

Outpatient Department Wrightington Hospital

Patient and Carer 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.

Author ID: JW / AH
Leaflet Ref: OPD 004
Version: 5
Leaflet title: Outpatient Department Wrightington Hospital
Last review: July 2021
Expiry Date: July 2023



Outpatient Department

Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust provide outpatient clinics on four main sites. These are:

- Royal Albert Edward Infirmary, Wigan Lane, Wigan, WN1 2NN
- Leigh Infirmary, The Avenue, Leigh, WN7 1HS
- Wrightington Hospital, Hall Lane, Appley Bridge, WN6 9EP
- The Thomas Linacre Centre, Parsons Walk, Wigan, WN1 1RU

This leaflet intends to provide you, our patient, or your relative, guardian or carer, with some general information to help you prepare for your outpatient appointment at Wrightington Hospital. It will, we believe, answer some of the questions we are asked most frequently by our patients.

For current information see - Our Hospitals section on the trust website:
<https://www.wwl.nhs.uk/our-hospitals>

This leaflet is not intended to provide any information relating to any medical condition, or any specific treatment you may receive in any of our outpatient departments but will highlight some of the departments you may have to access as part of your outpatient appointment.

Transport - How do I get to Wrightington Hospital?

Travelling by train or bus?

Trains:

Visit the National Rail website for information, timetables, and routes to Wigan.
<https://www.nationalrail.co.uk/>

Nearest stations are:

Appley Bridge approximately 2 miles away.

Wigan North Western and **Wigan Wallgate** both stations are approximately 7 miles away.

Buses:

Visit the Transport for Greater Manchester (TFGM) website for up-to-date travel information and timetables, <https://tfgm.com/public-transport/bus>

Alternatively, call Traveline - 0871 200 2233. Always check with your bus company to ensure their information is current.

Travelling by car

Patients and visitors to the hospital should safely park their vehicles within one of the authorised hospital car parks. Vehicles parked on Hall Lane (the main road outside of the hospital) cause a serious hazard especially for anyone trying to leave the site.

Patients and visitors are advised to take extra care when leaving the site if any vehicles are parked on Hall Lane.

Directions from the North

Follow the M6 Southbound heading for Wigan. At junction 27, Standish, leave the M6. Get in the right-hand lane of the slip road. At the roundabout follow signs for Parbold and Ormskirk on the A5209. Once you are on the A5209 signs for Wrightington Hospital are clearly visible. The hospital is approximately a half-mile from junction 27 of the M6 on your left.

Directions from the South

Follow the M6 Northbound for Wigan. At junction 27, Standish, leave the M6. Get in the left-hand lane. At the roundabout follow signs for Ormskirk and Parbold on the A5209. Once you are on the A5209 follow signs for Wrightington Hospital which are clearly visible. The hospital is approximately a half-mile from junction 27 of the M6 on your left.

Car Parking

Car parking is available on a Pay and Display basis. The cost is:

Up to 30 minutes drop off - FREE

Up to 1 hour - £1.70

1 hour to 2 hours - £2.70

2 hours to 4 hours - £5.00

4 hours to 24 hours - £6.50

Charges apply 24 hours over 7 days including public holidays.

Payment is cash only and we ask that visitors bring the correct change as the machines do not accept notes.

Car Parking Concession Criteria

Any oncology patient who attends the Trust regularly for treatment will receive free parking for the length of the duration of their treatment. This was agreed by Macmillan Cancer Support. Any patients attending clinics at the Trust for a minimum of one day a week for an extensive period will receive free parking.

Visitors of patients hospitalised for more than two weeks (14 days), will be offered free parking for the remainder of the patient's stay from day 15 onwards.

The Government has recently introduced new guidance on the provision of free car parking for certain groups of hospital patients and visitors. This means that the following people are now eligible to receive free parking at our hospitals:

1. Disabled people holding a valid Blue Badge, to be displayed in windscreen of vehicle or visit the security office for an exit ticket.
2. Frequent outpatient attendees, defined as those who are required to attend hospital for an appointment at least three times within a month for at least three months.
3. Parents or guardians of sick children staying overnight in the hospital.

Outpatients and parents/guardians outlined in points two and three need to request an exemption pass from the relevant ward manager or the security office and display this in their vehicle for the duration of their stay.

Payment is cash only and we ask that visitors bring the correct change as the machines do not accept notes.

Where do I report to?

Your appointment letter will give specific information about the location you should report to on arrival at the hospital. At the main entrance, there is a helpdesk staffed by volunteers, who can guide and assist you to the correct location if you are unsure.

What do I need to bring with me?

You will need to bring the following items with you to your appointment:

- Appointment confirmation letter or appointment card
- A list of your current medication, including dosages
- A sample of urine in a clean container if this is requested
- Your spectacles or contact lenses, as you may be expected to fill in forms
- Proof of UK Residency (i.e. medical card, passport, driving licence, pension book, utility bill, student ID)
- Money for car parking
- Money for prescriptions or an exemption certificate
- Relevant documentation, if eligible to claim reimbursement of travel expenses

Checking in at Reception

Patients are seen in time order where practical, therefore it isn't advisable to arrive too early; 10 minutes before appointment time is advisable, except when arriving by ambulance, which we always try to accommodate.

On arrival at your clinic location, you will be greeted by one of our receptionists who will ask you to confirm the following information:

- Your full name
- Your date of birth
- Your current address
- Your home telephone number and mobile telephone number
- Your current GP's name and surgery details
- Your next of kin and their contact details
- How long you have lived in the UK

These details will be matched against the details we have on our hospital records and will ensure that your personal information is kept up to date and that future appointments or correspondence is sent to the correct address.

We may also ask you details about your ethnic origin if we do not already have this information recorded.

Why do we need to collect and monitor equality data?

We provide services to people who have a variety of different needs. Equality is not about treating everyone the same, instead we need to make sure we respond appropriately to different needs. To do this, we need to gather information regarding the impact of our services and functions on different groups.

Under Equality Legislation we are required to measure the impact of our services on different groups, specifically in relation to their: ethnicity, age, gender, gender identity (transgender), sexual orientation, disability, religion or belief. Monitoring allows us to highlight any possible inequalities (unfairness) between different groups; investigate their underlying causes; and remove any unfairness or disadvantage. We also need to make sure that we are using this information to inform service planning and improvement.

Waiting to be seen

We realise that waiting areas can be daunting places for some. We try to ensure that our waiting areas are kept clean and tidy and are as welcoming as possible. Some areas may have televisions, and some will be equipped with screens, which display information on current issues or campaigns affecting the Trust.

If you need to leave the waiting area for any reason, please ensure that you advise a member of staff, or the receptionist. We have recently introduced a system of patient paging, which allows us to call a patient back into the department when it is their turn to be seen.

Each consultant has a team of highly trained doctors and nurses working with them, so although you may not always be seen by the consultant, they will be monitoring your care. Each doctor may wish to undertake some tests before or following your appointment, or you could undergo some treatment; therefore, you may need to visit a number of departments during the same visit, so please be prepared for your visit to be extended.

We aim to see patients at their given appointment time. However, delays do occur, as it is not always possible to know in advance how long each patient will need to spend with the doctor. Should the clinic be running late, we will keep you informed.

If you are a diabetic, it is advisable to bring appropriate food, in case the clinic runs late.

Please make sure you wear appropriate clothing, or bring clothing with you, as you may be asked to get undressed to accommodate an examination. For example, if your appointment is for an upper limb, wear a vest or sports bra, or, if your appointment is for a lower limb, wear or bring shorts to change into.

Chaperone

You can request that a chaperone is present during any health interaction that you feel uncomfortable with. The presence of a chaperone may assist in supporting and reassuring you during the healthcare interaction. The Trust believes that respect, explanation, consent, and privacy are paramount to ensuring you receive a positive patient experience whilst visiting Wrightington, Wigan and Leigh NHS Foundation Trust.

Please ask a member of nursing staff if you wish to have a chaperone present with you at your outpatient appointment.

Tell us about your needs/special requirements

Please telephone the number on your appointment letter if you have any special needs or mobility problems. We may need to make special arrangements to ensure your visit is as straightforward as possible.

- Are you disabled / have mobility problems?
- Are you hearing / visually impaired?
- Do you use special equipment?
- Do you need written information in large print or audio?

The more you can tell us about your individual needs, the more we can put in place to ensure those needs are met.

Disabled access

Wheelchair access: All hospital and outpatient clinic reception entrances are suitable for wheelchairs. There are disabled toilets in key locations around the hospital and outpatient clinics.

Sensory impairment: signers can be arranged to help during your visit. Please call the number on your appointment letter to let us know what help you need. Please give as much notice as possible. A guide dog may accompany you during your visit if required, but please give the clinic staff as much notice as possible, so they can accommodate this.

Disabled parking: disabled parking is available on all hospital sites.

Please visit the **AccessAble** web page for a more detailed summary about what disabled access and facilities we provide:

<https://www.accessable.co.uk/wrightington-wigan-and-leigh-nhs-foundation-trust>

Disability and Language Assistance

Disability Assistance

For more information on disability assistance, please visit our Accessibility Page on the following link, <https://www.wwl.nhs.uk/accessibility>

Language Assistance

If English is not your first language, we can arrange an interpreter for you. This can be in the form of telephone and face to face interpreters, including British Sign Language.

If you are attending the hospital for the first time, your GP should notify us of your need for communication support, and this will then be arranged by hospital staff. The majority of patients will be provided with telephone interpreting services, while face to face interpreters can be booked if there is a specific need for it.

Communication support can also be provided for follow up appointments. Telephone interpreters do not need to be pre-booked, so when attending your appointment, please inform reception staff at the clinic that you require interpreting services. There may be times when face to face communication for follow up appointments is needed; please let staff know **before** leaving the clinic and this will be arranged for you.

WWL Patient Information can be translated into other languages, braille, audio and large print on request. If required, please ask a member of staff in the department to arrange this for you.

Mobile telephone use

It is possible to use mobile telephones in areas of the hospital, but we respectfully ask that you switch off your mobile telephone in patient waiting areas, and when attending for your consultation.

Refreshment facilities

Refreshment facilities are available. These are provided by vending machines, and the Trust's own catering department.

The staff/visitors Restaurant is open Monday to Friday from: 7.30am to 4:30pm.

Parent & Baby

There are baby changing facilities available in all outpatient departments. Ask staff or the help desk for locations.

Cancelling your appointment

It is important that you keep your appointment. If you cannot attend for your appointment, please let us know as soon as possible, so that we may be able to offer the appointment to another patient. To cancel your appointment, please telephone the hospital on **0300 555 4567**, or you can visit our website and use our on-line cancellation form.

<https://www.wvl.nhs.uk/reschedule-an-appointment>

Copy letters to patients

It is usual after your visit to an outpatient clinic that the Consultant, doctor or specialist nurse will write a letter to your GP to confirm details of your visit, and any recommendations about your treatment and future management. Please let your hospital doctor or nurse, know if you would like to receive a copy of this correspondence, or inform the Receptionist, so this can be arranged for you.

Interpreter services

The Trust can provide telephone interpreting services and sign language assistance for patients with hearing impairments. The Trust will only use face to face interpreters in exceptional circumstances. Please note that the Trust does not support the use of relatives or friends to provide interpreter services.

Are you an overseas visitor?

Hospital treatment is free to people who can demonstrate they have lived in the United Kingdom for the last 12 months.

No smoking

The Trust operates a no smoking policy on all of its hospital sites. You are respectfully requested to observe the no-smoking signs and refrain from smoking on Trust premises.

Medical students

There may be times when medical students are present in the outpatient clinic. Patient contact is an important part of medical training for them, but if you would prefer not to be interviewed or examined by a medical student, please advise the clinic nurse. This will not affect the medical care you receive.

Chaplaincy and spiritual care

Sometimes, patients and their relatives appreciate someone to support them and to talk to before or after an appointment. Chaplains are there to support all people of all faiths and none. If you would like to speak to one of the chaplains, please phone 01942 822324, or ask a member of staff to contact them.

Contact Details

Wrightington Hospital

Hall Lane
Appley Bridge
Wigan
Lancashire
WN6 9EP

Outpatient Department: 01257 256299

Find Wrightington Hospital on Google maps - <https://www.google.com/maps>

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 to 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 pros and cons 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.



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