

The Walton Centre   
NHS Foundation Trust

*Excellence in Neuroscience* 

# Patient Discharge Information Booklet

# Contents

INTRODUCTION

DISCHARGE FLOW CHART

WHEN WILL I GO HOME?

WHAT YOU WILL BE GIVEN TO TAKE HOME

HOW WILL I GET HOME ON THE DAY OF DISCHARGE?

ONCE HOME – WHAT IF?

DISCHARGE HOME CHECKLIST

USEFUL CONTACT NUMBERS

2

NURSE SPECIALISTS

SEEKING ADVICE FOLLOWING DISCHARGE

HOW TO MAKE A COMPLAINT

NOTES



# Introduction

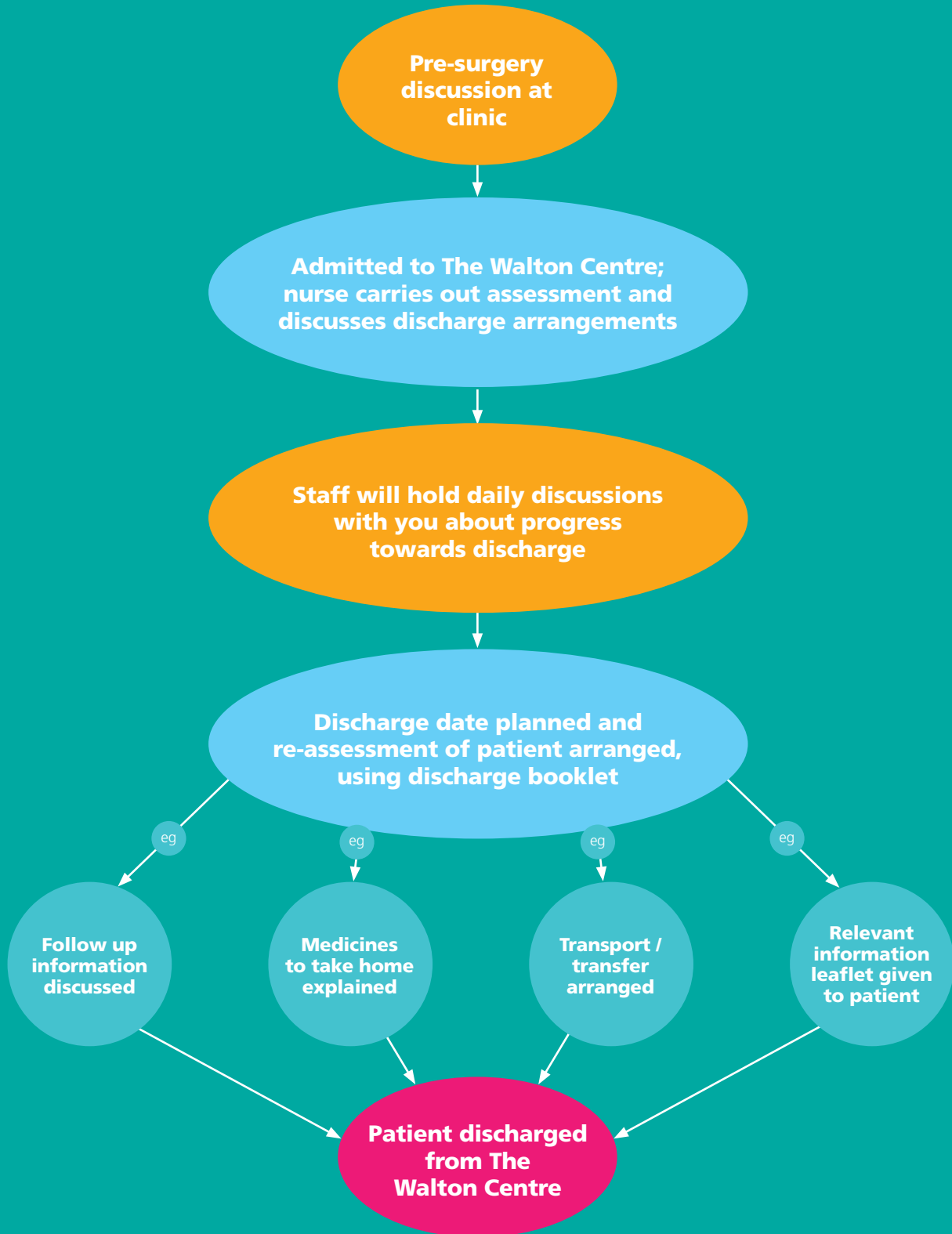
This booklet is designed to help you as the patient and staff plan your discharge home from hospital. It explains the different services you may need and arrangements that can be made to support you when you leave hospital.

Keep it at hand in hospital and at home. Within this booklet are checklists and blank pages so that you can note services that have been arranged and things that you want to discuss with your ward team. There is also a list of telephone numbers which you may find useful.

On the following page is a discharge flowchart to help you understand the process of discharge from hospital to home.



# Planning for discharge





# When will you go home?

If your stay in hospital was arranged in advance, your consultant or nurse will already have explained how long you can expect to stay and may have given you an estimated discharge date.

If you are admitted as an emergency, between 24 - 48 hours into your stay we will tell you an estimated discharge date. This date may need to be changed.

When we plan your discharge, we want to ensure that you will be safe wherever you go. Your ward team will ask you about the situation at the address to which you will be going home and the care available to you. There are a variety of services we are able to arrange to support you on your discharge home.

**Please talk to your loved ones and carers and let the ward team know of any problems you think you may have at home.**

# What you will be given to take home

## Medicines

If you brought in medicines, these will be returned to you if it is safe to do so. Please be aware that the medicines you go home with may be different from those you brought into hospital. You may be given additional or different medicines when you go home. The pharmacist or nurses on the ward will explain any instructions that you need to follow and highlight any potential side effects. Further prescriptions should be obtained from your GP.

If you have any queries about medicines you have received from this hospital, you can speak to a pharmacist by calling the Pharmacy Medicines Hotline on 0151 5293208 Monday – Friday 2-4pm. Outside of these times you may leave a message. Unfortunately pharmacy cannot provide advice about medicines prescribed elsewhere.

## Discharge Summary

This is a letter giving details of your hospital treatment and discharge medications. You will be given two copies, one for you and one for you to give to your GP. Show your copy to anybody else involved in your care.

## Supplies

A seven day supply of consumable equipment that you may need at home will be provided, e.g. catheter bags, dressings or syringes and needles. Once at home further supplies must be obtained by you from your GP.

## Equipment

If you need to use equipment in your home following discharge, this will be provided by your community loan service. The hospital based discharge planners will co-ordinate the delivery of equipment to your home. Hospital discharge planners are part of the support

provided to improve the patient's journey from hospital to community settings. The ward team will liaise with the discharge planner to keep you informed of equipment delivery dates and times.

## District Nurse / Treatment Room

If you have undergone surgery during your stay in hospital, you will need to have your sutures/clips removed following your discharge from hospital.

If you are a fully mobile patient, you will be required to attend a treatment room in your community to have your sutures/clips removed. The ward team will organise an appointment with the treatment room or walk-in centre and provide a referral form to take with you to the appointment.

If you are not a fully mobile patient, a district nurse from your GP practice will visit your home to remove the sutures (stitches)/clips. The ward team will fax a referral to your local district nurse and you will be given a copy of your referral form to go home with on discharge. We will also give you their telephone number in case you have any queries.

If you have any wound problems e.g. infections, please contact your specialist nurse or tissue viability nurse on contact numbers detailed within this document; even if you have seen your GP and they have given you any antibiotics or are observing your wound it is important that we know there is a problem as we may wish to monitor any problems more closely.



# Transport home

It is expected that you will make your own travel arrangements when you leave hospital. Please make sure that a relative or friend can collect you from hospital unless you feel you can travel alone.

The staff at the main reception desk on the ground floor can provide the telephone numbers of reputable taxi companies.

## **In exceptional circumstances**

Hospital transport is available if the ward sister or charge nurse assesses you as not fit to travel on public transport or in a minicab. Only the matron can authorise transport for you. Hospital transport can only take you and one bag/suitcase. Please make alternative arrangements to take any extra personal property.



# Once home – what if?



8

## **The district nurse does not arrive?**

Contact your GP's surgery who will give you a 24-hour contact telephone number.

## **I need more dressings?**

Ring the GP's surgery or district nurse who can ensure you receive a supply

## **My recovery is not going as expected?**

Contact your GP or call the ward/nurse specialist for advice. Contact details are within this booklet.

## **My medication is running out?**

The hospital pharmacy will make sure you have at least 14 days' supply of medications. Contact your GP's surgery for further supplies of medication. Your GP will have been sent a copy for reference.

## **I fall and cannot get up?**

Nobody should lift you without help. Dial 999 and ambulance personnel, trained in patient handling techniques, will be pleased to assist.



## Help available from Neurosupport

Neurosupport is a charity which provides non-medical advice, information and support to people with neurological conditions and their families.

Ask a nurse if you would like to see someone from Neurosupport while you are in hospital.

They can provide information about your condition, or any aspect of living with a neurological condition. They can signpost you to a wide range of local and national support groups for specific conditions and to the most appropriate organisation for your query.

There is a comprehensive library of information in their fully-accessible centre, which is open to the public for reference. The enquiry service can be accessed by phone, email or in person by calling in to the centre.

They have an employment advice service, which offers support and advice around all aspects of employment following a diagnosis with a neurological condition or brain injury. They advise on job retention, vocational rehabilitation, re-training and alternatives to work, as well as offering confidence building courses and case management.

Welfare benefits advice is available by appointment and there is a counselling service for people who need help to come to terms with their condition.



**Neurosupport** is open Monday-Friday, 9am – 5pm.  
They are located in Norton Street, Liverpool, L3 8LR, next to the National Express Coach Station.  
**Tel.** 0151 2982999  
**Email:** [info@neurosupport.org.uk](mailto:info@neurosupport.org.uk)  
**[www.neurosupport.org.uk](http://www.neurosupport.org.uk)**

## If your family needs help to look after you

Contact your local authority to request a carer's assessment. You can organise a support network for yourself, or your relative, by using a website called Rally Round. It enables you to create a free, online, support network, which offers a safe and secure way of organising offers of help. Everyday tasks, where help is needed, are listed so that family and friends can see what can be done. They can then take on the tasks that suit their availability. It's easy to get started, just visit **[www.rallyroundme.com](http://www.rallyroundme.com)**



For more information contact the Information Officer at Neurosupport (see contact details above)

# Support for Carers and people with Long-Term Conditions



When illness strikes, or circumstances change, such as taking on a caring role, undergoing rehabilitation or recuperating, family and friends often rally round to offer help. It's not always easy to know how to respond and many of us find it difficult to ask for help when it's needed.

10

Rally Round is a free online support network, which you can co-ordinate, or someone can do on your behalf. Everyday tasks, where help is needed, are listed so that family and friends can see what needs to be done. It's a no-hassle, no pressure way of organising all those offers of help.



## How do I get started?

It's easy, just visit [rallyroundme.com](http://rallyroundme.com) and enter the eight digit code below

Code 00000-000

Or, contact Kathryn Topping at Neurosupport



“ let me know  
if I can help... ”



pick up a  
prescription



change a  
lightbulb

Neurosupport and The Walton Centre NHS Foundation Trust are working together to help carers to use Rally Round.

We can offer:

- Talks to carers' groups demonstrating how the website works and how it can be used
- One-to-one help in setting up an account
- Practical IT course - IT for Everyday Living, a six week basics course on using the internet, setting up an email account, online shopping and more

We are keen to hear about your experiences of using Rally Round so that we can encourage other carers to use it and improve the site.

For more details contact Kathryn at Neurosupport:

**Email:** [info@neurosupport.org.uk](mailto:info@neurosupport.org.uk)

**Tel:** 0151 298 3285




give the carer  
an hour's break



drive to an  
appointment



do some  
gardening



do some  
shopping

# Would you recommend our service to friends and family?



The NHS friends and family test is an important opportunity for you to provide feedback on the care and treatment you receive and to improve services.

Patients will be asked whether they would recommend hospital wards and A&E departments to their friends and family if they needed similar care or treatment. This means every patient in these wards and departments will be able to give feedback on the quality of the care they receive.

The test results will be published on NHS Choices. To find out how a hospital or A&E department performs and to compare it with others, simply use the 'Health services near you' search. Hospitals may also publish their results in their annual reports and Quality accounts.

## How does it work?

When you are discharged, or within the 48 hours that follow, you will be asked to answer the following question:

***'How likely are you to recommend our ward/department to friends and family if they needed similar care or treatment?'***

You will be invited to respond to the question by choosing one of six options, ranging from 'extremely likely' to 'extremely unlikely'.

It is important that you are given the opportunity to explain why you have given your answer, so please answer any follow-up questions.

You may be asked to answer the question before going home, or you may be invited to do so by returning a postcard, by phone or on a website.

## Do you have to respond to the question?

Your answer is voluntary. But if you do answer, your feedback will provide valuable information for our hospital to help ensure its patients have the best possible experience of care.

Your answer will not be traced back to you, and your details will not be passed on to anyone. A member of your family or a friend is welcome to answer the question if you are unable to.

If you feel that you should have been given the opportunity to respond but did not receive the question, please contact the Customer Care Team at The Walton Centre.

## How will the results be used?

Hospitals will gather the results and analyse them rapidly to see if any action is required. They will combine your feedback with that of other patients, and create an overall score, which will be published on the NHS Choices website.

## Does this replace the NHS complaints procedure or other forms of feedback?

No, this will not replace the current NHS complaints procedure or other forms of feedback. Hospitals and other service providers will continue to use their own ways of gathering feedback in addition to the NHS Friends and Family Test.

# Discharge Home Form

(to be completed on day of discharge)

What is my NHS number?		
What is my hospital number?		
What is the name of the consultant in charge of my care?		
Who is the nominated person who can speak to The Walton Centre on my behalf?		
What is my estimated date and time for going home?		
How will I be getting home? (own transport or do you need to book an ambulance to take you home?)		
Name of family member/friend/carer who is to be contacted		
Please tick when family member/friend/carer has been contacted		
Did I bring any of my own medications and do I need to take them home?	Y	N
Have I been prescribed any new/additional medication?	Y	N
Do I need a "fit note" or any other information for my employer? (it is no longer called a "sick note")		
Do I or my family need support to look after me when I am discharged? (who, when, how?)	Y	N
Do I have the contact names and numbers for services arranged and when I expect to be visited (e.g. District Nurse/Occupational Therapist (OT)/Tissue Viability Nurse? (who will action D /N referral?)	Y	N
Have I got everything in place for me to return home? (e.g. keys, food, valuables, dressings, equipment)	Y	N
Do I need any information leaflets about my diagnosis and/or treatment?	Y	N
Can I drive when I am discharged home?	Y	N
Can I be left alone to look after myself when I am discharged?	Y	N

# Useful Contact Numbers

Epilepsy Nurse Specialists	<b>0151 529 5655</b> (answer machine only available 9.00 am – 12.00 noon)
Hydrocephalus Nurse Specialist	<b>0151 529 4171</b>
Motor Neurone Disease Nurse Specialist	<b>0151 529 5070</b>
Movement Disorder Nurse Specialist	<b>0151 529 5646</b>
Myasthenia Gravis Nurse Specialist	<b>0151 529 5070</b>
Multiple Sclerosis Nurse Specialists	<b>0151 529 5645</b>
Neuro-vascular Nurse Specialist	<b>0151 529 8853</b>
Neuromyelitis Optica Nurse Specialist	<b>0151 529 8357</b>
Oncology Nurse Specialist Skull base Nurse Specialist	<b>0151 529 5648</b>
Pain & Neuromodulation Nurse Specialists	<b>0151 529 5644 or 5647</b>
Specialist Physiotherapists	<b>0151 529 5965</b>
Deep Brain Stimulator Nurse Specialist	<b>0151 529 8009</b>
Parkinson's Disease Nurse Specialist	<b>0151 529 6344</b>
Spinal Nurse Specialist	<b>0151 529 8853</b>
Tissue Viability Nurse	<b>0151 529 5599</b>
Neurosupport	<b>0151 298 2999</b>





# Nurse Specialists

**There are a number of nurse specialists in The Walton Centre.**

The specialist conditions they look after are:

- Critical Care Outreach – who might see you after a stay in Intensive Care and may insert a long term intravenous line and advise on its management
- Epilepsy
- Hydrocephalus and Chiara Malformation
- Infection Control
- Multiple Sclerosis
- Neuromodulation – e.g. stimulator implants
- Neuromuscular disorders – e.g. Myasthenia Gravis, Motor Neurone Disease
- Neurovascular – e.g. brain haemorrhages and aneurysms
- Oncology and brain tumour
- Pain
- Parkinson's Disease
- Spinal surgery/injury/conditions
- Neuromyelitis Optica
- Tissue Viability Nurse

You can ask for the specialist nurse to come and see you when you are undergoing treatment as an inpatient. They may be involved in your follow up care as an outpatient.

The specialist nurses are available to speak to you and your family if information or advice about your condition is needed.

The specialist nurses work with your consultant to manage your condition.

They can arrange for you to have information in order to ease the transition home, if needed.

You can request information or a visit from the specialist nurse throughout your stay, by speaking to the ward nurses.

If your recovery is not going as expected, you can contact your specialist nurse for advice.

When you return for your post-operative clinic appointment you will see either a doctor or your nurse specialist.

# Seeking advice following discharge

Following your discharge from hospital, you may want to contact the ward team for further advice or information. If so, please have the following information to hand so that we can deal with your enquiry as efficiently as possible.

1. Your stay in hospital was on.....Ward
2. Your stay in hospital was from .....to.....
3. The direct dial number for this ward is 0151 529.....
4. The Ward Manager is.....
5. He or she works shifts (please contact the ward and ask to speak to the nurse in charge)
6. The matron or her deputy can be contacted by dialling the hospital switchboard on:  
**0151 525 3611** and then asking for bleep number .....  
(please be aware that the Matron works Monday to Friday between 9.00 am and 5.00pm)
7. If you are still concerned please contact your GP or telephone NHS Direct (**0845 46 47**)

## How to make a complaint

If you have a complaint, please put it in writing and address it to:

The Chief Executive and/or the Customer Care Team, at:

**The Walton Centre NHS Foundation Trust**  
**Lower Lane**  
**Fazakerley**  
**Liverpool L9 7LJ**

If you have any other comments or queries, please contact the Customer Care Team on **0151 529 6100**.

# Notes

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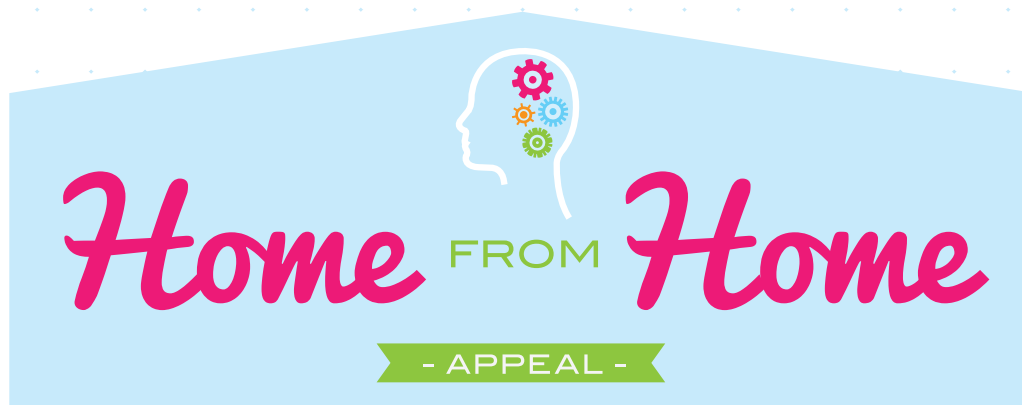
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## Support our Home from Home Appeal

Please help us to build accommodation for relatives and new facilities for rehabilitation patients, through our Home from Home Appeal.

We plan to provide a total of eight ensuite bedrooms plus a living area, kitchen and laundry, for families who want to stay close to their loved ones while they are in our care. Our appeal will also fund extra equipment in our new rehabilitation unit.

At present, families are spending long days and nights in armchairs in our ITU visitor rooms while relatives are undergoing lifesaving treatment.

Please help us to make a big difference to the experience of our patients and their families.

**You can donate today by text: Text neur00 plus the amount you are donating, eg 'neur00 £5' to: 70070.**

**Or give online at: [www.virginmoneygiving](http://www.virginmoneygiving)**

To get more involved or for more information:

Call: Fundraising Office 0151 529 5612

Email: [fundraising@thewaltoncentre.nhs.uk](mailto:fundraising@thewaltoncentre.nhs.uk)

*Thank you*

The Walton Centre NHS Foundation Trust  
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Fazakerley  
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[www.thewaltoncentre.nhs.uk](http://www.thewaltoncentre.nhs.uk)

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