

NHS Friends and Family Test

We value your feedback and want to make our services as good as possible for you. That's why we'll be asking you the following simple question:

“How likely are you to recommend our services to friends and family if they needed similar care or treatment?”

This will be sent to you either by text or as an automated telephone survey within 48 hours of leaving our services which will ask you to rate your experience. We will use your feedback to assess the quality of our service so your response would be very much appreciated. However if you do not wish to take part you can simply reply STOP when you receive the message. Responses to the survey are FREE.

For more information on the Friends and Family Test, please visit www.nhs.uk/friendsandfamily, email patient.experience@ulh.nhs.uk or speak to a member of staff.

Feedback about our services

‘Care Opinion’ is an independent feedback service that aims to promote honest and meaningful conversations between patients and health services. It believes that telling your story can help make health services better.

Stories relating to United Lincolnshire Hospitals NHS Trust can be found at—<https://www.patientopinion.org.uk/opinions?nacs=RWD>

We would like to know more about your experience so we know how we are doing. Your experience counts.

The Trust endeavours to ensure that the information given here is accurate and impartial.

If you require this information in another language, large print, audio (CD or tape) or braille, please email the Patient Information team at patient.information@ulh.nhs.uk

Excellence in rural healthcare



**Welcome to the
Discharge Lounge**

We are located on Corridor C

Day Ward/Discharge Lounge
Grantham Hospital

Telephone: 01476 464080/464030

www.ulh.nhs.uk

What is the discharge lounge

On the day you leave hospital you may be moved to the discharge lounge to wait for your discharge letter, medications and transport.

The purpose of the lounge is to improve the flow of patients through the hospital by using beds on the wards for new patients.

The lounge accommodates both male and female patients with medical, surgical and orthopaedic conditions. There are chairs and beds, for short stay use only. Where possible, please ensure you have clothes, outdoor coat and shoes for going home.

Transport

Where possible, please arrange your own transport home as ambulance transport will be offered only if you have a clinical need. Ambulances are also limited with luggage and equipment so this may need taking home prior to your discharge; please discuss with the discharging ward.

Please note: you may have to wait several hours for hospital transport.

Access

Please ensure you have your key or have access to key safe.

Medications

The doctor responsible for your care will have prescribed any new medication you require and this will be requested from pharmacy. The nursing staff will check this prior to you leaving and will be able to answer any queries you may have.

A copy of the discharge letter describing your treatment and care in hospital and containing a list of your medications will be given to you.

Please note that you may have to wait for your medication to be organised, dispensed and checked which is the same process on the wards.

Telephone enquiries

Telephone enquires are always welcome. To save time and repetition, we suggest that one family member should contact the lounge to obtain information and relay back to family.

Use of mobile phones is only permitted within designated areas.

Discharge lounge facilities

- **Paper trolley** - visits each morning
- **Chaplin** - If you wish to speak with a Chaplin inform a member of staff who will contact them for you
- **Visitors toilet** - is available on the ward; please speak to a member of staff
- **Refreshments** - will be provided to patients

Smoking

This hospital enforces a no smoking policy, however, there are designated smoking areas within the hospital grounds. Advice and support regarding smoking cessation is readily available on request.

United Lincolnshire Hospitals NHS Trust is committed to improving its services by listening to you and learning from your experiences; positive or negative.

Informing us of your concerns – the first step

If you have a concern about the care or treatment you received, or are still receiving, the first step is to bring this to the attention of staff (you can ask to speak to the manager, if necessary) in the department as soon as possible. If you are unable to get the support you need, then contact Patient Advice & Liaison Service.

PALS is a confidential, on-the-spot advice and support service for patients, relatives and carers. The PALS office is located adjacent to Ward 6 - telephone 01476 464861 or via email PALS@ulh.nhs.uk.