



Hospital Discharge Service Requirements

Right to Reside

Review/challenge questions for the clinical team:

- Is the person medically optimised?** – (Don't use 'medically fit' or 'back to baseline').
- What management can be continued as ambulatory** – e.g. heart failure treatment?
- What management can be continued outside the hospital with community/district nurses?** e.g. IV antibiotics?
- Persons with low NEWS (0-4) scores** – can they be discharged with suitable follow up?
- If not scoring 3 on any one parameter** – e.g. pulse rate greater than 130
- If their oxygen needs can be met at home**
- Stable and not needing frequent observations** every 4 hours or less
- Not needing any medical/nursing care after 8pm**
- People waiting for results** – can they come back, or can they be phoned through?
- Repeat bloods** – can they be done after discharge in an alternative setting?
- People waiting for investigations** – can they go home and come back as outpatients with the same waiting as inpatients?

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**.