

We want to hear from you

We hope your experience at Whipps Cross was a good one. If it was then we would like to find out why. If you felt we could have done better then please let us know by completing a 'Just a minute' (JAM) card which are available on every Ward or by contacting the Patient Experience Team on 0208 535 6767.

Alternatively, you can write to :

Patient Experience Team

1st Floor Aspen House,

Whipps Cross University Hospital NHS Trust

Whipps Cross Road

E11 1NR

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Going home – discharge information

This leaflet contains information which will help you prepare for discharge from Whipps Cross University Hospital when you are well enough to go home.

Discharge leaflet

Going home – discharge information

We understand that leaving hospital after a period of ill health can be a stressful experience.

However if you have any questions about your care or what will happen to you when you are fit to return home, please speak to any member of the nursing staff.

When will I be going home?

The nursing staff should be able to provide you with an idea of when you will be well enough to leave hospital.

They will endeavour to give you as much notice as possible so you can make arrangements.

Discharge letters

When it is time for you to leave hospital you will be given a discharge letter.

This letter contains essential information about why you were in hospital, the treatment you received and any medication you are taking.

If you need to contact your GP or see them in the days following your discharge please take this letter with you as they may find the information useful.

Have you got a copy of your discharge letter?

Yes

A copy of your discharge summary will also be sent to your GP.

Money and belongings

If you placed any items in the hospital safe, please allow enough time for these to be returned to you by requesting your items as soon as you are aware of plans to discharge you. Access to the safe is possible only during working hours.

Please ensure that you have packed all your clothes and belongings ready for discharge. If you need any assistance please ask any of the nursing staff. Have you remembered your:

- False teeth
- Glasses/contact lenses
- Mobility aids
- Jewellery
- Money/credit cards
- Mobile phone
- Keys to your home

However there are some occasions when patients can be discharged at very short notice. We try to keep this to a minimum.

If you have any particular requirements – such as the need for continence products - please alert the nursing staff of this when you are first admitted.

Have you taken all your money and belongings?

Yes

Will I go home straight from the ward?

While some patients leave hospital straight from the ward, others leave via the hospital's discharge lounge.

The lounge is located next to the hospital's main entrance.

You will be informed where you are leaving from by the nursing staff on the ward. If you are not sure please ask.

Continence Products/ Dressings/ Syringes

On your discharge you may require an immediate supply of products for your condition, to support you until you contact your GP and Community Services.

The hospital can supply you with dressings, continence pads, stoma bags, urinary catheter discharge packs and syringes for your first few days.

Please liaise with the nursing team regarding your requirements.

If you are discharged home and find that you have not been given adequate supplies please contact the ward for support – see page 5 of this leaflet.

It is also important that you understand how your newly prescribed medicines work together with any medicines you were taking before.

A ward based pharmacist or a member of the medical staff can explain this to you.

If you have any questions about any medicines you have been asked to take after you leave hospital you can contact the hospital's medicines hotline number on 0208 535 6920. This is available Monday to Friday from 9am - 5pm. You can also contact your GP.

Do you understand the medicines you have been prescribed? Yes

Have you remembered to take all your medicines with you? Yes

What ward was I on?

You were being cared for on

.....ward.

To contact the ward please dial 0208 535.....

(Please fill in the number or ask a member of the nursing staff to assist you.)

If you have a question more than 24 hours after you are discharged it may be more appropriate to contact your GP.

Before you leave checklist

Medicines

You may have been prescribed medicines to take once you leave hospital. It is important for your recovery that you understand what these medicines are for and how frequently you need to take them.

Transport

When it is time to leave hospital the nursing staff will be able to advise you about your transport home.

For the majority of patients transport will be provided by your family, friends or carers but others are entitled to free transport home.

If you are unsure on whether you are eligible for free transport, please ask the nursing staff who will advise you.

What if I have a question when I arrive home?

If when you first arrive home you have a question about your care, condition or medication please do contact us by phoning the ward you were discharged from. We will do our best to address any questions you have.

