

# Coming to our hospitals during the day

## Easy Read Patient Information

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### Easy Read Information



The Patient Information Leaflets page on the Trust website is available on the link:

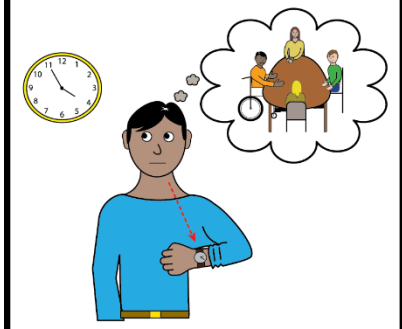
<https://www.wwl.nhs.uk/patient-information-leaflets> or scan the QR code.

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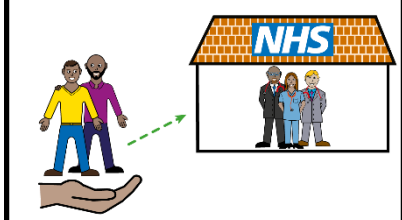
## Coming to Our Hospitals during the Day

### appointment



People who come to our hospitals during the day are called Out-Patients.

### support going to hospital



If you are worried about coming to hospital, you can ask a friend or carer to come with you.

## We have five hospitals



### Thomas Linacre Out-Patient Centre

Is close to Wigan Town Centre and Mesnes Park. There is no pharmacy here.

### Wigan Infirmary (Royal Albert Edward Infirmary)

Is close to Haigh Hall's Main Entrance.

### Leigh Infirmary

Can get to from The Avenue.

### Wrightington Hospital

Close to Wrightington Country Club.

**WWL Eye Unit**

Is close to Wigan Town Centre. There is no café here.

**When you come to our hospitals, remember to bring with you:**

**letter**



Your Appointment Letter.

It will tell you which hospital site to go to and what time you must be there.

**medicine**



Any medicines you are taking.

Medicine your doctor has told you to take.

Medicines you have bought for yourself.

**glasses**



Your Spectacles or Contact Lenses if you use them.


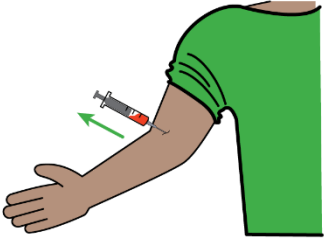


You may need to sign or fill in a form.

**parking**



Money for car park. Please bring change for the pay and display machines.

<p><b>communication passport</b></p> 	<p>Your hospital passport if you have one.</p> <p>A hospital passport is for patients with learning disabilities. It helps the hospital staff care for you. It gives them information about your needs and how you like to be treated.</p>
<p><b>wheelchair</b></p> 	<p>If you need any special support or equipment or want to talk about coming into hospital - please telephone the number on your appointment letter.</p>
<p><b>When you arrive at hospital</b></p>	
<p><b>reception</b></p> 	<p>Go to the main reception or help desk and show them your appointment letter.</p> <p>They will tell you where to go.</p>
<p><b>hands</b></p> 	<p>When you are at the hospital, make sure you wash your hands or use the hand gel.</p> <p>This helps stop germs from spreading.</p>

<p><b>I.D badge</b></p> 	<p>All staff wear badges with their name and photo on, so you know who they are.</p> <p>If you get lost, ask a member of staff.</p>
<p><b>blood test</b></p> 	<p>At your appointment, you may need to have blood tests or x-rays. This means you may have to spend longer at your appointment.</p>
<p><b>doctor</b></p> 	<p>You may be seen by the consultant named on your appointment letter or another doctor who is part of the Consultant's Team.</p> <p>Please ask the doctor or nurse to explain anything that you do not understand and discuss anything that is worrying you.</p>
<p><b>Cafes / Restaurants</b></p>	
<p><b>cafe</b></p> 	<p>There are cafes or restaurants at 4 of our hospital sites.</p> <p>Boston House, <b>does not</b> have a café.</p>



There are pharmacies at 4 of our hospital sites.

Thomas Linacre Centre, **does not** have a pharmacy.


**Patient Relations – Complaints, Concerns and Compliments**  
Let us know what you think.



If you want to thank the staff.....



Or if you are unhappy.....

 <p><b>ask you what you think</b></p> <p>The illustration shows a woman with long brown hair on the left and a man with short black hair on the right. The man has a thought bubble above his head containing a question mark. Dashed lines connect the woman to the man, suggesting communication.</p>	<p>Or if you have a question.....</p> <p>Or if you have an idea to make the hospital a better place.</p> <p>Talk to the Patient Relations Department who will try to sort things out for you.</p> <p>Telephone: 01942 822376 E-mail: <a href="mailto:Patient.Relations@wwl.nhs.uk">Patient.Relations@wwl.nhs.uk</a></p>



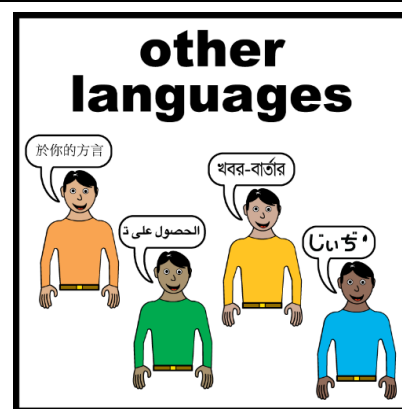
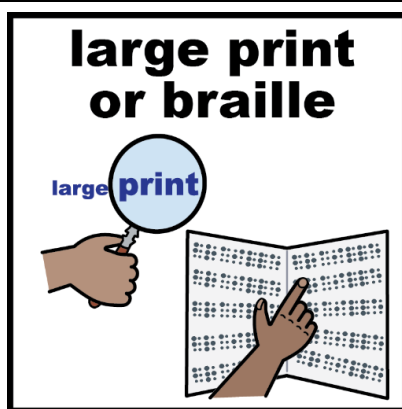
Please use this space to write notes or reminders.

## You can get more information from our website



[www.wwl.nhs.uk](http://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 department or ward.



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



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