

# Poll: Experiences of Hospital Discharge

In September 2024, Healthwatch sought experiences of **hospital discharge**, the process of supporting people to leave hospital effectively after treatment.

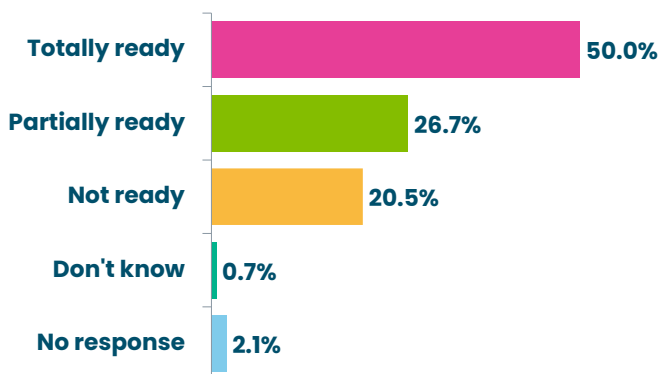
The hospital discharge process should ensure:

- patients and the people most important to them are engaged in the process
- transfer out of hospital is safe, appropriate, and timely
- communication is clear on next steps and how to access support

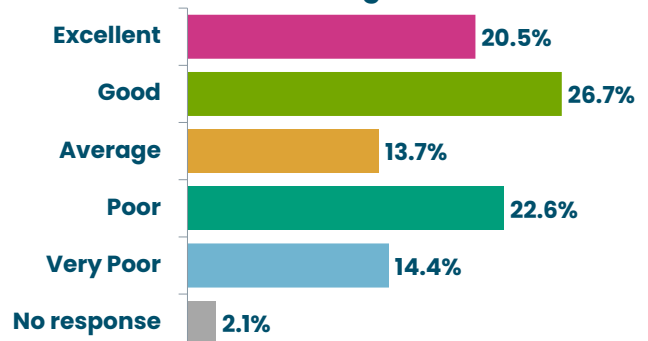
## 146 people from across Sussex shared their views with us:

- 50.0% told us they felt *Totally ready* to leave hospital at the time they were discharged, 26.7% felt *Partially ready*, and 20.5% felt *Not ready*.
- The feature of discharge most identified as *Excellent* (26.7%) was staff clearly explaining the discharge process. The feature most identified as *Poor* was how involved friends, family and carers were in the process (40.4%).
- 47.2% respondents rated their experience of hospital discharge as *Excellent/Good*, 13.7% as *Average*, and 37.0% as *Poor/Very Poor*.

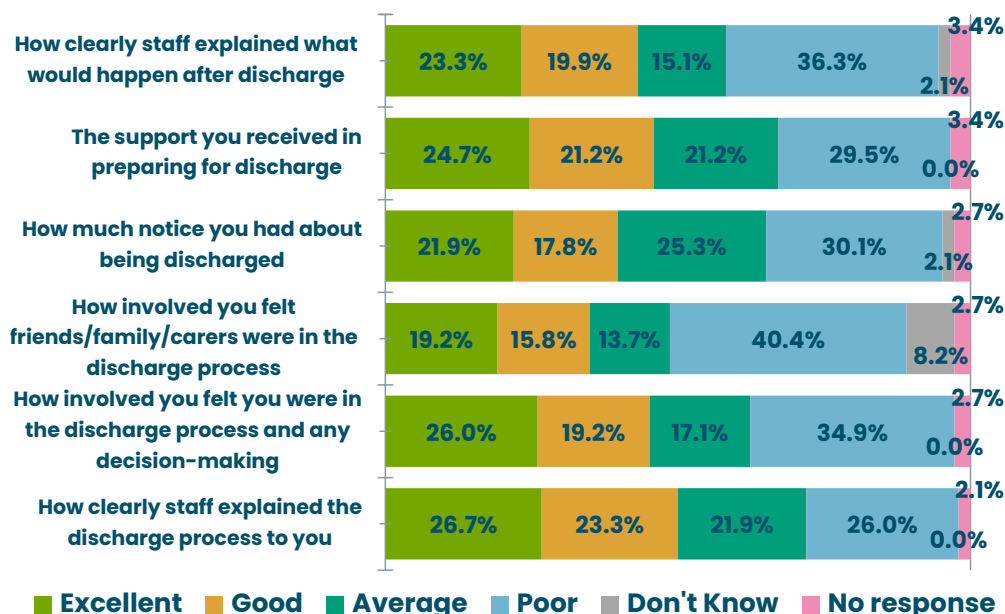
### At the time of your discharge, how ready did you feel to leave hospital?



### Overall, how would you rate your personal experience of Hospital Discharge?



### Please rate the following aspects of your discharge from hospital:



■ Excellent ■ Good ■ Average ■ Poor ■ Don't Know ■ No response

## Respondents to our poll told us they would like to see:

- **Improved communication with patients**, ensuring they feel engaged in the process, are clear on next steps and can prepare appropriately for discharge.

*"I was moved to a different ward two hours before discharge. I wasn't told that I was going home until about half an hour before hand."*

*"I felt the decisions were made for me to be honest. I was told 'you can go home tomorrow' and to make arrangements for my family to collect me."*

- **Ensuring appropriate post-discharge care has been appropriately considered and organised**, reducing the risk of post-discharge complications for patients.

*"Ensure that a package of care is put into place before discharge."*

*"Getting care packages ready when they say they will, not two weeks afterwards!"*

- **Faster dispensing of medication to minimise delays to discharge**, with improved co-ordination and communication between hospital staff and departments.

*"They are so disorganised and the pharmacy process slowed everything up. Not enough staff involved in the process to dispense the medication. I waited for six hours."*

*"Earlier communication between treating doctors and pharmacy so that any medication can be ready at the point of discharge rather than having to wait hours (once nearly 8 hours) for the medication to arrive, all this time occupying a bed I didn't need."*

- **Improved involvement of family members and carers in discussions and planning for discharge**, to ensure patient needs are being appropriately met.

*"For them to listen to family members when someone can't make a decision for themselves. Most staff in this ward should be retrained."*

*"Listening to patient's families and carers needs to be improved. They are the front line and have to deal with consequences when discharges from hospital go wrong.."*

- **Better support to assist patients (and carers) with the discharge process and any post-discharge needs**, including clear information on who to contact.

*"More clarity about who to contact afterwards if any health concerns (my discharge was following a two week stay and significant back surgery)."*

*"Given a number to call or who to contact if any problems arise."*

## Tell us your experience

We always want to hear more about people's experiences of health and care services.

Share your story with your local Healthwatch:

**Healthwatch Brighton & Hove**

[info@healthwatchbrightonandhove.co.uk](mailto:info@healthwatchbrightonandhove.co.uk) or 01273 234 040

**Healthwatch East Sussex**

[enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk) or 0333 101 4007

**Healthwatch West Sussex**

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