

Trustwide

# Your hospital discharge: another place of care

## Information for patients, relatives and carers



Introduction

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

**This leaflet explains why you are being discharged from hospital and what you might expect after your discharge.**

### Why am I being discharged from hospital?

You are being discharged as your care team have agreed that you are now able to continue your recovery in another setting outside of the hospital.

### Why can't I stay in hospital?

It is important that our hospitals are able to look after people that need hospital care. When your care team think you are medically fit and safe, you will be discharged to the best possible place to support your recovery and on-going care needs. We will not be able to keep you in hospital if you choose not to accept the care that is being offered to you.

### What can I expect?

Your discharge and transport arrangements will be discussed with you (and a nominated family member or carer if you wish) and you will be discharged with the care and support you need to in the community.

If you need more care now than when you came into hospital, this additional care will be provided free of charge for up to six weeks to support your recovery. After this time, you may be required to contribute towards the cost of your care.

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It is possible that you may be moved more than once after your discharge. This is because we will be trying to find the best place for your ongoing care needs. Your care team are here to answer any questions you might have.

## Who can I contact?

After you have been discharged, if you have any concerns or need to speak to someone about your care, you can contact us on xxxxxx

## 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)