



Wrightington, Wigan and Leigh Teaching Hospitals

NHS Foundation Trust

Information Governance Department

Suite 9
Buckingham Row
Brick Kiln Lane
Wigan
WN1 1XX

Email: foi@wwl.nhs.uk

Web: www.wwl.nhs.uk

Ref: FOI/2024/10325

Date Received: 22nd November 2024

Response Due: 20th December 2024

Date: 19th December 2024

Dear Sir/Madam

With reference to your request for information received on 22nd November 2024, I can confirm in accordance with Section 1 (1) of the Freedom of Information Act 2000 that we do hold the information you have requested. A response to each part of your request is provided below.

In your request you asked:

1. Do you have an Armed Forces Champion/Lead and a dedicated point of contact that focuses on Special Leave Policy for Armed Forces Reservists working in your organisation

Yes, the Trust has an Armed Forces Healthcare Navigator working across all 4 WWL sites.

2. Could you provide me with their contact details or any relevant information about the support or services you provide for Reservists.

The Trust does not routinely give out email addresses and direct telephone numbers of staff members, as large numbers of unsolicited emails/telephone calls, could cause disruption by blocking email accounts/telephone lines thus preventing true work-related emails/calls from being delivered. However, any of the above staff can be contacted via main switchboard on 01942 244000.

The Armed Forces Healthcare Navigator (AFHN) is a face-to-face contact role based in the Royal Albert Edward Infirmary site which receives referrals from wards, outpatients and the community. The AFHN visits Veterans and their families across all 4 of WWL's sites to discuss how they can help the patient whilst they are in hospital. The AFHN can then advise the wards, if the Veteran is coming in to Forces Healthcare Navigator also signposts Veterans and their families to help outside of the trust for financial help, housing, trauma, counselling and substance help. All these services are also offered to their family if needed.

If you are not entirely satisfied with this response, please do not hesitate to contact the Information Governance Department via the email address provided. If we do not hear from you within 40 days, we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Juliette Tait
Chief People Officer

PLEASE NOTE:

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Suite 9, Buckingham Row, Brick Kiln Lane, Wigan, WN1 1XX.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision at:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF

Helpline number: 0303 123 111