

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?

How We Use Your Personal Information

For details on how we collect, use and store the information we hold about you, please take a look at our "how we use your personal information" leaflet which can be found on the Trust website:

www.wwl.nhs.uk/patient_information/Leaflets/default.aspx

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

For more information please ask in department/ward.

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Sight Loss Support Service

Orthoptic Department

Patient Information

Author ID:	KW
Leaflet Number:	Ophth 013
Version:	1 final draft
Name of Leaflet:	Sight Loss Support Service
Date Produced:	April 2019
Review Date:	April 2021



Introduction

When you've been diagnosed with an eye condition or experience a sudden change in vision, having someone you can trust to turn to for support and advice can make a huge difference.

Sight Loss Advice Service

Our Sight Loss Advice Service is here for anyone who is worried about their sight or that of someone they care about.

We can provide expert advice on:

- common eye conditions and making the most of your remaining sight
- the help you are entitled to from your local authority
- emotional support
- the benefits of registering as sight impaired

- welfare benefits and concessions that you could be entitled to
- tips for independent living (including using technology, shopping, travel and leisure)
- employment, education and housing
- sources of local support and other organisations that may be useful to you

From the time of diagnosis and throughout your life, we're always here to help

How can I use the service?

Our Sight Loss Advice Service is easy to use.

You can:

- Ask a member of staff to refer you
- Self refer
- Speak to a sight loss adviser over the phone
- Meet with one of our Eye Unit based Sight Loss Support Advisors (SLSA)

Get in touch

Leave us a message on: 01942 773299 and we will call you back.

Please note the SLSA's currently have patient contact on Monday & Thursday mornings.