

Information for patients and visitors

Welcome to the Children's Clinic at the Roxton Practice

Children's Services
Women & Children's Services

Pilgrim Primary Care Centre, Pelham Road, Immingham

**Information for parents / carers
taking a child to the children's clinic
at Roxton Clinic.**



Information for patients and visitors

Taking your child to clinic

Welcome to the clinic. The clinic is staffed by a paediatrician and a nurse / healthcare assistant who is specially trained to look after children and is there to answer any of your questions.

When you arrive at the surgery, please inform the staff at the reception desk of your arrival and take a seat in the waiting room on your right.

What will the Nurse / Healthcare Assistant in the clinic do?

The nurse / healthcare assistant in the children's clinic will come through and check on your arrival. They will check all your child's details are correct: such as address, phone number, G.P and school.

The nurse / healthcare assistant will weigh and measure (height) your child and this will be recorded in your child's notes. This is important because it will give the doctor a good idea if your child is growing and developing well. Also if your child needs some medicines it will enable the doctor to calculate the correct dose. When the doctor is ready the nurse will escort you into see the doctor.

What will the Doctor in the clinic do?

The doctor will have received a letter from your family doctor (G.P.) explaining your child's health and the reason for the referral. First the doctor will either ask you or your child (depending on your child's age) to tell him / her about the problem. To make a diagnosis the doctor needs to have as much information as possible, so it is helpful if you can try to remember as much as you can about your child's condition. The doctor will

then examine your child e.g. listen to their chest, look in their ears etc. It is a good idea to explain this to your child before the clinic visit so they know what to expect. It would also be helpful if you could bring with you any medications or inhalers your child is taking.

What should I ask the doctor?

If you or your child are not sure about anything the doctor says then ask them to explain. Writing a list of questions to ask about your child's condition is a good way of remembering everything you would like to ask.

What happens next?

This all depends on what the doctor finds. Your child may need some special tests, like blood tests or x-rays. If so, we will either give you an appointment to attend the children's outpatient department at the hospital at a date and time to suit you or if this is not possible an appointment will be made and sent to your home address. Occasionally, simple blood tests can be done by the doctor at the clinic.

What if I am given a prescription?

If the doctor prescribes some medicine for your child, make sure that you understand how long it should be taken / used for. You will be able to get the medicine from the pharmacy at the surgery. Alternatively, the doctor may ask your G.P to provide the initial (first) prescription. Before the medication has finished, if more is going to be needed then you should ask your G.P for a repeat prescription. Please allow a few days for this before you run out!



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Information for patients and visitors

And finally...

The doctor may not need to see your child again, and your child may be discharged from the children's clinic. If not, another appointment will be sent to you in the post.

If at any time during your visit you do not understand any information given to you please do not hesitate to ask a member of staff present.

Please note

For further information about your child's clinic appointment please contact:

Paediatric Secretary, telephone: (01472) 874111 extension 2438

If you are unable to attend your child's / young person's appointment, please contact the hospital on the telephone number given on the letter accompanying this leaflet as only one further appointment may be given. It may also result in the removal of your child / young person from the outpatient waiting list and a referral back to their G.P.

How do I get to the Surgery?

By Bus

The No 45 bus stops opposite the Surgery on Pelham Road. For up to date information please contact Stage Coach (01472) 358646.

By Car

There is limited free parking available at the front of the surgery.

Concerns and Queries

If you have any concerns / queries about any of the services offered by the Trust, in the first instance, please speak to the person providing your care.

For Diana, Princess of Wales Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01472) 875403 or at the PALS office which is situated near the main entrance.

For Scunthorpe General Hospital

Alternatively you can contact the Patient Advice and Liaison Service (PALS) on (01724) 290132 or at the PALS office which is situated on C Floor.

Alternatively you can email:

nlg-tr.PALS@nhs.net

Or

Care Plus Group
Freeman Street Resource Centre
41-43 Kent Street
Grimsby
DN32 7DH
Tel: 01472 266999

Or email us on: cpg.comms@nhs.net

Confidentiality

Information on NHS patients is collected in a variety of ways and for a variety of reasons (e.g. providing care and treatment, managing and planning the NHS, training and educating staff, research etc.).

Everyone working for the NHS has a legal duty to keep information about you confidential. Information will only ever be shared with people who have a genuine need for it (e.g. your GP or other professionals from whom you have been receiving care) or if the law requires it, for example, to notify a birth.

Please be assured however that anyone who receives information from us is also under a legal duty to keep it confidential.



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Zero Tolerance - Violent, Threatening and Abusive Behaviour

The Trust and its staff are committed to providing high quality care to patients within the department. However, we wish to advise all patients / visitors that the following inappropriate behaviour will not be tolerated:

- Swearing
- Threatening / abusive behaviour
- Verbal / physical abuse

The Trust reserves the right to withdraw from treating patients whom are threatening / abusive / violent and ensuring the removal of those persons from the premises.

All acts of criminal violence and aggression will be notified to the Police immediately.

Risk Management Strategy

The Trust welcomes comments and suggestions from patients and visitors that could help to reduce risk.

Perhaps you have experienced something whilst in hospital, whilst attending as an outpatient or as a visitor and you felt at risk.

Please tell a member of staff on the ward or in the department you are attending / visiting.

Moving & Handling

The Trust operates a Minimal Lifting Policy, which in essence means patients are only ever lifted by nursing staff in an emergency situation.

Patients are always encouraged to help themselves as much as possible when mobilising, and if unable to do so, equipment may be used to assist in their safe transfer.

If you have any questions regarding moving and handling of patients within the Trust,

please speak to a member of staff in the ward or department you are visiting.

Northern Lincolnshire and Goole NHS Foundation Trust

Diana Princess of Wales Hospital
Scarcho Road
Grimsby
01472 874111

Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
01724 282282

Goole & District Hospital
Woodland Avenue
Goole
01405 720720

www.nlg.nhs.uk

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