

Hospital Facilities

Special requirements

Should you need any help or assistance due to special requirements during your outpatient visit, please tell the reception or nursing staff.

Telephones

Free direct taxi line phones are available in main reception area of the hospital.

Play areas for children

There is an area where young children can play under parental supervision in the Outpatient department. Children must be supervised by an adult at all times as the area is not staffed.

Baby changing/breastfeeding

Baby changing and breastfeeding facilities are available and located within the outpatients department. Please ask at reception for location.

Refreshments

The hospital has a Café located in main reception where hot and cold drinks and snacks are available. The café is open from 8.30 - 16.00, Monday to Friday.

There are also vending machines selling hot & cold drinks and snacks available throughout the hospital. Please ask at reception for locations.

We are pleased to receive comments about our services. If you have a comment, please contact a member of staff. If you would like to raise a general enquiry please contact the Patient Advice and Liaison Service on 0300 123 9553 / email: LHNT.LincsPALS@nhs.net

To raise a formal complaint, contact the Complaints Team on 01522 309752 or email LHNT.LCHSComplaints@nhs.net

This document can also be made available in different formats and languages upon request.

Chinese

此份單張備有中文譯本，請垂詢索取

Kurdish Sorani

شێدرۆک ی ناملز ههیه وارهك و آل ب مه ئ تئیرناو ته ده
ی راکاوا ده ره سه له تئیرک ب ره به ته سه ده

Lithuanian

Paprašius, šį lankstinuką galima gauti ir lietuvių kalba.

Polish

Niniejszy dokument może być na życzenie dostępny w języku polskim.

Portuguese

Este folheto também pode estar disponível, sob pedido, em português.

Russian

Эту брошюру можно также получить по желанию на Русском языке.

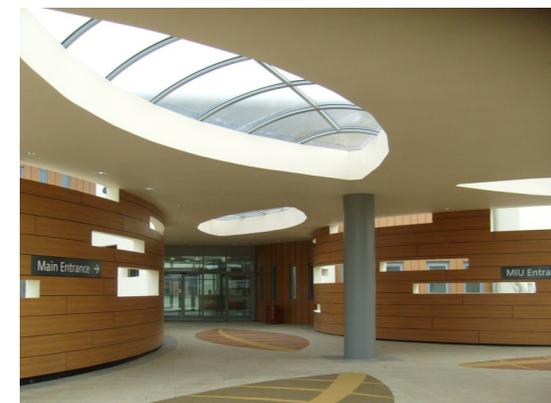
Trust Headquarters

Beech House
Witham Park
Waterside South
Lincoln
LN5 7JH
Telephone: 01522 308686



**Lincolnshire Community
Health Services**
NHS Trust

Johnson Community Hospital Outpatient Department



**This leaflet contains important
information about your outpatient
appointment and is designed to
answer any queries**

Johnson Community Hospital
Spalding Road
Pinchbeck
Spalding
PE11 3DT
Phone: 01775 652000
Fax: 01775 652355

Great care, close to home

Hospital Information

Fire Precautions

In the event that you discover smoke or fire on the premises please inform staff immediately.

A continuous sounding alarm indicates that an alarm has been raised within your sector. Please follow instructions from staff regarding evacuation procedures.

An intermittent sounding alarm indicates that an alarm has been raised in an adjacent sector. No action is required in your sector, but you should follow the instructions of staff at all times.

Please note that regular fire alarm tests are carried out on Thursday mornings.

Smoke Free Environment

Johnson Community Hospital is a smoke free environment.

Smoking is not permitted at all within the hospital grounds. Anyone wishing to smoke must leave the hospital site.

Local Stop Smoking Services are available on 0800 8401533 or text 'quit' to 07781481717

NHS Smoking Helpline: 0800 169 0169

Frequently Asked Questions

Why have I not been seen on time?

Although it is our goal to see everybody at the time of their appointment, there are many reasons why the clinic may run late:

- The clinic can be overbooked because there may be patients who need to be seen urgently.
- All patients are allocated a set amount of time for their appointment. If there are a lot of complex cases, the clinic will take longer than anticipated.
- Sometimes an emergency arises requiring immediate attention.
- There is a limited amount of specialist equipment available for use in the clinic which may result in delays whilst specific items are prepared.
- Doctors may arrive late due to unforeseen urgent commitments.

Why has a person who arrived after me been seen first?

- The time of appointment, rather than the time of arrival, allocates the order in which patients are seen. No special treatment is given, unless the clinical situation of the patient warrants it.
- If a patient has had tests or investigations, these will need to be collected and processed before the doctor sees the patient. This may delay the patient being seen.

- Patients who do not require tests or treatment at the time of the appointment may be seen before those who do.

Why do some staff members appear not to be seeing patients?

- Some staff may have seen all the patients that they are allowed to see without direct supervision and are waiting for the consultant to review more patients that can be seen by junior staff.
- The doctors or nurses may be waiting for results to be retrieved or for treatment facilities to become available.

Why was my previous appointment cancelled?

Sometimes clinics have to be cancelled due to annual leave, study leave or on call. If doctors go sick, there is rarely time to organise cover for them and this will result in either a smaller number of patients being seen or clinic cancellation.

Why am I not seeing the consultant?

The consultant assesses the notes of ALL patients attending the clinic before and during the clinic session and assigns patients to various members of the team according to their skills and levels of experience.