



Easy Read Information

Complaints, Concerns & Compliments

Patient Relations Service (**PALS**)

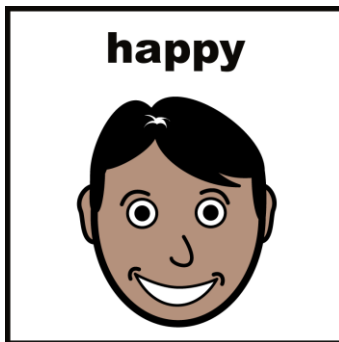
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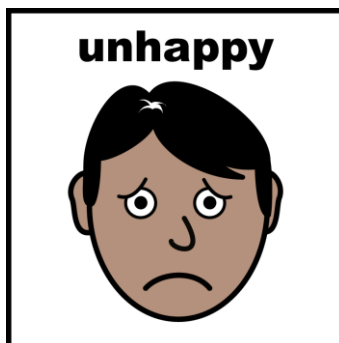
We can help you sort out anything you are not happy with about the care you get from any of our hospital sites. We can give you information about any of our services.



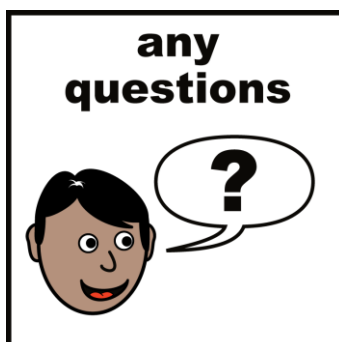
Let us know what you think



If you want to thank the staff

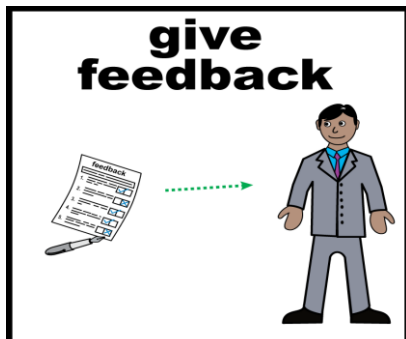


Or if you are unhappy



Or if you have a question

... Let us know what you think



Or if you have an idea to make the hospital a better place

Worries and fears



If you are worried or unhappy with your care, tell someone straight away, (for example your Nurse, Doctor, receptionist) or telephone the **Careline 01942 822111**



Talk to the Patient Relations Department who will try to sort things out for you.

Making your complaint

If you are still worried or unhappy you can make a complaint - you can use any of the 4 ways shown below

1.



You can tell the Patient Relations Department - **PALS**

2.



You can write to us:

Patient Relations Manager

Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust

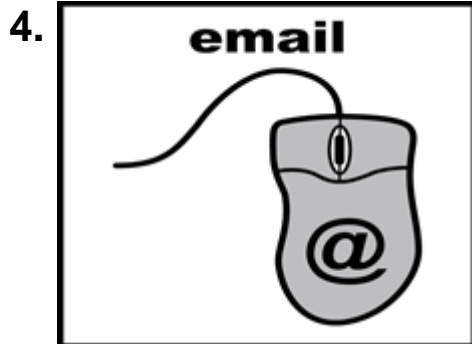
Royal Albert Edward Infirmary
Wigan Lane, Wigan, WN1 2NN

3.



Or telephone 01942 822376

... Making your complaint



Or email us at:

Patient.Relations@wwl.nhs.uk

What happens next



We will get back in touch with you and tell you what we plan to do.

Where to find us

We are at the main entrance of Royal Albert Edward Infirmary, next to the Café.

We are open



Monday 9am to 4pm

Tuesday 9am to 4pm

Wednesday 9am to 4pm

Thursday 9am to 4pm

Friday 9am to 4pm

We are closed Saturday and Sunday and Bank Holidays.

Please use this space to write notes or reminders