



Gateshead LINK

Hospital Discharge Working Group
2008/2009

What you told us last year

- LINK – could examine procedures and processes that govern hospital discharge practices. Discharge occurs without Care Packages in place.
- LINK – could examine this issue further by engaging with broader community of Gateshead.
- LINK – could raise awareness of late discharge to all staff – medical, nursing and social workers.

What you told us last year

- LINK – could consider how social care and health services liaise when developing a Care Package.
- Early discharge of people with mental health issues often results in early re-admission.
- Patient confidentiality – used to keep information from carers. Carers are therefore unaware someone has been discharged until they return home unannounced.

What we've done

- Looked at the Patient and Public Involvement (PPI) Forum Report – a review of the discharge procedures in Gateshead hospitals
- Examined the Gateshead NHS Foundation Trust Hospital Discharge and Transfer Policy
- Looked at information from the North East Ambulance Service (NEAS) regarding their involvement in hospital discharge procedures

What we've done

- Contacted Gateshead Council regarding Social Care involvement in hospital discharge
- Asked for information from Sefton LINK on their work on hospital discharge
- Arranged an information exchange with Gateshead hospital staff to discuss complexities on hospital discharge procedures (2nd October)
- Revised Sefton LINK patient experience questionnaire (hospital discharge)

What next?

- First, ask delegates at Gateshead LINK Annual Event to complete patient experience questionnaire
- Ask people to complete the patient experience questionnaire - across forums and networks
- Analyse completed questionnaires to identify themes and patterns
- Work with Gateshead hospitals to improve hospital discharge