

Getting to Johnson Community Hospital

Where do I park? There is a car park at the front of the hospital for patients, visitors and staff which is free of charge. There are disabled and mother and child bays in the front of the hospital entrance.

Is there anywhere to drop off and pick up patients? Yes, there is a drop off point directly outside main entrance.

Which are the main bus routes to the hospital? Brylaine service B13 from Spalding to Boston currently stops at the hospital. Timetable is available at <http://www.brylaine.co.uk/b13>

If I cycle, is there anywhere to park my bike? There are bicycle racks available on site.

Call Connect: Spalding's Dial-a-Bus service runs between 07.00 - 19.00 Mon - Sat.

- Register for free. Call 0845 234 3344. Use this number to book a journey up to 7 days in advance.
- Anyone can use Call Connect but not at times, and on routes, where local bus services are already operating.
- Fully accessible minibus with tail lift.
- Home pickups available in certain circumstances. Phone for details.
- Concessionary bus passes accepted (but holders from outside Lincolnshire cannot use theirs until after 09.30 on Mon - Fri).
- The Booking Centre is open 08.30 – 17.00, Mon - Fri and 09.00 – 15.00, Sat. www.lincsinterconnect.com

*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

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ی راکاوا د ره سه له ئێرک به ره به ته سه د

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

What happens at the Outpatient Clinic?



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 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. Alternatively, you may contact the department in advance.

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 08.30 -16.00, Mon - Fri. There are also vending machines selling hot & cold drinks and snacks available throughout the hospital. Please ask at reception for locations.

What do I need to bring to the clinic?

- Your appointment letter or card
- A list of all current medications. A urine sample in any clean airtight container (if requested in appointment letter).
- You are welcome to bring a friend or relative with you.
- Any spectacles or walking/hearing aids.
- Paper and a pen – to write down a list of questions to ask

Where do I report to on arrival?

Please report to the reception desk. If your contact details change between appointments, please inform the Outpatients Department on 01775 652086. You will then be directed to the appropriate waiting area.

What will happen when I arrive in clinic?

Prior to your appointment your height, weight and blood pressure may be recorded and urine sample tested. Any other specific assessments required prior to you seeing the doctor will be explained to you.

How long will I have to wait?

We aim to see all patients within 30 minutes of their appointment time. Delays may occur.

Which doctor will I see?

You will either see the consultant, nurse specialist or one of the team that you have been referred to.

Will I be examined?

In most cases an examination may be necessary.

Will there be anyone else present?

A clinic nurse will provide any help/support you might need. There may also be medical or nursing students present in the clinic. This is a valuable part of their training. If you would prefer them to leave, please inform the clinic nurse.

What will happen during my consultation?

You will be asked questions about your general health and symptoms. Any x-rays or test results will be available to review and you will be asked about any medication you are currently taking. A full assessment of your condition will be made and treatment options will be explained.

Will I need to undress?

You may be asked to remove or loosen relevant articles of clothing. Your privacy and dignity will be respected at all times.

Will I require any further investigations?

Common investigations include:

Blood tests - may be carried out following your consultation or at a later date

X-rays or scans - carried out in X-ray department at the Johnson or in the relevant department at Pilgrim

Will I require treatment?

Any suggested treatment and options will be explained fully so you can make an informed decision. If you require medication the doctor will inform your GP by letter requesting a prescription. If your Consultant wants you to start the medication immediately you will be given a prescription to take to your local pharmacy.