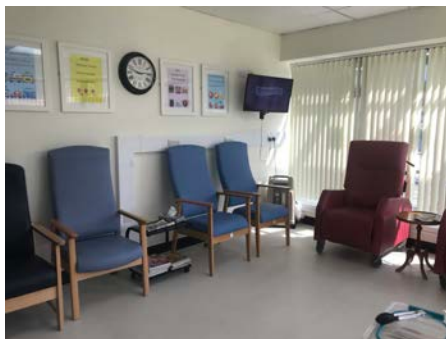


## Facilities

- Hot and cold drinks, soup, sandwiches, snacks and fruit are available
- A breakfast club is also offered for early discharges
- TV, radio and reading materials; magazines and daily newspapers
- Disabled Facilities



## About the staff

Qualified nurses and clinical support workers make up our experienced Discharge Lounge team. The team will endeavour to keep you updated about your discharge plan and if you require discharge medication, which you have not received from the ward, will keep you informed of the progress of your prescription and on receipt will explain what you have been given.

## Patient Experience

Your feedback about your care and the services we provide are very important to us. Your comments regarding how we can improve your time with us is very welcome. Please put your comments or ideas into our suggestion box.

## Queries

If you have any queries about your discharge, please do not hesitate to ask the team. In the event of any concerns, please speak to the nurse in charge or the Discharge Lounge Senior Charge Nurse. You may also feel free to speak to the Clinical Nurse Manager who can be contacted on request.

# Welcome to the WGH Discharge Lounge



## Patient Information Leaflet

**Opening Times are:**  
**Monday to Friday: 08:00 – 18:00**

## Our Philosophy

The Discharge Lounge aims:

- to help us to help you -
  - ✓ every patient who has their discharge facilitated through the discharge lounge is helping another patient.
  - ✓ It means another patient who requires admission is transferred to an inpatient ward getting them to the right place at the right time.
  - ✓ It means every patient is receiving safe, person centred effective care, without unnecessary waits and delays, thus reducing waiting times, helping us to improve the speed and quality of the service we provide and helping to improve the patient journey

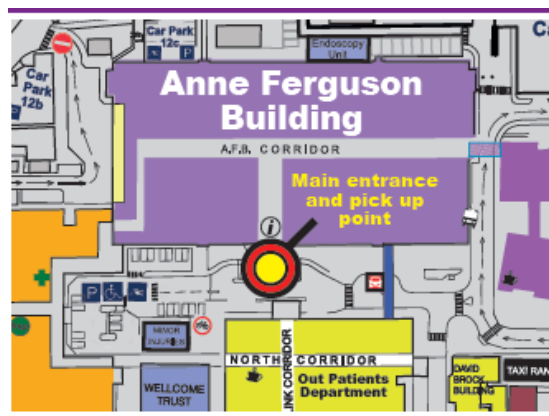
The Discharge Lounge team will continue to maintain your individual needs throughout your stay with us. Our team believe in and adhere to NHS Lothian values.



## How to find us

We are conveniently located at the front of the Anne Ferguson Building, next to the main entrance. The Discharge Lounge has a designated pick up point without the need to find a parking space. Staff can assist patients to waiting transport.

The address is:  
Western General Hospital  
Crewe Road South  
Edinburgh  
EH4 2XU  
Tel: **0131 537 1722**  
**0131 537 3120**



## What we do

We look forward to welcoming you to the Discharge Lounge. The Discharge Lounge is a friendly and comfortable area set up to facilitate early, safe and effective discharge for our patients.

From 4pm the day before your discharge date we will work with the ward staff to plan your transfer to the Discharge Lounge and make the move as smooth as possible.

## What to expect

### On the day you leave

We aim to transfer you during the morning of your discharge to the Discharge Lounge to wait on your transport.

### Transport Arrangements

Please arrange to be collected from hospital by relatives, carers or friends. NHS Lothian provide a patient hospital transport service and can be booked, if necessary, but we regret we cannot give exact time of arrivals which may mean a long wait. The ward team will talk to you about your suitability for patient transport.