



The Mid Yorkshire Hospitals  
NHS Trust

# Getting ready to leave hospital

# It's OK to ask...



Why am I  
in hospital?



What is going  
to happen  
today?



When can I  
expect to leave  
hospital?



What is  
needed for  
me to leave  
hospital?



What  
happens  
when I leave  
hospital?



Please speak to a  
member of staff  
responsible for  
your care if you are  
unsure of anything.

Our staff strive  
to involve you in  
all stages of your care.

This leaflet tells you about the process that we follow to ensure your safe discharge from hospital.

**When you leave our care we want to ensure you understand:**

- What's happened whilst you have been in our care.
- What you should/should not do after leaving.
- Any relevant information we have provided.
- Who to contact if you are worried about your condition.
- Your medicines and any side effects.
- Danger signals to look out for.
- Any follow-up arrangements.

## Useful notes

*Please use this space for any notes you wish to make related to your discharge.*

**It's OK to ask! Please speak to a member of staff responsible for your care if you are unsure of anything.**

## **When can I expect to leave hospital?**

This will depend on your clinical condition. During your admission you will be seen by various professionals who will work together to coordinate a safe discharge plan. You will leave hospital when you no longer require hospital care.

You will be given an Estimated Date for Discharge (EDD). It is continually reviewed by the team looking after you depending on your test results, how you respond to treatment and any expected or unexpected waits.

We will ensure that arrangements for leaving hospital are planned with you and, as appropriate, your family, friends and/or carers.

### ***By working together we can ensure:***

- You are involved in decisions about your discharge
- You do not remain in an acute hospital bed once treatment has finished
- Your recovery is not compromised by remaining in hospital
- The risk of you developing an infection is reduced.

Before you leave hospital, we will complete an assessment of any needs you may have for support. This helps determine:

- Which members of the multi-disciplinary team need to be involved in your care in hospital
- The level of assessment needed to plan for you leaving hospital
- Any support or special equipment you need once you have been discharged.

## **What is needed for me to leave hospital?**

Most patients are able to return home with little or no support. Other people may need extra support at home from Social Services, a community nursing team or a therapy team. Sometimes people are not able to return to their own home because they need increased support.

When required, we will arrange a care plan and support package that meets your assessed health and social care needs, involving the relevant professionals. If arrangements take longer than anticipated, or rehabilitation or intermediate care in an inpatient setting is needed, we may transfer you to the appropriate care setting until arrangements are in place or you are well enough to be discharged home.

Some of our wards have **discharge co-ordinators** whose role is to support you in the arrangements in relation to leaving hospital.

**Our Integrated Discharge Team** consists of experienced hospital and community based health and social care professionals, housing and the third sector. The team support and manage the discharge of patients where complex discharge needs have been identified. Working together ensures safe and timely discharges and a more joined-up approach to wider Community Services.

**To contact the Team please ring:**

**Monday to Friday on: 01924 543431**

**Saturday / Sunday: 01924 541533**

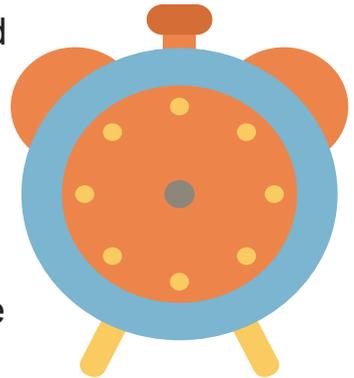
Once you have left hospital, please contact Adult Social Care services via the details on page 11 of this leaflet with any issues related to social care support.

## How can I be prepared?

When thinking about preparing for discharge home, try to make sure you have the **essentials** you need (a key, food, drink, heating etc.) It may be helpful to have someone stay with you or visit regularly. **Age UK and other** charities can provide support during this time, please speak to staff for further information.

## What happens after I am told I am ready for discharge?

- Once a doctor has told you no longer require a hospital bed, a number of steps need to happen to ensure that you can be safely discharged.
- Unfortunately all the steps involved can take a number of hours to arrange, so please be patient, we apologise for any delays.
- Staff will keep you updated as to how long this may take. Please ask for an update if you are unsure of what is happening next.



***We are continuously looking at ways of improving every step in the discharge process and welcome any suggestions for improvement.***

The following flow chart on page 8 describes the steps involved, followed by more detailed information on subsequent pages.

The nursing and therapy teams ensure that all **arrangements** and services are in place and aware of the discharge plan.

A doctor will complete a electronic **discharge letter** explaining what has happened whilst you were in hospital. If your **medication** has changed whilst you were in hospital the discharge letter, which includes your prescription is sent to pharmacy to dispense your medication.

You may be transferred to the **Discharge lounge** at Dewsbury, or the **Discharge and Transfer Hub** at Pinderfields where final arrangements will be made.

You are expected to arrange **transport** home. If there are any problems, please speak to ward staff. Hospital transport can only be provided on medical grounds if no other form of transport is appropriate.

Once your discharge letter and medication are ready, a member of staff will explain and provide information about:

- **Your medication and possible side-effects**
- **What to do after leaving hospital**
- **Danger signals to look out for**
- **Who to contact if you are worried about your condition**
- **Any follow-up appointments or tests.**

## What about my medication?

If your medication has changed whilst you were in hospital a prescription will need to be written by a doctor. This may not happen at the point you are told you can go home as the doctors may have other patients to see. The prescription will be sent to pharmacy who will check the prescription and dispense your medication. The ward staff may refer to this as your “TTO’s” (To Take Out medicines).

If you have brought your own medication into hospital, please let nursing staff or the pharmacy team on the ward know as this helps us to decide what medicines you need from the hospital pharmacy and this can also help speed up your discharge. More information is available in our leaflet *“How your medicines will be managed in hospital”*.

Once your discharge medications are received from the hospital pharmacy, a member of staff will talk to you and any other people involved in supporting you about how and when to take your medicines and any possible side effects.

There is also a written patient information leaflet about each medication in the medicine boxes provided by the pharmacy.

If you have any questions about medicines supplied from the hospital contact:

### **MY medicines helpline:**

tel: 01924 541398, Monday to Friday 9am - 5pm

Outside these times, call: 01924 541000 to be put through to the ward you were discharged from.

Medication information is also available from:

- Medicines A to Z: [www.nhs.uk/medicines](http://www.nhs.uk/medicines)
- Your local community pharmacy: <https://beta.nhs.uk/find-a-pharmacy/>

***Before running out of medicines, you, or family or carers will need to order a new supply from your GP.***

### **What happens when I leave hospital?**

Your GP surgery will receive a copy of your discharge letter. You do not automatically receive a follow up visit from your GP, this will only take place if there is a medical need. Please contact your GP surgery if you have health concerns following discharge.

### **If you need help, but it is not an emergency:**

- Call NHS 111 or go to [111.nhs.uk](http://111.nhs.uk)
- Visit Health A to Z: [www.nhs.uk/conditions](http://www.nhs.uk/conditions) for the NHS guide to conditions, symptoms and treatments.
- Call the relevant contact numbers on page 11 of this leaflet or those provided by the ward staff in relation to your follow-up care or appointments.

<b>Who to contact</b>	
<b>Mid Yorkshire NHS Trust Switchboard</b>	01924 541000
<b>Single Point of Contact (SPOC)</b>	
Adult Community Nursing service, Integrated Care Team	
<b>Wakefield</b>	01924 327591
<b>Kirklees</b>	0300 3045555
<b>Community Therapy</b>	
<b>MY Therapy (Wakefield)</b>	01977 747471
<b>Locala (Kirklees)</b>	0300 3045555
<b>Adult Social Care Services</b>	
For advice, information and assessments of social care support, or if you are worried about the safety or wellbeing of an adult at risk	
<b>Social Care Direct - Wakefield</b>	0345 8503503
<b>Gateway to Care - Kirklees</b>	01484 414933
<b>North Yorkshire County Council</b>	01609 780780
<b>Leeds City Council - Adult Social Care</b>	0113 2224401
<b>Age UK</b>	
<b>General information and advice</b> 8am - 7pm, 365 days a year	0800 6781602
<b>Wakefield District</b> 9am - 2pm Mon - Fri	01977 552114
<b>Calderdale and Kirklees</b> 9am - 5pm Mon - Fri	01422 252040
<b>Beacon</b>	
<b>Free independent advice on NHS continuing healthcare</b>	0345 548 0300

## Tell us what you think

If you have any concerns regarding the treatment or care you are receiving whilst in hospital, or if you are unclear about the options available to you once you are ready for discharge, please speak to a member of staff or the Ward Sister.

You will be offered the opportunity to give **feedback** on your experience of the care you have received, which is vital to us so that we can improve the areas that need improving and make sure we keep doing the things we are doing right. Please ask for a **Friends and Family Test** card if you are not offered one. Other ways to leave feedback are described on the back of any Trust leaflet or on our website.

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We are committed to providing high quality care. If you have a suggestion, comment, complaint or appreciation about the care you have received, or if you need this leaflet in another format please contact the Patient Advice and Liaison Service on: **01924 542972** or email: **myh-tr.palsmidyorks@nhs.net**

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**Dewsbury and District Hospital**  
Halifax Road, Dewsbury WF13 4HS

**Pinderfields Hospital**  
Aberford Road, Wakefield WF1 4DG

**Pontefract Hospital**  
Friarwood Lane, Pontefract WF8 1PL

 01924 541000

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