

Trustwide

# Hospital discharge information

## Information for patients, relatives and carers

### Introduction

We are pleased that you are now well enough to leave hospital to return home.

You are being discharged because your care team have agreed that you are now able to continue your recovery at home.

We believe your recovery will be faster in your own home, now you no longer need medical care in hospital.

It is always our priority to discharge you to the best possible place to support your recovery. In most cases this will be to your home. You might need some extra support to help your recovery or practical help, such as with shopping.

If you require more complex care, this could be in another care setting in the community. Your needs and discharge arrangements will be discussed with you and your family, if you would like them to be involved.

#### Prepare for discharge

Speak to staff about your care plan after discharge.

Include relatives and friends in the conversation – can they offer support to you once you are home?

What extra help might you need at home?

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## How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at [imperial.pals@nhs.net](mailto:imperial.pals@nhs.net) The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to complain by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street  
London W2 1NY

Email: [ICHC-tr.Complaints@nhs.net](mailto:ICHC-tr.Complaints@nhs.net)

Telephone: **020 3312 1337 / 1349**

## Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:  
[imperial.communications@nhs.net](mailto:imperial.communications@nhs.net)

## Wi-fi

Wi-fi is available at our Trust. For more information visit our website: [www.imperial.nhs.uk](http://www.imperial.nhs.uk)

All Services and Departments  
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