

What do I do if my equipment doesn't work or is broken?

Please call the team on **0207 288 3670**.

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

While under the care of **Rapid Response and Virtual Ward**, you can speak to one of the team members on **0207 288 3670** (8am to 5pm); however, post 5pm if the problem is urgent or an emergency, you should call **999** or **111** without delay.

You will be given a questionnaire when you are being discharged from the virtual ward. We are committed to improving our services and your feedback is very important to us.

The trust has access to interpreting services should you need it.

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.PALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please email whh-tr.patient-information@nhs.net. We will try our best to meet your needs.

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Technology enabled Virtual Ward & Rapid Response Services



A patient's guide



What is Technology Enabled Virtual Ward and Rapid Response?

The Virtual Ward and Rapid Response team (RRVW) allow patients to get the care they need at home safely and effectively.

The purpose of our virtual ward is to monitor you while allowing you to stay in the comfort of your own home. Your clinician has determined that you are safe to go home today, however will need to be checked regularly at home.

For this reason, you are given a device. By checking the readings on these devices, we can make sure that you are improving. If you do become unwell, we can take appropriate actions in a timely manner.

RRVW is a team consisting of doctors, nurses, occupational therapists, physiotherapists, healthcare assistants, carers, and therapy assistants.

What to expect?

You will be monitored remotely daily by our RRVW clinicians. You will be provided with a leaflet explaining what the device does, how to set it up and how to use it.

Throughout this time, you will be visited by a clinician at least once. We will also be in touch regularly via phone.

What equipment will I be given?

You will be given a blood pressure cuff, pulse oximeter (to measure your oxygen levels), a thermometer, and an electronic device to record your findings. You may also be given additional medical devices depending on your medical condition. A device leaflet will be provided, in addition to demonstrations.

Health care professionals (HCPs) and case management.

The RRVW clinicians carry out assessments over the phone covering many aspects of your health and wellbeing. If needed we will arrange for a face-to-face visit for an assessment, as well as 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.

How long will I stay on the virtual ward for?

This will be decided based on your recovery and the length of stay can be different for each person. However, in the virtual ward, patients are looked after at home for up to 14 days.

You may then be discharged back to a long-term condition team, or to your GP. A discharge summary will be sent to the GP.

What happens once I am discharged from the virtual ward?

We will inform your GP and we will arrange for the devices to be collected.

What happens if I become unwell?

Every day your observations will be monitored by a member of the team. Should this show you are becoming unwell, we will contact you to check how you are, and give advice where required.

Each patient will have unique criteria for their observations. To help you, please refer to your specific parameters.