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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