

Outpatient Department Royal Albert Edward Infirmary

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.

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Outpatient Department

Wrightington, Wigan and Leigh NHS Foundation Trust provides outpatient clinics on 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 Royal Albert Edward Infirmary. 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.wwl.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 access as part of your outpatient appointment.

Transport - How do I get to Royal Albert Edward Infirmary?

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 train or bus?

Trains:

Visit the National Rail website for information, timetables, and routes to Wigan.

<https://www.nationalrail.co.uk/>

The nearest train stations are **Wigan Wallgate** and **Wigan North Western** both stations are 1 mile away.

Buses:

Visit the Transport for Greater Manchester (TFGM) website for up-to-date travel information and timetables <https://tfgm.com/public-transport/bus>

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

Follow the M6 Southbound heading for Wigan. At junction 27, Standish, leave the M6. Get in the left-hand lane of the slip road and take the A5029 which is the first left turn off the roundabout at the top of the slip road.

You are now on a dual carriageway for approximately 600 yards. Keep left. At the end of the dual carriageway you reach a junction, turn Left for Wigan (A49). You are still on the A5029 and are heading for Wigan town centre. (At this point you can also follow signs for Haigh Hall Country Park as they will take you to the same destination).

Continue on the A5029 going straight through the first set of lights until you reach the second set of traffic lights at Standish Village. At these traffic lights turn right onto the High Street, heading for Wigan on the A49.

Continue along the A49 following signs for Wigan town centre. Eventually, you will come to a small roundabout (Boar's Head Pub). Go right at this roundabout and continue along the A49 for approximately two miles going straight through a mini-roundabout. If you stay in the left-hand lane on the roundabout you will have priority to pass. Eventually, you will arrive at the Royal Albert Edward Infirmary which is on your right.

Directions from the South

Follow the M6 Northbound heading for Wigan. At junction 25 leave the M6. Get in the left-hand lane of the slip road. At the roundabout take the first exit (left), following signs for Town Centre, A49. Continue on this road for approximately 400 metres (past a retail park on the left) until you reach the next set of traffic lights, you will need to get in the right-hand lane. At these lights turn right onto the B5238/Poolstock Lane. Continue on this road for approximately 2 miles. After crossing a mini roundabout turn left at the traffic lights following the B5238/Chapel Lane. Continue on this road following Chapel Lane through 4 sets of traffic lights.

At the 5th set of lights, you will come to a T junction signposted A49 Preston/Standish. This will also be marked on the road lane (there will be a large hotel on your right-hand side and a Snooker Hall directly in front of you). Bear to the right at this junction again, staying in the left-hand lane marked A49, following the sign A49/Preston. You will start picking up the signs for the Hospital at this junction. At the next set of traffic lights go straight through (you will see a Tesco on the left) joining Central Park Way and going up the hill, again following the A49. This bends to the right and joins Wigan Lane. Carry on up the hill for approximately a quarter of a mile and the Royal Albert Edward Infirmary is on the left-hand side.

The Trust has implemented new patient and visitor parking arrangements at RAEI.

The main improvements are:

The main car park (car park D) now has twice as many newly marked disabled spaces. Freckleton Street, car park, which is 200 metres from the hospital main entrance, is now available for patients and visitors use. New Disabled parking spaces have been created nearby for Diabetic patients.

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

Up to 30 minutes drop off - Free

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.

There is a concession for long term patients/visitors of £2.50 for each and every 24 hour period providing the visitor acquires a concessionary pass from either the security department or the relevant ward and the pass is clearly displayed in the vehicle windscreen.

Car Parking Concession Criteria

Any oncology patient who attends the Trust for frequent regular treatment will receive free parking for the length of their treatment. This criterion was agreed by Macmillan Cancer Support.

Any patients attending clinics at the Trust for a minimum of one day a week for an extensive period will receive free parking.

Visitors of patients hospitalised for 2 weeks or more will be offered free parking for the duration of the patients stay.

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 and the Christopher home entrance, there are helpdesks 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, driving license, 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 appointment time is advisable, except when arriving by ambulance, which we always try to accommodate.

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. 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 may be 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 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 available. These are provided by vending machines, and the Trust's own catering department.

The shop is open from:

7:30am until 7:30pm **Monday to Friday** 8am until 7:30pm **Saturday and Sunday**
Bank Holidays 8am to 7pm

The staff/visitors Restaurant is open Monday to Friday

Breakfast 8am to 11am **Lunch** 12 noon to 2pm

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 and 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 all 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.

Prayer Facilities are available at Royal Albert Edward Infirmary. Ask a member of staff or the help desks for the location.

Contact Details

Royal Albert Edward Infirmary

Wigan Lane

Wigan

Lancashire

WN1 2NN

Main Phone: 01942 244 000

Email: patient.relations@wwl.nhs.uk

Find The Royal Albert Edward Infirmary on Google maps www.google.co.uk/maps

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.

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



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