



Rapid Response & Virtual Ward



A patient's guide



Who do I contact about my care while I am with the RRVW team?

While under the care of RRVW, you can speak to one of the team on **0207 288 3670** (24 hours-a-day); however, if the problem is urgent or an emergency, you should call **999** or **111** without delay. If your inquiry is regarding care visits and you live in Haringey, then you should contact Haringey Reablement Team on 02084891400 (Mon - Fri 9 - 5) or **0208 489 2365 out of hours.**

My RRVW Care Rapid Response Team / Virtual Ward Team

You have been seen today by:

.....

Nurse / Occupational Therapist /
Physiotherapist / Health Care Assistant
/Therapy Assistant / GP

You first appointment was on:

.....

My first care call was on:

..... at AM/PM.

Carers will visit me times-a-day up until

.....

Contact Details

If you have any concerns, please contact the **Rapid Response Team / Virtual Ward Team** directly for help or advice on **020 7288 3670.**

Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.whitthealthPALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please contact us on 020 7288 3182. We will try our best to meet your needs.

[Twitter.com/WhitHealth](https://twitter.com/WhitHealth)
[Facebook.com/WhittingtonHealth](https://facebook.com/WhittingtonHealth)

Whittington Health NHS Trust
Magdala Avenue
London
N19 5NF
Phone: 020 7272 3070
www.whittington.nhs.uk

Date published: 07/07/2021
Review date: 07/07/2023
Ref: EIM/U&E/RapRes&VirtWard/01

© Whittington Health
Please recycle

What is Rapid Response & Virtual Ward (RRVW)?

RRVW is a team consisting of nurses, occupational therapists, physiotherapists, healthcare assistants, (carers) and therapy assistants. The team carries out home visits to patients across the boroughs of Islington & Haringey, offering two different services:

- **Rapid Response** – works primarily with GPs and London Ambulance Service to avoid unnecessary admissions to hospital, where treatment can be safely provided at home to Haringey and Islington patients.

- **Virtual Ward** – For those who have recently left Whittington hospital (the wards, A&E, or Ambulatory Care) but require further monitoring at home. Patients under the Virtual Ward remain under the care of the hospital team and must live within 40 minutes travel of Whittington hospital.

How long will I be seen by the RRVW team for?

RRVW is a short-term service. Typically, patients receive one or two visits by nurses or therapists while under the care of RRVW, although the service may provide carers for up to seven consecutive days, if necessary.

Why is the RRVW team coming to see me?

Depending on the requirements, patients may be seen by one or more of the following disciplines:

Community Matron

The RRVW nurses carry out comprehensive assessments on behalf of the GP, London Ambulance Service or 111 (under Rapid Response) or the Whittington Hospital (under Virtual Ward), covering many aspects of your health and wellbeing. The nurses usually take clinical observations (blood pressure, temperature, oxygen levels, etc) and, when indicated, blood tests and other specific investigations.

The RRVW team stays in close contact with your GP and/or the Whittington Hospital to ensure that, where possible, you get appropriate treatment in your own home.

The nurses may also arrange for other RRVW professionals or community services to carry out follow-up visits, as appropriate. Although RRVW nurses seek to treat patients in their home, this may not always be possible and the nurses may recommend that you attend hospital.

Occupational Therapist (OT) / Physiotherapist (PT)

If your mobility is affected by illness or injury, the therapists can see you to ensure your safety at home. They can provide walking aids or manual handling aids to help you move around. The therapists can provide other adaptations to your home, as required, to make day to day living easier. The therapists are also likely to be involved in determining your needs if you require carer support.

Therapy assistants also work alongside our qualified therapists to review the adaptations we provide and ensure they are suitable for your needs and installed appropriately.

Health care assistant (HCA)

Our HCAs (also known as carers) are available to support you with activities such as your personal care (getting washed and dressed/using the toilet), preparing meals, prompting you with your medication, shopping, etc.

Our team can provide carers to you for up to seven days, after which you will have the choice to either end the care support, or continue it with a different agency via Social Services. This will be discussed with you in further detail.