INFORMATION FOR PATIENTS

Discharge lounge

The most common question patients ask is “When can I go home?”

To assist in this process we have set up a discharge lounge at King's Mill Hospital. Our aim is to provide you with a comfortable and safe place to wait for the discharge process to be completed. This will ensure you don’t stay in hospital for longer than necessary once the decision for discharge has been made.

On the day you leave hospital you may be moved to the discharge lounge to wait for your discharge letter and medications to take home with you.

Where is the discharge lounge?
The discharge lounge is located on the 3rd floor next to the Short Stay Unit and is clearly signposted. The discharge lounge is open from 8am to 8pm Monday to Friday (not including bank holidays).

The direct telephone number is 01623 672478, or through switch board 01623 622515 extensions 6900 and 6922.

Staffing
The discharge lounge is staffed by nurses and health care assistants who will care for you while you are waiting to go home. They will facilitate your discharge and give you any medication you need, along with your discharge letters. They will work with the ward staff, ambulance transport and pharmacy to ensure a safe and effective discharge from hospital.

Facilities
The comfortable lounge is equipped with seating for 12 patients and has 4 single rooms with beds. There is a free television, radio and magazines.

Tea, coffee and cold drinks are available, and at meal times you will be offered sandwiches and soup. Any special diets will be catered for on request.
Toilets facilities are available and staff will be able to assist patients to use these facilities if required.

Please make sure you have a set of your own clothes and shoes ready to put on for the day you are discharged.

**Medications to take home**
The nursing staff will be able to answer any queries you may have about your medications. They will check them and explain them to you as well as giving you written instructions.

Please note that you may have to wait up to four hours for your ‘take away’ medication to be organised, checked and then dispensed.

**Transport**
Where possible you should make your own travel arrangements when leaving hospital. Your friends or family should collect you or we can arrange for a taxi to pick you up – the charge for this would be at your own expense.

Ambulance transport will only be offered if you have a clinical need. Patients that are collected from the discharge lounge via ambulance transport are allocated in a priority order and by location within both Nottinghamshire (Arriva) and Derbyshire (EMAS). We have no control over transport timings, and during busy periods there may be an extended wait.

**Concerns and queries**
In the event of any concerns please speak to the nurse in charge of the discharge lounge. You can also speak to the matron, who can be contacted on request.

**Further sources of information**
NHS Choices: [www.nhs.uk/conditions](http://www.nhs.uk/conditions)
Our website: [www.sfh-tr.nhs.uk](http://www.sfh-tr.nhs.uk)

**Patient Experience Team (PET)**
PET is available to help with any of your compliments, concerns or complaints, and will ensure a prompt and efficient service:

King's Mill Hospital: 01623 672222  
Newark Hospital: 01636 685692  
Email: [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net)

If you would like this information in an alternative format, for example large print or easy read, or if you need help with communicating with us, for example because you use British Sign Language, please let us know. You can call the Patient Experience Team on 01623 672222 or email [sfh-tr.PET@nhs.net](mailto:sfh-tr.PET@nhs.net).

This document is intended for information purposes only and should not replace advice that your relevant health professional would give you. External websites may be referred to in specific cases. Any external websites are provided for your information and convenience. We cannot accept responsibility for the information found on them. If you require a full list of references for this leaflet, please [sfh-tr.patientinformation@nhs.net](mailto:sfh-tr.patientinformation@nhs.net) or telephone 01623 622515, extension 6927.