

Visiting Our Wards and Departments

Patient and Visitor Information

Infection Prevention and Control Department



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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Introduction

In line with the government's plans to ease lockdown restrictions, we have revised our visitor policy.

Patients will be asked to nominate up to three named visitors who will be able to visit them during their stay.

Patients will not be allowed visitors until they have been in hospital for at least 3 days.

This will limit the number of people in the hospital and reduce the risk of spreading infection. There may be some exceptions to this, which we will discuss with you on an individual basis. A member of staff from the ward will contact the named visitor and will be asked/given the following information.

Before the visit

- You will be given an allotted time that you can visit and what ward you need to come to.
- You are being allocated a specific time slot, so you need to arrive on time – you will not be allowed to enter the ward early.
- You will be asked for your contact details, which will be kept for 21 days and will be used for contact tracing if required.
- You should turn off the NHS Contract tracing App on your phone during your visit.
- You will be asked to sign a disclaimer on your arrival.
- We will do our best, but you may not be allowed to visit every day.

Upon arrival at the hospital

- All visitors must always wear a surgical face mask (unless medically exempt), when entering and moving through the hospital. If you have your own mask on you will be asked to remove it, carry out hand hygiene and put on a hospital surgical face mask. Please try not to touch your mask once it is on.
- You must wash your hands or use the hand gel before and after your visit.
- You will have your temperature taken and recorded before admission. If you display symptoms of coronavirus, you will be kindly asked to leave.
- You will be asked to sit on a chair at the end of the patient's bed. You should try to keep socially distanced from others at all times, and not sit on patients' beds or seats, share food or drink, pick up/move items that are not yours, or physically help other patients. If you wish to put things in the patient's locker or take items home for them, please ask the staff to help you.

- You are advised not to bring any personal items with you if possible. If you do these should be cleaned before and after the visit.
- Each visit will be up to 45 minutes in length.
- If the patient requires care or any investigations during the visit, we are sorry, but we will not be able to extend the visit time.

After the visit

- Visitors do not need to self-isolate following the visit as by performing hand hygiene and wearing Personal Protection Equipment (PPE) they are unlikely to present a risk to those they encounter afterwards.
- Visitors are advised to follow national guidance on self-isolation should they develop symptoms after their visit.

Virtual visiting

We recognise the importance of relatives and patients being able to communicate, especially during these challenging times. The options for virtual visiting, remains the same. Please contact the ward to arrange your virtual visit.

Message to a loved one

As a Trust we acknowledge the very difficult and distressing times our loved ones, their families, friends, and carers are experiencing at this unprecedented time.

We acknowledge that it can be frustrating not being able to contact your loved one.

You can send a message to the following email address:

MyMessageTo.MyLovedOne@wwl.nhs.uk – we can print your message and deliver it to the ward or do our best to find an alternative method to get your message delivered.

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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