

# The Discharge Lounge

---

The Discharge Lounge is located next to East Block Day Unit, Heritage Building, Queen Elizabeth Hospital (please see number 6 on map for more information).

The Discharge Lounge is now part of the patient pathway, so patients should expect to be collected from the Lounge at the end of their stay. The Lounge is a comfortable environment for patients who have been discharged but are awaiting transport or medication. By waiting in the Lounge you are also helping to free up hospital beds to ensure all our patients can be admitted as soon as possible.

On the day of discharge, porters will collect you and your belongings and transfer you to the Lounge.

If you are going home by non-emergency patient transport, West Midlands Ambulance Service aim to collect patients from the Discharge Lounge within two hours from the time of booking.

The medicines management technician will assist in organising any medication you have been prescribed to take home; they will also provide information and advice before you leave.

Facilities in the lounge include:

- Hot and cold drinks; fresh fruit, cake and sandwiches as well as a hot meal provision
- Books and magazines as well as activity books and games
- There is also a radio, television and CD player to help improve your wait.

## If you are being collected

It is important that you or the ward staff let relatives and friends know you will be discharged from the Discharge Lounge and not the ward; they should **not** go to the main atrium in the Queen Elizabeth Hospital, Birmingham.

There is a free pick up point directly outside the Lounge; please be aware that this is limited to 20 minutes so relatives should not arrange to collect until you have all your medication and paperwork ready.

If they wish to park, the nearest car park is Car Park D (shown on the map). The Discharge Lounge direct contact number is 0121 371 2598 or 2599.

The post code for the Discharge Lounge is B15 2TH.

- By car, follow the signs for Car Park D or the Women's Hospital then the signs for Discharge Lounge.
- With Car Park D on the left carry on down the main drive, go past Nuffield House on the left and continue to the Morris Sports Centre also on the left.
- The Discharge Lounge and East Block Day Unit are on the right, directly opposite the sports centre.
- Please park outside the Unit; there is no charge but please ask the reception staff for a notice to put on the car windscreen (20 minutes waiting time).
- Come into the reception and go straight ahead through the double doors.
- At the second set of doors; please press the buzzer for the Discharge Lounge.

We welcome your feedback so please speak to a member of staff who will be happy to provide you with a form; all feedback is very important to us and we will always try and make changes based on your comments.

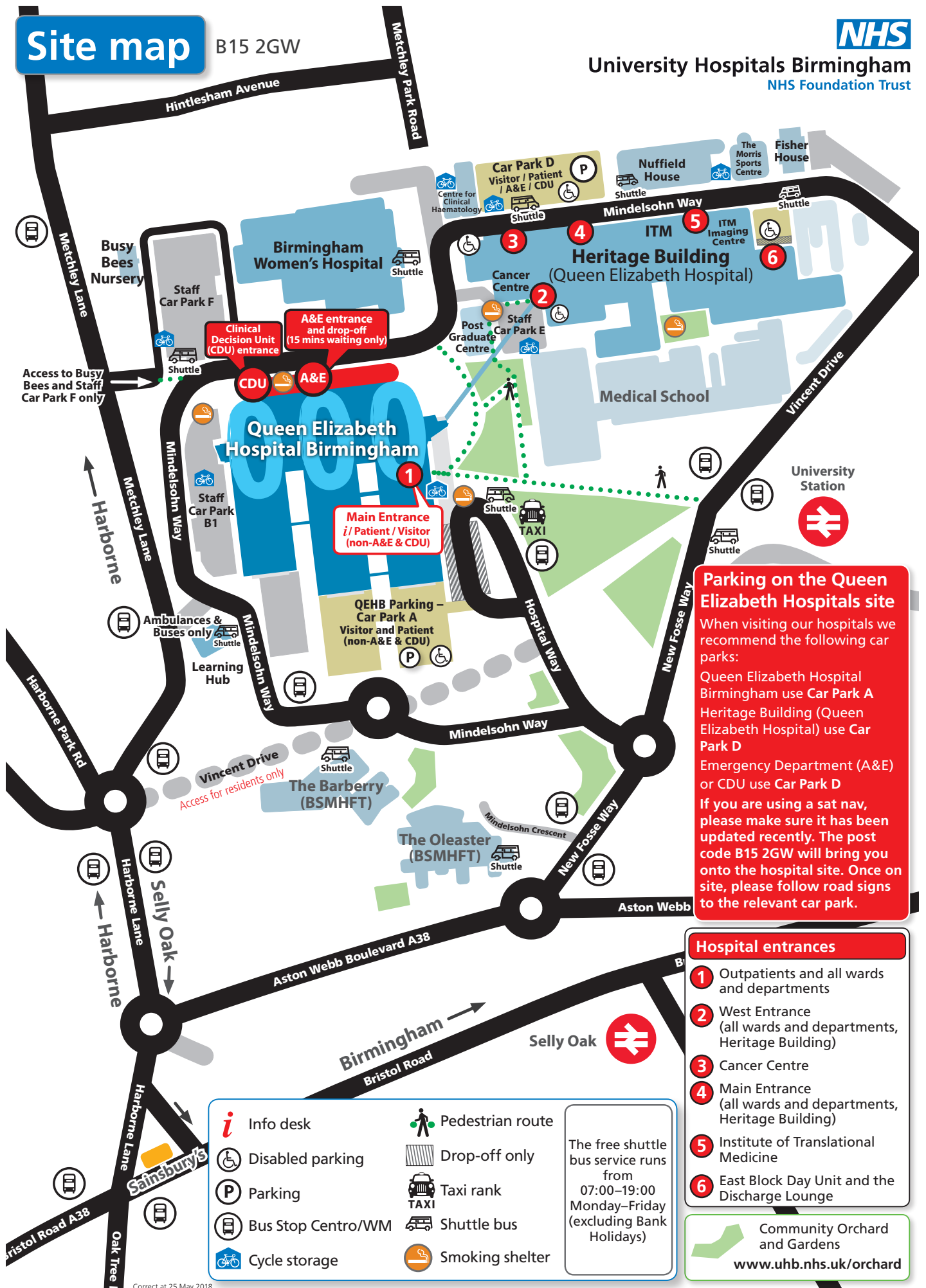
**Thank you**

# Site map

B15 2GW



University Hospitals Birmingham  
NHS Foundation Trust



## Parking on the Queen Elizabeth Hospitals site

When visiting our hospitals we recommend the following car parks:

- Queen Elizabeth Hospital Birmingham use Car Park A
- Heritage Building (Queen Elizabeth Hospital) use Car Park D
- Emergency Department (A&E) or CDU use Car Park D

If you are using a sat nav, please make sure it has been updated recently. The post code B15 2GW will bring you onto the hospital site. Once on site, please follow road signs to the relevant car park.

## Hospital entrances

- 1 Outpatients and all wards and departments
- 2 West Entrance (all wards and departments, Heritage Building)
- 3 Cancer Centre
- 4 Main Entrance (all wards and departments, Heritage Building)
- 5 Institute of Translational Medicine
- 6 East Block Day Unit and the Discharge Lounge

|                    |                  |
|--------------------|------------------|
| Info desk          | Pedestrian route |
| Disabled parking   | Drop-off only    |
| Parking            | Taxi rank        |
| Bus Stop Centro/WM | Shuttle bus      |
| Cycle storage      | Smoking shelter  |

The free shuttle bus service runs from 07:00–19:00 Monday–Friday (excluding Bank Holidays)

Community Orchard and Gardens  
[www.uhb.nhs.uk/orchard](http://www.uhb.nhs.uk/orchard)

Correct at 25 May 2018