

Your experiences of hospital discharge
July 2023



Contents

About us	2
Executive Summary	3
Introduction	4
Methodology	5
Findings	
Your stay in hospital	7
Your time in the Discharge Lounge	15
Your medication	17
Your follow up care	19
Overall comments	22
Conclusion	23
Next steps	24
Appendices	
Appendix 1 – A bit about yourself	25
Appendix 2 – Survey	26
Appendix 3 – Which ward did you stay on?	33

About us

Healthwatch Sunderland is your local health and social care champion.

We make sure NHS leaders and social care decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



Our values

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

Executive Summary

During March and April 2023, in partnership with South Tyneside and Sunderland NHS Foundation Trust Hospital, we designed and launched a survey to gather people's experiences of being discharged from Sunderland Royal Hospital. This piece of work is a priority for Healthwatch Sunderland for 2022-2023.

This report covers those 227 respondents who completed the survey during this period (111 were complete by patients and 116 by a patient's family member or carer). The main findings of the survey are as follows:

Your stay in hospital

- Overall, 23% of survey respondents rated the planning and co-ordination of discharge from hospital as very good. 23% rated it as very poor.
- 49% of individuals did feel involved in decision made with regards to their discharge. 42% did not.
- 43% of survey respondents didn't feel informed about the care plan put into place to support them after discharge. Many comments received also related to follow up care respondents receive, with many commenting that they felt the support put into place wasn't satisfactory.
- Just under half of respondents (48%) stated that they hadn't received a contact number to call if they had any concerns following their discharge and 46% had.

Your stay in the Discharge Lounge

- A total of 48% of respondents were extremely happy or very happy with the levels of care they received in the Discharge Lounge and 47% spent less than an hour in the lounge before being transported home or onto another care facility.

Your medication

- Just over half of survey respondents 53% had a discussion with a staff member about their medication.
- 57% of individuals had been given the chance to ask question regarding their medication and 29% had not.
- 52% of people's discharge had not been delayed due to the time taken to receive their medication, compared with 23%, whose discharge had been delayed.

Your follow up care

- 47% of people had received some form of follow up care, following their discharge from hospital. 45% didn't receive any follow up care and of these 66% believed that it was needed.
- Of 227 respondents, 15% (36 individuals) were readmitted to hospital within 7 days, 86% of whom believed this was because they were discharged from hospital too early.

A bit about yourself

- The majority of those who responded to the survey were female (60%), aged 75 and over (32%) and of white ethnicity (98%), for full breakdowns of demographics see appendix 1.

Introduction

What we wanted to find out

Across June and July 2021, in partnership with All Together Better Sunderland, we launched a survey to gather people's general experiences of using their local out of hospital health and social care services. A section of this research investigated people's experiences of being discharged from hospital. The results from this section highlighted the following main areas of concern:

- Just over a third (34%) of survey respondents didn't feel involved in decisions made regarding their discharge from hospital.
- Levels of satisfaction around the quality of support they received when leaving hospital was very mixed. Most individuals who went straight home from hospital often reported that adequate after care and support wasn't put into in place on discharge which then resulted negatively on their health and overall recovery. In comparison those who went into a care facility following their discharge, felt very supported and reported they felt they were making good progress due to the care they were receiving.
- 37% of survey respondents didn't feel informed about their care plan put in place to support them following their discharge.
- 42% of those needing after care and support following their discharge rated the support they received as fair to very poor.

As a result of these findings and due to the continued patient feedback received, Hospital Discharge from Sunderland Royal Hospital was agreed as an area of work that Healthwatch would research during 2023. The information gathered will be shared to support the NHS and social care to act on this feedback and improve on services offered.



Methodology

In partnership with South Tyneside and Sunderland NHS Foundation Trust (STSFT), we designed a survey to collect feedback from those patients who had been discharged from Sunderland Royal Hospital over the last year (see appendix 2).

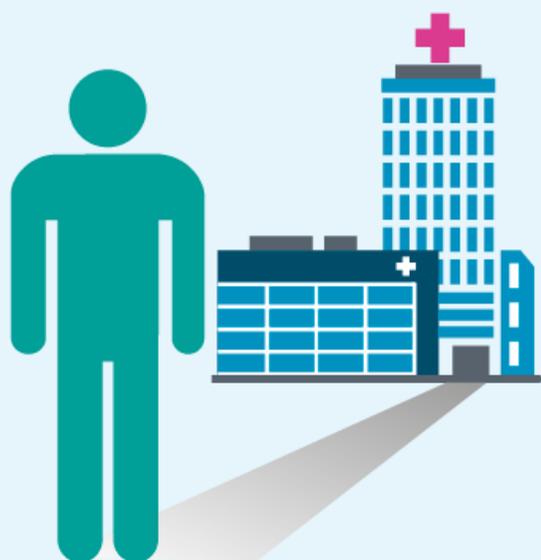
Questions were designed around key categories, aimed at identifying how patients felt about their recent discharge from Sunderland Royal Hospital and if services could be better or different in the future.

During the months of March and April 2023 the survey was promoted and distributed and made available to the general public, as a paper-based or online version, via Survey Monkey.

The surveys were also distributed via the Sunderland Royal Hospital Discharge Team to those patients awaiting discharge on the wards and in the Discharge Lounge. The Healthwatch Engagement Team also visited Farmborough Court (an intermediate care centre) on several occasions, to support patients who were initially discharged to the centre as part of their rehabilitation.

In addition we promoted and distributed the survey via; an e-newsletter which was sent to the Healthwatch Sunderland contact list, a social media campaign which ran across Healthwatch Sunderland, STFTS and All Together Better Sunderland, social media platforms. The survey featured on our website and we promoted the survey during our attendance at community events, GP TV screens and via networks and contacts across the local voluntary and community sector.

In total we received 227 completed surveys.



Findings

We received a total of 227 responses to the survey. 111 completed by patients themselves and 116 completed on behalf of the patient by a family member or carer.



Findings

In total we received 227 responses to the survey. All respondents had been admitted into Sunderland Royal Hospital and had been discharged within the last 12 months. (Please note not everyone answered all questions to the survey).

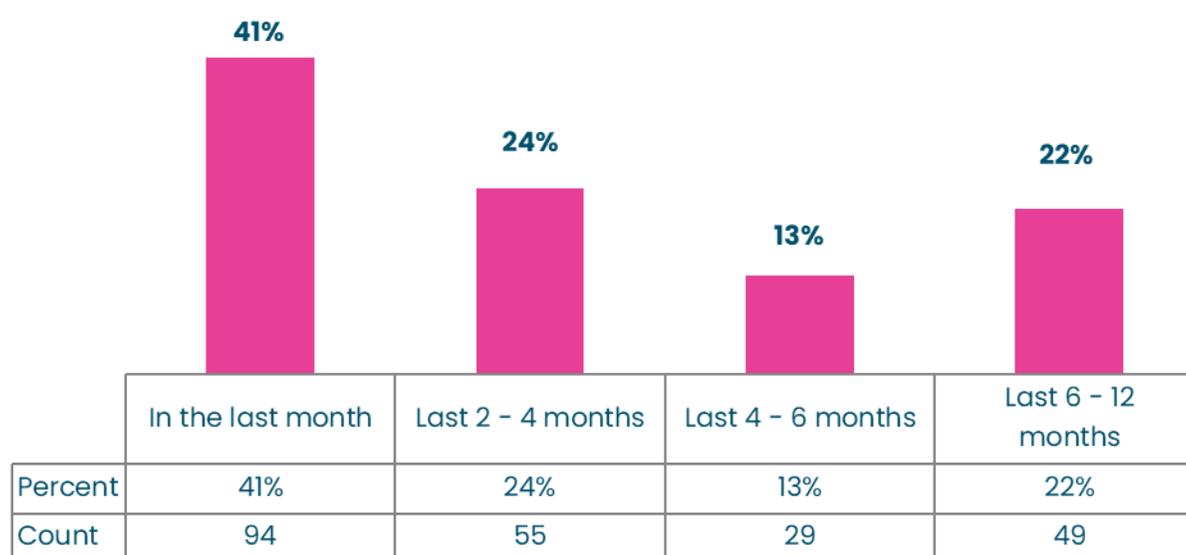
Section 1: Your stay in hospital

The survey asked if people had been admitted into hospital as part of a planned or unplanned admission. The results show that most people, (78%), had an unplanned admission to hospital.

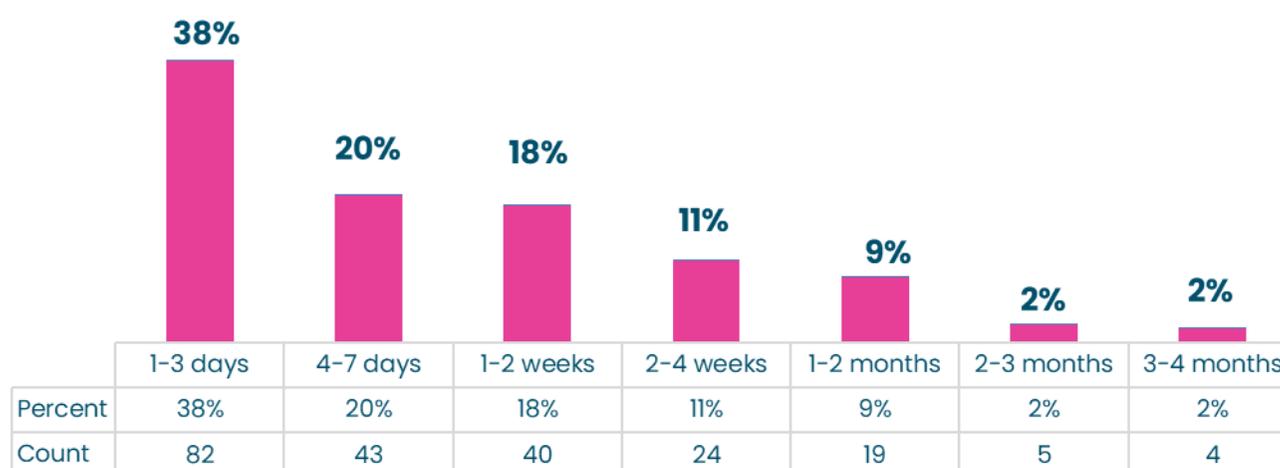
Response	Percent	Count
Unplanned (an unexpected stay)	78%	178
Planned (an expected stay)	22%	49

Survey respondents were asked which wards they had been admitted onto. The full results can be shown in appendix 3. Several respondents stated that they had stayed on more than one ward during their overall hospital stay. When asked when discharge had taken place, most people stated that this had taken place in the last month (41%) and most people had been in hospital for a week or less (58%).

When were you/your family member discharged from hospital?



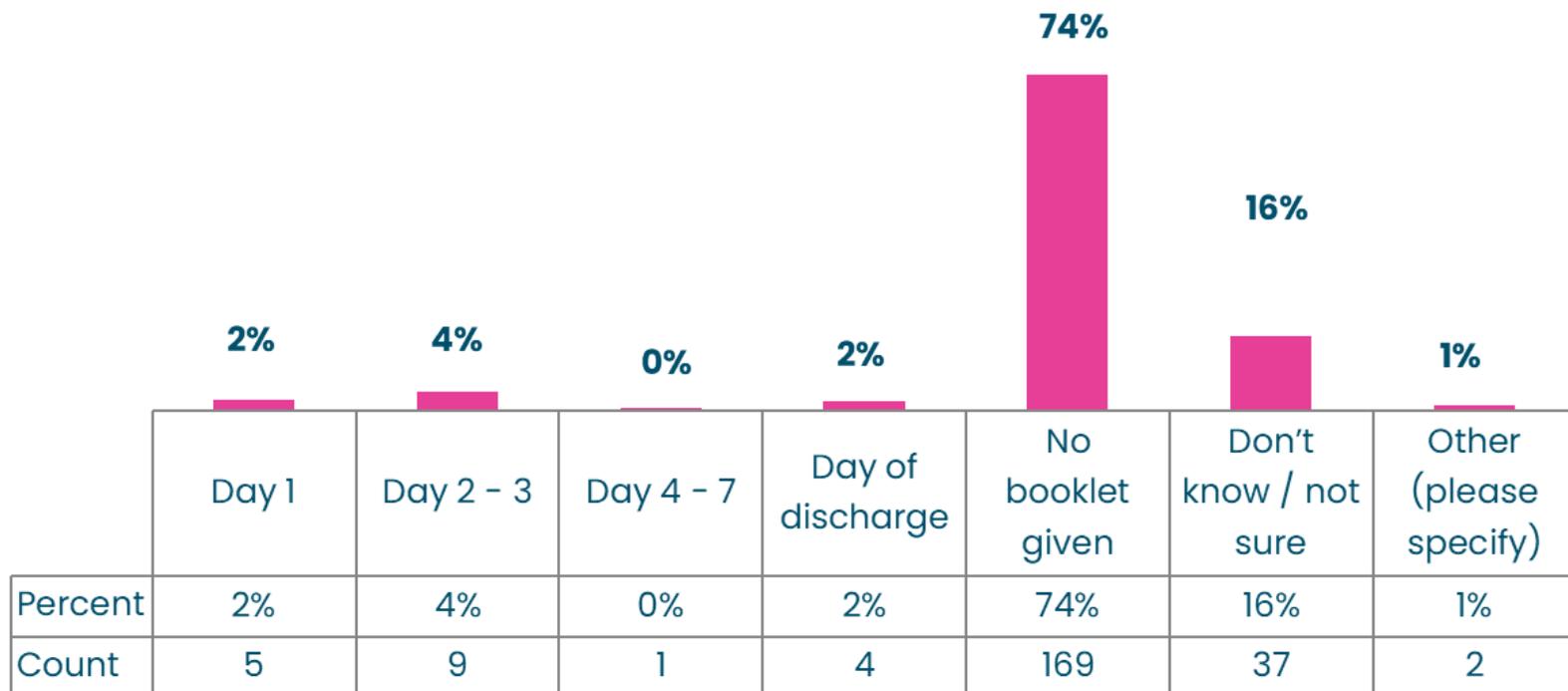
Approximately how long was your / your family members stay in hospital?



Your stay in hospital

Survey respondents were asked when they had received a copy of the 'One step closer to home' booklet*. The result show that most people (74%), received no booklet and in total 9% people had received the booklet, with most receiving it on day 2-3 of their stay.

After being admitted into hospital, when were you / your family member given a copy of the 'One Step Closer to Home' booklet?



The 21 survey respondents who had received the booklet, were asked if they had been made aware that they or their family member may need to be moved to a community bed, in order for discharge arrangements to be put into place, 5 individuals responded yes and 10 responded no.

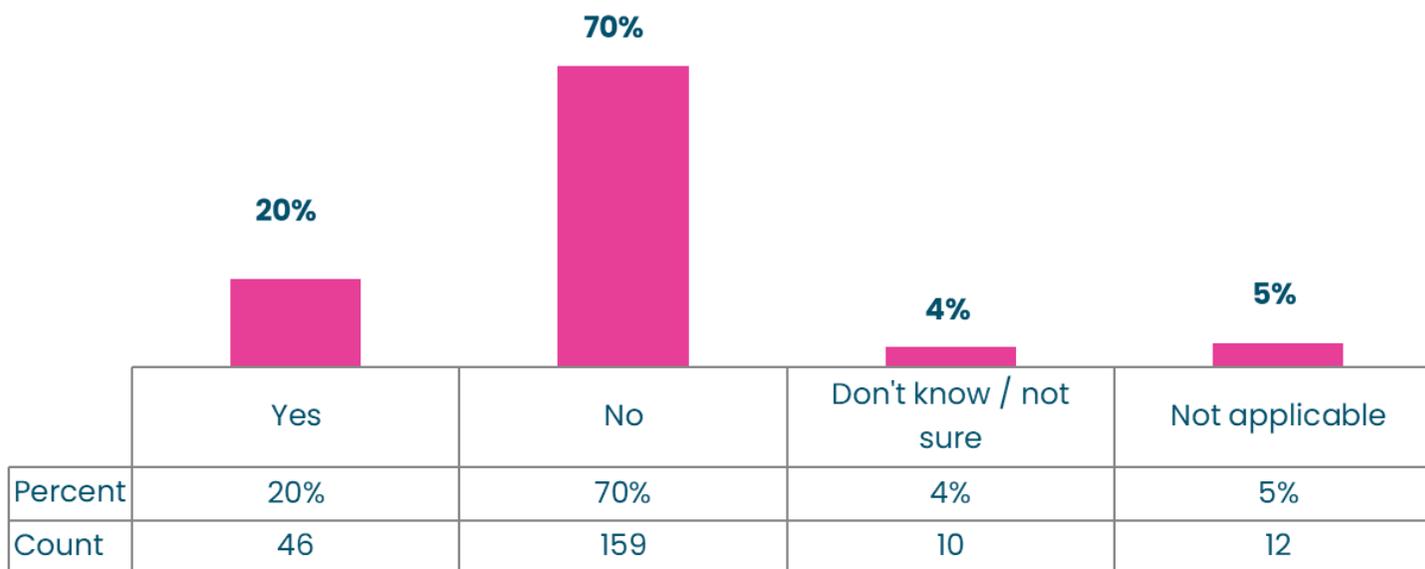
Answer	Count
Yes	5
No	10
Don't know / Not sure	4
Not applicable	2
Total	21

(*The One step close to home booklet should be distributed to all in patients and describes what will happen in relation to their discharge, who might be involved in planning the discharge e.g. nurse, social worker, therapist so they know who will come and talk to them about their discharge. It also has useful contact numbers in case they have any questions after discharge or need help. It explains if all of their arrangements aren't ready, they may be moved to a community bed to wait and also explains what rehab facilities/services there are if they need a period of rehab before going home. Plus, lots of other general info around discharge.)

Your stay in hospital

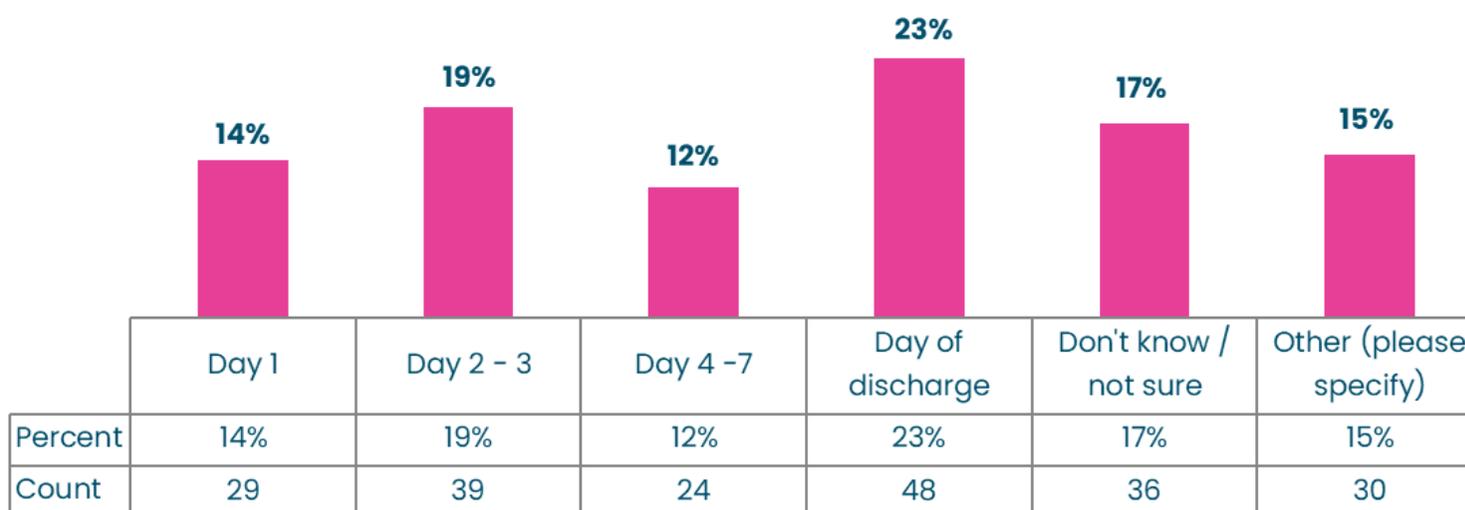
When asked, had they been given an estimated date of when treatment would be finished and discharge would take place, findings show 70% of individuals replied no and 20% replied yes.

On admission to hospital were you / your family member given an estimated date when your/their treatment would be finished and when you / your family member would be discharge?



When asked when the medical or nursing team had discussed plans to return home, the results showed 23% of people were informed on the day of discharge followed by 19% of individuals who had a discussion on day 2-3.

After being admitted into hospital when did the medical / nursing team discuss with you / your family member plans for you / they to return home?



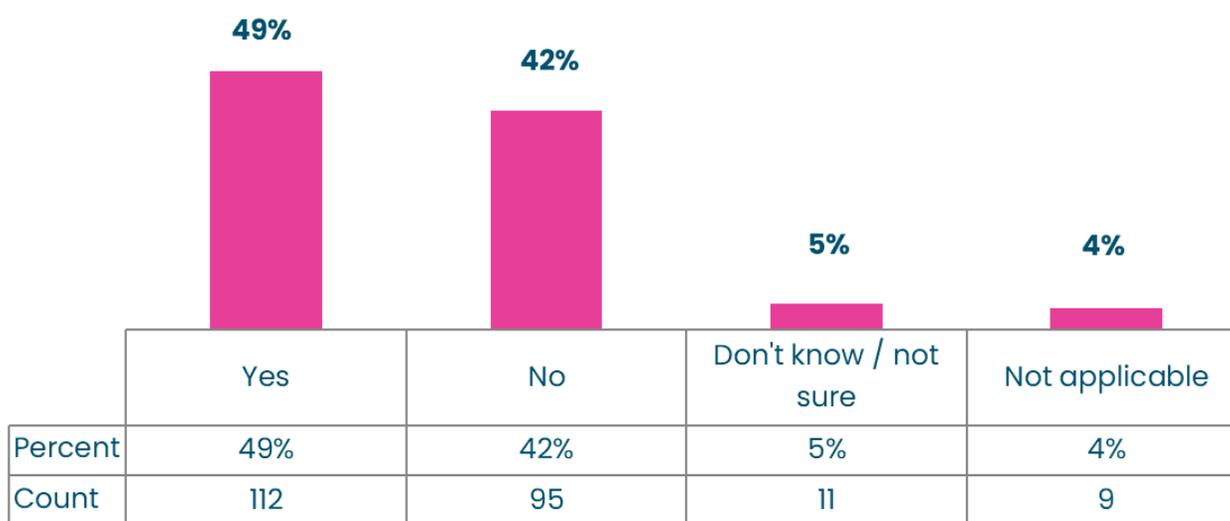
Of those who 30 individuals (15%) who answered other to the question, their responses could be categorised as follows:

Themes	Count
Not discussed	11
Day 7+	10
Day before discharge	4
Went to rehabilitation centre	2
Family pushed for discharge	2

Your stay in hospital

When asked, had they felt involved in decisions made with regards to their discharge from hospital, almost half of survey respondents (49%) replied yes and 42% replied no.

Did you / your family member feel involved in decisions made about your / their discharge from hospital?



“Communication clear, supportive, caring staff.” (Unknown)

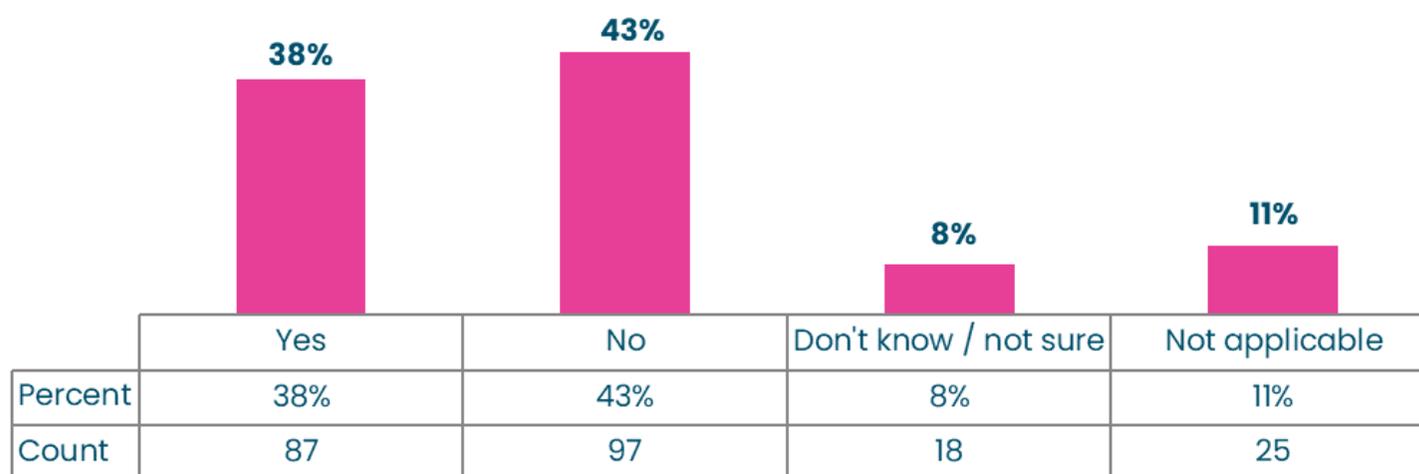


“No discussion were had with family until day before discharge, it was only my asking and seeking information that it was given no care package in place, discharged to home with stairs when mobility was very poor with only family help.”

Female aged 75+ (ward D43 & D48)

Findings showed that when asked, 43% of survey respondents didn't feel informed about the care plan put into place to support them following discharge and 38% did.

Did you / your family member feel informed about your / their care plan put into place to support you / them after discharge?



“More discussion about plan of discharge should have been had with family and patient.”

Female aged 75+ (ward D43 & D48)

“Received a call to say mam was being discharged the same day. Nothing was discussed as to what was in place other than she was going to a care home which was chosen by me. No equipment was ordered which was required. Pressure mattress , cushion , walker or wheelchair.”

(ward E52)



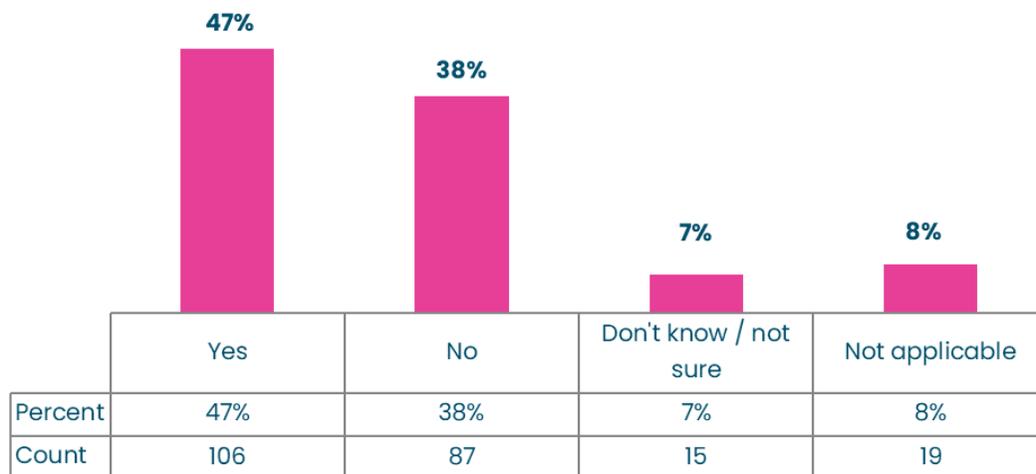
“Discharge process was managed very well with appropriate support in place.”

Female aged 75+ (ward B21)

Your stay in hospital

Survey respondents were asked were they able to talk to staff about any worries or fears that they may have regarding their discharge. Findings show 47% of individuals replied yes and 38% replied no.

Were you / your family member able to discuss with a member of staff any worries or fears about your / their discharge?



We received a mix of both positive and negative comments relating to this question, below is an example of some of those received:

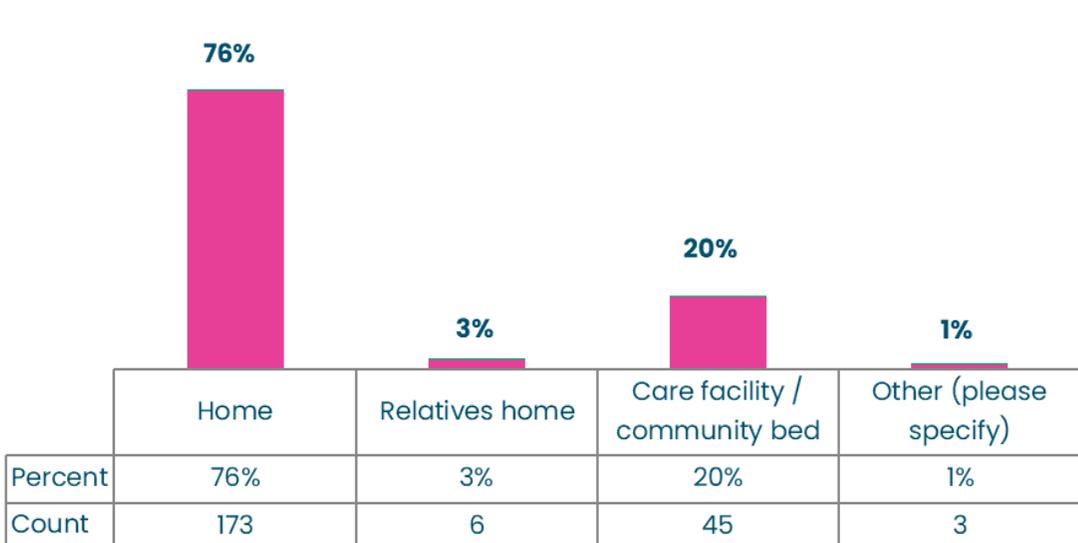
“Discharge happened very quickly and it would be helpful if a full handover was given to explain everything and to discuss equipment needed.”
Female aged 45-54 (ward E52)

“I felt the hospital staff took the time to make sure I understood what happened to me and I understood what my medication was and when I had to take them and what I needed to do when I was at home in case, I had chest pain. Overall, I think the staff was very considerate and understanding of the difficulty I have and made sure I was as comfortable as possible.”
Female aged 55-64 (Cardiac ward)

“Dreadful experience. No one listened to concerns, Mam was ill on discharge, unbelievable. Makes me ashamed to work for the organisation as this is not the first time, we have experienced poor care.”
Female aged 55-64 (ward B21)

When asked where people were discharged to, most respondents went home (76%) or to a care facility/ community bed (20%).

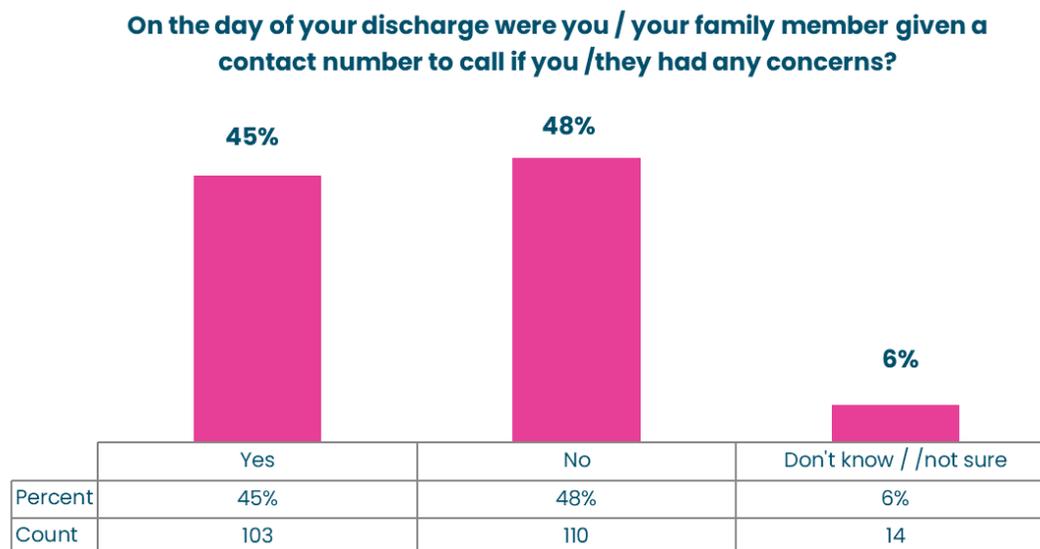
Where were you / your family member discharged to?



“The doctor said I was too unwell to go home, but said they had a room here (Farmborough Court) for me if I wanted to come here. I have been here before and I know it's lovely and I know the staff, I have my own space and can socialise if I want to.”
Female aged 75+ (ward E53)

Your stay in hospital

Survey respondents were asked if on their day of discharge were they given a contact number to call if they had any concerns, results show 45% of individuals did receive information and 48% did not.

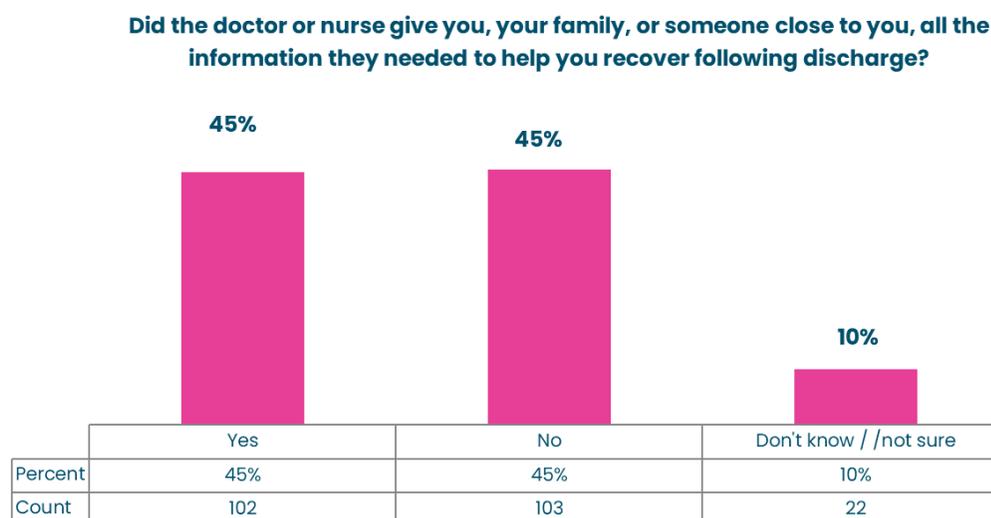


“Agreed a discharge, given an emergency number and instructions what to do if complications arose. Nurse escorted me to car.”
Female aged 65-74 (Day case D ward)

“More communication because there is none.”
Female aged 75+ (ward E52)

“Midwife did a very good discharge, well explained.”
Female aged 25-34 (Maternity)

The survey asked respondents if they or a family member had been given all the information they needed to help with ongoing recovery, the result show that 45% replied yes and 45% replied no.



“The original discharge felt rushed and unorganised. We had little information about managing the next few days (discharged Friday afternoon, re admitted Sunday evening). Pharmacy closed early on day of discharge before medications sorted out. Causing us to contact busy staff multiple times.”
Male aged 75+ (ward C31 and C32)

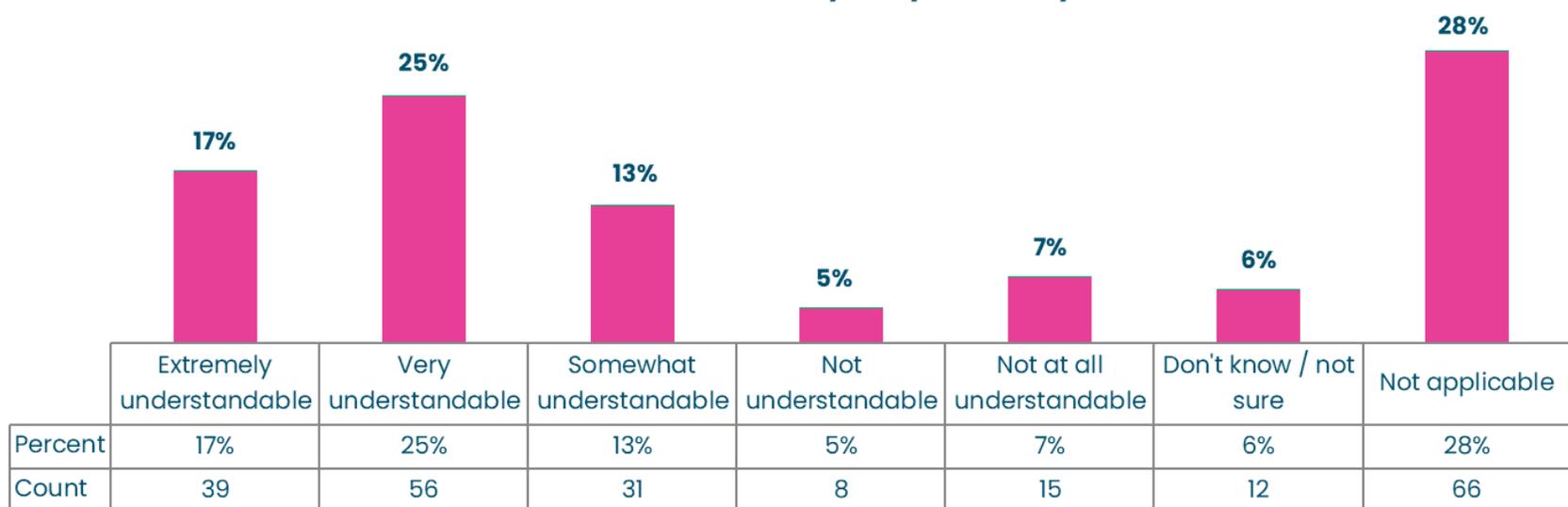
“I was given all the help and information I needed by very friendly and helpful staff.”
Male aged 75+ (ward C32)

“Smooth discharge and aftercare fully explained. Staff on F64 were fantastic.”
Female (ward F64)

Your stay in hospital

Survey respondents were asked how understandable they found the information they were given. Results show that in total 42% of people rated it as either extremely or very understandable. In total 12% of people found it not understandable or not at all understandable.

How understandable was the information you / your family member received?



“There was very little discussion and I was so tired I wasn't taking information in properly.”

Female aged 65-74 (ward E35)

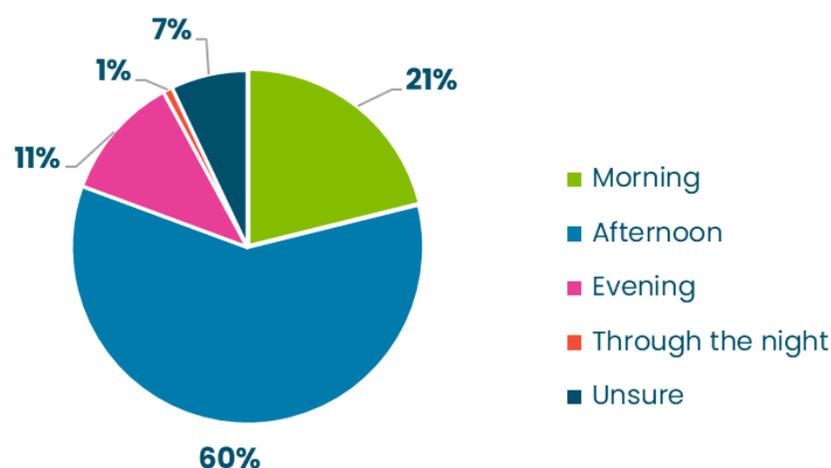


“Straight forward, clear communication from staff. Amazing care and support.”

Female aged 55-64 (ward D47)

Survey respondents were asked what time of day they were discharged from hospital. 60% of respondents stated this took place on the afternoon.

What time of day were you discharged from hospital?



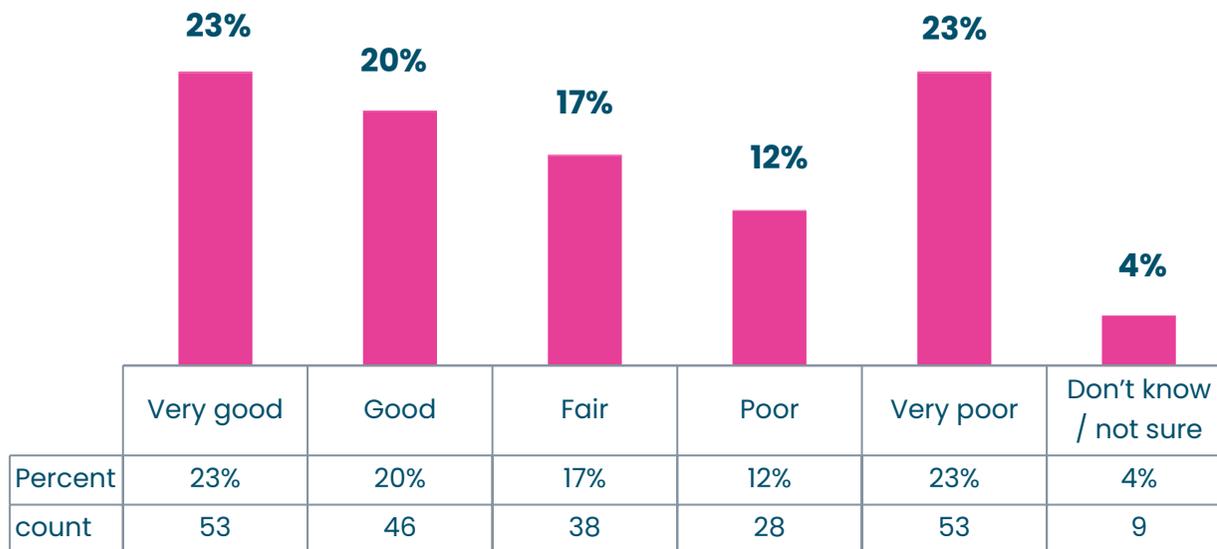
Next the survey asked how individuals or their family member had returned home. The results below show that most people (61%), were collected by a family member or taken home by patient transport/ambulance (33%).

Response	Percent
Collected by family member	61%
Patient transport / ambulance	33%
Taxi	4%
Other	2%

Your stay in hospital

The survey asked individuals for their overall satisfaction levels of the planning and co-ordination of their discharge from hospital. The results show that just under one quarter of individuals (23%) rated it as very good and 23% rated it as very poor.

How would you rate your / your family members discharge from hospital and how it was planned and co-ordinated?



Individuals were asked to explain the reasons for the rating they had given. A range of positive and negative comments were received, and the main themes related to communication, quality of treatment and care, after care, medication and discharged too early.

“Taken to discharge lounge by very friendly care worker. Assisted into vehicle going home all satisfactory.”
 Female aged 75+
 (ward D48 via Discharge Lounge)

“The staff were extremely helpful and made my stay/discharge so easy. Ward staff were so good , nothing was a problem.”
 Female aged 55-64
 (ward unspecified)

“Everything explained and was made quick and easy.”
 Female aged 65-74 (ward D34)

“My dad had a catheter fitted. He was discharged with all the equipment but no idea what to do next. This was left to an elderly couple and me to work out. No follow up. The catheter was in for 7 months before it dropped out and he had to attend hospital immediately. The nurse said he'd been woefully overlooked.”
 Male aged 75+ (ward D34)

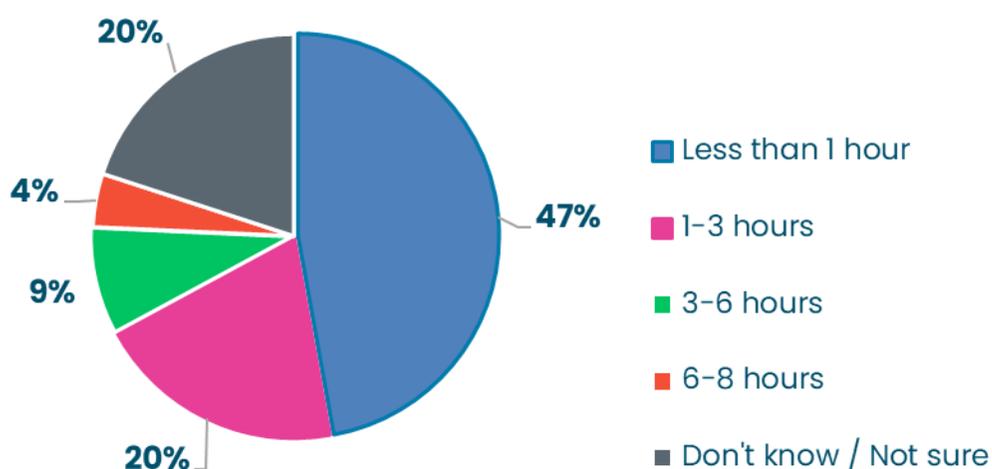
“We were given a time we could leave, so could plan the discharge to be as easy as possible.”
 Female (Paediatric ward)

“I was advised mother was to be discharged to nursing home, I was then told she was still on ward I went to the ward, but she had been transferred to discharge lounge. I then made my way to nursing home to await her arrival . When she finally arrived, she was sent with no property .We then had to go back to ward to collect her property.”
 Female aged 55-64 (ward D43)

Your time in the Discharge Lounge

70 respondents replied to say that prior to leaving hospital they had been transferred to the Discharge Lounge. Of these 70 individuals, (47%) spent less than hour waiting to be transported onto home or another care facility.

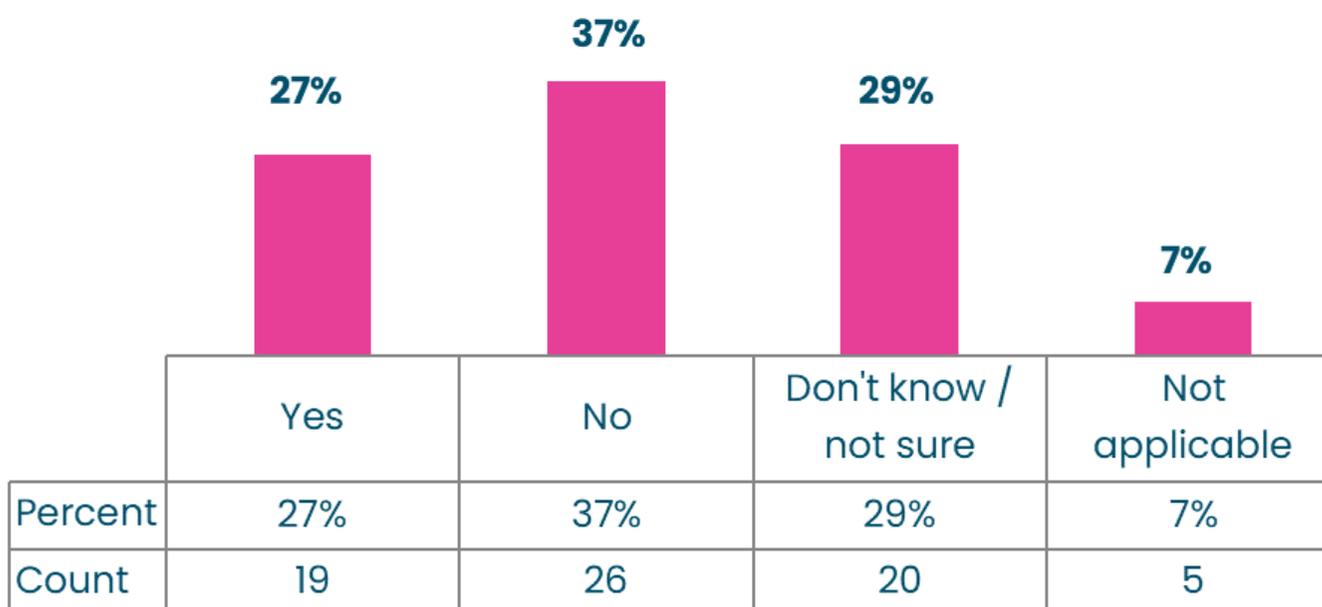
How long did you / your family member wait in the discharge lounge before you / they left the hospital?



When asked if they had been offered a drink or light refreshments while waiting in the Discharge Lounge, 27% of individuals replied yes and 37% replied no.

Of those 26 individuals who had not been offered refreshments, 16 stayed for less than 1 hour, 5 stayed between 1-3 hours, 1 stayed for 3-6 hours, 1 stayed for 6-8 hours and 3 didn't know or were unsure.

Were you / your family member offered warm or cold drink and light refreshments (e.g. sandwiches, biscuits) in the Discharge Lounge?

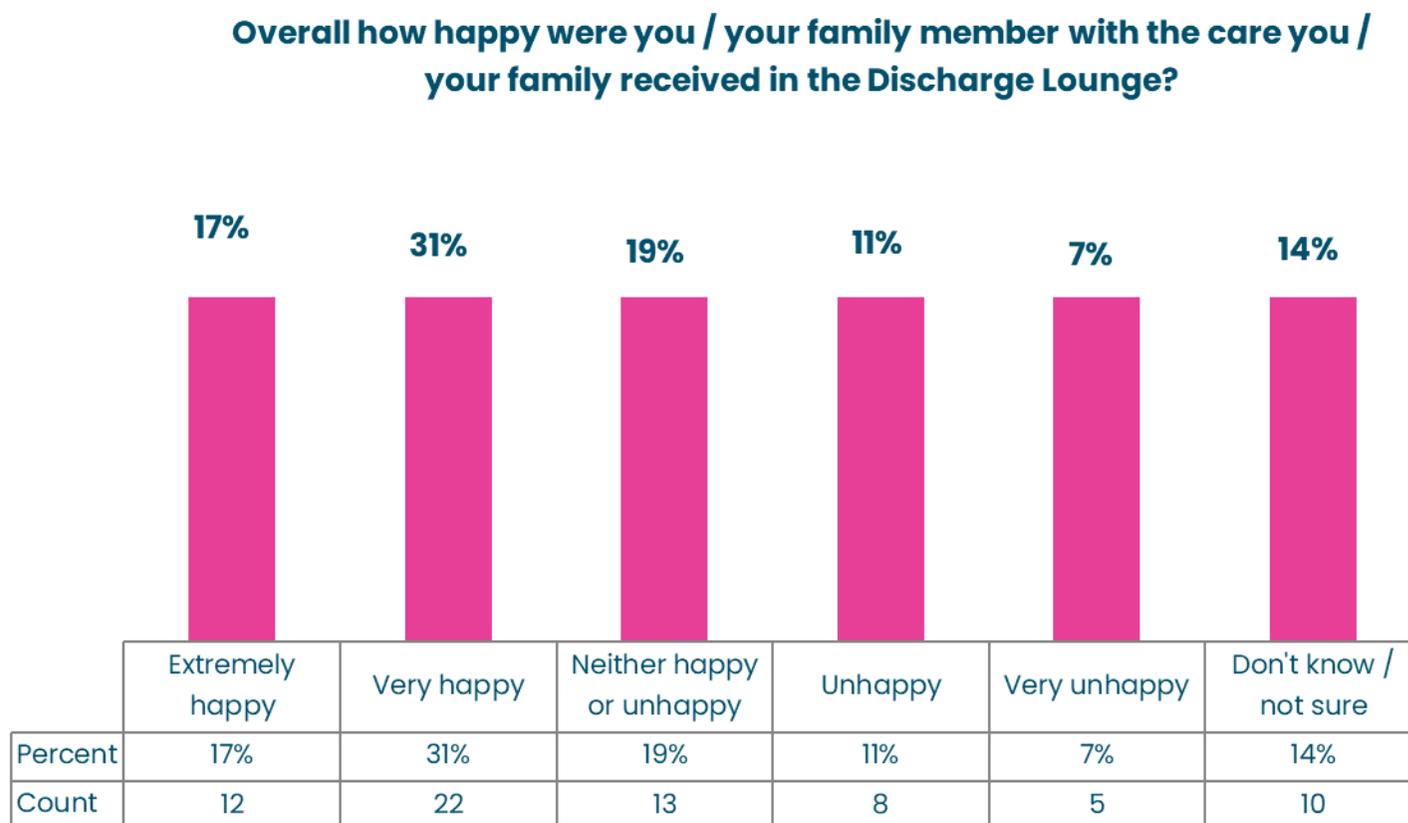


Your time in the Discharge Lounge

When asked 66% of respondents informed that they had been treated with kindness and compassion by the staff in the Discharge Lounge.



The survey asked individuals for their overall satisfaction levels of the care they had received in the Discharge Lounge. The results show 17% of people gave an extremely happy rating and 31% a very happy rating.



Your medication

When asked 53% of respondents informed that a member of the pharmacy team had spoken to them about their medicines when in hospital.

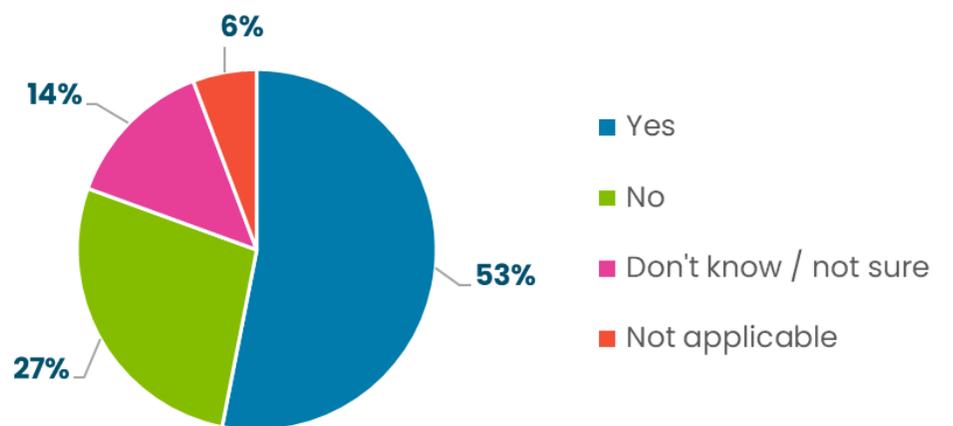
“All tablets & information given & details of what I needed to do along with contact numbers.”

Female aged 55-64
(ward D47)

“She was given a bag full of her medications including antibiotics and was totally confused as to what and when she should take them.”

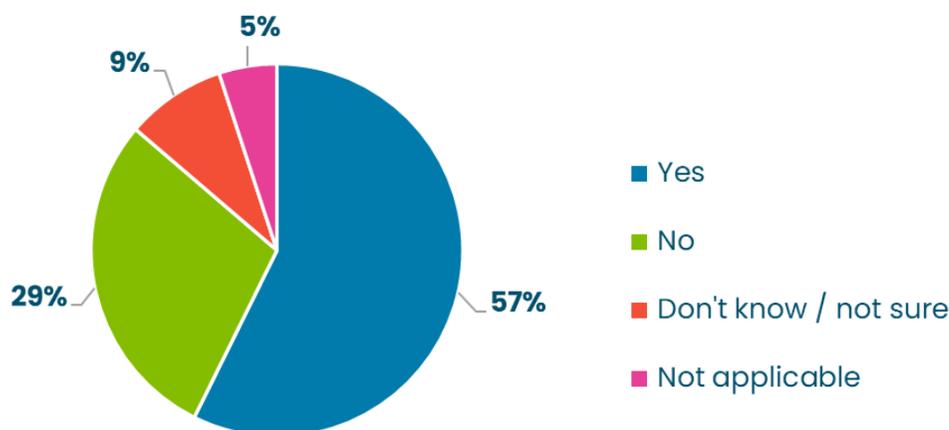
Female aged 75+
(ward E54)

Did a member of the pharmacy team speak to you / your family member about your / their medicines when you / they were in hospital?



When asked if they had a chance to ask any questions about their medication 57% replied yes and 29% replied no.

Did you / your family member have the chance to ask any questions about your / their medication during your / their hospital stay?



“I would have liked to speak to a pharmacist about my medication as I was given new tablets and I don't know anything about them.”

Female aged 75+
(ward E53)

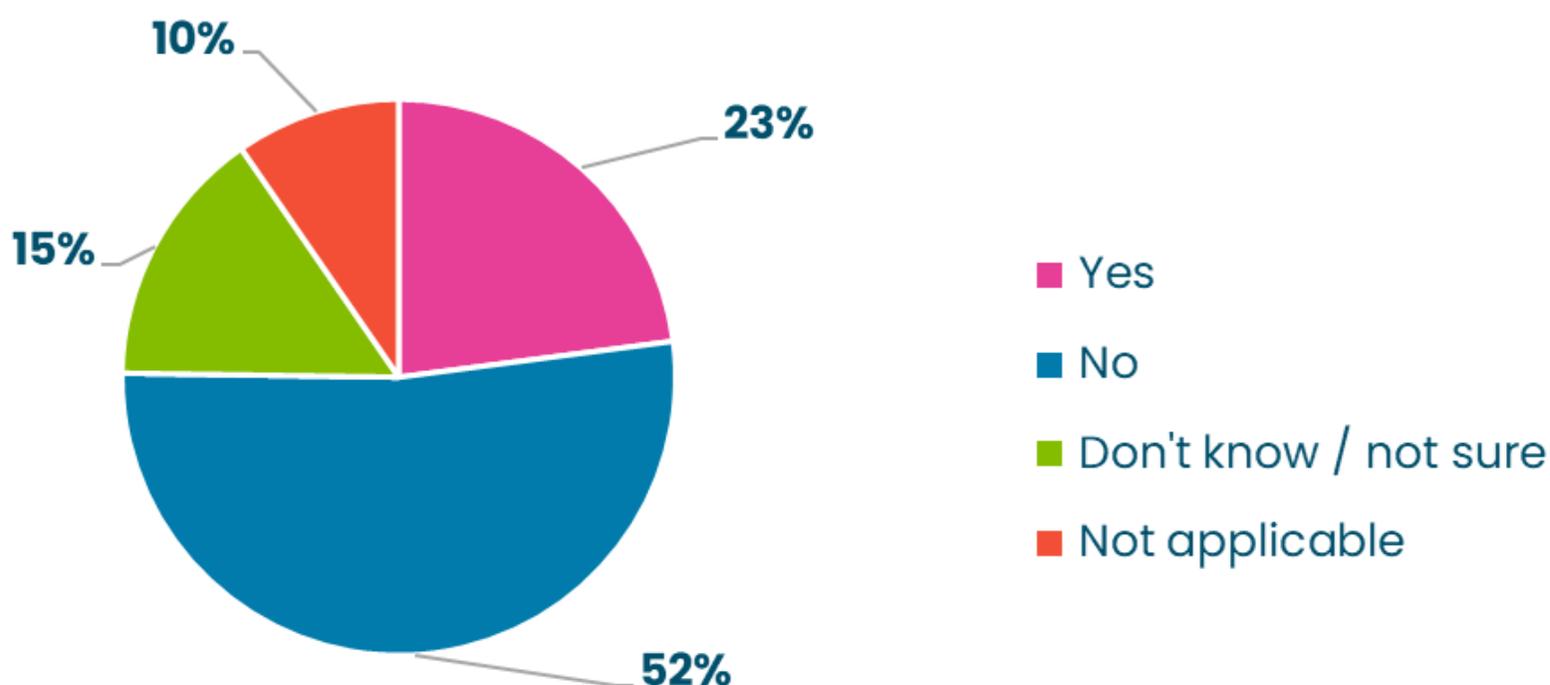
“Instructions and medication available at the right time.”

Male aged 45-55
(ward unspecified)

Your medication

Survey respondents were asked if the time it took to receive any medication to take home delayed their discharge from hospital. Findings show 52% of individuals replied no and 23% replied yes.

Did the time it took to get any medication to take home delay yours / your family members discharge from hospital?



“Takes a long time to get tablets from pharmacy. I knew I could be discharged at 11am, medication didn't arrive until 3pm so bed blocked for 4 hours.”
Female aged 55-64 (ward D42)

“All tablets & information given & details of what I needed to do along with contact numbers.”
Female aged 55-64 (ward D47)

Your follow up care

When asked, 47% of respondents informed that they had received follow up care following their discharge from hospital. 45% said they hadn't.

Response	Percent	Count
Yes	47%	102
No	45%	97
Don't know / Not sure	8%	17

Respondents informed of the type of follow up care they had received. The results are as below:

Support received	Count
District Nurse	27
Physiotherapy	25
Rehabilitation	24
Occupational Health (e.g., equipment and adaptations of the home)	24
GP	22
Social Worker	17
Domiciliary Care (care in your home)	6
Health Visitor	5
End of life care	5
Reablement	5
Midwife	3
Other	29

Of those who informed that they had received support from elsewhere following their discharge, this included support from organisations within the local voluntary and community sector such as Royal National Institute for the Blind, Age UK, and McMillan or ongoing clinical care from the wound care hub, the Recovery at Home Service, Brain Injury Team & Speech Therapist etc.

Your follow up care

The survey asked respondents if they had received no follow up care why they thought this was. Responses received could be categorised into the following:

Response	Count
Don't know / Not sure	36
Not required	23
Not arranged	10

Many people either commented; they were unsure why follow up care and support had not been arranged but felt it should have happened, it had been discussed but then not arranged for multiple reasons or it wasn't required.



"Don't know why, just actually phoned hospital today as her chalk been on her arm for 7 weeks now and had no contact at all from the hospital."

Female aged 75+ (ward D43)

"I was advised community physio would be, she never received any."

Female aged 55-64
(ward D43)



"Social services team and care team did not do any follow up after leaving. No one even passed on important information which should have been followed up after dad was taken home. I rang the care team a week after leaving hospital about help to get him mobile and they said they didn't know anything about him and his discharge, yet he couldn't walk and had to stay in bed at home a further 5 weeks as he couldn't walk from hospital."

Unkown

"No idea. I ended up doing all the after care myself. No assessment team ever saw my wife, even though they said they would. They kept her in hospital waiting for the assessment team but discharged her without seeing them."

Female aged 75+ (ward E42)

"Because the discharge was very rushed, as waiting for care package to be put in place was kept in hospital for 5 weeks until package was sorted. Hospital tried all ways to get discharge sorted."

Female aged 65-74 (ward E53)



"Don't know why we received no follow up care there was no one to talk to and no explanation about any kind of care so we didn't know what to expect and had a lot of concerns."

Female aged 45-54
(ward D48)

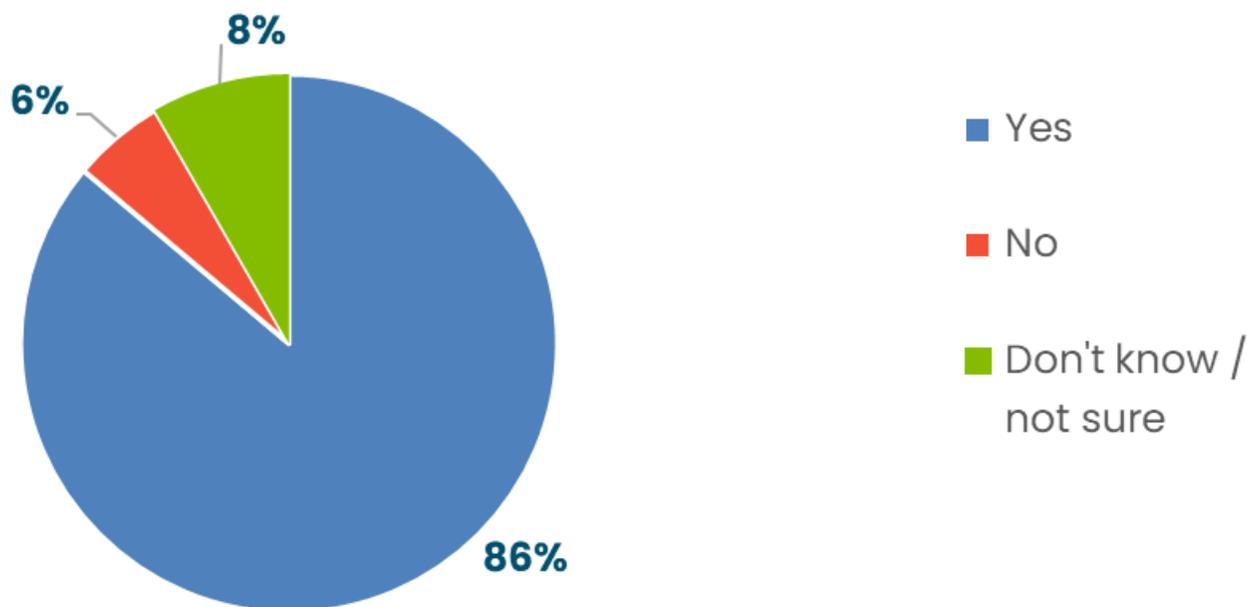
"Discharge happened very quickly and it would be helpful if a full handover was given to explain everything and to discuss equipment needed."

Female aged 45-54
(ward E52)

Your follow up care

Survey respondents were asked if they or their family member needed to be readmitted to hospital within 7 days of discharge. 36 individuals responded to state yes they had. When these individuals were asked if they felt the readmissions were as a result of being discharged too early, 86% believed this was the case.

If yes, did you feel this was because you were discharged too early?



“First discharge was too early and post operative infection was not under control. This resulted in another admission and emergency surgery to remove the infection. The second discharge was managed successfully as we waited until we were satisfied before agreeing to discharge.”

Male (wards F63 and F64)



“We were discharged after 3 hours of admission and then readmitted 1 hour later due to incorrect advice given and the volume of the sickness. On second discharge there was lack of care and compassion.”

Male aged 55-64 (B ward)



“We were given limited information on what to expect which resulted in readmission. Also has an issue with getting back regular prescription medication we had taken into hospital. We were left without medication and needed multiple calls.”

Male aged 75+ (wards C31 and C32)

Overall comments

The final question of the survey asked respondents if they wished to provide any additional comments on their experiences of their discharge from hospital.

Comments received were a mix of both positive and negative. In total 49 positive comments were received from respondents and could be themed into 4 main categories related to care and treatment received, communication, aftercare and medication.

“Everything was brilliant from first visiting my doctor who called an ambulance which took me to hospital. Then the treatment I received and discharge have been brilliant. I’ve still got a week before my six week follow up appointment.”

Male aged 65-74 (Coronary care)

“Discharge process was managed. very well with appropriate support in place.”

Female aged 75+ (ward B21)

“I felt the hospital staff took the time to make sure I understood what happened to me and I understood what my medication was and when I had to take them and what I needed to do when I was at home in case, I had chest pain. Overall, I think the staff were very considerate and understanding of the difficulty I have and made sure I was as comfortable as possible.”

Female aged 55-64 (Cardiac ward)

“Just to thank everyone from my admission to discharge. Excellent service.”

Male aged 55-64 (ward D48)

“Smooth discharge and aftercare fully explained. Staff on F64 were fantastic.”

(ward F64)

106 negative comments were received, and these were related to lack of follow up care and support received, communication, issues with medication and delays to medication and being discharged still unwell resulting in a readmission

“Absolutely disgraceful after care. No one has still checked up many weeks later to advise, support or to be bothered to see if family and patient is coping.”

Male aged 45-54 (various wards)

“From my experience with elderly parents and various admissions, once there is a pressure on beds there is a hurry to discharge which often leads to a disjointed discharge and things being missed.”

(Care of the elderly wards)

“The original discharge felt rushed and unorganised. We had little information about managing the next few days (discharged Friday afternoon, re admitted Sunday evening). Pharmacy closed early on day of discharge before medications sorted out. Causing us to contact busy staff multiple times.”

Male aged 75+ (C31/C32)

“Given medication with no explanation. I think I was given a booklet about strokes.”

Female aged 75+ (ward E58)

“I was discharged with no explanation, barely any support given other than 1 referral that took 5 months to be seen, symptoms got worse with no advice on what to do.”

Female aged 25-34 (EAU)

Many respondents provided comments on their stay in hospital which were not related to the discharge process, these have been shared with the Trust to support them with continual improvements.

Conclusions

The aim of this evaluation was to find out what is working well within the discharge process at Sunderland Royal Hospital and what needs to be improved. Armed with this intelligence, the NHS and social care can continually improve current practice.

The findings, based on feedback received, have shown those areas that are working well and with the highest levels of satisfaction and what people were least satisfied with and what needs improving. A summary of these can be found below:

What is working well?

Patients stay in the discharge Lounge

Patients reported back on several areas within the Discharge Lounge, findings highlighted there are two areas that are working well.

- 67% of people who were transferred to the hospital's Discharge Lounge were discharged within 3 hours of their arrival.
- 66% of patients reported they had been treated with kindness and compassion by the staff.

What needs improving?

Communication whilst in hospital

Communication issues between staff and patients and or family/carers was a major theme within the survey findings and patients reported on it in many areas. Some of the key areas for improvement identified include:

- 42% of respondents did not feel involved in discussions around their discharge.
- 42% were not informed about their care plan.
- 38% said that they did not have the opportunity to speak to a member of staff about their worries or fears about their discharge.
- 48% did not receive a contact number to call if they had any concerns once they had left hospital.
- 45% felt they weren't given all the information they needed to continue their recovery at home.
- 74% of patients didn't receive the 'One step closer to home' booklet upon their admission.
- 29% of patients didn't have the chance to talk to someone about their medication.

Follow-up care received

Many of the survey comments received from patients and family related to their dissatisfaction with the follow up care received. Negative comments received mainly related to either discharge plans put in place that were then not followed through, or no follow up care being put into place, and patients believing this should have occurred.

Re-admission

Patients' responses to questions relating to readmission to hospital, highlighted dissatisfaction and areas for improvement.

- 86% of the people who were readmitted into hospital within 7 days of discharge stated that they believed this was because they or their family member were discharged from hospital too early.

Next steps

The feedback from this report will be shared with Sunderland Royal Hospital's Discharge Team* and relevant key decision makers within South Tyneside and Sunderland Foundation Trust Hospital (STSFT) and in the wider system via the All Together Better Alliance (ATB). Following this we will be requesting a response detailing how the patient feedback and findings will be used to bring about improvements to the discharge process over a clear timeframe.

The response received will be then communicated to those patients and their family members and carers who completed the survey, the wider community and key partners, ensuring all are aware of actions to be taken to continually improve services.

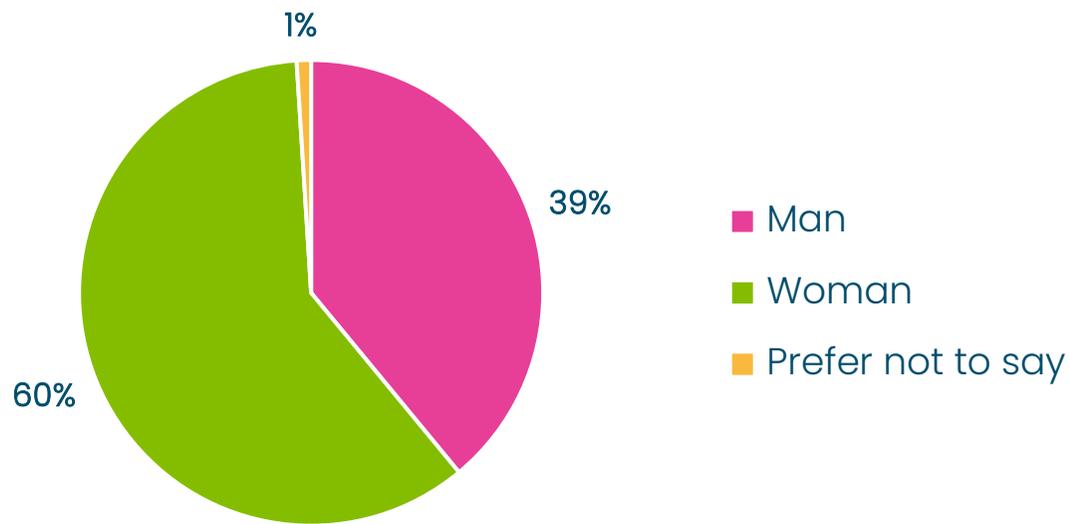
Over a period of six months Healthwatch Sunderland will follow up with key staff within STFSST and ATB Alliance to see how the actions in the response are progressing, as well as to offer any additional support we may be able to give. Throughout this process we will continually update patients and public on developments.

** The Discharge Team are made up of nurses employed by SFSFT and social workers employed by the local authority.*

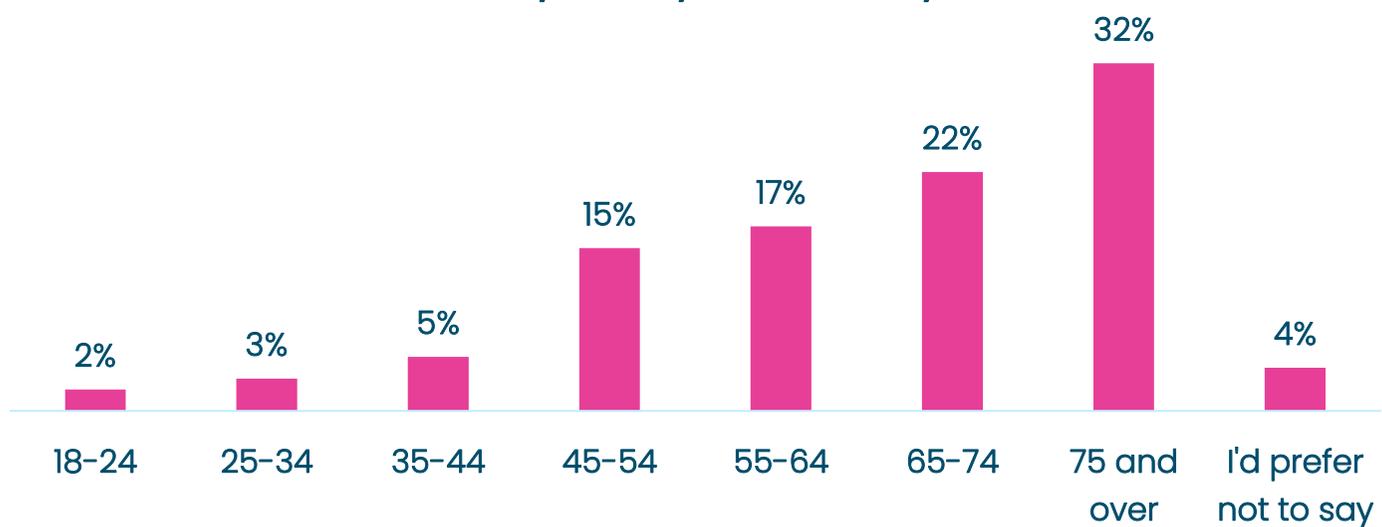
Appendix 1 – A bit about you

Survey respondents were invited to complete a section on their demographics, not all respondents completed these questions. The results are shown below:

Please tell us which gender you identify with?



How old are you / your family member?



What is your ethnicity?

	Percent
White (includes British, Northern Irish, Gypsy, Irish Traveller, Roma or any other white background)	98%
Asian or Asian British (Includes Indian, Pakistan, Bangladeshi, Chinese or any other Asian background)	0.5%
Black, Black British Caribbean, African or other Black background	0.5%

Appendix 2 – Survey



Hospital Discharge Patient Experience Survey

Healthwatch Sunderland is your local health and social care champion. Working city wide, we ensure NHS, social care leaders and other decision makers hear your voice and use your feedback to improve services.

We are currently working with South Tyneside and Sunderland NHS Foundation Trust and we want to hear about your recent experiences of being discharged from Sunderland Royal Hospital.

It is important to the NHS to hear what you think and by providing feedback through this survey they hope to find out from you:

- how you feel about your recent experience of being discharged from hospital
- if and how you feel services could be better or different in the future

The survey should only take 5-10 minutes to complete.

The closing date for the survey is **30th April 2023**.

Healthwatch Sunderland take your privacy seriously. The information you provide on this form will be stored electronically. Your comments will be shared with health and care providers and Healthwatch England, to help them improve services. Please note the information you provide will be kept confidential, except that anonymised quotes may be used. Any feedback you share with us will not have any negative impact on the care you will receive.

If you require support completing this survey please get in touch: Tel: (0191) 514 7145

If you would prefer to complete the survey online scan the QR code



To see the survey results please sign up to the Healthwatch Sunderland newsletter via our website www.healthwatchesunderland.com or follow us on social media.



HWSunderland



HealthwatchSunderland



HWSunderland

Section 1: Questions about your stay in hospital

Q.1 Are you completing this survey

For yourself

As a family member / carer

Q.2 Was your / your family members admission to hospital

Planned (an expected stay)

Unplanned (an unexpected stay)

Q.3 Which ward/s were you / your family member staying on? (Please specify)

Q.4 When were you / your family member discharged from hospital?

In the last month

Last 4-6 months

Last 2-4 months

Last 6-12 months

Other (please specify) _____

Q.5 Approximately how long was your / your family members stay in hospital?

Q.6 After being admitted into hospital, when were you / your family member given a copy of the 'One Step Closer to Home' booklet?

Day 1

Day 2-3

Day 4-7

Day of discharge

No booklet given

Don't know/ not sure

Other (please specify) _____



Q.7 If you / your family member were given a booklet, were you / they made aware that you / they may need to move to a community bed, to await discharge arrangements to be put into place if you / they could not go straight home from hospital?

Yes

No

Don't know/Not sure

Not applicable

Q.8 On admission to hospital were you / your family member given an estimated date when your treatment would be finished and when you / your family member would be discharged?

Yes No Don't know/Not sure Not applicable

Q.9 After being admitted into hospital, when did the medical / nursing teams first discuss with you / your family member plans for you / they to return home?

- Day 1
 Day 2-3
 Day 4-7
 Day of discharge
 Don't know/ not sure
 Other (please specify) _____

Q.10. Did you / your family member feel involved in decisions made about your /their discharge from hospital?

Yes No Don't know/Not sure Not applicable

Q.11 Did you / your family member feel informed about your/their care plan, put into place to support you / them after discharge? (a care plan is the document that outlines your assessed health and social care needs and how you will be supported)

Yes No Don't know/Not sure Not applicable

Q.12 Were you/your family member able to discuss with a member of staff any worries or fears about your / their discharge?

Yes No Don't know/Not sure Not applicable

Q.13 Where were you / your family member discharged to?

Home Relatives home Care facility/community bed
Other (please specify) _____

Q.14 On the day of discharge were you / your family member given a contact number to call if you / they had any concerns?

Yes No Don't know/Not sure

Q.15 Did the doctor or nurse give you, your family, or someone close to you, all the information they needed to help you recover after discharge?

Yes No Don't know/Not sure

Q.16 How understandable was the information you / your family member received?

Extremely
understandableVery
understandableSomewhat
understandableNot
understandableNot at all
understandableDon't
know/Not
sure

N/A

Q.17 What time of day were you / your family member discharged from hospital? (please specify)

Q.18 How did you / your family member return home?

Patient transport / ambulance

Collected by family member / friend

Taxi

Public transport

Other (please specify)

Q.19 How would you rate your / your family members discharge from hospital and how it was planned and coordinated?

Very good Good Fair Poor Very poor Don't know /
not sure

Please explain your answer above

Section 2: Questions about your time in the Discharge Lounge

Q.20 Before leaving the hospital were you / your family member transferred to the Sunderland Royal Hospital's Discharge Lounge? (if no skip to section 3)

Yes No Don't know/Not sure

Q.21 How long did you / your family member wait in the discharge lounge before you /they left the hospital? (Please specify) _____

Q.22 Were you / your family member offered a warm or cold drink and light refreshment (e.g. sandwiches, biscuits) in the discharge lounge?

Yes No Don't know/Not sure

Q.23 Were you / your family member treated with kindness and compassion by the staff in the discharge lounge?

Yes No Don't know/Not sure

Q.24 Overall how happy were you / your family member with the care you / your family member received in the Discharge Lounge?

Extremely happy Very happy Neither happy nor unhappy Unhappy Very unhappy Don't know /Not sure N/A

Section 3: Questions about your medication

Q.25 Did a member of the hospital pharmacy team speak to you / your family member about your / their medicines when you / they were in hospital?

Yes No Don't know/Not sure

Q.26 Did you / your family member have the chance to ask any questions about your /their medication during your / their hospital stay?

Yes No Don't know/Not sure

Q.27 Did the time it took to get any medication to take home delay your / your family member discharge from hospital?

Yes No Don't know/Not sure

Section 4: Questions about your follow up care

Q.28 Did you / your family member receive any follow up care following your / their discharge from hospital?

Yes

No (skip to Q.30)

Don't know (skip to Q.31)
/Not sure

Q.29 Which of the following support did you / your family member receive following discharged from hospital? (Tick all the apply)

Rehabilitation

District Nurse

Health Visitor

Social Worker

Domiciliary care (care in your home)

Occupational Health (e.g., equipment & adaptations of the home)

Other (please specify) _____

Reablement

GP

Midwife

Physiotherapy

End of life care

Not applicable

Q.30 If you / your family member received no follow up support, why was this?

Q.31 Did you / your family member need to be readmitted to hospital within 7 days after discharge? Yes No Don't know/Not sure

Q.32 If yes, did you / your family member feel this was because you / they were discharged too early? Yes No Don't know /Not sure Not applicable

Q.33 Please use this box below to leave any additional comments you wish to make about your / your family members experiences of hospital discharge.

Section 5: A bit about yourself

By telling us more information about yourself / your family member, you can help us better understand how people's experiences may differ depending on their personal characteristics. However, if you do not wish to answer these questions you do not have to

Please tell us which gender you / your family member identify with

Women Man Non-binary Other I prefer not to say

How old are you / your family member?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75 and over
- I'd prefer not to say

What is your /your family members ethnicity?

- White (includes British, Northern Irish, Gypsy, Irish Traveller, Roma or any other white background)
- Mixed or Multiple ethnic groups (includes White and Black Caribbean, White and Black African, White and Asian or any other Mixed or Multiple background)
- Asian or Asian British (Includes Indian, Pakistani, Bangladeshi, Chinese or any other Asian background)
- Black, Black British Caribbean, African or other Black background
- Prefer not to say
- Other (please specify)

Thank you for completing this survey. We value your time and feedback.

Appendix 3 – Hospital wards

Ward name	Speciality	Count
B20	Emergency Medical Admissions	7
B21	Rehabilitation and care of the older persons	4
B22	Cardiology	1
B26	Gastroenterology	5
B28	Haematology, rheumatology and renal	5
C30	Surgery	2
C31	Surgery	9
C32	Surgical admissions ward	5
C33	Head and neck surgery	8
C36	Vascular surgery	1
D40	Diabetes	3
D41	Urology	9
D42	Respiratory step down	5
D43	Trauma and orthopaedics	11
D44	Emergency Assessment Unit (EAU)	5
D46	Stroke	5
D47	Gynaecology	9
D48	Care of the older persons	15
E35	COVID Ward	3
E50	Care of the older persons	2
E51	Respiratory and care of the elderly	4
E52	Care of the older persons	6
E53	Diabetes and endocrine medicine	5
E54	Respiratory	7
E55	Contingency Ward	5
E56	Care of the older persons (dementia and delirium)	1
E58	Acute stroke unit	7
F61	Neurology and neuro-rehabilitation	3
F62	Infection control	3
F63	Paediatrics (head and neck & Trauma and orthopaedics)	4
Ward 7	Trauma and orthopaedics	5
EAU	Emergency Assessment Unit	7
Ward 10	Respiratory	2
ICU	Intensive care unit	3
Maternity		2
Day Surgery		4
CCU	Coronary Care Unit	3
Other	(unidentified wards)	28
Unsure		8

healthwatch Sunderland

Healthwatch Sunderland
53 St. Luke's Terrace
Pallion
Sunderland
SR4 6NF

www.healthwatchsunderland.com

t: 0191 514 7145

e: healthwatchsunderland@pcp.uk.net

[@HWSunderland](https://twitter.com/HWSunderland)

[Facebook.com/HWSunderland](https://www.facebook.com/HWSunderland)

[Instagram.com/healthwatchsunderland](https://www.instagram.com/healthwatchsunderland)

