

Frequently Asked Questions

How will my GP be kept informed about what has happened to me?

When you leave, your GP will receive an electronic copy of your discharge letter. If you wish to discuss the content of this letter please contact your GP on returning home.

What will I leave hospital with?

Any medication and small items of equipment (such as a commode or walking aid) which you may require.

What happens if I get home and can't manage?

You will need to contact your GP or the Social Care Department of your local council

What happens if I can't get in and around my home?

Contact your GP who can inform you about the appropriate community support services.

On the day of leaving hospital, will I stay on the ward while I wait to be picked up by my carer/relative or for hospital transport?

If you are a patient at University Hospital you will be asked to wait in our Hospitality Lounge which is situated on the ground floor. Refreshments are available in the lounge. Please be aware that the discharge process can take some time to complete. To avoid the person collecting you having a long wait, please ask them to check with the ward that you are actually ready to leave.

If you are a patient at the Hospital of St Cross you will remain on your ward until your transport arrives.

If you have any further queries about leaving hospital please ask a member of staff on your ward.

If there are any concerns, questions or difficulties you may be experiencing with your care or Trust services, please raise this initially with the staff on the ward or clinic where you are being looked after.

If you feel your concern has not been adequately answered after this, then please contact our Patient Advice and Liaison Service (PALS) on **0800 028 4203** (24 hour voicemail available), who offer a friendly, confidential service that aims to provide help, advice and support. You can also email PALS at feedback@uhcw.nhs.uk

The trust has access to interpreting and translation services. If you need this information in another language or format please contact 024 7696 7514/15 and we will do our best to meet your needs.

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The Trust operates a smoke free policy

Discharge Team

Planning for when you leave hospital:

Information for patients, carers and relatives



Welcome to University Hospitals Coventry and Warwickshire NHS Trust (UHCW NHS Trust). We look forward to caring for you during your stay in our hospitals at University Hospital, Coventry and the Hospital of St.Cross, Rugby.

When you no longer require acute care as an in-patient (a patient staying overnight on a ward), any continuing treatment will be provided by services in the community or on an out-patient basis (coming back to the hospital for appointments but not to stay).

The aim of this leaflet is to help you plan leaving hospital when you are ready and well enough to do so.

When our doctors decide you are well enough to leave our hospital, either to your own home, to stay with relatives or carers, or to a care home, it is very important that you are able to do so quickly. We regret that if you are unable to arrange suitable accommodation for when you are well enough to leave, it may mean that the hospital has no alternative but to discharge you to a place that may not be your first choice.

It is therefore important that any preparations that may be needed for you leaving hospital are started as soon as possible.

The date we think you will be well enough to leave hospital is:

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Any changes to this date will be discussed with you

If you are going back to your own home, or will be staying with carers or relatives, please remember to:

- Arrange transport
- Have suitable outdoor clothing and footwear for your journey
- Make sure there is adequate heating and basic foodstuffs available
- Have any medications you need – we will explain to you about your medications, identify potential side effects and discuss with you how to obtain further supplies.
- Where appropriate, ensure that information about symptoms to watch out for and where to get help and advice if you are concerned, has been provided

If you think you may need some support and assistance at home please inform a member of staff as soon as possible:

- The ward staff will refer you, or your relative to the most appropriate services to assess and advise on the level of support that may be required.

- Where necessary, our staff will discuss and identify the required level of support and / or alternative places for you to stay.
- Please remember, we need your bed for other sicker patients. If there are no vacancies in the residential/nursing home of your choice you will be expected to leave our hospital to another care home with vacancies.

If you, or your carers or relatives, need information about support agencies, mobility aids, home adaptations, please ask a member of staff for advice.

Also ask for a copy of the hospital's leaflet 'Going Home: Advice and Sources of information'.

More information about the above can be obtained from the hospital's Health Information Centre, in the main entrance. Tel: **024 7696 6051**. Open Monday to Friday 9:00am – 5:00pm (not bank holidays).

