

## Notes

### 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 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 Personal Information

For details on how we collect, use and store the information we hold about you, please take a look at our "how we use your personal information" leaflet which can be found on the Trust website:

[http://www.wwl.nhs.uk/patient\\_information/leaflets/](http://www.wwl.nhs.uk/patient_information/leaflets/)

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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Is your child  
ready for school?  
School Nursing Team

Parent and Carer Information

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In September your child's care will pass from the Health Visiting Team to the School Nursing Team.

Now is the time to ensure your child is ready for school. If you have any concerns preparing your child for school, such as toilet training, washing hands, using a knife and fork, dressing and undressing please contact your Health Visiting Team or your School Nursing Team on the numbers below for further support and advice:

### Health Visiting

Pemberton	01942 481983
Leigh	01942 483689
Hindley	01942 483891
Tyldesley	01942 481018
Wigan	01942 482117

### School Nursing

Pemberton	01942 483739
Golborne	01942 483558
Hindley	01942 483889
Astley	01942 483007
Wigan	01942 482111

Both services can be contacted Monday to Friday from 9am to 5pm. During busy times please leave a message on our answerphone.

School nurses are specialist practitioners that work across education and health to provide a link between school, home and the community. Your School Nurse Team can provide:

- Health assessments
- Home visits

- General health advice
- Support with concerns
- Immunisations
- Care plans in school
- Health promotion
- Safeguarding

Your School Nursing Team also has links to other community services. They can refer and signpost you to them as necessary.