



Welcome to the Discharge Lounge

This leaflet explains what you can expect while you wait in the Discharge Lounge to leave hospital.

What is the Discharge Lounge?

- The Discharge Lounge is a safe, secure area managed by a nursing team.
- There is tea and coffee available at any time, with hot food served at mealtimes.
- Toilet facilities are available, and our staff can assist you, if required.
- If you become unwell while you are waiting in the Discharge Lounge, your doctor will be called to review you.

Why have I been moved to the Discharge Lounge?

- Your clinical team have decided you are well enough to leave hospital and the Discharge Lounge is a comfortable, safe place to wait, freeing a place on the ward for another patient.

Getting ready to leave hospital.

- A member of our team can help you with directions for your relative to find the Discharge Lounge if you are waiting to be collected. A pickup parking space is available nearby.
- Take time to prepare yourself. Make sure your home is accessible, e.g., have your key ready, know your key safe number, have someone waiting for you to let you in.
If you need any help or are unsure about arrangements at home, let one of the Discharge Lounge team know.

What to expect while you wait

- The average waiting time in the Discharge Lounge is two hours, but the wait will depend on when your medication or transport is ready for you.
- Your medication and a discharge letter will be provided and will be fully explained to you by a Discharge Lounge nurse.
- If you have hospital transport booked, the ambulance crew will collect you from the Discharge Lounge.
- Before you leave, you will be given a feedback form. Please provide feedback so we know what we are doing well or where we need to make improvements. Thank you.

To find out more about our Trust visit www.royalberkshire.nhs.uk

Please ask if you need this information in another language or format.