# Hospital discharge report: social media messages

Use these example messages to share our report on hospital discharge on your social media channels.

## Key messages for launch day

* The #NHS worked very hard to clear hospital beds at the peak of the pandemic, with new discharge guidance to help them, but some people were left without follow up support. Find out more in new HealthwatchE and BritishRedCross report: <https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> @BritishRedCross #GetDischargeRight  
    
  *Accompany with a social media card with quote:*Almost one in five people told us they had unmet needs, like no equipment or information about how to manage their health.
* New @HealthwatchE report – ‘590 people’s stories of leaving hospital during COVID-19’ – found 53% of unpaid carers felt their caring responsibilities were not considered when their loved one was discharged from hospital. Find out more: <https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> #GetDischargeRight

* Despite new guidance telling people they would receive follow-up assessments at home, 82% of the people @HealthwatchE and @BritishRedCross spoke to did not receive this, with one in five left without much needed help. Read the report: <https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> #GetDischargeRight
* Over a third of people @HealthwatchE and @BritishRedCross spoke to left hospital WITHOUT knowing their #COVID19 status. Local and national improvements to testing capacity are needed so people know their result before leaving hospital. <https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> #GetDischargeRight

## Other messages

* The #NHS worked extremely hard to clear hospital beds at the peak of the pandemic under new guidance however some people were left without follow up support. Read @HealthwatchE and @BritishRedCross recommendations: <https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> #GetDischargeRight  
    
  *Accompany with a social media card with quote:*   
  “I just felt very vulnerable once home… Unfortunately, I struggled with giving myself the injections every night, and also the stockings, my husband really struggled putting them on for me.”
* NEW REPORT ‘590 people’s stories of leaving hospital during COVID-19’ found a third of people left hospital without knowing their #COVID19 status. Read the urgent changes needed to prepare for the expected rise in hospital admissions: <https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> #GetDischargeRight
* The sudden need for hospital beds meant care homes felt pressured to take people without having their test results first. Read @HealthwatchE new report to find out their recommendations so this doesn’t happen again: <https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> @BritishRedCross #GetDischargeRight

*Accompany with a social media card with quote:*  
“Pressure to accept clients because they needed the beds. Told they had had COVID tests but when asked for proof of these and completed paperwork they complained that I was being difficult and refused admission.” - Cornwall Home care provider

* NHS and care professionals highlight how barriers to communication have been overcome since the #pandemic. @HealthwatchE and @BritishRedCross report looks at what we can learn from listening to people’s experiences of hospital discharge: <https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> #GetDischargeRight  
  *Accompany with a social media card with quote:*  
  Working in silos doesn’t work for patients…We have been longing to do this for a long time…things have been stilted for a couple of years, so we want to break those barriers down and improve that. This is the start of a new way forward.” – Warwickshire, Community Discharge Team
* While leaving hospital can be a stressful experience, people overwhelmingly told @HealthwatchE how grateful they were to NHS staff for providing compassionate care during such a difficult time. Find out more in new report: <https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> #GetDischargeRighT
* Before being discharged from hospital you should be asked if you need help getting home however 44% of people we spoke to were not. Here’s what people told @HealthwatchE and @BritishRedCross: <https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> #GetDischargeRight
* As we head towards a difficult winter we need to learn from what people have shared with @HealthwatchE and @BritishRedCross about the impact that a poorly-handled discharge can have on themselves and their loved ones. Read the report <https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> #GetDischargeRight  
    
  *Accompany with a social media card with quote:*  
    
  *“*We do not want to detract from the heroic efforts of those on the frontline, who often put themselves at great risk to care for their patients, but services and system leaders have now had more time to prepare. It’s essential that we learn.” Sir Robert Francis
* During the peak of the pandemic hospitals had to get people out of beds quickly, but not everyone felt ready to leave. Find out what people told @HealthwatchE and @BritishRedCross about their experiences of hospital discharge:<https://www.healthwatch.co.uk/report/2020-10-27/590-peoples-stories-leaving-hospital-during-covid-19> #GetDischargeRight