



DISCHARGE LOUNGE

About the service

The Discharge Lounge provides a comfortable climate-controlled setting where you will be able to wait for your final discharge arrangements. The Discharge Lounge is situated by the main reception area on level two of the Main Building. The unit is staffed by registered nurses, so if you require any assistance at any point during your stay with us, please do not hesitate to ask.

What may I be waiting for?

- Prescription to be written – Before you can go home the doctor will need to produce your discharge summary and a prescription for pharmacy to dispense your medicines from.
- Medicines to be dispensed – Once the doctor has written your discharge summary and prescription, the pharmacist will then see you and send the prescription to the pharmacy for dispensing. Please be aware that we are unable to give the exact time your medicines will be ready, however we are able to advise you of the current average wait.
- Transport – You may be waiting for a friend/relative to collect you or for the hospital transport service. The Discharge Lounge staff can assist you with informing your relative or friend when you are ready to be collected. If you are awaiting transport, we will inform the transport control room when you are ready to depart and the control room will endeavour to collect you as soon as possible.

Services available

Refreshments: There is a selection of food and drink available, ranging from tea and coffee to sandwiches and biscuits. The staff will offer these

at regular intervals; however outside of these times please do not hesitate to ask a member of staff.

Medication: The registered nurses will issue medication as prescribed at specified medication round times, however if you are in any discomfort at any point please do not hesitate in asking for pain relief.

Media: We have a selection of daily newspapers and magazines available. There is also Freeview TV available for you to watch.

Who to contact?

- If you have any concerns or comments, please highlight these to one of the nurses in the Discharge Lounge or call on **01923 217 083**
- The Patient Advice and Liaison Service (PALS) are also available for you to raise any issues or concerns. The office is located opposite the Discharge Lounge or you may contact them on **01923 217 198**.



If you need this information in another language, large print, Braille or audioversion, please call **01923 217 187** or email pals@whht.nhs.uk.

TextRelay: (for Deaf & hard of hearing people only): please prefix number with '18001'.

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