



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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Leigh Urgent Treatment 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.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2021

Proudly serving those who serve.

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Leigh Urgent Treatment Centre

If you have one of the minor injuries or ailments listed opposite you could be treated by an experienced NHS nurse at Leigh Urgent Treatment Centre.

Opening Hours:

7am until 9pm seven days a week, 365 days a year.

You can attend without an appointment.

If we are unable to treat you before 9pm, you will be assessed by a registered clinician and may be referred to:

Either,

Your general practitioner (GP) or GP Out-of-hours Service

Or:

Hospital Accident & Emergency Department.

All children who attend

We will inform your GP of your visit to the Urgent Treatment Centre by 5pm the next working day.

Minor injuries or ailments we treat

- Minor Cuts or wounds
- Minor burns or scalds
- Minor head injuries
- Eye injuries and infections
- Rashes and allergic reactions
- Earache
- Bites or stings
- Fractures, sprain and x-rays (of upper and lower limbs)
- Emergency contraception

COVID Symptoms

Coughs, colds and sore throats, are classed as COVID symptoms you will be asked for proof of a negative PCR Test and maybe taken to an isolation room.

Other local NHS services

Doctor's Surgery

For general medical services such as a consultation with your GP or practice nurse, please contact your doctors surgery for an appointment.

GP Out of Hours Service:

Telephone: 111

For serious Accidents and Emergencies:

Telephone: 999

If you are worried about the sudden onset of new symptoms or have suffered a serious injury or illness, then you should go to your local hospital Accident & Emergency Department or call 999 as soon as possible.

Local Community Pharmacy

Your local community pharmacies offer a wide range of services including information and general advice on symptom relief medicines as well as a prescription collection and delivery service.

Contact information

Leigh Urgent Treatment Centre
Leigh Health Centre
The Avenue
Leigh
WN7 1HR
Telephone: 01942 483453