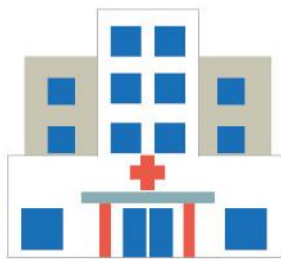


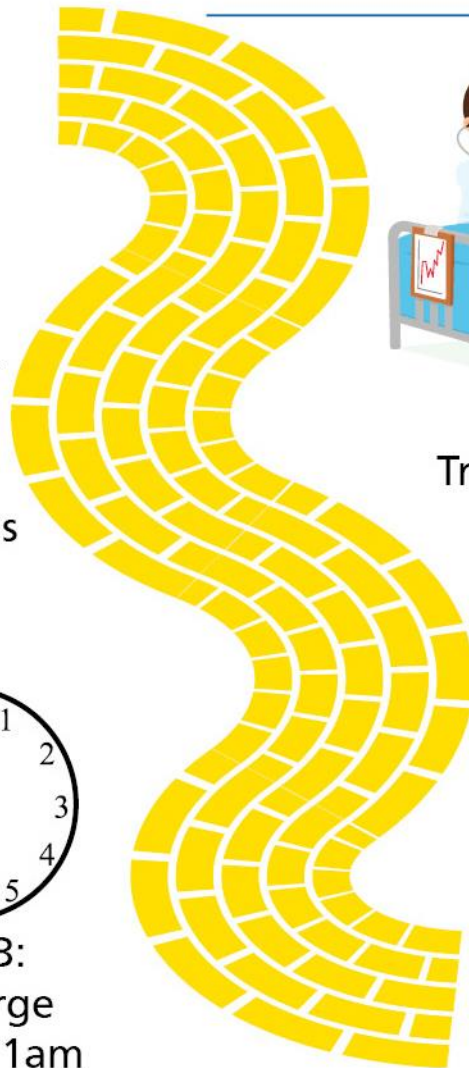
Patient guide to hospital discharge – There’s no place like home

Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.



Step 1:
Admission to
hospital via
the emergency
department
or planned
admission routes



Step 2:
Treatment



Step 3:
Discharge
before 11am



There’s no place like *home*

Discharge planning

The multidisciplinary team will work closely with you to plan your safe discharge from hospital.

Please inform the ward team of anything you may need in order to facilitate your discharge e.g. if you require additional assistance at home or assistance with any discharge arrangements, such as transport.

We aim to discharge patients before 11am.

We would be grateful for your cooperation in preparing for your discharge before 11am. This helps us accommodate new patients who need to be admitted to the ward.

Thank you in advance for your cooperation.



Why do we aim to discharge you before 11am?

By planning your discharge home before 11am, we are able to care for all our new patients in a timely way.



Poorly patients in the emergency department who need to be admitted.



People waiting in the emergency department who can't be seen until the poorly patient has been admitted.

Unwell people waiting in ambulances who can't be seen until the poorly patient has been admitted.



Someone who has a planned operation this week, but this operation might be cancelled if there is no bed available for them.

Discharge checklist

- Use this checklist early and often during your stay.
- Do you have your expected date of discharge?
- Has the doctor said you are medically fit and safe to be discharged?
- Are your ongoing care arrangements in place?
- Do you have suitable clothing and shoes ready to wear?
- Have you arranged transport from a relative, friend or taxi? Please try to arrange this before your date of discharge and for this to arrive before 11am.
- Do you have your medication ready to take home? Please let your doctor or ward pharmacist know if you already have a supply at home. Please note – paracetamol and ibuprofen is widely available to purchase in supermarkets for a small cost.
- Do you understand how and when to take your medication?

PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail ndht.pals@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple. Alternatively, it may be possible for us to arrange an appointment in your area.

Have your say

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of the staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at www.careopinion.org.uk.

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