

The Discharge Process

Patient Information Leaflet

What will happen to you on the day you leave hospital?

- You will be collected from the ward and transferred to the Discharge Lounge.
- The Discharge Lounge is staffed by nurses and healthcare assistants who will facilitate your discharge. They will liaise with the ward staff, ambulance transport and pharmacy to ensure your safe discharge from hospital.
- You will be given any medicines, supplements or dressings you need to take home with you, with a full explanation from the ward/Discharge Lounge nurse. Please note, it may take the pharmacy up to four hours to dispense medications.
- The ward/Discharge Lounge nurse will give you details of any further appointments required, and any paperwork.
- Relatives collecting you will need to meet you in the Discharge Lounge. Please be aware that there may be a wait for medication or transport.
- If you are booked to travel by ambulance, the crew will collect you from the Discharge Lounge.

What arrangements do you need to make?

You will need to arrange transport (with a family member, friend, taxi etc.). If this is not possible, please talk to a member of staff on your ward before the expected day of your discharge so that arrangements can be made. Hospital transport can only be arranged if you have a clinical need, but it needs to be booked in advance.

Preparing to leave

- It can take up to four hours for your medication to be dispensed and collected. If you are unable to wait for your medications, you will need to ensure that a friend or relative can collect it from the hospital once it has been dispensed.
- Wear suitable clothing and footwear for travel.
- Ensure you have access to your home (a key, key safe number or arrangements for a relative or friend to meet you).
- Inform your family/friends that you will be in the Discharge Lounge when they collect you. A member of staff may assist you with this.
- Be ready to move to the Discharge Lounge from 7.00am on the day that you leave hospital.

Facilities

The Discharge Lounge is a safe, secure area which is equipped with seating for 14 seated patients and eight beds.

- A television and magazines are available.
- Tea, coffee and cold drinks are available at any time.
- At meal times, there is a choice of hot meals or sandwiches. Special dietary requirements can be catered for on request.
- Toilet facilities are available, and staff will assist patients to use these facilities when required.
- Staff will administer medication as prescribed.

If you become unwell while in the Discharge Lounge, your ward doctor will be called to attend to you. The Discharge Lounge has facilities to cope with medical emergencies.

The Discharge Lounge is open Monday to Friday, 7.00am - 7:30pm, and can be contacted on 01384 456111 ext. 4344/4345.

It is situated on the Ground Floor, West Wing, next to SDEC.

Ambulance transport

Ambulance transport operates 24 hours a day, 365 days of the year.

Patients will be collected from the Discharge Lounge, with priority given to patients returning to care homes.

Ambulance transport is allocated in priority order and by location. This can take some time, so please bear with us.

A maximum of two bags and one walking frame per patient is allowed on the transport. If you have more, please arrange for family or friends to collect these prior to discharge.

Escorts are only allowed when absolutely necessary and when a medical reason is given by clinical staff or a doctor.

Why do you need to come to the Discharge Lounge?

- Because you are now well enough to leave hospital.
- Beds are needed for people who are very unwell, and who may be waiting in the Emergency Department for a bed to become available.
- People awaiting surgery, both urgent and non-urgent, may have their operations cancelled if a bed is not available.
- By leaving the ward early on the day of discharge, this enables the ward to prepare the bed for the next patient.

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspect of care or treatment, please speak to a member of staff or contact the Patient Advice and Liaison Service (PALS):

Freephone: 0800 073 0510 (9am to 5pm, Monday to Friday)

Email: dgft.pals@nhs.net

If you have any questions, or if there is anything you do not understand about this leaflet, please contact:

Russells Hall Hospital switchboard number: 01384 456111

This leaflet can be downloaded or printed from:

<http://dgft.nhs.uk/services-and-wards/>

If you have any feedback on this patient information leaflet, please email dgft.patient.information@nhs.net

This leaflet can be made available in large print, audio version and in other languages, please call 0800 073 0510.

للحصول على هذه النشرة بحجم أكبر، وعلى شكل إصدار صوتي و بلغات أخرى، الرجاء الاتصال بالرقم 08000730510.

此宣传单可提供大字版本、音频版本和其它语言版本，请拨打电话：0800 073 0510。

Ulotka dostępna jest również w dużym druku, wersji audio lub w innym języku. W tym celu zadzwoń pod numer 0800 073 0510.

ਇਹ ਪਰਚਾ ਵੱਡੇ ਅੱਖਰਾਂ, ਬੋਲ ਕੇ ਰੀਕਾਰਡ ਕੀਤਾ ਹੋਇਆ ਅਤੇ ਦੂਸਰੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਵੀ ਪ੍ਰਾਪਤ ਹੋ ਸਕਦਾ ਹੈ, 0800 073 0510 ਤੇ ਫੋਨ ਕਰੋ ਜੀ।

Aceasta broșura poate fi pusă la dispoziție tipărită cu caractere mari, versiune audio sau în alte limbi, pentru acest lucru va rugăm sunați la 0800 073 0510.

یہ کتابچہ آپ کو بڑے حروف کی لکھائی، سمعی صورت اور دیگر زبانوں میں مہیا کیا جا سکتا ہے۔ براہ کرم مہربانی فون نمبر 08000730510 پر رابطہ کریں۔