

## Helpful checklist

- Do I have transport home? We ask that you make your own arrangements with family, friends or by public transport or taxi. Hospital transport is reserved for patients with a clinical need.
- Do the people collecting me know what day and time has been arranged for my discharge from hospital?
- Do I have all the medicines I brought in with me and/or the medicines the hospital has issued?
- Do I have all the medical equipment or supplies I need at home?
- Do I have all my valuables with me?
- If I am going to need help when I get home have I made all the arrangements with family or friends?
- Do I have my house keys available or is someone at home to let me in?
- In colder months has a relative or friend checked my heating is on and the house is prepared?
- Is there food at home?
- Do I need any more information?

If you need help with any of the above please speak with a member of the nursing team on your ward.

We hope this leaflet provides you with the information you need to help your discharge from hospital proceed smoothly and safely. If you have any questions please contact a member of the nursing team on your ward or seek advice from your GP.

### Hospital contact number

**01604 634700**

Please ask for the ward you were on

### Do I have any questions I want to ask?

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This information can be provided in other languages and formats upon request including Braille and CD. Please contact (01604) 523442 or our Patient Advice & Liaison Service (PALS) on (01604) 545784, email: [pals@ngh.nhs.uk](mailto:pals@ngh.nhs.uk)

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# Leaving Hospital

## Information for patients, carers and families



## We've prepared this leaflet to provide you and your family, carers and friends information on how your discharge or transfer from hospital will occur when you are ready to leave.

We hope to answer most of your questions in this leaflet. But, if you still have concerns or require more information please speak with a member of the ward team.

We want you to be ready to leave hospital as soon as your consultant and members of the multi-disciplinary team looking after you agree that you are well enough and support is available, should you need it.

### What you can expect from us

Planning for your discharge will begin as soon as you arrive in hospital. We will discuss your estimated date of discharge with you and agree a plan.

We will discuss your needs and agree what help you may require at home with you, your family and/or carer. This will include any equipment you need and may involve agencies outside of the hospital.

We have a dedicated team who deal with more complex discharges. They will come and see you if you need extra support.

### What we expect from you

As far as possible we expect you to be involved in helping us to plan your discharge, along with a relative, carer or friend as appropriate.

### Day of discharge

As soon as you are told by your doctor or nurse that you are being discharged, the team looking

after you will complete the following steps:

- Provide an up to date and comprehensive letter (discharge summary) for your GP and for you.
- If required, we will arrange medication for you to take away.

As soon as you are deemed to be medically fit we will arrange for you to be transferred from the ward to our discharge suite, where you can wait in comfort for your medications and transport. This will enable patients waiting for treatment to be admitted onto the appropriate wards as soon as possible each day.

Please be aware you may experience a wait in the Discharge Suite whilst documentation, medication and transport are organised if required.

A Discharge Summary and Letter will be sent to your GP and you will also receive a copy.

### Medication

Medication which you brought into hospital and still need will be returned to you.

If you have started new medication, you will be given a supply to take home. Your GP will then prescribe more if required.

We will explain your medication to you. You will also find written instructions on the packaging which tells how to take your medication.

## Discharge Medicines Helpline

It is important that you understand the purpose of your medication and any potential side effects.

If you have any questions about the medicines you have been sent home with, including information on possible side effects, please call the Discharge Medicines Helpline;

**01604 544504**

(10am to 12pm and  
2pm to 4pm Monday to Friday).

### Follow up and support

If you need a further follow-up appointment or investigations we will arrange them and send you a letter with information about your next appointment.

If you and your medical team agree you need help at home, support services will be arranged before you are discharged from hospital.

If you need equipment at home, we will agree arrangements with you. Any information or contact numbers, particularly about who you should contact if you have any concerns, will be given to you to take home.

Providing  
the **Best  
Possible  
Care**