

Concerns

If you have any concerns, please do not hesitate to contact a member of staff; we will always be happy to help!

We hope you have a healthy and happy stay with us on Aspull ward. We always have our patient's best interests at heart and want to do our best to help support you during your admission.

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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Aspull Ward

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

GOLD AWARD 2021

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Introduction

Welcome to Aspull ward.

We are a 28 bedded acute orthopaedic ward, with male and female bays.

The majority of our patients are admitted following a trauma, for a surgical intervention.

You will stay on Aspull ward until orthopaedically and medically fit for discharge, then if appropriate, will be transferred to another ward ready for discharge.

The therapy team will contact your next of kin with regards to any discharge planning decisions. This can vary and will be dependent on each patient's needs/length of stay.

Visiting Times

Visiting times on Aspull Ward are between **12.00 - 20.00.**

Due to the nature of the ward please could we ask that all patients and relatives/visitors adhere to only 2 visitors per bed. This is to reduce limited space on the ward in the event of an emergency, and to limit infection risks.

We also please ask that relatives/visitors do not sit on the beds, to reduce the risk of infection.

Telephone Numbers

The ward can be contacted on the below telephone numbers:

01942 822066

01942 822048

We also have a handheld telephone that can be passed to you if you would like to speak to your relative during your stay with us.

01942 822065

Please could we ask that relatives try not to ring between 07:30-08:30 in the morning and 19:30-20:30 in the evenings, due to Nursing handovers between each shift.

Please note: mobile phone signal on our ward is very poor.

Patient Updates

Please note that the Doctors are not always based on the wards, as they also cover the theatres and the Accident and Emergency Department (A&E). As a result, regular updates will not be given routinely, unless there is a change in your condition or treatment. Visitors are to inform the Nurse in charge if they would like any updates on your care.

Information Sharing

Please note, no photos or filming is allowed on the ward due to patient confidentiality.

Patient notes are confidential. If you or your relative/visitors require any information from casenotes which are not included in any of the Nurse's updates, a request can be made to the Trust's Access to Health Records team via Accesstohealthrecords.RAEI@wwl.nhs.uk. For further information please contact the team via the email above or via telephone 01942 822541.

Personal Items

It would be appreciated if your relative/visitor could please bring you some clothing, such as pyjamas and day clothes which are easy to get on and off, as well as toiletries, and footwear which are appropriate for mobilising with the Physiotherapy Team.

Dietary Requirements

If you have any special dietary requirements, please let one of the staff members know so we can help to ensure this need is met.

Support for Dementia Patients

If any of our patients have dementia, we kindly ask that relatives complete our Dementia Passports. This is to help us to support our patients and ensure that they are comfortable during their stay.