Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Easy Read - Patient Access Policy-First Appointment

Version number: **1.0**
Last modified date: **12th November 2026**

Patient Access Policy: First Appointments

Patient and Carer Information

Community LD Service

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Author ID: A G-R

Leaflet ref: CM 010

Version: 2

Leaflet title: Patient access policy First Appointments-Easy Read

Last review: August 2022

Expiry Date: August 2024

Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust, is the name of the Trust that runs some of the health services in these areas. These are services to help children, young people, and adults with their health.

Making Your Appointment

Different services use different ways to make appointments. If you need help with your health while at home, you can ring the central telephone number to find out how to contact the service you need. The telephone number is **01942 244 000**.

If you have the number of the service you are using, then you can telephone them about an appointment.

If you know a referral has been made to a service for you, then wait for them to ring you or send you a letter. You might be sent a letter from the service that asks you to choose a day and time for the appointment. This is called **“Choose and Book”**.

To Cancel an Appointment

You need to telephone the service no later than 3 hours before your appointment to cancel. The service will then change the appointment to a better day or time for you.

Opt-in Letter

Some services might send an ‘opt-in letter’ which means you can decide whether you still need the help or not. If you do still need help from the service, then you can contact them using the information in the letter. The service will tell you the last date you need to contact them by, to tell them you still need their help. If you do not contact within the ‘Opt-in’ time, you will be discharged and they will tell your doctor you do not need the service anymore.

Late for an Appointment

If you are late for your appointment, please phone the service as soon as you can. The service may not be able to see you and you may be discharged.

If Something Happens Before Your Appointment

Sometimes things happen that means you will not be able to go to your appointment. If this does happen, ring the service as soon as you can to explain and talk about changing the appointment.

Appointments Cancelled by Your Health Service

Sometimes things might happen to us too that means we need to cancel your appointment. If we do, the service will ring you to tell you. We will book in another appointment if we have to cancel.

Discharge

This means that the service does not need to work with you anymore. You might be discharged because your health is better and you do not need any more help. You might be

discharged because you did not go to your appointment without ringing or telling the service. You might be discharged if you cancelled your appointment late and cannot go to a different one. You might be discharged if you do not reply to your opt-in letter.

If you are discharged, the service will write a letter to your doctor to tell them.

Notes

Please use this space to write notes or reminders.



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