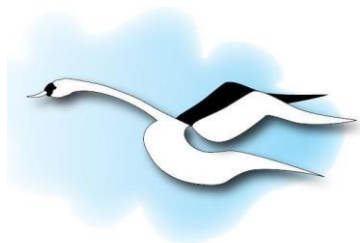


## Do you have compliments, concerns, or any issues?

If this is the case, please contact the Patient Relations Department who will be able to assist you.

Telephone: - 01942 822376

Monday to Friday 9am until 4pm



### 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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Wrightington, Wigan and Leigh Teaching Hospitals  
NHS Foundation Trust

## Bereavement Liaison Specialist Nurse

Royal Albert Edward Infirmary

### 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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Author ID: AJS  
Leaflet Ref: BS 010  
Version: 4  
Leaflet title: Bereavement Liaison Specialist Nurse RAEI  
Last review: October 2024  
Expiry Date: October 2026

Our Values

People at the Heart

Listen and Involve

Kind and Respectful

One Team

## Introduction

The Bereavement Nurse is a Registered Nurse who is available on the telephone or, by appointment, in person to talk through what matters to you, and is available to offer ongoing support to recently bereaved families, especially those whose relatives have died in our hospital.

The Service is mainly available Monday to Friday 8 am until 4 pm. Outside these hours please leave a message on the answer machine.

**Contact telephone number:  
0300 707 3548**

Please leave your name and telephone number and a short message and the Bereavement Nurse will return your call as soon as possible but this may not be the same day.

## Here are some examples of the support the Bereavement Nursing Service can provide to you:

- Individual personal matters that affecting you following the loss of your family member
- Bereavement Nursing Service can provide you with information you may not be able to remember what you were told by the hospital team prior to your sad loss. You may require clarification with regards to the cause of death even if it was explained to you at the time. The Bereavement Nursing Service can give advice on which member of the hospital team can provide this information to you if required.
- Talk through with you your feelings, or what to expect.

- Advise on how to discuss matters with your children/grandchildren or how to support them.
- Discuss worries about other members of your family especially if cared for by the person who has died.
- Advise on concerns about financial support and guidance.
- Provide advice and support on the process you will experience if you attend Her Majesty's Coroners Court for an inquest.

We will attempt to support you with any of these matters and will always provide advice and guidance on agencies that can assist and support you further.