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.



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Contact Us

Tel: 01942 822376 (Monday to Friday 9am until 4pm)

Head of Patient Relations and PALS
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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Who can I contact about my care?

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

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Introduction When to contact us **FURTHER NOTES** After attending a hospital clinic appointment or If you do not hear from us when you expect following a stay on a hospital ward, you may to, please contact us using the details have some questions about what will happen below. next. These details are to help you know who to If you have a question about your contact if you have any questions about your appointment, please contact the **Appointments Team:** care. Telephone 0300 555 4567 Email: appointments@wwl.nhs.uk **My Care Team** If you have a question about your care, I am under the care of: please contact your Care Team: Team Telephone 01942 244000. The name of my consultant/nurse is: The switchboard operator will put you through to the correct secretary. The secretary will be able to take details of your question(s) and pass them on to your consultant or nurse. I will receive an appointment(s) for: For any urgent concerns please consult your GP. The Patient Advice and Liaison Service (PALS) can also offer you confidential advice I can expect to hear from the hospital by: and support.

You can contact PALS by telephone on 01942

822376 (out of hours there is an

patient.relations@wwl.nhs.uk

answerphone) or by emailing PALS on