

## Instructions for your aftercare

Your nurse will inform you if any appointments/dressing clinics have been arranged for you prior to you leaving.

If you have any queries or concerns following your discharge, please contact your Consultant's secretary during the week from 9am-5pm.

If you are unable to contact your Consultant, please contact the ward where you were cared for:

2nd Floor	<b>020 7234 2271</b>
3rd Floor	<b>020 7234 2569</b>
4th Floor	<b>020 7234 2431</b>
5th Floor	<b>020 7234 2571</b>
Day Surgery Unit	<b>020 7234 2581</b>

Out of hours Day Surgery patients, please contact the hospital bleep holder via the switchboard on **020 7407 3100**.



London Bridge Hospital

27-29 Tooley Street, London SE1 2PR  
Tel: 020 7407 3100  
Web: [www.londonbridgehospital.com](http://www.londonbridgehospital.com)



## PLANNING YOUR DISCHARGE

Please ensure you read this booklet as it contains important information



London Bridge Hospital



**This guide is intended to help you, your carer and your relatives understand how the discharge process takes place.**

## Assistance with planning your discharge

Your discharge planning starts from the moment you are admitted to hospital. We aim to make this process as seamless as possible.

On your admission you will have been given an allocated length of stay by your Consultant that will have been authorised by your insurance company. Please inform us if there are any concerns regarding your discharge so any issues can be addressed as soon as possible.

## The convenience of your departure time

The hospital would appreciate the co-operation of patients in vacating their rooms by 10.30am, unless on the day of discharge there are medical or other valid reasons for a later departure time. It is not always necessary for your Consultant to review you prior to your discharge and your nurse will inform you if this is necessary. Please note this does not affect day case patients.

There may be circumstances when your discharge time needs to be later in the day. Please discuss this with your nurse if this is the case. If you are waiting for transport home you may be asked to wait in the discharge lounge until your transport arrives. Your relatives will be directed there when they arrive to collect you.

If you require any assistance with your luggage or personal belongings, please ask your nurse or the ward receptionist who can arrange for a porter to assist you at the time of discharge.

## Take-home medication

If it has been decided that you require medication to take home, please note that this is not covered by your insurance company and therefore you will be required to pay for these items.

Please discuss any issues or concerns with your Consultant, pharmacist or nurse.

Your take-home medication will be given to you on the ward by a member of the pharmacy team or your nurse who will advise you on how to take your medication. Occasionally this is not possible and your nurse or pharmacist will direct you to the pharmacy to collect your prescription.

Patients treated in the Day Surgery Unit will be asked to collect their take-home medication from the pharmacy in Emblem House.

## Ease of discharge

We appreciate that the majority of people wish to be discharged as quickly as possible. Please inform us of your anticipated discharge time and we will try to ensure that everything is prepared for you by this time.

## What information will you be given?

**You will receive a discharge pack which includes:**



- A copy of your discharge summary for you to keep
- A copy of your signed consent form (if applicable)
- A discharge summary letter for your GP
- A patient feedback questionnaire
- Contact details card for the ward
- Discharge advice information
- HCA card with hospital contact details

**You may also receive:**

- An appointment card if you require a follow up appointment. Alternatively, you may be asked to contact your Consultant's secretary in order to schedule this at a time convenient for you.
- A letter to the District/Practice Nurse if this is required.
- Spare dressings for yourself or the District/Practice Nurse if these are required.