Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

Coming to our hospitals during the day

Version number: **1.0**
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Coming to Our Hospitals During the Day

Easy Read Patient Information

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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.

Out-Patients

People who come to our hospitals during the day are called Out-Patients. If you are worried about coming to hospital, you can ask a friend or carer to come with you.

Our Hospitals

- **Thomas Linacre Out-Patient Centre**: Close to Wigan Town Centre and Mesnes Park. There is no pharmacy here.
- **Wigan Infirmary (Royal Albert Edward Infirmary)**
- **Leigh Infirmary**: Close to Haigh Hall's Main Entrance.
- **Wrightington Hospital**: Accessible from The Avenue. Close to Wrightington Country Club.
- **WWL Eye Unit**: Close to Wigan Town Centre. There is no café here.

What to Bring

- Your Appointment Letter. It will tell you which hospital site to go to and what time you must be there.
- Any medicines you are taking.
- Your Spectacles or Contact Lenses if you use them.
- Money for car park. Please bring change for the pay and display machines.
- Your hospital passport if you have one. A hospital passport is for patients with learning disabilities. It helps the hospital staff care for you.

If you need any special support or equipment or want to talk about coming into hospital - please telephone the number on your appointment letter.

When You Arrive

Go to the main reception or help desk and show them your appointment letter. They will tell you where to go. When you are at the hospital, make sure you wash your hands or use the hand gel. This helps stop germs from spreading.

All staff wear badges with their name and photo on, so you know who they are. If you get lost, ask a member of staff.

At your appointment, you may need to have blood tests or x-rays. This means you may have to spend longer at your appointment. You may be seen by the consultant named on your appointment letter or another doctor who is part of the Consultant's Team. Please ask the doctor or nurse to explain anything that you do not understand and discuss anything that is worrying you.

Cafes / Restaurants

There are cafes or restaurants at 4 of our hospital sites. Boston House does not have a café.

There are pharmacies at 4 of our hospital sites. Thomas Linacre Centre does not have a pharmacy.

Patient Relations – Complaints, Concerns and Compliments

Let us know what you think. If you want to thank the staff, or if you are unhappy, or if you have a question, or if you have an idea to make the hospital a better place, talk to the Patient Relations Department who will try to sort things out for you.

Telephone: 01942 822376
E-mail: Patient.Relations@wwl.nhs.uk

Additional Information

You can get more information from our website www.wwl.nhs.uk

This leaflet is also available in audio, large print, braille, and other languages upon request. For more information please ask in department or ward.

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Call 111 first when it’s less urgent than 999.
Phone: 0808 802 1212
Text: 81212
www.veteransgateway.org.uk



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