

# Your guide to Virtual Wards



## A service to support patients to get the care they need at home

In Shropshire, Telford and Wrekin many patients can now benefit from a service called Virtual Ward. The service delivers a hospital standard of care in the place you call home.

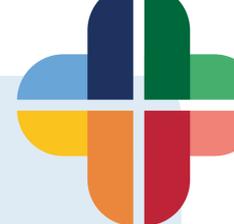
Research shows that being at home is much better for you:

- physical health,
- mental wellbeing,
- recovery from illness.

The service will let you have:

- all the benefits of staying at home such as spending time with family and pets etc at a time that you are feeling unwell,
- a dedicated team of healthcare professionals.

The team will review you in person or remotely depending on your needs.



# What is the Virtual Ward?

Virtual Ward offers a safe alternative to a traditional hospital stay by providing treatment within a patient's own home environment.

At home, patients will be carefully assessed by the Virtual Ward team. The assessments will be made face to face or remotely using technology. The equipment used may include a phone, wearable equipment and / or medical devices.

In person care is given by teams made up of different professionals. Every patient has a personalised treatment plan designed to meet their specific needs.

## What can I expect from the Virtual Ward?

### 1 Referral into the Virtual Ward.....

Your healthcare professional (this could be a GP or hospital consultant) will refer you into Virtual Ward.



### 2 Assessment for Virtual Ward.....

One of the Virtual Ward team will discuss your case with the person who is referring you, and they may contact you directly. This is to ensure that we can safely look after you while you are on Virtual Ward.



### 3 Admission to Virtual Ward.....

As part of your admission to the Virtual Ward, you will receive an information pack that is specific to you. This will include details of who you should contact if you have any concerns with your condition.



### 4 Check-ins and monitoring with dedicated Virtual Ward team.....

The Virtual Ward team will carry out an initial assessment and plan your next visit either face to face or by telephone. You can get in contact with the Virtual Ward team using the provided number. They can arrange for a health professional to visit if you have any concerns or experience a change in your condition.



## 5 Remote Monitoring at home.....

If the team feel that you may benefit from remote monitoring all equipment will be provided and you will be shown how to use it. You do not need to have an internet connection at home to benefit from this service.



## 6 Treatments in your home.....

You may also receive treatments within your home, such as oxygen, antibiotic therapy, or nebulised medication. The team may prescribe new medication, or alter your existing medication as part of your treatment.



## 7 Reviewing your care.....

Your progress will be monitored regularly, led by a Consultant and Senior Clinical Team. Your clinical team can adjust your treatment plan, such as modifying medication doses or providing additional equipment to aid recovery. This means that you do not need to contact your GP surgery for visits, telephone calls, or reviews as you have direct contact with the Virtual Wards Team.



## 8 Discharge or referral to Further Care Services.....

You will normally stay on the Virtual Ward up to 14 days. Following your recovery, you will be discharged back into the care of your usual GP. Your GP will receive a discharge summary detailing any medication changes and follow up referral recommendations.



# Who provides Virtual Wards?

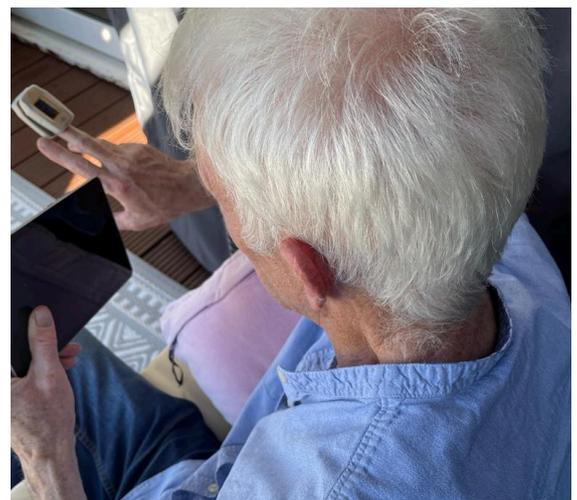
Virtual Ward is commissioned by NHS Shropshire, Telford and Wrekin and delivered by Shropshire Community Health NHS Trust.

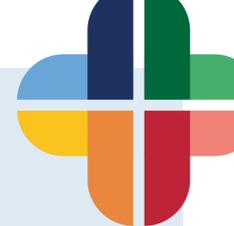
For any unresolved issues or complaints, please contact the Virtual Ward team directly. If your concerns are not resolved to your satisfaction, you can escalate them to PALS.

Should you have any concerns about this service, please contact:

## Patient Advice and Liaison Service (PALS) Information

PALS Manager,  
Mount McKinley,  
Shrewsbury Business Park,  
Anchorage Avenue,  
Shrewsbury,  
SY2 6FG  
Freephone: 0800 032 1107





## Contact Information

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If you need to speak to someone from the Virtual Ward team about your treatment whilst receiving care and support please call:

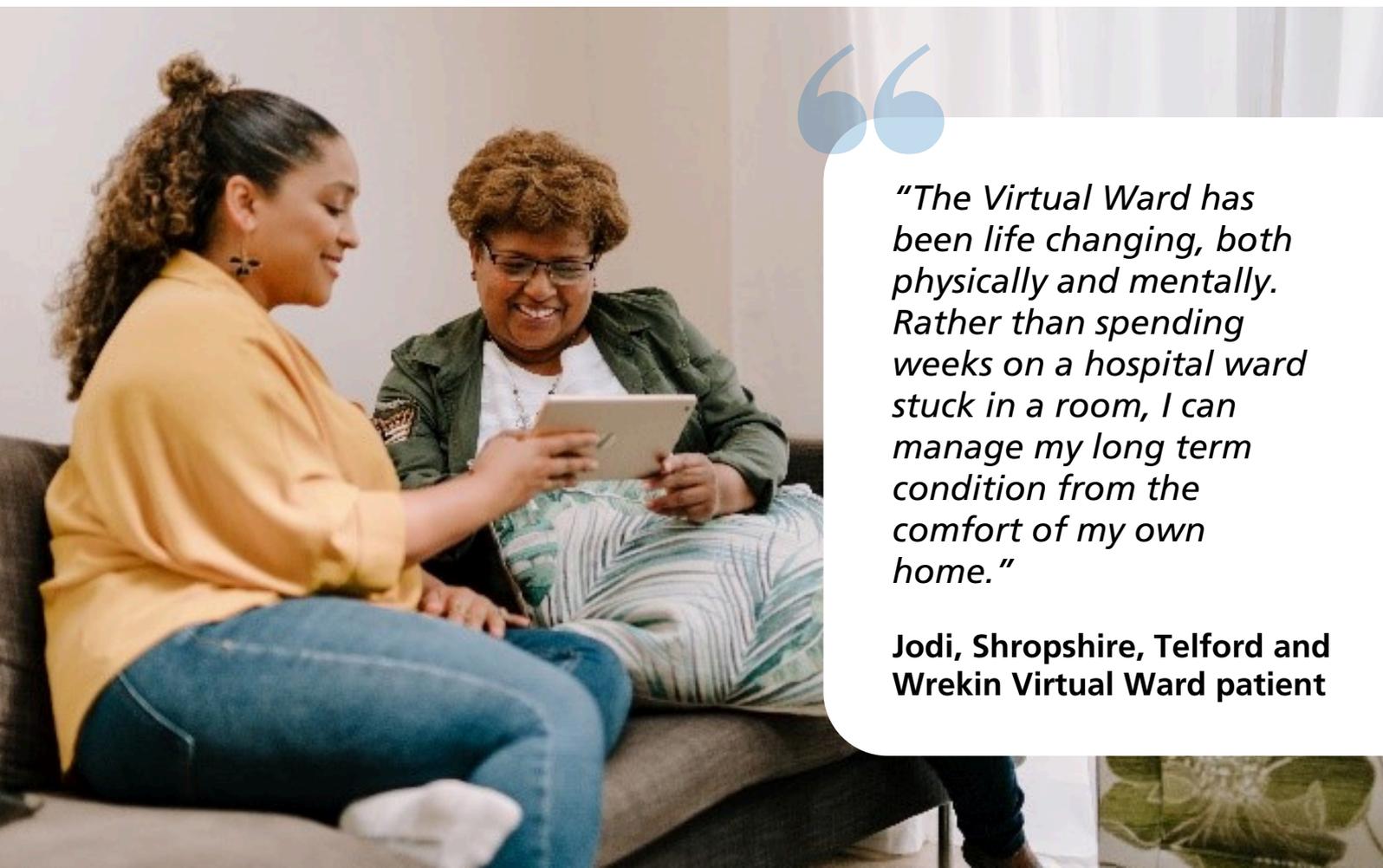
**Tel: 07811 946946 (available 8am – 8pm)**

If it is outside these hours, then you may leave a message and the team will return your call as soon as possible on the next working day.

At other times or if you feel the situation is urgent you can either contact NHS direct on 111 or in an emergency situation you can still dial 999.

## Feedback on our service

We would appreciate feedback on your experience of the Virtual Ward. You can do this by scanning the QR code on this leaflet or completing and returning the feedback card in your Patient Record Folder.



*“The Virtual Ward has been life changing, both physically and mentally. Rather than spending weeks on a hospital ward stuck in a room, I can manage my long term condition from the comfort of my own home.”*

**Jodi, Shropshire, Telford and Wrekin Virtual Ward patient**