

## Your discharge

- Once we feel you are suitable for discharge, we will let you know.
- We will send your GP a letter with details of your visit to the Emergency Department.
- If you need an outpatient clinic appointment e.g. fracture clinic, you will be contacted over the next few days. Please make sure we have your correct contact details.
- This leaflet provides information on getting back home from our Emergency Departments.
- Contact details and opening times for various teams and organisations may be subject to change – our website or switchboard may be able to help if you have difficulty contacting a specific team.

## Support

- For general medical advice please use the NHS website, the NHS 111 service, walk-in-centres, or your GP.
- The **NHS** website provides online health information and guidance [www.nhs.uk](http://www.nhs.uk)
- The **NHS 111** phone line offers medical help and advice from trained advisers supported by nurses and paramedics. Available 24 hours a day. Calls are free from landlines and mobile phones.
- There are walk-in and urgent treatment services at Brighton Station, in Crawley and at Lewes Victoria Hospital.  
[www.bsuh.nhs.uk/services/ae/](http://www.bsuh.nhs.uk/services/ae/)
- **Patient Advice and Liaison Service (PALS)** can be contacted with your comments and concerns, and to provide general support.  
[PALS@bsuh.nhs.uk](mailto:PALS@bsuh.nhs.uk)  
RSCH: 01273 664683  
PRH: 01444 448678  
PALS, Royal Sussex County Hospital,  
Eastern Road, Brighton BN2 5BE

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Disclaimer: The information in this leaflet is for guidance purposes only and is in no way intended to replace professional clinical advice by a qualified practitioner.

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**NHS**

**Brighton and Sussex  
University Hospitals**  
NHS Trust

## Getting Home from the Emergency Department Advice for patients

### Emergency Department

Royal Sussex County Hospital  
Level 5, Thomas Kemp Tower,  
Eastern Road, Brighton BN2 5BE  
01273 696955 extn. 64261

Princess Royal Hospital  
Lewes Road, Haywards Heath RH16 4EX  
01444 448745

[www.bsuh.nhs.uk](http://www.bsuh.nhs.uk)

## Going home

- Our hospitals are generally well served by public transport.
- Unfortunately we are unable to provide transport home for most patients. If you have someone who can help collect you from hospital, we can help you contact them when we are close to discharging you home.
- If you want to order a taxi there is a free phone in the Emergency Department waiting area in the Urgent Care Centre at RSCH, Brighton and we can provide you with local taxi numbers at PRH, Haywards Heath.

## Transport services

- The non-emergency patient transport service NEPTS is only available for patients who are unable (for medical reasons) to use private or public transport services for their journey to and/or from our hospitals. A clinical need for treatment does not necessarily imply a medical need for transport. This service is only available for patients registered with a GP in Sussex.
- It is available for journeys:
  - To a planned outpatient appointment
  - To hospital for a planned admission
  - Home from hospital following your discharge
  - Home to Sussex from hospitals in other areas of the country
- It is not available out of hours and as such we may not be able to get you home at these times and you may need to stay in hospital till the following morning.
- [www.bsuh.nhs.uk/wp-content/uploads/sites/5/2016/09/Patient-transport-patient-leaflet.pdf](http://www.bsuh.nhs.uk/wp-content/uploads/sites/5/2016/09/Patient-transport-patient-leaflet.pdf)

## Community Transport Sussex

- This community partnership service is for those with restricted mobility. It is based on a volunteer car scheme.
- If you need to visit either the Princess Royal Hospital or Royal Sussex County Hospital sites please call 01444 471919 (Mon-Fri from 9.30-11.30am).

## Travel costs

- If you are on low income or specific benefits you may be entitled to reclaim your travel costs, to and from hospital.
- [www.bsuh.nhs.uk/your-visit/help-and-support/patient-transport-and-travel-costs/](http://www.bsuh.nhs.uk/your-visit/help-and-support/patient-transport-and-travel-costs/)
- If you are not on any eligible benefits you may be able to claim help through the NHS Low Income Scheme. Please contact the Cashiers Office for a HC1 Low Income Claim Form.
- Car travel mileage rate is paid at 14p per mile for round trip, and no fuel receipts are necessary. You will need proof of travel if you come by public transport. We do not refund taxi fares unless travel is impossible by other means.
- A certificate of attendance needs to be completed by the department attended
- For more information please contact the cashier's office on 01273 696955 Ext 4301/7630