

Coming to our hospitals during the day

Easy Read Patient Information



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Coming to Our Hospitals during the Day

People who come to our hospitals during the day are called **Out-Patients**



If you are worried about coming to hospital, you can ask a friend or carer to come with you.

We have five hospitals



Thomas Linacre Out-Patient Centre

Is close to Wigan Town Centre and Mesnes Park



Wigan Infirmary (Royal Albert Edward Infirmary)

Is close to Haigh Hall's Main Entrance



Leigh Infirmary

Can get to from The Avenue



Wrightington Hospital

Close to Wrightington Country Club



WWL Eye Unit

Is close to Wigan Town Centre

When you come to our hospitals, remember to bring with you:



Your Appointment Letter

It will tell you which hospital site to go to and what time you have to be there.



Any medicines you are taking

- medicine your doctor has told you to take
- medicines you have bought for yourself



Your Spectacles or Contact Lenses if you use them

- You may need to sign or fill in a form



Money for parking



Your hospital passport, if you have one. A hospital passport is for patients with learning disabilities. It helps the hospital staff care for you. It gives them information about your needs and how you like to be treated.



If you need any special support or equipment or want to talk about coming into hospital - please telephone the number on your appointment letter.

When you arrive at hospital



Go to the main reception or help desk and show them your appointment letter.

They will tell you where to go.



When you are at the hospital, make sure you wash your hands or use the hand gel.

This helps stop germs from spreading.



All staff wear badges with their name and photo on, so you know who they are.

If you get lost, ask a member of staff.



At your appointment, you may need to have blood tests or x-rays.

This means you may have to spend longer at your appointment.



You may be seen by the consultant named on your appointment letter or another doctor who is part of the Consultant's Team.

Please ask the doctor or nurse to explain anything that you do not understand and discuss anything that is worrying you.

Cafes / Restaurants and Pharmacies



There are cafes/restaurants at all our hospitals.



There are pharmacies at all our hospitals.

Useful Contacts

Wrightington, Wigan and Leigh NHS Foundation Trust

Telephone: 01942 244000

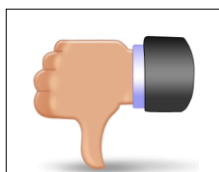
E-mail: info@wwl.nhs.uk

Patient Relations – Complaints, Concerns and Compliments

Let us know what you think



If you want to thank the staff.....



Or if you are unhappy.....



Or if you have a question.....



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

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

Telephone: 01942 822376

E-mail: Patient.Relations@wwl.nhs.uk

You can get more information from our website



www.wwl.nhs.uk

This leaflet is also available in audio, large print, braille and other languages upon request. For more information please ask in department/ward.

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when it's less
urgent than 999