

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
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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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Transfer from WWL Glaucoma Clinic to Community 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](https://www.wwl.nhs.uk/patient-information-leaflets)
or scan the QR code.



EMPLOYER RECOGNITION SCHEME

GOLD AWARD 2021
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Introduction

Your glaucoma specialist has reviewed your records, and as your glaucoma is entirely stable, you are suitable to have your glaucoma reviewed at a local optician's practice. This is a glaucoma monitoring service where an optician who has an additional qualification will be able to monitor your eye condition. This service has been put in place to reduce waiting times at the hospital and to allow you to be seen closer to home.

Aims

The glaucoma monitoring service at the opticians is an NHS delivered provision, equivalent to the service you would receive in our care at Wrightington, Wigan and Leigh NHS Trust (WWL). You do not have to pay for this appointment.

Not all opticians can provide the service, and the glaucoma monitoring appointment is different to your normal "sight test". If the glaucoma monitoring optician is different to your regular optician, you can still see your regular optician for glasses and eye testing, in addition to having your glaucoma appointment.

Benefits

It is important that you attend the glaucoma monitoring appointment at the opticians to monitor your eye condition; this is equivalent to the service you would receive at WWL and vital to your ongoing care. Please be rest assured if there are any changes to your condition, the glaucoma optician will refer you back to our care at WWL.

The optician you have chosen will contact you to arrange an appointment to see you when you are due for review.