

## 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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# Community Nurse Treatment Room Service

## 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

*Proudly serving those who serve.*

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**Our Values**

People at the Heart

Listen and Involve

Kind and Respectful

One Team

## Treatment Room Service

The Treatment Room Service provides nursing care 365 days a year. They provide nursing care and treatments to patients who are non-housebound.

The Treatment Room provides a controlled environment, privacy, and facilities for carrying out consultations, examinations, and treatments.

The Treatment Room provides care to patients who have a short-term nursing need, require nursing care following a hospital discharge, or have a long-term condition.

## What will the Treatment Room nurses do?

Your Treatment Room nurse will help you to live as independently as possible by providing nursing care, advice, and support. Where possible, your Treatment Room nurse will teach you to manage your condition independently.

Following a referral your Treatment Room nurse will undertake an assessment to discuss your needs and agree a care plan with you.

Areas of nursing care include:

- Wound care
- Catheter insertion / care
- Hormone therapy
- Sub-Cutaneous and intra-muscular injections

## How can I identify Wrightington, Wigan and Leigh staff?

All Wrightington, Wigan and Leigh staff carry a photo identity card which should always be visible. Staff will be wearing a uniform, and they will introduce themselves, so you know who they are.

## What can I expect?

Within the Treatment Room, we will agree the frequency with you.

- You will be treated as an individual, with dignity and respect.
- To be involved in developing your own care plan with a Registered Nurse.
- We work as a team. You may not see the same nurse at every appointment.

## How can I help?

Actively take part in decisions regarding your care and treatment.

- Treat our staff with respect and courtesy and tell a member of staff when we do something well or when we need to improve.
- Ensure you are on time for your appointment.
- If you are unable to attend your appointment, please contact the HUB in adequate time. You can then make yourself another appointment.

## Contact Information for the Treatment Room Service

**0300 707 7700**

(Monday to Sunday, 8am until 5pm only)