

## The Patient Discharge Charter

“The Patient Discharge Charter will ensure that all our patients are discharged safely and effectively. It is part of the continuous work we are doing to ensure that our patients have the best possible experience whilst in our care”.

The Charter sets out the standards of service and care that patients can expect to receive when being discharged from our hospitals. The standards within the Charter are:

- We will ensure that you and, with your permission, your family/carers are informed and involved in the planning of your care
- We will not discharge you from inpatient care between 23:00 hours and 06:00 hours, unless otherwise agreed with you
- We will liaise with you, to arrange your transport
- We will liaise with you to ensure that you and your family/carer arrange access to your residence e.g. front door keys, residence alarm code
- We will expect you or your family/carer to provide adequate clothing for your discharge
- We will keep you and your family/carers up to date with your expected date of discharge
- We will provide you or your family/ carer with information concerning rest, diet, medication, and follow-up appointments
- We will not discharge you without your medication, unless otherwise agreed with you
- We will provide you or your family/ carer with a contact telephone number in case of medical difficulties
- We will ensure that we send discharge information to your GP within 24 hours of you leaving hospital
- We will work with our health and social care partners to ensure that planned discharge/transfer requirements are supported and equipment needs are met