Going into and out of hospital
If you need transport to get to and from hospital you may be able to use the **patients transport service**.

If you are leaving hospital you may get support from Adult Social Care.

If your hospital visit is **less than 3 days**, the **Urgent Response Team** may give you support to go home.

If your hospital visit is **more than 3 days** and you or the ward staff feel you may have care and support needs, you can ask for help from **Southwark’s Hospital Discharge Team**.

The team will help you to return **home** if it is possible.

They may suggest that you:
• Use the Rehabilitation and reablement service to help you become more independent.

• Get an assessment of your needs under the Care Act 2014.

To find out how to get support, go to our Can we help with your care and support needs? page

How to complain

If you want to complain about your hospital treatment you can contact:

• King's Patient Advice and Liaison Service (PALS)

• Guy's and St Thomas' PALS

• South London and Maudsley PALS

• Independent NHS Complaints Advocacy Service