

For further information contact the Borough councils:

Woking: 01483 755855

www.woking.gov.uk

Spelthorne: 01784 451499

www.spelthorne.gov.uk

Elmbridge: 01372 474552

www.elmbridge.gov.uk

Runnymede: 01932 425868

www.runnymede.gov.uk

Further Information?

We endeavour to provide an excellent service at all times, but should you have any concerns please, in the first instance, raise these with the Matron, Senior Nurse or Manager on duty.

If they cannot resolve your concern, please contact our Patient Experience Team on **01932 723553** or email asp-tr.patient.advice@nhs.net. If you remain concerned, the team can also advise upon how to make a formal complaint.

We can provide interpreters for a variety of languages, information in larger print or other formats (e.g. audio) - please call us on **01932 723553**.

To use the Text Relay service, prefix all numbers with 18001.



اگر نیاز بہ ترجمہ دارید، لطفاً یا شماره 01932 723553 تماس بگیرید.

ने सुवातुं उरतमे दी लैङ्ग वे तां विवधा अरवे हिम नैवत उे वेन अवे: 01932 723553

اگر آپ اس کا اردو زبان میں ترجمہ چاہتے ہیں، تو براہ کرم اس نمبر 01932 723553 پر بلا کریں

Se precisa de uma tradução por favor contacte: 01932 723553

आपना अन्वेषण सरकार हले एवाने योगायोग करन : 01932 723553

यदि आपको अनुवाद की जरूरत है तो कृपया इस नंबर पर फोन करें: 01932 723553

Jeżeli chcesz, aby te informacje w innym języku, proszę zadzwonić 01932 723553

Contact us



Ashford Hospital, London Road
Ashford, Middlesex TW15 3AA
Tel: 01784 884488



St. Peter's Hospital Guildford Road Chertsey,
Surrey KT16 0PZ
Tel: 01932 872000

www.ashfordstpeters.nhs.net

- Patient's First
- Personal Responsibility
- Passion for excellence
- Pride in our team



NHS

Ashford and St. Peter's Hospitals
NHS Foundation Trust

Think Home First

Patient Information



Hospitals are the right place to be when you are in need of specific medical or surgical treatment. Staying in hospital for longer than needed increases the risk of acquiring infection and reduces your mobility. Beds are needed for people who require emergency admission or are waiting for surgery. You can contact the Discharge Team between **9am and 5pm** on **01932-723591**.

What happens when I am admitted to hospital?

You will be advised by the medical team of your Expected Discharge Date (EDD). This is the date by which we expect your treatment to be complete and you can leave the Hospital. It's important to have a date that you, your family and the staff can work towards according to your clinical condition to ensure a safe discharge, aiming for you to go back to your own home/place of residence promptly. If you or your family are aware of any reasons which may impact on your discharge then please do highlight this to a member of ward staff on admission.

Things you can do to help speed up your recovery:

- Know your EDD and let your family/carers know
- Stay as mobile as possible – even if this is just standing up from your chair and doing the exercises the OT/physio has recommended
- Stay hydrated by sipping water throughout the day
- Keep motivated about going home/place of residence
- Ask staff when you are going home.
- Ask staff for any mobility or sensory aids that you normally use.

Although hospitals are safe places to have medical care, patients who stay in hospital for a long time are more likely to:

- Become weaker and less physically able
- Develop an infection or complications

Also, people who are waiting for surgery or a procedure may have this cancelled if there is no bed available.

Discharge

Your EDD will be confirmed as your condition improves, you are medically ready for discharge and no longer require an acute bed. After review on the ward it may be decided you need additional support to get you home, if this is not in place for your discharge date, you may be transferred to one of our community beds to further plan your support home.

Rehabilitation

If you are assessed by the Therapies team as meeting the criteria for inpatient Rehabilitation you, will be referred to a Community Hospital. This may either in Walton or Woking community hospitals or our Seacole Unit in Leatherhead, wherever a bed is available. If you do not live in the North West Surrey area it will be the community hospital within your local area.

Reablement and Rapid Response Team

If you have been assessed by the Therapies team as needing a short term/ skills gain programme on discharge then you will be referred to this service. This is a short term service that is offered to patients who are requiring support in their own homes on discharge from hospital.

Checking that everything is ready at home

- Do people know you are coming home?
- Do you have a key?
- Have you got sufficient food in the house?
- Is the heating turned on?

Transport Home

Hospital transport is only provided for patients who have a medical need. Please make sure you have informed a relative or friend that you will be discharged so they can arrange transport on your behalf. If you are being transferred out of area, and do not have a medical need, you will be expected to pay for transport. The trust is able to obtain competitive quotes if required.

Day of Discharge

On your day of discharge we expect your bed to be vacated where possible by 10am. A trained nurse will explain all your new medication to take on discharge and you will be given a copy of your discharge letter. This will also be sent electronically to your GP. Any medication that was brought in on admission will be returned to you on discharge. If you are not able to leave the ward by 10am, we will send you to the Discharge Lounge while you wait for someone to pick you up or transport if you fit the criteria.

What if I cannot manage at home and need to consider alternative options?

Occasionally it is not possible to return home and alternative accommodation is needed. It is important not to make long-term decisions whilst you are in an acute hospital so you will be discharged under NHS funding for up to 6 weeks to an appropriate placement for assessments to continue in the community. Either the ward team or Complex/ specialist Discharge Team will discuss this with you in advance of your expected discharge.

Housing and Homelessness

If you are homeless or anticipate there will be issues with your house, such as cleaning or access issues which may prevent your discharge, please ask to see one of the Complex Discharge Team.

After discharge – useful information Services provided by the borough councils:

Community alarm - help provided day or night at the touch of a button, via either a necklace or wrist bracelet. Friendly staff will call out the emergency services, GP, friends/relatives, as appropriate. We want you and your family to feel prepared for discharge. If you have any questions please do ask the ward team or ask to speak to the Complex discharge Team.