

How we use your information

Easy to Read Patient Information

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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
Wrightington Hospital
Hall Lane
Appley Bridge
Wigan
WN6 9EP
Telephone: 01257 256335/ 488271

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.

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