



This information is to help you when you come out of hospital. If you wish to discuss any of this advice with us, please contact us on the details provided at the end of this factsheet.

How soon does the discharge process start?

As soon as you arrive in hospital, doctors and nurses start to plan for your discharge. As soon as it is medically appropriate for you to leave you will be discharged. The hospital try to give you an estimated discharge date within 24 hours of being admitted.

If it is likely that you will need care and support after you are discharged, the hospital will contact Adult Social Care and ask for you to receive an assessment.

Where will I be discharged to?

You will normally be discharged to your home. However, some people can lose confidence after a spell in hospital and might need some extra support. This might be for a short time or permanently. Staff at the hospital will work with you, your family and staff in Adult Social Care to decide the best options. This could be:

- Returning home
- Having a short period of rehabilitation/intermediate care
- Having support from nurses or social care at home
- Moving to a care home instead of returning home (this may be for a short time or permanently)

What happens on the day I leave hospital?

Generally patients are expected to arrange their own transport home and hospital transport is only provided for people who meet specific criteria. However, there should be wheelchairs available to use within the hospital.

Hospital staff will make sure you have your medication to take home with you. You will be given a discharge letter explaining your care and treatment and your medication. A copy of this letter will be sent to your GP. If you need a follow up appointment this should be made for you before you leave.

You may be given some equipment to help you at home (**see factsheet B3**)



Will there be a cost?

A cost may be incurred depending on the support agreed as part of the assessment. If this is the case, a financial assessment may be carried out to see if you should pay a contribution. The financial assessment also includes checking that you are receiving all the benefits that you are entitled to.

Continuing Healthcare

If you have been in hospital, nurses and doctors need to check whether you could be entitled to Continuing Healthcare funding. This is money from the NHS that covers your care, so you will receive care and support to meet your assessed needs at no cost to you. To receive NHS Continuing Healthcare funding you need to meet specific requirements.

A short screening test will be undertaken in hospital to see if you might meet the criteria. A full checklist and assessment for NHS Continuing Healthcare will be carried out 14-28 days after your discharge to determine if you are eligible for funding.

You can find out more information on NHS Continuing Healthcare by looking at NHS Choices and searching on [NHS Continuing Healthcare](#).

Patient Advice and Liaison Service (PALS)

PALS is the hospital complaints and feedback team. They can assist you with making a formal complaint and collect any concerns about services provided within the hospital, which is then used to influence change.

The PALS team helps and supports patients, relatives and you as a carer. PALS can be contacted on:

- Telephone 01733 673405 (Weekdays between 8.30am and 4.30pm)
- In person at the PALS desk located within Peterborough City Hospital
- Email Nwangliaft.pals@nhs.net



Further questions - get in touch

01733 747474 adultsocialcare@peterborough.gcsx.gov.uk

www.peterborough.gov.uk