

The discharge lounge

Information for patients, relatives and carers

Introduction

The discharge lounge is a dedicated space, run by nurses, to support you when you're leaving hospital. We are here to give you personalised care and support so that your transition from hospital to where you live is as smooth as possible.

This is the designated area where most patients are expected to be discharged from when they are ready to leave hospital, for both patients arranging their own transport, and for patients who require hospital transport.

Our discharge lounge is a peaceful and comfortable atmosphere to relax and prepare for the journey from hospital. We have comfortable seating, friendly staff, and we want to make your wait for your transport or relatives as comfortable as possible.

Important: Please make sure someone visits you to bring you a change of clothes before the day you're discharged. You'll need your own clothes before you leave the hospital.



What to expect

We have refreshments including:

- hot and cold drinks
- lunch (hot food and sandwiches)
- biscuits
- fruit



There is a seating area with plenty of comfortable seats and wheelchair space. You can watch television, listen to music and read newspapers while you wait. There's also an area with beds for anyone that needs them. We have a disabled toilet, cupboards to store your things and a space for changing and storing your clothes.

We can help with getting your medication from the pharmacy. We can also talk to your doctors about sickness notes or certificates if this is something you need.

We'll make sure that you have the right transport booked for when you leave.

Parking

There is free blue badge disabled parking by the main entrance and all other parking is £2.40 an hour. There is a pick-up bay directly outside the main entrance and the staff from the discharge lounge can support you to get there.

If you'd like more information about parking, please look on our website:
<https://www.imperial.nhs.uk/our-locations/charing-cross-hospital/parking>

Opening hours

The discharge lounge is open from 09.00 to 19.00, Monday to Friday.

Staff

The team at the discharge lounge is made up of lead nurses, registered nurses and healthcare assistants.

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 3312 7777** (10.00 – 16.00, Monday to Friday). You can also email PALS at 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

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

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk

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