

### 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 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 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 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 information” leaflet which can be found on the Trust website: <https://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 the department/ward.

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# COVID-19 Patient & Visitor Charter

## Patient and Visitor Information

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## Introduction

We want to keep you, your family, other patients and our staff safe while you are here. Coronavirus passes from person to person quickly and easily and is a real risk to those around us. You can pass it on to people even if you do not have symptoms of the virus.

We all have a responsibility to reduce the spread of coronavirus. Because we care, we may ask you to do things differently while you are here.

While I am at Wrightington Wigan and Leigh NHS Teaching Hospitals Foundation Trust. I understand that I will be asked to:

## Wear a mask

(please tick).

Patients should wear a mask (covering your nose and mouth) at all times unless you are not able to (this will be agreed between you and your care team). All carers and visitors should wear a face covering at all times, unless exempt.

## Make space for others

(please tick).

2 metres is the safe distance to stay from other people in hospital. Patients and visitors should not sit on other patients' beds or seats, share food or drink, pick up/move items that are not theirs, or physically help other patients. Ask a member of staff if you need help.

## Stay in one place to keep people safe

(please tick).

Please do not visit other parts of the hospital unless asked to by a member of staff. If asked to stay in a waiting or treatment area, please stay there. If you want or think you need to go somewhere, check with your care team first.

Our staff play an important role in keeping our hospital safe. It's ok to remind doctors, nurses and fellow patients that we need to make space for each other and to cover our mouths and noses. Reminders can help us all to look out for each other.

Name.....

Signature .....

Date .....

Please use this space to write notes or reminders.