Wrightington, Wigan and Leigh Teaching Hospitals
NHS Foundation Trust

A Guide to the Discharge Lounge-Royal Albert Edward Infirmary

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Patient Information

Royal Albert Edward Infirmary, Wigan

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This leaflet has been designed to inform you about the Discharge Lounge and the services available there for you.

Introduction to Discharge Lounge

The discharge lounge at the Royal Albert Edward Infirmary has been developed to provide a relaxed, comfortable, and safe environment for patients awaiting discharge home or to another care setting.

Role and function

The discharge lounge provides a service for patients being discharged at ward level. Your care will be taken over by trained nurses, any individual requirements will be met, and any on-going treatments continued.

The concept of the discharge lounge is to free up acute hospital beds as early as possible daily, thus reducing the length of time that both emergency and elective admissions must wait for a bed to become available.

Services available

The discharge lounge is equipped with comfortable chairs, magazines and radio are available.

Soup, sandwiches, and hot and cold beverages are provided for patients. Special dietary requirements can be catered for, and hot meals can be provided.

Male and female seating, toilet and changing facilities are provided.

Day of Discharge

On the day of your discharge, you will be asked to move to the Discharge Lounge where your care will be taken over by a trained nurse until all necessary discharge arrangements are completed. Staff will endeavour to keep you informed of the progress of your discharge prescription and on receipt of your medications will explain what medicines you have been given and answer any queries you may have. Your discharge letter will be given to you alongside your medicines.

Transport Arrangements

Wherever possible it is advised that patients arrange to be collected from hospital by relatives. Ambulances can be booked if necessary, but we regret we are unable to give an exact time of arrival, and you may have a long wait. Discharge lounge staff can contact relatives or arrange taxis and escort you to the car parks.

Opening Times and Location

The discharge lounge is open 8:30am until 8:00pm Monday to Friday and 10am until 6pm at weekend and bank holidays. The lounge is located on level 2 at Royal Albert Edward Infirmary, Wigan. The telephone number is 01942 778773. Volunteers on the help desks located at the hospital entrances will be happy to assist with directions.

Car Parking

There is car parking around the hospital site. All parking is pay and display. Please observe restrictions for ambulances. The discharge lounge has a pickup point for relatives collecting patients who are ready to go home. This is situated at the side of the hospital near the bereavement parking space.

Disabled Parking

There is disabled parking behind the hospital at level 1, car park D (side of pharmacy), front and side of Christopher Home and on the short stay car park (near accident and emergency).

Concerns and Queries

In the event of any concerns, please speak to the nurse in charge You may also speak to the Modern Matron who can be contacted on request.

Zero Tolerance

The Trust is committed to providing high quality care to patients. However, we wish to advise all patients and visitors that abuse to all staff both verbal and physical will not be tolerated.



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