

## Additional telephone numbers

### Wrightington

#### Main Switchboard:

01942 244000

### Wrightington

#### Inpatient Physiotherapy:

01257 256307

### Wrightington

#### Outpatient Physiotherapy:

01257 256305

### Wrightington

#### Outpatients:

01257 256295

## 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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## Safety Guide to be Issued with a Zimmer Frame or Gutter Frame

### Therapy Services

### Patient Information

The Patient Information Leaflets page on the Trust website is available on the link:  
[https:// www.wvl.nhs.uk/patient-information-leaflets](https://www.wvl.nhs.uk/patient-information-leaflets)  
or scan the QR code.



EMPLOYER RECOGNITION SCHEME

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## Use of your frame

The frame is provided to give you assistance with your balance, and to reduce the amount of weight taken through your affected leg(s) or to allow no weight to be taken through it.

A member of staff will instruct you in the safe use of the frame and adjust the height to suit your individual needs.

Safety points to remember

1. The frame has been issued and measured for you personally and should not be given to someone else.
2. Follow the technique instructions from the issuing member of staff.
3. For safety you should regularly check that:

- The handles of the zimmer frame, or arm rests on the gutter zimmer frame are not split.
  - The adjustment holes are not elongated.
  - The bolts holding the sections together and the wheels (if a wheeled zimmer frame) are secure.
  - The ferrules (the rubber end to the stick) are not worn – it should have a tread like a car tyre to prevent it slipping during use and can become dangerous if smooth.
4. If you are concerned about its safety or need advice about its use, please contact your issuing department.

5. If you no longer need your frame, it can be returned to the hospital at your next visit.

## Be safe—follow these tips

- Remove obstacles to walking such as loose rugs, draught excluders and worn floor coverings. These can be a trip hazard.
- Make sure lighting where you are walking is adequate, particularly in halls and stairways
- Wear flat supportive shoes rather than slippers; ideally, they should fasten securely to your feet.
- Avoid wet floors.
- Beware of outdoor hazards e.g. uneven surfaces, wet leaves and ice.