

Discharge Information

Information for patients

This leaflet is intended to help you and your carer, relatives and friends understand your discharge or transfer from hospital.

Patient's name:		
Discharge Ward:		
<i>There has been an assessment of your need and as discussed with you the following onward referrals have been made</i>	<i>Tick those that apply</i>	
Hilton / Home First care assessment		
Take Home and Settle		
Hospital at Home		
Home Treatment Service		
East Sussex Reablement Services (JCR)		
Rapid Response		
District Nurse		
Therapy Assisted Discharge (TADS)		
Community Dietitian		
Community Speech & Language Team		
Equipment – state what & when it will be delivered:		
Other -		

Discharge Lounge (Maidstone and Tunbridge Wells hospitals)

If your relatives or friends are collecting you we advise not to call them to collect you straight away as you will often be waiting for your discharge documents and medication to take home. This process can often take some time to complete to ensure you leave MTW with everything to ensure a safe discharge.

As part of the discharge process all suitable patients are moved to the Discharge Lounge to await completion of your discharge notification and medication. This process can take a number of hours. The Discharge Lounge provides refreshments while you await in the lounge including breakfast or lunch.

The lounge has registered nurses with a vast array of skills and knowledge so can support discharges from all our inpatient areas. The lounge staff will coordinate the final parts of your discharge and ensure you leave hospital safely.

If you are being collected by car, this can be from the main entrance which has a 20-minute waiting slot. Our staff can promptly escort you from the discharge lounge to your waiting relative/ friend if needed.

Maidstone Hospital Discharge Lounge


Located on the ground floor, red zone, next to Acute Assessment Unit. Open from 8.00am - 6.00pm, Monday to Friday.

 01622 225299

Tunbridge Wells Hospital Arrivals and Discharge Lounge

Located in the main entrance.

Open 8.00am - 6.00pm, Monday to Friday.

 01892 635564

Community support upon discharge

If you are being discharged this means your medical team have deemed you fit for discharge from acute hospital care however you may have ongoing care needs post discharge. Your care needs will have been assessed and you may be offered support from our Home First Team. This team consists of carers and therapists who aim to promote your independence in the first few days at home.

Kent Community Health Foundation NHS Trust (KCHFT) has a variety of community services available to support you if necessary. Below is an explanation of some of the services available:

- **Rapid response:** The nursing team operates a fast response service, treating and supporting patients with a short term need who can be safely managed in their own home or care environment.
- **Therapy Assisted Discharge (TADS):** The therapy team support discharge from hospital.
- **Community hospital:** Community hospitals are led by matrons and supported by therapists, care managers and a visiting medical officer. This service is appropriate for patients who need a period of rehabilitation before returning home.
- **Community district nursing service:** This service provides nursing care for a wide range of health needs such as ongoing wound care after planned or emergency surgery, management of long-term conditions or end of life care.
- **Community stroke service:** This is a specialist team of nurses, therapists and a care manager who support rehabilitation following a stroke, either in the patient's home, residential care, or within Kent Community Health NHS Trust's specialist neuro inpatient units.

There are similar services if you live in East Sussex.

The front of this leaflet will inform you of any community services you have been referred to.

If you require further long-term care needs the ward staff will refer you to the **Integrated Discharge Team (IDT)**, who will support and guide you and your carer / relative.

Part of your discharge planning from the hospital may have included an assessment for example the OT may complete a home assessment and a manual handling review to determine appropriate equipment provision and care needs for discharge.

To ensure appropriate continuation of care and review in the community this information is shared with health and social care professionals. If you have any concerns regarding the sharing of your information please discuss it with the therapist assessing your discharge needs.

Information for your GP

An Electronic Discharge Notification (EDN) is a summary of the care you have received in hospital and the medicines the doctor has prescribed for you to take after discharge. Most EDNs can be sent electronically to your GP. If this is not possible the EDN will be sent by post to your GP. You will be given a copy of your EDN to keep.

Medicines

You will be issued with a two-week supply of medication from our pharmacy unless clinically indicated to have more or less.

A registered nurse will go through your medication with you prior to discharge, if required the nurse can speak to your relatives about your medications. Each medication provided from us will come with instruction / direction on the box and this information will also be on the EDN.

- Any remaining medication, which requires disposal, should be given to your local pharmacist
 - If you have been provided with a sharps bin for needles your local council will take these for disposal
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- Our pharmacist and nursing teams will be able to provide a reminder chart if required through a system called MaPPS – if this would be helpful please speak to one of the pharmacist or nurses prior to leaving.

If you suffer any side effects from your medication please speak to your GP or local pharmacist.

If you have any questions about your medication after you have been discharged from hospital please call the:

Medicines Helpline:  01892 634216

Alternatively, you can discuss with your local pharmacist.

Outpatient appointment

If you need an outpatient appointment after discharge it will either be made for you before you leave the hospital or details will be sent to you through the post. Your EDN should include any follow up appointments or investigations your medical team have requested.

All patients wishing to use patient transport services for further appointments are subject to a strict medical assessment and transport is allocated on medical need only. To book transport please contact your GP.

If you do not have a follow-up appointment and have questions and concerns about your diagnosis, treatment or future medical care, please make an appointment to see your GP.

Sickness certificates and returning to work

If you are employed you may need to give a 'not fit for work' certificate to your employer. You are able to self-certificate for 7 days from the time you were not able to attend work due to sickness. If the doctors overseeing your care advise you to remain off work after the 7th Day we will provide a 'not fit for work' certificate.

We advise you not to return to work until you are completely fit and well (recovery times vary from patient to patient) and we advise some patients not to return to work until they have attended their outpatient appointment. Please check your EDN, which may include further information about returning to work.

If you are concerned about returning to work we would encourage you to discuss this with the team overseeing your care. If you find at the end of the recommended time you do not feel well enough to return to work then you will need to discuss this with your GP.

Driving

You must not drive for 24 hours after a general anaesthetic or sedation as the medication will affect you. Some car insurance policies do not cover you if a doctor has advised you not to drive. Please contact your insurance company for details.

Some medical events will mean that you are not allowed to drive for 28 days upwards from the event – our medical / surgical teams will advise you of this prior to your discharge. Your nurse will be able to give advice, but the time it takes to recover sufficiently to safely start driving varies from patient to patient. The key factor is that your movement and strength must be enough to manage an emergency stop, as well as normal driving.

Returning hospital equipment

If you no longer require the equipment, please contact your local equipment store (telephone number on label on equipment) and they will arrange a collection. Please note not all equipment we lend you to take home can be returned.

Lost property

If you have left property on the ward, it will be kept there for a short period of time. The Trust does not accept liability for any loss or damage to property.


Further information and advice can be obtained from:

Maidstone and Tunbridge Wells website:

<http://www.mtw.nhs.uk/discharged/>

NHS 111

NHS Choices online

 111

www.nhs.uk

The telephone service is staffed by trained nurses 24 hours a day seven days a week, giving confidential health care advice and information.

Please also see the separate 'Useful Contacts List' provided with this leaflet.



Should you wish to download an electronic version of this leaflet to a mobile device please scan the QR code above

MTW NHS Trust is committed to making its patient information accessible in a range of languages and formats. If you need this leaflet in another language or format please ask one of your clinical care team or the Patient Advice and Liaison Service (PALS). We will do our best to arrange this.

Maidstone and Tunbridge Wells NHS Trust welcomes all forms of feedback from our service users. If the standard of service you have received from the Trust does not meet your expectations, we want to hear from you. Please speak with the ward manager or the nurse in charge in the first instance, or you can contact the **Patient Advice and Liaison Service (PALS)** on:

Telephone: ☎ 01622 224960 or ☎ 01892 632953

Email: mtw-tr.palsoffice@nhs.net

or visit their office at either Maidstone or Tunbridge Wells Hospital between 9.00am and 5.00pm, Monday to Friday.

You can be confident that your care will not be affected by highlighting any areas of concern or making a complaint. The Trust will retain a record of your contact, which is held separately to any medical records. If you are acting on behalf of a patient, we may need to obtain the patient's consent in order to protect patient confidentiality. More information on PALS or making a complaint can be found on the Trust's website: www.mtw.nhs.uk or pick up a leaflet from main reception.

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