

# How we use your information

**(Name of Initiative) Patient Information**

Author ID: GEG  
Leaflet Number: Corp 006  
Version: 9  
Name of Leaflet: How we use your information  
Date Produced: December 2023  
Review Date: December 2025

## Who are we?

Wrightington, Wigan and Leigh NHS Teaching Hospitals Foundation Trust (The Trust) is a major acute trust serving the people of Wigan and Leigh and beyond.

### Information about you

**You have the right to know what information we have about you**



We keep information about you and your health care.



It is important that you tell us if anything changes so we can keep your record up to date.



We keep all your Information about you safe and private and we must do so by law



We keep your information on paper and/or on a computer.



### Keeping records about you helps us to...

Give you the best care and support that we can



### We might also use your information to:

Remind you about appointments



Look into complaints and incidents



Make sure we are meeting everyone's needs



Train staff and help research projects



To report information to organisations such as the Department of Health and Social Care.

We do this to help and improve the care we give you



## Where do we get our information about you?

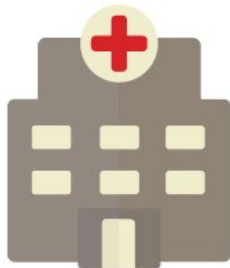
From you



From your doctor / GP



From another hospital



## Sometimes we may have to share your information...

If you have committed a serious crime.

If you are a risk to the public or yourself

To keep vulnerable children and adults safe



## You can ask us...

- ✓ For the information we have about you, which is called a Subject Access Request
- ✓ How we use information about you
- ✓ To change any information if it is wrong
- ✓ To get rid of information about you that does not need to be used
- ✓ To not share your information (unless we have to by law)
- ✓ To give copies of the information we have about you to other organisations
- ✓ Not to use information about you for some things.

## Who do I talk to if I'm not happy?

Information Governance Department  
Wrightington, Wigan and Leigh NHS Foundation Trust  
Suite 9  
Buckingham Row  
Brick Kiln Lane  
WN1 1XX

## 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?



This leaflet is also available in audio, large print, Braille and other languages upon request. For more information call 01942 773105.

---

© Wrightington, Wigan and Leigh NHS Foundation Trust  
All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner

