

## Support with using the equipment

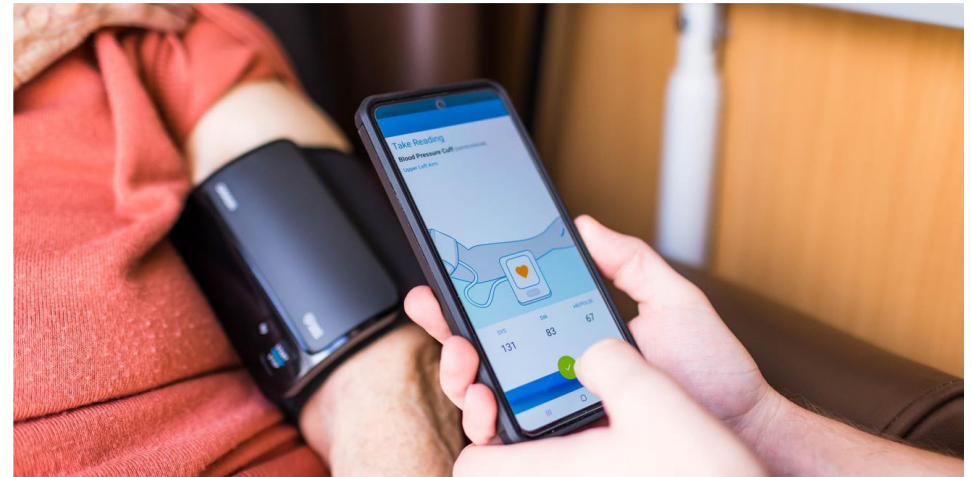
If you are admitted to the Integrated Virtual Ward, our team will guide you on how to use the equipment before you leave the hospital. They will also provide you with key symptoms to be aware of whilst at home and contact details for technological support should you need it, and our dedicated Integrated Virtual Ward team are also available to answer any questions.

## Getting in touch with the Virtual Ward

You can contact the Integrated Virtual Ward team, 7 days a week between the hours of 8am and 8pm. **If you feel unwell outside of these hours, please call 111 or 999.**

Tel: **01603 272575**

# Get home sooner with our Integrated Virtual Ward – West Norfolk



You have been given this leaflet because the clinical team looking after you think you may be suitable to be a patient of our Integrated Virtual Ward.

Our innovative Integrated Virtual Ward programme enables patients to complete treatment, recover from hospitalisation or be monitored prior to surgery in the comfort of their own home.

At home, patients remain under the hospital's care and are carefully monitored remotely by the Integrated Virtual Ward team using state-of-art medical equipment.

### Feedback

If you need advice or are concerned about any aspect of care of treatment, please speak to a member of staff or contact the Patient Advice and Liaison Service (PALS):

**Telephone:** 01553 613351 or 01553 613343

**Email:** [pals@qehkl.nhs.uk](mailto:pals@qehkl.nhs.uk)

**Letter:** PALS, The Queen Elizabeth Hospital King's Lynn NHS Foundation Trust, Gayton Road, King's Lynn PE30 4ET



We appreciate and encourage feedback. Please use the QR code (located on the left) to complete an electronic Virtual Ward Friends and Family Test. Your feedback will help improve our services.

# What is the Integrated Virtual Ward?

The Integrated Virtual Ward is a service jointly provided by the Queen Elizabeth Hospital Kings Lynn NHS Foundation Trust and Norfolk Community Health and Care NHS Trust. It allows patients to be discharged from a hospital bed at the Queen Elizabeth Hospital whilst continuing to receive hospital monitoring and treatment at home.

If suitable for Integrated Virtual Ward care, you will be trained how to use a device which sends continuous or intermittent observations including your breathing, heart rate, and skin temperature directly to the Integrated Virtual Ward team.

If there is a sign of health deterioration such as blood pressure rising, the Integrated Virtual Ward team gets an alert immediately. Staff can call you on the phone or by video call to talk through any health changes and to decide on the most appropriate next steps.

The service operates from 8am to 8pm, 7 days a week. Contact details can be found at the back of this leaflet.

When under the care of the Integrated Virtual Ward, you will remain under the care of your hospital Consultant. You will also be supported by Community and Specialist teams from Norfolk Community Health and Care, including: the Community Virtual Ward team and Community Nursing Teams as well as Specialist Heart Failure and Respiratory Nurses.

## Continuous health monitoring at home

Once at home, you will use the provided medical equipment as instructed. Some patients may also receive treatments within their home, such as oxygen or antibiotic therapy. Some patients may need to occasionally return to hospital for additional tests.

## Simple and easy-to-use medical devices

Our Integrated Virtual Ward Team will meet with you prior to discharge, to provide and teach you how to use the devices that are needed to safely monitor your health at home.

## Daily check-ins with dedicated Virtual Ward team

The Integrated Virtual Ward team will check-in with you daily via video or phone call. Patients can also get in touch with the Integrated Virtual Ward team by phone call or by pressing an alert button on the provided tablet device.

## Virtual Ward Care

The Integrated Virtual Ward team will be alerted if you are not recovering or responding to treatment as expected. Changes to your care plan can then be made by your clinical team without you having to return to hospital. For example, altering your medication dose or providing additional equipment to aid with your recovery. New medications can also be delivered to you if required.

## Discharge or referral to further care services

Following the completion of your care, you will be discharged from the Integrated Virtual Ward. If necessary, patients may be required to return to hospital for further treatment.

## What happens if I need to return to hospital?

If you need to return to hospital, then we will arrange the most appropriate transport and location to be assessed.

We endeavour to get you to an assessment area or specialist ward to a team that knows you, avoiding the Emergency Department unless absolutely necessary.