



Royal United Hospitals Bath
NHS Foundation Trust

Discharge lounge: **ready when you are**

We hope you find this
information helpful.

Discharge Lounge:
01225 821 198

The RUH, where you matter



Discharge Lounge

What is the Discharge Lounge?

The Discharge Lounge is a dedicated area for patients who are leaving the hospital (fit for discharge) but are waiting for transport, medicines to take home or packages of care which start later in the day.



The Discharge Lounge is open from 7.30am to 8pm every day. It provides a safe and comfortable environment for you to wait in, while receiving any ongoing care you need.

On the day you leave

You will usually be discharged from your ward by 10am. If you cannot go straight home, we will ask you to wait in the hospital's Discharge Lounge. This enables us to admit another patient to the ward as early in the day as possible.

We will automatically send your GP an electronic discharge summary outlining what you were treated for and the medication you have been given to take home.

Medicines helpline

Pharmacists are available to answer your questions about medication given to you by the RUH in the last four weeks.

01225 825361

Monday to Friday: 9am - 10 am and 2 pm - 4.30 pm

Calls outside of these hours may be answered if a pharmacist is available. Don't forget there should also be an information leaflet inside every medicine box.

Benefits of waiting in the Discharge Lounge

By using the Discharge Lounge you will be helping other patients who may be waiting for a bed to be available in the hospital.

What facilities are available?

The Discharge Lounge is staffed by registered nurses and support workers. It is a relaxing and welcoming environment with comfortable seats, television, books, newspapers and magazines. Hot and cold drinks are available throughout the day, and snacks and hot meals are available as they would be on the ward.

What about my medicines to take home?

If you are waiting for medication to be dispensed before you can go home, this may be dispensed on the ward before you leave or brought to you at the Discharge Lounge.

There may be a wait for your medication, which sometimes means that the person collecting you will need to wait with you if they arrive before your medication is ready.



Nursing staff will be on hand to check your medication and provide you with answers to any questions you may have.

Getting home

Hospital transport is provided for those who are unable to use other forms of public transport for medical reasons. We will assess you to see if you are eligible.

You may also call a local taxi company using a free phone line in the hospital's main reception area, but please remember you will be asked to pay the fare. You can request accessible taxis suitable for those with mobility impairments or wheelchair users.

Leaving hospital check list

When you are ready to leave, make sure you have:

- A copy of your Discharge Summary
- Checked with the nurse that your cannula, if you have one, can be removed
- All the medications you need with information about them including usage and storage
- Details of care required from other health professionals (e.g. practice or district nurse)
- Asked any relevant questions and understood the answers
- Contact numbers for the ward, in case you have any questions or concerns after returning home
- An explanation of your medication and any side effects that you may experience
- Asked your nurse for any medical certificates you need
- Collected any money and valuables you have handed in
- Packed all your belongings
- House keys

Patient Testimonials

"Great, friendly, hardworking team. Went above and beyond at a busy time to get people home with the right medication."

RUH, Patient

"Very friendly staff who made sure I was as comfortable as possible whilst waiting for my medication."

RUH, Patient

"Really helpful staff. There's a designated area for patient collection with free parking."

RUH, Patient

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