

Patient Information - Discharge from the Emergency Department (Accident and Emergency)

Discharge from the Emergency

Department (Accident and Emergency)

Patient Information Leaflet

Emergency Department

Darent Valley Hospital

Darenth Wood Road

Dartford

Kent

DA2 8DA

01322 428100 www.dgt.nhs.uk



Who can I contact if I feel unwell after I return home

- NHS 111
- Pharmacy
- GP surgery
- Minor injuries units
- 999 for emergency situations

How can you help us

- Tell us if you feel you are at risk of harm or abuse
- Speak to a member of staff if you are unhappy with your care
- Speak to a member of staff if you have any questions or concerns
- Please arrange your own transport home, we cannot organise transport unless you have an existing medical issue preventing you from using public transport/own transport/friends or family

If you need more information about social care and support in your area, go to:

For Kent and Medway residents

<https://www.kent.gov.uk/social-care-and-health> For Bexley residents

<https://carehub.bexley.gov.uk/web/portal/pages/home>

For members and ex members of the armed forces, veterans and their families <https://www.armedforcesnetwork.org>

What should I ask for

- Do you want a copy of your discharge information - please inform the doctor or nurse caring for you
- Check the details of your GP are correct with the reception team
- Information leaflets if you have been given a specific set of instructions on discharge or diagnosis based information

The following checklist should help prompt you to ask:

T	Do You have your Take Home Medications : <ul style="list-style-type: none">• Do you know what they are for?• Will you need the GP to repeat these?• Do you know where to store your medications once home?• Have you informed the doctor of any allergies you know of? £ Do you know what side effects to watch out for?
I	Do You Need Any Other Information : <ul style="list-style-type: none">• You can ask for a discharge letter, please ask a member of staff £ Do you understand your diagnosis?• Do you know how to receive any necessary follow up?• Do you know what to look out for once you are home?• Do you or your family/carer require any further information regarding your care or discharge?
C	Have you Checked : <ul style="list-style-type: none">• If the needle in your arm (cannula) has been removed (if one was inserted)• You have all the belongings you attended with• Your dressing is fastened securely (if you have one)

K

Do You Have Access to Keys and Contacts :

- Do you have the keys to enter your home?
- Is there someone at home if necessary?
- Is there a next of kin who you need to contact or need us to contact?
- Do you need to restart a care package if you have missed a visit from your carers?

E

Equipment and Experience :

- Do you know how to use any equipment you have been given (crutches etc.)
- You can speak to a member of staff if you are unhappy with your care
- You can complete a friends and family test survey to let us know how we did today £ Your GP will be able to assist you with any sick certificates needed for your employment

T

Transport :

- We do not provide transport home unless you have a pre-existing medical condition preventing you from using public transport or a friend or family member
- You may want to arrange a taxi however you will need to pay for this yourself on arrival to your destination
- You can ask to use a hospital phone to call a friend or family member to collect you

This leaflet has been developed in partnership with the Patient Information Group and our DGT Patient Partners

Patient Information

Further patient leaflets are available from the Dartford and Gravesham NHS Trust website: <https://www.dgt.nhs.uk/patients-and-visitors/patient-information-leaflets> Please ask a member of staff if you require information in another language or format.

Complaints, Comments, Concerns and Compliments

Please speak to the staff in the ward or department caring for you if you have any concerns or questions relating to your care or that of a loved one.

Compliments can be shared by visiting: <https://www.dgt.nhs.uk/contact-us/compliments>

Alternatively, please contact the Patient Advice and Liaison Service (PALS) on 01322 428382 Email: dgn-tr.PALS@nhs.net

Patient Property

Please do not bring large sums of money or valuable items into the hospital. Dartford and Gravesham NHS Trust accepts no responsibility for the loss or damage to personal property unless it is handed into Trust staff for safe-keeping.

Dartford and Gravesham NHS Trust operate smoke-free hospitals. This means that smoking is not permitted anywhere on hospital grounds. For help to quit smoking please visit www.kentcht.nhs.uk/service/one-you-smokefree/

Use of alcohol or illicit drugs is not permitted anywhere on the hospital site. For drug and alcohol support please speak to your nurse or doctor or

Visit: www.changegrowlive.org/westkent/help

Call: 0330 128 1113

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