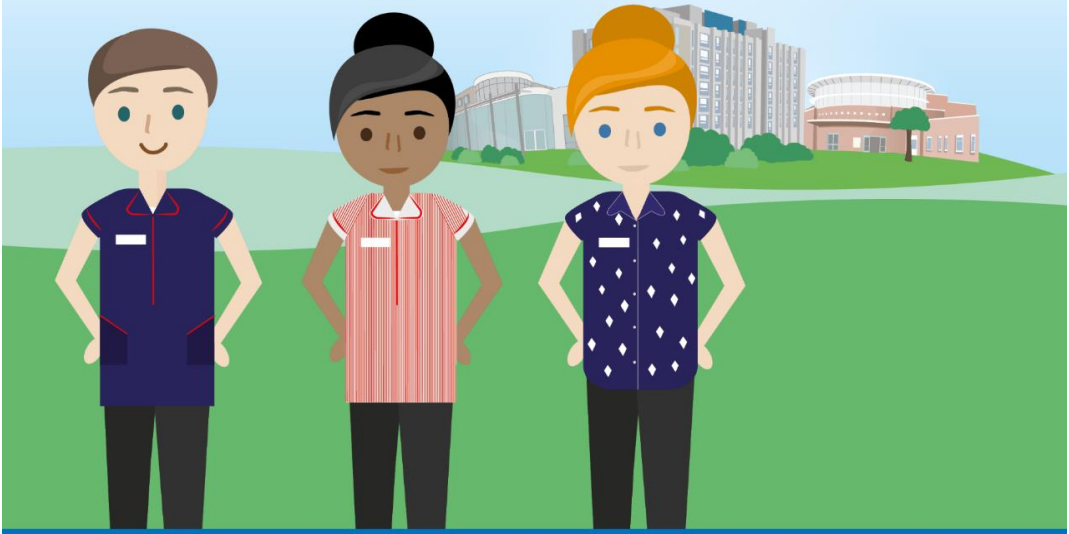
Doncaster Virtual Ward

NHS
Doncaster and Bassetlaw Teaching Hospitals
NHS Foundation Trust

Heart Failure Virtual Ward Patient Information Booklet



Doncaster Virtual Ward

Belong Thrive Develop Here DBTH

We care

What is a Virtual Ward?

You have been diagnosed with heart failure. Your NHS team feels that your condition is stable and that you can safely recover at home, providing you have the right support and monitoring. The NHS can offer this support and monitoring at home; this is called a virtual ward.

The virtual ward means that you can stay in the comfort of your own home and healthcare staff will monitor your condition until you get better. Monitoring your condition means that if you become unwell this will be picked up early and you can access treatment in hospital quickly if you need it. You are still under a specialist team at the hospital/community who have given you information about your condition, its treatment.

Your healthcare team will talk to you about relevant monitoring devices and will be able to loan you the device(s) from the virtual ward, if required.

You will be given instructions on what to do if you feel unwell and will have a contact number for the virtual ward 7 days a week.

Benefits of Virtual Wards:

- Promotes independence
- Less disruption to patients and carers lives
- Access to rapid diagnostics, treatment and care packages
- Increased reassurance and peace of mind
- Personalised tailored care.
- Increased comfort being able to stay at home.
- Leads to quicker recovery
- Easy access to support and advice

If you have any concerns at any time please call the virtual ward team on: 0300 021 8996

What should I do if I feel unwell?

If your symptoms worsen quickly, please use the information below to assess yourself.

Go to A+E immediately or call 999 if:

- You're so breathless that you're unable to say short sentences when resting
- Your breathing has suddenly got worse
- You cough up blood
- You feel cold and sweaty with pale or blotchy skin
- You develop a rash that looks like small bruises or bleeding under the skin and does not fade when you roll a glass over it
- You collapse of faint
- You feel agitated, confused, or very drowsy
- You've stopped passing urine or are passing urine much less than usual

You're agreed individualised target observations are in your management plan

If any of the below apply:

- You're feeling gradually more unwell or more breathless
- You have difficulty breathing when you stand up or move around
- You feel very weak, achy, or tired
- You're shaking or shivering
- You've lost your appetite
- You sense that something is wrong
- You're unable to care for yourself – for example, tasks like washing and dressing or making food are too difficult

Ring your virtual ward team on:

0300 021 8996



We strive for high quality care and service, so you will be contacted once you are discharged from the service to seek your opinion on how we have performed, and look forward to hearing about your experience.

For further advice please contact:

Patient Advice and Liaison Service: 08000154334