

Healthier Communities,
Outstanding Care



Sherwood Forest Hospitals
NHS Foundation Trust

Discharge Lounge

Information for patients



Welcome to the Discharge Lounge

You will be cared for by qualified nurses and healthcare support workers, who are here to make you feel comfortable and cared for while you await your discharge out of hospital.

Staff in the lounge work closely with ward staff, care providers, pharmacy and transport to enable you to have a safe, speedy and smooth discharge.

There can be occasions where you may have to wait a little longer for your medications or transport, but staff will keep you regularly updated. Staff are also happy to answer any questions you may have.

Facilities

The lounge currently has 4 cubicle spaces and 13 chair spaces.

While in the lounge you will be offered a choice of hot and cold drinks, which you can request at any time.

At meal times you will be offered soup and sandwiches in addition to hot or cold drinks. Special requests can be catered for where required.

Toilet facilities are available and assistance is on hand when required.

Any medications you need to take will still be given to you while you are in the lounge.

If you become unwell at any point your ward doctor will be contacted and asked to review you. The lounge has facilities to cope with medical emergencies.

Helping us

By using the lounge, your ward bed can be given to another patient who urgently requires an inpatient admission.

Transferring patients (who are well enough to go home) to the lounge helps us to reduce waiting times and improves the speed and quality of care we are able to deliver.

Opening times and location

The lounge is located on ward 35, which is on level 3. Opening times are 7am until 9pm, Monday to Friday. At weekends the lounge is usually closed, but we do open when required.

We can at times move location of the discharge lounge – this will be communicated to you by either the ward staff or the discharge lounge staff.

Contact us

If you have any queries, please ask to speak to the lounge's department leader, or call 01623 622515 extension 6900.

Further sources of information

NHS Choices: www.nhs.uk/conditions

Our website: 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

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.

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 (if relevant) for this leaflet, please email sfh-tr.patientinformation@nhs.net or telephone 01623 622515, extension 6927.

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