

Survey: Delayed or Difficult Hospital Discharge

Carer paper copy

Have you or someone you support been discharged from hospital in the last 12 months and had a delayed or difficult experience? If yes, we want to hear from you.

Your feedback can help the NHS understand if everyone leaving hospital is getting the support they need.

This survey can be filled in by carers, family members or friends who supported someone through their discharge from hospital. Please answer about the experience of the person who was discharged wherever possible.

This survey asks about what it was like for patients being discharged from an NHS hospital in the last 12 months. Being discharged means leaving the hospital ward where they were being treated.

This survey is for people who have had a **difficult** experience of leaving hospital in the last 12 months, including where discharge was **delayed**, happened **before they felt ready**, or where support, equipment, information or follow-up arrangements were not in place.

Please answer about the person's most recent discharge experience. If you do not know the answer, please select "Don't know / can't remember". The survey should take around 10 to 15 minutes depending on your experience.

For further information on the project please read our information sheet

Section 1: Screening questions

Q1. Which of the following best describes you?

Tick one

- ☐ I am answering about my own hospital stay
- ☐ I am a family member, friend or carer answering with or on behalf of someone I support

Q2. In the last 12 months, did the person you support stay at least one night in an NHS hospital in England?

Tick one.

- ☐ Yes
- ☐ No – thank you, the rest of the survey does not apply to you [\[Survey ends here\]](#)
- ☐ Don't know / can't remember – [\[Survey ends here\]](#)

[\[survey continues overleaf\]](#)

Q3. Thinking about their time in hospital, did any of the following happen?

Tick all that apply.

- ☐ They stayed longer in hospital than expected, even though they no longer needed any hospital treatment
- ☐ They were sent home before they felt well enough to leave
- ☐ They were sent home before all the care, support, equipment, medication, transport or housing arrangements that were needed were in place
- ☐ Something else happened that made discharge difficult
- ☐ None of the above – [Survey ends here](#)
- ☐ Don't know / can't remember – [Survey ends here](#)

Section 2: About the person who was leaving hospital

Q4. What is the gender of the person who was in hospital?

- ☐ Man
- ☐ Woman
- ☐ Non binary
- ☐ Other
- ☐ Prefer not to say

Q5. Is the person who was leaving hospital from a minority ethnic background?

- ☐ Yes
- ☐ No
- ☐ Not sure/Prefer not to say

Q6. What was the main reason for their hospital stay?

Tick one.

- ☐ Emergency admission (for example after becoming suddenly unwell or after being in an accident)
- ☐ Planned surgery or treatment
- ☐ Maternity care
- ☐ Mental health care
- ☐ Other
- ☐ Don't know / prefer not to say

Section 3: Delayed discharge

Only answer this section if the person you support **stayed longer in hospital than expected**, even though they no longer needed hospital treatment. **If not, skip to section 4** (on page 5)

Q7. How long did the person you support stay in hospital after they were told they no longer needed hospital treatment or support?

Tick one.

- ☐ They were discharged the same day (Skip to section 4 on page 5)
- ☐ 1 extra day
- ☐ 2 to 6 extra days
- ☐ 7 to 13 extra days
- ☐ 2 to 3 weeks
- ☐ More than 3 weeks
- ☐ They were not told when they were medically ready to leave
- ☐ Don't know / can't remember

Q8. How clear or unclear was the explanation they were given for the delay?

Tick one.

- ☐ Very clear
- ☐ Somewhat clear
- ☐ Neither clear nor unclear
- ☐ Somewhat unclear
- ☐ Very unclear
- ☐ No explanation was given to them
- ☐ Don't know / can't remember

Q9. What was the reason they could not leave hospital?

Choose up to three.

- ☐ Their medication was not ready
- ☐ Their discharge paperwork was not completed
- ☐ Their transport was not arranged
- ☐ Final checks were not completed
- ☐ Their referrals or funding were still being worked out
- ☐ Support at their usual home was not ready, such as carers, equipment or rehabilitation
- ☐ A care home, nursing home, rehab bed or mental health bed they needed was not ready
- ☐ They were homeless and they needed temporary accommodation to be arranged
- ☐ They, their family or carers did not feel ready
- ☐ There were concerns about them leaving from social care staff
- ☐ No reason was given to them
- ☐ None of the above
- ☐ Other
- ☐ Don't know / can't remember

Q10. Do you think staying in hospital longer than expected caused any of the following for the person you support?

Tick all that apply.

- ☐ Their existing health condition got worse
- ☐ They developed an infection while waiting to leave hospital
- ☐ They developed another health problem while waiting to leave
- ☐ Their mental wellbeing got worse
- ☐ They felt less confident managing at home on their return
- ☐ They found it harder to walk or move around
- ☐ They needed help with everyday tasks, such as washing or dressing, that they could manage on their own before this hospital stay
- ☐ None of the above
- ☐ Don't know / can't remember

Q11. Do you think staying in hospital longer than expected caused any of the following?

Tick all that apply.

- ☐ They needed to go back into hospital shortly after leaving
- ☐ They needed to move into a care home or other long-term care, when they might not otherwise have needed to
- ☐ It made them less likely to go to hospital in future if they needed help
- ☐ It reduced their confidence in NHS care generally
- ☐ None of the above
- ☐ Don't know / can't remember

Q12. Do you think the delay in leaving hospital caused any of the following for the person you support?

Tick all that apply.

- ☐ They lost income from their job or work
- ☐ They lost benefit income
- ☐ They had extra costs they did not expect, such as transport or temporary accommodation
- ☐ They could not carry out their caring responsibilities
- ☐ They needed more paid or private care than they would have expected before this hospital stay
- ☐ A family member or carer had to take on more caring responsibilities than expected
- ☐ None of the above
- ☐ Don't know / can't remember

Q13. While they were waiting to leave hospital, which, if any, of the following happened?

Tick all that apply.

- ☐ Hospital staff encouraged them to get out of bed or move around
- ☐ Hospital staff helped them to move around safely
- ☐ Hospital staff helped them to do personal care as independently as possible, such as washing or dressing
- ☐ They were offered exercises, therapy or rehabilitation
- ☐ They were offered support for their mental wellbeing
- ☐ They did not need this kind of support
- ☐ None of these happened
- ☐ Don't know / can't remember

Section 4: Discharge arrangements

Everyone answers this section

Q14. When they left hospital, to what extent were the arrangements they needed for care, support or recovery in place?

This could include care at home, equipment, medication, transport, housing, or follow-up appointments. Tick one.

- ☐ All arrangements needed were in place [\[go to Q17\]](#)
- ☐ Most arrangements they needed were in place
- ☐ Some arrangements they needed were in place
- ☐ None of the arrangements they needed were in place
- ☐ No arrangements were needed [\[go to Q17\]](#)
- ☐ Not sure / don't know [\[go to Q17\]](#)

Q15. Which of the following arrangements were not ready or not in place when they left hospital?

Tick all that apply.

- ☐ Care at home
- ☐ A care home place
- ☐ Equipment or adaptations for the home
- ☐ Medication or prescriptions
- ☐ Transport home
- ☐ Follow-up appointments or referrals
- ☐ Clear information about what would happen next
- ☐ Housing or accommodation arrangements
- ☐ Support from family or carers
- ☐ Community health support, such as nursing, therapy or rehabilitation
- ☐ None of the above [\[go to Q17\]](#)
- ☐ Don't know / can't remember [\[go to Q17\]](#)

Q16. What impact do you think leaving without these arrangements in place had on them?

Tick all that apply.

- ☐ It had no impact
- ☐ It caused them anxiety or distress
- ☐ They could not return safely to their own home
- ☐ Family or carers had to provide more help than expected
- ☐ Their health got worse
- ☐ They had to contact NHS services for help
- ☐ They had to return to hospital
- ☐ It caused extra financial costs
- ☐ None of the above
- ☐ Don't know / can't remember

Q17. Before the person you support left hospital, were you or the person you support told who to contact if there were concerns about their health or care after leaving?

Tick one.

- ☐ Yes
- ☐ No
- ☐ Don't know / can't remember

Q18. If there is anything else you wish to tell us about their discharge experience, please share below.

Section 5: Carer, family member or friend questions

The next questions are about your own experience as a carer, family member or friend.

Q19. How much do you agree or disagree with this statement: "As a carer, friend or family member, I was involved as much as I wanted in discussions about the patient's discharge."

Please choose one answer.

- ☐ Strongly agree
- ☐ Somewhat agree
- ☐ Neither agree nor disagree
- ☐ Somewhat disagree
- ☐ Strongly disagree
- ☐ Don't know / can't remember

Q20. What support or information would have been most useful to you?

Tick up to two of the most important to you.

- ☐ Clear information about the discharge plan
- ☐ Help arranging care, equipment or transport
- ☐ Information about who to contact after discharge
- ☐ Emotional support
- ☐ Training or advice on how to support the person
- ☐ Information about financial support or benefits
- ☐ None of the above
- ☐ Don't know / can't remember

Q21. How, if at all, did the discharge process affect you as a carer, family member or friend?

Tick all that apply.

- ☐ It did not affect me
- ☐ It caused stress or worry
- ☐ I had to provide more care than expected
- ☐ I had to take time off work
- ☐ It affected my finances
- ☐ It affected my own health or wellbeing
- ☐ I had to chase services for information or support
- ☐ It disrupted childcare or other caring responsibilities
- ☐ Prefer not to say
- ☐ Don't know / can't remember

Tell us a bit more about the person who was discharged

The next questions help us understand more **about the person who was discharged from hospital. Please answer about them**, rather than about yourself.

If you do not know the answer, you can select "Don't know / can't remember" or "Prefer not to say" where available.

Please note that your data is always stored and used in line with data protection law

QD1. What is the age of the person who was discharged?

Tick one.

- | | |
|-----------------------------------|---|
| ☐ 18 to 24 | ☐ 75 to 84 |
| ☐ 25 to 49 | ☐ 85 or over |
| ☐ 50 to 64 | ☐ Prefer not to say |
| ☐ 65 to 74 | ☐ Don't know / not known |

QD2. What is their ethnicity?

Tick one.

- | | |
|--|--|
| ☐ Arab | ☐ Mixed / Multiple ethnic groups: Black Caribbean and White |
| ☐ Asian / Asian British: Bangladeshi | ☐ Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background |
| ☐ Asian / Asian British: Chinese | ☐ White: British / English / Northern Irish / Scottish / Welsh |
| ☐ Asian / Asian British: Indian | ☐ White: Irish |
| ☐ Asian / Asian British: Pakistani | ☐ White: Gypsy, Traveller or Irish Traveller |
| ☐ Asian / Asian British: Any other Asian / Asian British background | ☐ White: Roma |
| ☐ Black / Black British: African | ☐ White: Any other White background |
| ☐ Black / Black British: Caribbean | ☐ Any other ethnic group |
| ☐ Black / Black British: Any other Black / Black British background | ☐ Prefer not to say |
| ☐ Mixed / Multiple ethnic groups: Asian and White | ☐ Not known |
| ☐ Mixed / Multiple ethnic groups: Black African and White | |

QD3. Which of the following statements apply to them?

Tick all that apply.

- ☐ They have a disability
- ☐ They have a long-term condition
- ☐ They have a mental health condition
- ☐ They have dementia, memory problems or cognitive impairment
- ☐ They are neurodivergent, for example autistic, ADHD/ADD, dyslexic or Tourette's
- ☐ None of the above
- ☐ Prefer not to say
- ☐ Don't know / not known

QD4. Which of the following best describes the current financial situation of the person who was discharged from hospital?

Tick one.

- ☐ Very comfortable (they have more than enough money for living expenses, and a lot spare to save or spend on extras or leisure)
- ☐ Quite comfortable (they have enough money for living expenses, and a little spare to save or spend on extras or leisure)
- ☐ Not very comfortable (they have just enough money for living expenses and little else)
- ☐ Not at all comfortable (they don't have enough money for living expenses and sometimes run out of money)
- ☐ Prefer not to say
- ☐ Don't know / can't remember

QD5. Which of the following best describes the current (main) employment status of the person who was discharged from hospital?

Tick one.

- | | |
|---|---|
| ☐ Working full time (employed or self-employed) | ☐ Student |
| ☐ Working part-time (employed or self-employed) | ☐ Doing unpaid work / volunteering |
| ☐ Carer to a member of the household with additional needs | ☐ Unemployed and unable to work (health issues / disability) |
| ☐ Unemployed and looking for work | ☐ Stay at home parent |
| | ☐ Retired |
| | ☐ Prefer not to say |
| | ☐ Don't know / can't remember |

QD6. What area do they live in? (Tick one)

Barking and Dagenham	Cumbria	Islington	Northumberland	Stockport
Barnet	Darlington	Kent	Nottingham	Stockton-on-Tees
Barnsley	Derby	Kingston Upon Hull	Nottinghamshire	Stoke-on-Trent
Bath and North East Somerset	Derbyshire	Kingston upon Thames	Oldham	Suffolk
Bedford Borough	Devon	Kirklees	Oxfordshire	Sunderland
Bexley	Doncaster	Knowsley	Peterborough	Surrey
Birmingham	Dorset	Lambeth	Plymouth	Sutton
Blackburn with Darwen	Dudley	Lancashire	Portsmouth	Swindon
Blackpool	Ealing	Leeds	Reading	Tameside
Bolton	East Riding of Yorkshire	Leicester	Redbridge	Telford & Wrekin
Bracknell Forest	East Sussex	Leicestershire	Redcar & Cleveland	Thurrock
Bradford and District	Enfield	Lewisham	Richmond upon Thames	Torbay
Brent	Essex	Lincolnshire	Rochdale	Tower Hamlets
Brighton & Hove	Gateshead	Liverpool	Rotherham	Trafford
Bristol	Gloucestershire	Luton	Rutland	Wakefield
Bromley	Greenwich	Manchester	Salford	Walsall
Buckinghamshire	Hackney	Medway	Sandwell	Waltham Forest
Bury	Halton	Merton	Sefton	Wandsworth
Calderdale	Hammersmith & Fulham	Middlesbrough	Sheffield	Warrington
Cambridgeshire	Hampshire	Milton Keynes	Shropshire	Warwickshire
Camden	Haringey	Newcastle	Slough	West Berkshire
Central Bedfordshire	Harrow	Newham	Solihull	West Sussex
Central West London	Hartlepool	Norfolk	Somerset	Wigan and Leigh
Cheshire East	Havering	North East Lincolnshire	South Gloucestershire	Wiltshire
Cheshire West	Herefordshire	North Lincolnshire	South Tyneside	Windsor, Ascot & Maidenhead
City of London	Hertfordshire	North Somerset	Southampton	Wirral
Cornwall	Hillingdon	North Tyneside	Southend	Wokingham
County Durham	Hounslow	North Yorkshire	Southwark	Wolverhampton
Coventry	Isle of Wight	Northamptonshire North	St Helens	Worcestershire
Croydon	Isles of Scilly	Northamptonshire West	Staffordshire	York

QD7. What is your relationship to the person who was discharged from hospital?

Tick one.

- | | |
|--|---|
| ☐ Partner or spouse | ☐ Unpaid carer |
| ☐ Parent | ☐ Paid carer or support worker |
| ☐ Adult child | ☐ Other |
| ☐ Other relative | ☐ Prefer not to say |
| ☐ Friend | ☐ Don't know / can't remember |

Would you like to share your story with others?

When we publish a press release about our research, the media (newspapers, radio or TV) sometimes ask if we know of anyone who would want to share their story. We also produce case studies in our published material and in campaigns.

Would you be happy for us to contact you about your experience for media purposes? We won't pass on your name and contact details to the media without speaking to you first to explain what it involves.

- ☐ I am happy to be contacted by Healthwatch to discuss whether my story could be a case study for a campaign or to be passed onto the media
- ☐ I don't want to be contacted by Healthwatch about being a case study for a campaign or for the media.

If yes, please leave your contact details

Name:

Email/mobile