

Welcome to the Discharge Lounge

Information for patients & visitors



Hospital Discharge Information

patient**information**

Hearing about your experience of our services is very important as it means we can pass compliments to our staff and make improvements where necessary. Tell us what you think at feedback@rothgen.nhs.uk

Slovak

Ak vy alebo niekto koho poznáte potrebuje pomoc pri pochopení alebo čítaní tohto dokumentu, prosím kontaktujte nás na vyššie uvedenom čísle alebo nám pošlite e-mail.

Slovensky

Kurdish Sorani

كوردی سۆرائی
نهگهر تۆ یان کهسێک که تۆ دهیناسی پێویستی بهیارماتی ههیهتی یۆ نهوهی لهم بهلگهنامه به تێبگات یان بیهۆتێنتهوه، تکایه بهیوهندیمان پێوه بکه لهسههر نهو ژمارهیهی سههرهوهدا یان بهو نیمهیه.

Arabic

عربي
إذا كنت أنت أو أي شخص تعرفه بحاجة إلى مساعدة لفهم أو قراءة هذه الوثيقة، الرجاء الاتصال على الرقم اعلاه، أو مراسلتنا عبر البريد الإلكتروني

Urdu

أردو
اگر آپ یا آپ کے جاننے والے کسی شخص کو اس دستاویز کو سمجھنے یا پڑھنے کیلئے مدد کی ضرورت ہے تو برائے مہربانی مندرجہ بالا نمبر پر ہم سے رابطہ کریں یا ہمیں ای میل کریں۔

Farsi

فارسی
اگر جناب عالی یا شخص دیگری که شما اورا می شناسید برای خواندن یا فهمیدن این مدارک نیاز به کمک دارد لطفاً با ما بوسیله شماره بالا یا ایمیل تماس حاصل فرمایید.

If you require this document in another language, large print, braille or audio version, please contact Patient Information on 01709 424281 or email patientinformation@rothgen.nhs.uk

Welcome to the Discharge Lounge

Welcome to the Discharge Lounge

Location: Ward B Level

Opening times: 8.00am to 8.00pm

Telephone number: 01709 424417 / 01709 424372

On the day you leave hospital you may be moved to the discharge Lounge. Here you will be cared for by a team of registered nurses and health care support workers. They will work with the ward staff, ambulance transport and pharmacy if required, to ensure your safe and smooth discharge from hospital.

Lounge facilities

The lounge is a safe and secure area which is equipped with seating for 18 patients, including three female beds and three male beds. A dining room / sitting area is also available in addition to the bed bays. A television, radio games and magazines are also available.

Tea, coffee and cold drinks are available. At meal times you will be offered Sandwiches, Soup and a selection of desserts. If you require a hot meal this will be ordered for you individually. Special diets are catered for on request.

Toilet facilities are available and staff will assist patients to use these facilities if required. Staff will administer medications as prescribed.

If you become unwell while in the lounge the ward doctor will be called to attend you. The lounge has facilities to cope with medical emergencies.

Welcome to the Discharge Lounge

What arrangements do you need to make?

- Transport (family, friends, taxi, etc.) If this is not possible please talk to a member of staff on the ward before the expected day of your discharge so that arrangements can be made. Hospital transport can be arranged if you have clinical need, and has to be booked in advance.
- Wear suitable clothing and footwear to travel.
- Access to your home (key, key safe number, relatives aware to meet you).
- Inform your family / friends that you may be in discharge lounge when they collect you. A member of staff may assist you with this.
- Be ready to move to discharge lounge, as soon as the nursing staff have informed you that you are ready to be transferred.

What will happen to you on the day you leave hospital?

- You will be collected from the ward and transferred to the Discharge Lounge.
- You will be given any medicine, will a full explanation by the Discharge Lounge Nurse.
- The ward nurse will give you details of any further appointments required, and any paperwork.
- Relatives collecting you will need to meet you in there. Please be aware that there may be a wait for medications or transport or transport.

Welcome to the Discharge Lounge

Why do you need to come to the discharge lounge?

- Because you are now well enough to leave the ward.
- Beds are needed for people who are very unwell, and who may be waiting in the Emergency Department for a bed to become unavailable.
- People awaiting surgery, both urgent and non-urgent, may have their operations cancelled if a bed is not available.
- By leaving the ward early on the day of discharge this enables the ward to prepare the bed for the next patient.

Feedback

We appreciate and encourage feedback. If you need advice or are concerned about any aspects of care or treatment please speak to Claire Barbrooke-Grubb, Discharge Lounge Ward Manager.

Welcome to the Discharge Lounge

How to contact us

Discharge Lounge

Telephone 01709 424417

Telephone 01709 424372

Switchboard

Telephone 01709 820000

Useful contact numbers

NHS 111 Service

Telephone 111

Health Info

Telephone 01709 427190

Stop Smoking Service

Telephone 01709 422444

A&E

Telephone 01709 424455

For GP out of hours, contact your surgery

Useful websites

www.nhs.uk

www.gov.uk

www.therotherhamft.nhs.uk

We value your comments

If you have any comments or concerns about the care we have provided please let us know, or alternatively you can write to:

Patient Services

The Rotherham NHS Foundation Trust

Rotherham Hospital

Moorgate Road

Oakwood

Rotherham

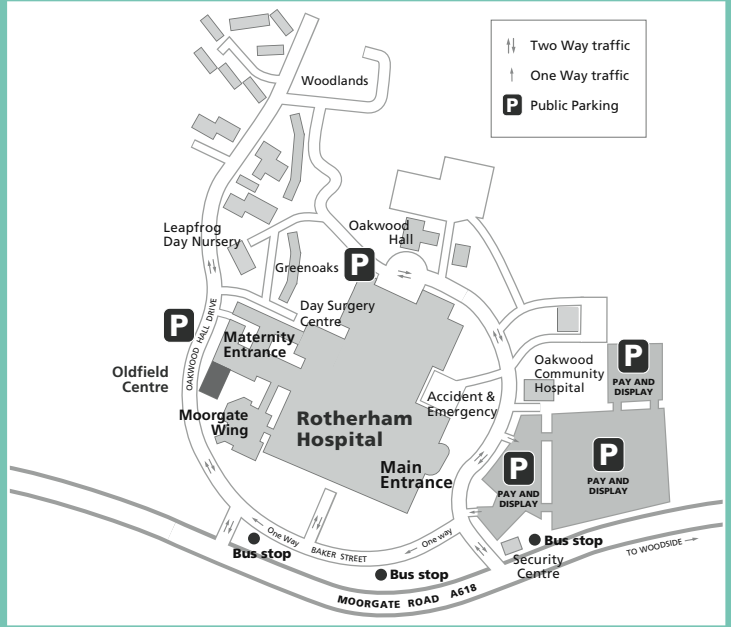
S60 2UD

Telephone 01709 424461

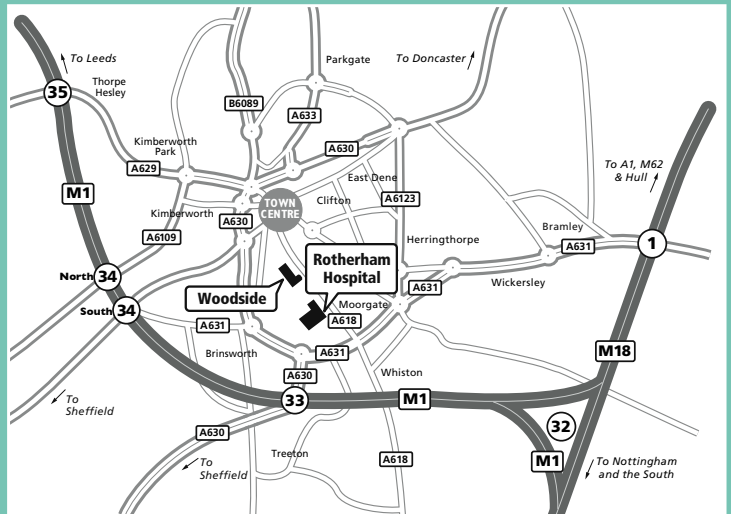
Email complaints@rothgen.nhs.uk

How to find us

Hospital site plan

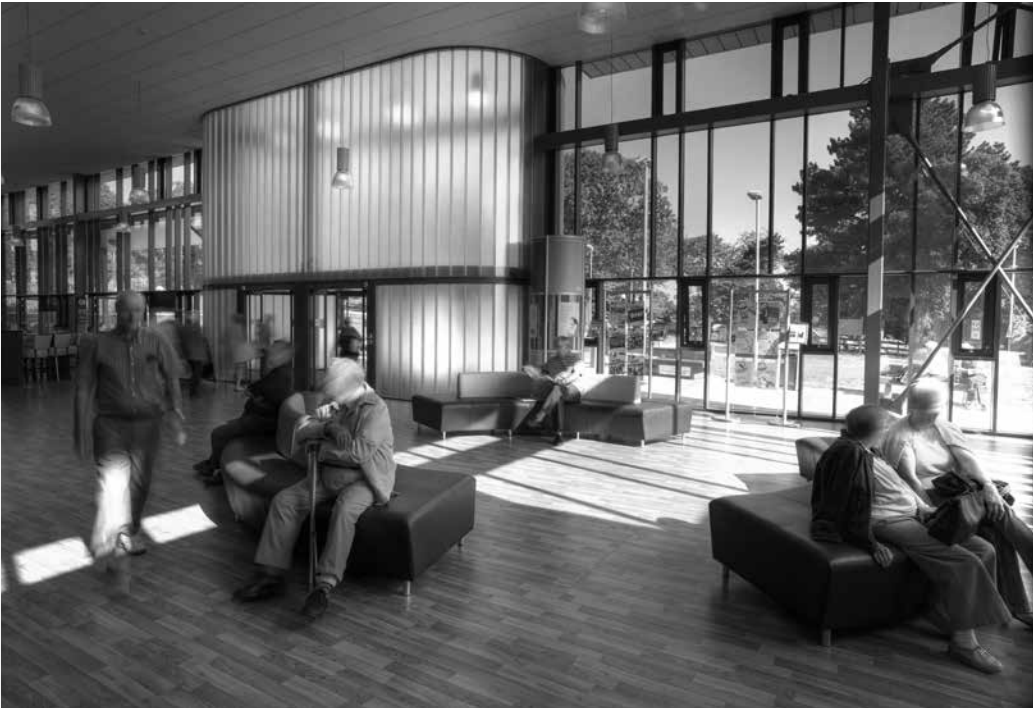


Rotherham main routes





LS 738 11/13 V1 Jones & Brooks



The Rotherham **NHS**
NHS Foundation Trust

Rotherham Hospital
Moorgate Road
Oakwood
Rotherham
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