



A guide to...

Going Home from Hospital

Patient Information

Your details	
Name:	
Discharging doctor:	
Discharge date:	
Ward name and contact number:	

The aim of this leaflet is to provide you with information to help you prepare to leave hospital. You are probably looking forward to getting home, but please speak to ward staff if you have any concerns. This leaflet advises about discharge, what follows and who you can contact if you need further help.

If possible, ask a family member or friend to make your home ready: to put the heating on if the weather is cold and to have some food available. You will need your own clothes for the journey back and the keys to your home. If you live in a care home, the ward staff will have informed them that you will be returning.

Medicines

We will make sure you have the medicine you need, this includes any medicine that you have bought in with you. We will give you clear instructions about any new medication you will need to take. If you have any questions after you leave hospital please talk to your GP.

Discharge Summary

A letter giving details of your hospital admission, and the medications that you have been given will be sent to your GP electronically on day of discharge.

You will be given a copy to share with any health or social care professional visiting you. You should get repeat prescriptions from your GP surgery.

Integrated Discharge Team

If you will need additional support when you leave hospital, the Integrated Discharge Team can help. It includes social workers, and other health and social care professionals.

They can provide support in your own home, or you may need a care home for a short time. If necessary, the team can also assess your long term needs and how Adult Care Services could help. The team is based at the hospital and will help you make decisions to plan your discharge.

At Home

Please contact the ward (ward name and contact number on front page) within 24 hours of your discharge if you have any problems.

If you feel unwell please contact your GP or call 111 for advice.

You may receive a follow up call from your discharge ward within three working days after you've been discharged.

Follow-up Appointments

Most patients who go home don't need any follow up care straight away. If you need a further appointment, we will try and arrange this before you leave hospital.

Otherwise, we will contact you as soon as we can after you get home.

Arranging Transport

You will need to arrange transport to take you home from hospital. Please ask a relative or friend to collect you, or we can help call a taxi.

Hospital transport is available only for people who have a medical problem which prevents them from using a car, taxi or public transport (please note that we can only transport one small bag of essential belongings: other possessions must be taken home by family or friends).

Patient Lounge

Most patients will be asked to go to the patient lounge on the day of discharge. You will wait there until your medicines and discharge summary are ready and your transport has arrived. This could take several hours, you may have the option to come back and collect medication later.

The discharge lounge opens at 07:30, nurses will look after you whilst you are waiting to go home. The lounge has access to facilities such as newspaper, TV and refreshments.



Medications

Has a pharmacist/nurse spoken to you about the medications you are taking?

Have you been informed of possible side effects to watch out for?

Special Equipment

Have you been given information about any special equipment you are taking home (e.g. frame, catheter)?

Will you need visits from healthcare professionals? (district nurse, care package)

Useful Phone Numbers

Staff will discuss with you community organisations which may be able help -



Age UK Hertfordshire is an independent charity which offers help and service for over 50s in

Hertfordshire who have had a stay in hospital or been unwell and need support at home to regain their independence.



British Red Cross at Watford General Hospital provides assisted discharge support to

help vulnerable or elderly patients who are medically fit to leave hospital, but who may not have friends or family close by to help when they arrive home.



Carers in Hertfordshire - Carers play a vital role in ensuring the health and wellbeing of those for whom they care. This support group, which is run by the trust, provides advice and support for

carers who are using any of our hospital services. If you need further community support being a carer, please contact Carers in Hertfordshire on 01992 586969.



Herts Help - Hospital and Community Navigation Service

This provides free, independent service will support Hertfordshire residents who have recently been discharged from hospital, have been unwell or if you need to manage your health and wellbeing.

For further information on help in the community

Scan here



Patient Advice and Liaison Service (PALS)

If you have any further concerns/compliments about your treatment or stay in hospital you can contact Patient Advice and Liaison Service (PALS) in confidence.

PALS is open Monday-Friday 09:00 - 15:00.

Email: westherts.pals@nhs.net

Telephone: 01923 217198.

Friends and Family Test

You can also provide feedback about your stay in hospital by scanning the QR code on a smartphone.

This feedback is shared with all staff and will enable us to improve patient experience.



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If you need this leaflet in another language, large print, Braille or audio version, please call **01923 217 187** or email **westherts.pals.nhs.uk**



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