



# Your hospital discharge:

## Going home/Another place

This leaflet explains why you are being discharged from hospital and what you might expect after your discharge.

### Why am I being discharged from hospital?

You are being discharged from hospital as your health team have agreed that you are now able to return home.

### Why can't I stay in hospital?

It is important that our hospitals are able to look after people that need hospital care. Due to this, once you are deemed by the Clinical Team as no longer meeting the criteria for reason to reside in hospital, you will be expected to be moved to a non-acute bed while waiting for your care provisions (Package of care or placement).

You will not be able to remain in hospital if you choose not to accept the care that is being offered to you.

### What can I expect?

Your health team will discuss discharge and transport arrangements with you (and a family member, friend or carer if you wish). If you require care and support when you get home, this will be arranged.

If you need more care now than when you came into hospital, this additional care will be provided free of charge for up to four weeks to support your recovery. After this time, you may be required to contribute towards the cost of your care.

It is possible that you will be moved to one of our Internal stepdown beds at St Peters or at Walton/Woking Community Hospital. This is because we will be trying to find the best place for your ongoing care. Your health team are here to answer any question you might have.

### Who can I contact?

After you have been discharged, if you have any concerns or need to speak to someone about your care, in the first instance you can contact your ward and then if further support required please contact the **Discharge Team** on **01932 723591**

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty. If they cannot resolve your concern, please contact our Patient Experience Team on **01932 723553** or email **asp-tr.patient.advice@nhs.net**. If you remain concerned, the team can also advise upon how to make a formal complaint.

We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) – please call us on **01932 723553**.