

## 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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# The Rheumatology Telephone Advice Line

## Patient Information

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



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Author ID: AS  
Leaflet Ref: RH 002  
Version: 12  
Leaflet title: The Rheumatology Telephone Advice Line  
Date produced: October 2023  
Expiry Date: October 2025

## The Rheumatology Telephone Advice Line

The telephone number is 01257 256242.

## The aim of the Rheumatology Telephone Advice Line

The purpose of this service is to provide advice and support for patients with rheumatological conditions attending Wrightington, Wigan and Leigh Hospitals.

## The Advice Line is not an emergency service

If you require urgent medical advice, you must contact your General Practitioner (GP), attend your local Accident and Emergency Department or Walk-in Centre.

## When should you call the Advice Line?

You should call the Advice Line:

- If you have a 'flare up' of your condition that has not improved with your usual self-help treatments.
- If you are experiencing side effects which you feel may be caused by the medication prescribed for your arthritis.
- If you have concerns about your symptoms or management that need to be addressed before your next appointment.

## How does the Advice Line work?

The Advice Line is an answer-phone. Please leave the following information on the answer-phone:

Your full name

Your hospital number or date of birth

A telephone number where we can contact you

The reason for your call

A Rheumatology Nurse will listen to your message and return your call within 2 working days. Please note that the advice line is only available from 8am until 12 noon Monday to Friday. **If you still require advice, you will need to contact the advice line again.**

## Useful telephone numbers

### Repeat prescriptions/prescription queries and shared care

Telephone: 01257 488243

### Rheumatology appointments

Telephone: 01257 256241

Telephone: 01257 256222

Telephone: 01257 256224

### Podiatry appointments

Telephone: 01257 256389

### Occupational Therapy

Telephone: 01257 256306

### Physiotherapy

Telephone: 01257 256305

### Joint injections appointments

Telephone: 01257 256228

### Blood Test Appointments

Telephone: 01942 773151

### Blood Forms

Telephone: 01257 256587

## Consultant Secretaries can be reached on:

### Dr Gladston-Chelliah

Telephone: 01257 256239

### Dr Syed

Telephone: 01257 256238

### Dr Chitale

Telephone: 01257 256238

### For non-urgent enquiries email:

[wwl-tr.rheumatology.wrightington@nhs.net](mailto:wwl-tr.rheumatology.wrightington@nhs.net)