

A patient guide to the discharge hub

Other formats

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An introduction to the discharge hub

The discharge hub at North Devon District Hospital has been developed to provide a relaxed, comfortable and safe environment for patients awaiting discharge home or to another care setting.

The discharge hub frees up hospital beds as early as possible, thus reducing the length of time that patients in the Emergency Department and coming in for surgery must wait for a bed to become available.

Every patient who is using the discharge hub is also helping another patient.

Facilities

The discharge hub is a safe, secure area which is equipped with seating for up to 10 patients and beds/trolleys for up to 11 patients. We have a TV, a radio and books/magazines available.

Sandwiches, crisps, fruit, yoghurts and biscuits as well as hot and cold beverages are provided. Special dietary requirements can be catered for.

Toilets (including disabled access) and showering facilities are available within the discharge hub.

There are registered nurses, healthcare assistants, administration staff and pharmacy staff all working within the discharge hub to support your discharge.

One day before your discharge

A bed hanger will be hung to your bed overnight to identify you are to be discharged the following day. This will ensure that all staff are aware of your discharge home and that all your belongings are packed.

Day of discharge

On the day your discharge is confirmed, you will be collected from your ward and transferred to the discharge hub. This could be as early as 7am in the morning.

Daily medications, meals and washing facilities are available or can be provided in the discharge hub.

Staff will endeavor to keep you informed of the progress of your discharge medications. On receipt of your medications, we will explain any changes and answer any queries you may have. Discharge paperwork will be given to you alongside your medications.

We advise you not to arrange for your relatives to collect you until we know when medications will be ready, as they could take some time.

Transport arrangements

Wherever possible, it is advised that you will arrange to be collected from hospital by family or friends. Discharge hub staff can contact relatives or arrange taxis for you if you would like.

Family or friends collecting can use the 'patient pick up' area at the back of the discharge hub which is free parking for 20 minutes.

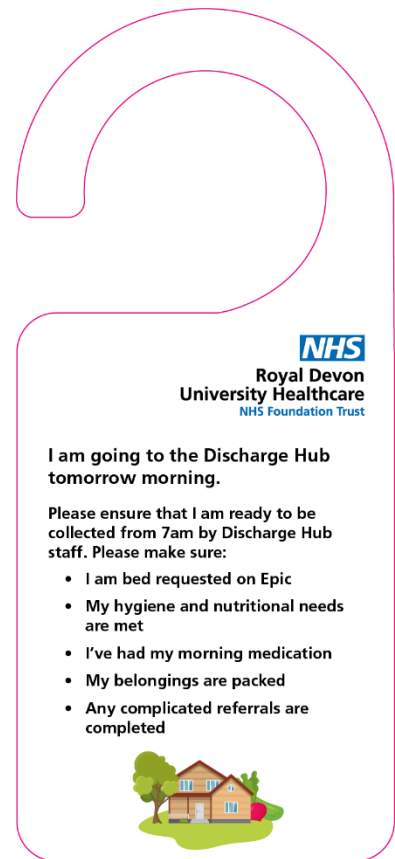
Hospital transport can only be arranged if there is a clinical need.

If you have a lot of belongings in hospital, please ask a family member to take home what is not needed prior to your discharge.

Opening times and location

The discharge hub is open 7am until 7:30pm Monday to Friday, and 9am until 5pm weekends and bank holidays.

The discharge hub is located on level 0 at the North Devon District Hospital. The telephone number is 01271 322577 and ask for extension 2862. There are volunteers situated at the main entrance who will be happy to assist with directions.



PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email rduh.pals-northern@nhs.net. You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website www.careopinion.org.uk.

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