

# Outpatient Department Thomas Linacre Centre

## Patient Information



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.

Author ID:	JW / HF
Leaflet Ref:	OPD 003
Version:	8
Leaflet title:	Outpatient Department Thomas Linacre Centre
Last Review:	August 2022
Expiry Date:	August 2024



## Outpatient Department

Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust provide Outpatient clinics on the four main sites. These are:

- Royal Albert Edward Infirmary, Wigan Lane, Wigan, WN1 2NN
- Leigh Infirmary, The Avenue, Leigh, WN7 1HS
- Wrightington Hospital, Hall Lane, Appley Bridge, WN6 9EP
- The Thomas Linacre Centre, Parsons Walk, Wigan, WN1 1RU

This leaflet intends to provide you, our patient, or your relative, guardian or carer, with some general information to help you prepare for your Outpatient appointment at the Thomas Linacre Centre. It will, we believe, answer some of the questions we are asked most frequently by our patients.

For current information see - Our Hospitals section on the trust website:

<https://www.wvl.nhs.uk/our-hospitals>

This leaflet is not intended to provide any information relating to any medical condition, or any specific treatment you may receive in any of our Outpatient departments but will highlight some of the departments you may have to visit as part of your Outpatient appointment.

## Transport - How do I get to Thomas Linacre Centre?

### By Ambulance

If you have previously booked an ambulance for medical reasons to attend your hospital appointment, then you can contact your GP at least one week before your next appointment is due to arrange an ambulance.

### Travelling by bus or rail

#### Trains:

Visit the National Rail website for information, timetables, and routes to Wigan. The nearest train stations are Wigan Wallgate and Wigan North Western both stations are one mile away.

#### Buses:

Visit the Transport for Greater Manchester (TFGM) website for up-to-date travel information and timetables, alternatively, call Traveline - 0871 200 2233. Always check with your bus company to ensure their information is current.

## Travelling by car?

### Directions from the North

- Leave the M6 at junction 27 (sign posted Wigan, Parbold, A5209), then at the roundabout take the 1st exit onto the A5209
- At T-junction turn right onto the A5209
- At traffic signals turn right onto A49
- At roundabout take the 2nd exit onto the A49
- Follow A49 (Wigan Road), pass the Royal Albert Edward Infirmary and continue on through Wigan Centre
- Turn right onto the B5375 (Parsonage Way) and the Thomas Linacre Centre is 300 metres on your right.

### Directions from the South

- Leave the M6 at junction 25, exit onto A49 (Turn left at roundabout following A49)
- After passing the retail park turn right at the traffic lights onto B5238/Poolstock Ln.
- Continue to follow B5238. Cross mini roundabout
- Turn left at traffic lights following B5238/Chapel Ln. Continue to follow Chapel Ln
- Continue to follow A49 / River Way
- Turn left at traffic lights (Mercure Oak Hotel on right) onto Powell Street / Northway
- Continue through into Wigan on the B5376 (Northway) and then turn right onto the B5375 (Parsons Walk) and the Thomas Linacre Centre is 300 metres on your right.

## Car Parking

**Car parking is available on a Pay and Display basis. The cost is:**

Up to 30 minutes drop off – Free

Up to 1 hour £2.00

Up to 2 hours £3.00

Between 2 and 4 hours £5.50

4 to 24 hours £7.00

Payment is cash only and we ask that visitors bring the correct change as the machines do not accept notes.

Concessionary parking is available, restrictions apply.

The Government has recently introduced new guidance on the provision of free car parking for certain groups of hospital patients and visitors. This means that the following people are now eligible to receive free parking at our hospitals:

1. Disabled people holding a valid Blue Badge, to be displayed in windscreen of vehicle.
2. Frequent outpatient attendees, defined as those who are required to attend hospital for an appointment at least three times within a month for at least three months.
3. Parents or guardians of sick children staying overnight in the hospital.

Outpatients and parents/guardians outlined in points two and three need to request an exemption pass from the relevant ward manager or the security office and display this in their vehicle for the duration of their stay.

### **Where do I report to?**

Your appointment letter will give specific information about the location you should report to on arrival at the hospital. At the main entrance there is a helpdesk staffed by volunteers who can guide and assist you to the correct location if you are unsure.

### **What do I need to bring with me?**

You will need to bring the following items with you to your appointment:

- Appointment confirmation letter or appointment card
- A list of your current medication, including dosages
- A sample of urine in a clean container if this is requested
- If the appointment is for a child, please bring the Red Infant Record Book
- Your spectacles or contact lenses as you may be expected to fill in forms.
- Proof of UK Residency (i.e. medical card, passport, drivers' licence, pension book, utility bill, student ID)
- Money for car parking
- Money for prescriptions or an exemption certificate
- Relevant documentation if eligible to claim reimbursement of travel expenses

### **Checking in at Reception**

Patients are seen in time order where practical therefore it isn't advisable to arrive too early, 10 minutes before your appointment time is advisable except when arriving by ambulance.

On arrival at your clinic location, you will be greeted by one of our receptionists who will ask you to confirm the following information:

- Your full name
- Your date of birth

- Your current address
- Your home telephone number and mobile telephone number
- Your current GP's name and surgery details
- Your next of kin and their contact details
- How long you have lived in the UK

These details will be matched against the details we have on our hospital records and will ensure that your personal information is kept up to date and that future appointments or correspondence is sent to the correct address.

We may also ask you details about your ethnic origin if we do not already have this information recorded.

### **Why do we need to collect and monitor equality data?**

We provide services to people who have a variety of different needs. Equality is not about treating everyone the same, instead we need to make sure we respond appropriately to different needs. To do this, we need to gather information regarding the impact of our services and functions on different groups.

Under Equality Legislation we are required to measure the impact of our services on different groups, specifically in relation to their ethnicity, age, gender, gender identity (transgender), sexual orientation, disability, religion, or belief. Monitoring allows us to highlight any possible inequalities (unfairness) between different groups; investigate their underlying causes; and remove any unfairness or disadvantage. We also need to make sure that we are using this information to inform service planning and improvement.

### **Waiting to be seen**

We realise that waiting areas can be daunting places for some. We try to ensure that our waiting areas are kept clean and tidy and are as welcoming as possible. Some areas may have televisions, and some will be equipped with screens which display information on current issues or campaigns affecting the Trust. If you need to leave the waiting area for any reason, please ensure that you advise a member of staff, or the receptionist.

Each consultant has a team of highly trained doctors and nurses working with them, so although you may not always be seen by the consultant, they will be monitoring your care. Each doctor may wish to undertake some tests before or following your appointment, or you could undergo some treatment and therefore you may need to visit several departments during the same visit, so please be prepared for your visit to be extended.

We aim to see patients at their given appointment time. However delays do occur, as it is not always possible to know in advance how long each patient will need to spend with the doctor. Should the clinic be running late we will keep you informed.

If you are a diabetic, it is advisable to bring appropriate food, in case the clinic runs late.

## Chaperone

You can request that a chaperone is present during any health interaction that you feel uncomfortable with. The presence of a chaperone may assist in supporting and reassuring you during the healthcare interaction. The Trust believes respect, explanation, consent, and privacy are paramount to ensuring you receive a positive patient experience whilst visiting Wrightington, Wigan and Leigh NHS Foundation Trust.

Please ask a member of nursing staff if you wish to have a chaperone present with you at your Outpatient appointment.

## Tell us about your needs/special requirements

Please telephone the number on your appointment letter if you have any special needs or mobility problems. We may need to make special arrangements to ensure your visit is as straightforward as possible.

- Are you disabled / have mobility problems?
- Are you hearing / visually impaired?
- Do you use special equipment?
- Do you need written information in large print or audio?

The more you can tell us about your individual needs the more we can put in place to ensure those needs are met.

## Disabled access

**Wheelchair access:** All hospital and outpatient clinic reception entrances are suitable for wheelchairs. There are disabled toilets in key locations around the hospital and outpatient clinics.

**Sensory impairment:** Signers can be arranged to help during your visit. Please call the number on your appointment letter to let us know what help you need. Please give as much notice as possible. A guide dog may accompany you during your visit if required, but please give the clinic staff as much notice as possible so they can accommodate this.

**Disabled parking:** Disabled parking is available on all hospital sites.

Please visit the AccessAble web page for a more detailed summary about what disabled access and facilities we provide:

<https://www.accessable.co.uk/wrightington-wigan-and-leigh-nhs-foundation-trust>

## Disability and Language Assistance

### Disability Assistance

For more information on disability assistance please visit our Accessibility Page on the following link, <https://www.wvl.nhs.uk/accessibility>

## Language Assistance

If English is not your first language, we can arrange an interpreter for you. This can be in the form of telephone and face to face interpreters, including British Sign Language.

If you are attending the hospital for the first time, your GP should notify us of your need for communication support and this will then be arranged by hospital staff. Most patients will be provided with telephone interpreting services, while face to face interpreters can be booked if there is a specific need for it.

Communication support can also be provided for follow up appointments. Telephone interpreters do not need to be pre-booked, so when attending your appointment, please inform reception staff at the clinic that you require interpreting services. There may be times when face to face communication for follow up appointments is needed, please let staff know **before** leaving the clinic and this will be arranged for you.

WWL Patient Information can be translated into other languages, braille, audio, and large print on request. If required, please ask a member of staff in the department to arrange this for you.

## Mobile telephone use

It is possible to use mobile telephones in areas of the hospital, but we respectfully ask that you switch off your mobile telephone in patient waiting areas and when attending for your consultation.

## Refreshment facilities

Refreshment facilities are provided by the Trust Catering Department shop. Opening times are: Monday to Friday 8am to 3pm

## Parent & Baby

There are baby changing facilities available in all outpatient departments. Ask staff or help desk for locations.

## Cancelling your appointment

It is important that you keep your appointment. If you cannot attend for your appointment, please let us know as soon as possible so that we may be able to offer the appointment to another patient. To cancel your appointment please telephone the hospital on **0300 555 4567** or you can visit our website and use our on-line cancellation form. <https://www.wwl.nhs.uk/reschedule-an-appointment>

## Copy letters to patients

It is usual after your visit to an Outpatient clinic that your Consultant, doctor or specialist nurse will write a letter to your GP to confirm details of your visit and any recommendations about your treatment and future management. Please let your hospital doctor or Nurse

know if you would like to receive a copy of this correspondence or inform the Receptionist so this can be arranged for you.

## **Interpreter services**

The Trust can provide telephone interpreting services and sign language assistance for patients with hearing impairments. The Trust will only use face to face interpreters in exceptional circumstances. Please note that the Trust does not support the use of relatives or friends to provide interpreter services.

## **Are you an overseas visitor?**

Hospital treatment is free to people who can demonstrate they have lived in the United Kingdom for the last 12 months.

## **No smoking**

The Trust operates a no smoking policy on all its hospital sites. You are respectfully requested to observe the no-smoking signs and refrain from smoking on Trust premises.

## **Medical students**

There may be times when medical students are present in the Outpatient clinic. This patient contact is an important part of their medical training but if you would prefer not to be interviewed or examined by a medical student then please advise the clinic nurse. This will not affect the medical care you receive.

## **Chaplaincy & spiritual care**

Sometimes patients and their relatives appreciate someone to support them and to talk to before or after an appointment. Chaplains are there to support people of all faiths and none. If you would like to speak to one of the chaplains, please phone 01942 822324 or ask a member of staff to contact them.

At the Thomas Linacre Centre, a quiet room and prayer mats may be provided on request. Please ask a member of staff if you require this.

## **Contact Details**

### **Thomas Linacre Centre**

Parsons Walk

Wigan

Lancashire

**WN1 1RU**

Telephone for General Enquiries: 01942 774618

Main Switchboard: 01942 244 000



Please use this space to write notes or reminders.

---

## 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 until 4pm)

The Patient Relations/PALS Manager  
Wrightington, Wigan and Leigh Teaching Hospitals 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 positives and negatives 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 Information

For details on how we collect, use, and store the information we hold about you, please see patient information leaflet, Ref. **Corp 006** How we use your information, this can be found on the Patient Information Leaflets page on the Trust website, see details on the front cover.

---

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

---

© Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust.  
All rights reserved. Not to be reproduced in whole or in part without the permission of the copyright owner.

**Call 111 first when it's less urgent than 999.**



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2021

*Proudly serving those who serve.*

Phone: 0808 802 1212

Text: 81212

[www.veteransgateway.org.uk](http://www.veteransgateway.org.uk)

