



Easy Read Information

# Complaints, Concerns & Compliments

Patient Relations Service (**PALS**)

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We can help you sort out anything you are not happy with about the care you get from any of our hospital sites. We can give you information about any of our services.

We have five hospitals



### **Thomas Linacre Out-Patient Centre**

Is close to Wigan Town Centre and Mesnes Park

### **Wigan Infirmary (Royal Albert Edward Infirmary)**

Is close to Haigh Hall's Main Entrance

### **Leigh Infirmary**

Is close to Leigh Town Centre, Can get to from The Avenue

### **Wrightington Hospital**

Is close to Wrightington Country Club

### **WWL Eye Unit, Boston House**

Is close to Wigan Town Centre

## 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

## Worries and fears



If you are worried or unhappy with your care, tell someone straight away, (for example your Nurse, Doctor, Receptionist)



Talk to the Patient Relations Department who will try to sort things out for you.

## Making your complaint

If you are still worried or unhappy you can make a complaint - you can use any of the 4 ways shown below

1.



You can tell the Patient Relations Department - **PALS**

2.



You can write to us:

Patient Relations Manager

Wrightington, Wigan and Leigh

Teaching Hospitals NHS

Foundation Trust

Royal Albert Edward Infirmary

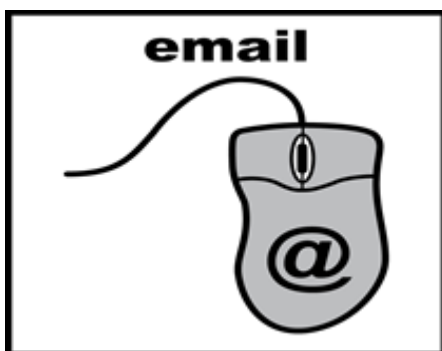
Wigan Lane, Wigan, WN1 2NN

3.



Or telephone 01942 822376

4.



Or email us at:

Patient.Relations@wwl.nhs.uk

## What happens next



We will get back in touch with you and tell you what we plan to do.

## Where to find us

We are at the main entrance of Royal Albert Edward Infirmary, next to the Café.

## We are open



Monday	9am to 4pm
Tuesday	9am to 4pm
Wednesday	9am to 4pm
Thursday	9am to 4pm
Friday	9am to 4pm

**We are closed Saturday and Sunday and Bank Holidays.**

Please use this space to write notes or reminders



You can get more information from our website

[www.wwwl.nhs.uk](http://www.wwwl.nhs.uk)

This leaflet is also available in audio, large print, braille and other languages upon request.

For more information please ask in department/ward.

