

Patient information

Virtual Ward (IMPACT North)

Palliative Care - Woodlands Hospice

This leaflet explains what the Palliative Care Virtual Ward is, how it works, and what you can expect while you are being cared for by the IMPACT North team. It also tells you who to contact if you need help or have questions.

What is the Palliative Care Virtual Ward?

The aim of the Virtual Ward is to help you get the same care and support you would receive in hospital — but in your own home.

Our team of Doctors and Advanced Clinical Practitioners work together to look after you and help you stay where you want to be. We will aim to make contact with you each day (Monday–Friday), either by telephone or through a home visit.

Who we are

We are the **Integrated Mersey Palliative Care Team (IMPACT)** – a group of specialist healthcare professionals from local hospitals, hospices, and community services. Together, we support people with serious or life-limiting illnesses to live as well as possible, at home or close to home.

Who can be referred?

You can be referred if:

- You have a **North Liverpool** or **South Sefton** GP.
- You have a **life-limiting or serious illness**.
- You would benefit from **complex and daily specialist palliative care team input**.

Your healthcare professional can refer you to the Virtual Ward.

What to expect?

Once you have been referred and accepted by the team:

1. You will get a call from one of our Advanced Clinical Practitioners or Doctors to explain the service and how we can help.

2. We will agree a plan together, including how often we'll visit or call.
3. You will have regular check-ins (by phone or home visit) Monday to Friday.
4. We will keep your GP and care team updated, so everyone knows what's happening.
5. The admission to the Virtual Ward is for a short period (up to around 14 days).
6. When you are discharged, you will return to your usual community teams, or we will discuss other services that may support you best.
7. You can be referred back to the Virtual Ward again in the future if your needs change. We'll make sure your ongoing care is safely handed over to your GP, district nurses, or other teams involved in your care.

Integrated Palliative care Outcome Scale (IPOS)

As part of your care, you may be asked to complete the Integrated Palliative care Outcome Scale (IPOS) questionnaire. This helps us understand how you have been feeling over the past week and identify any symptoms, worries, or needs that might need extra support. Completing the questionnaire is completely your choice and will not affect your care or treatment in any way. Your answers are kept confidential and anonymous. If you would like help filling it in, please just ask a member of the team — we're happy to support you.

How the Virtual Ward helps you

- You can stay at home, with your family and familiar surroundings.
- You will get fast access to expert advice and treatment.
- We will help manage symptoms, prevent crises, and avoid unnecessary hospital stays.
- We will support your family and carers too.

What hours does the Virtual Ward team run?

- The dedicated Virtual Ward team works **Monday to Friday, 9am to 5pm**, and can be contacted via the **IMPACT Advice Line on 0300 100 1002**.
- The team will contact you during these hours by telephone or home visit.
- Outside of these hours (evenings, weekends, and bank holidays), if you need help or advice, please contact the **IMPACT 24-hour Advice Line on 0300 100 1002**.

Please note - you will not receive a routine call or visit from the Virtual Ward team at weekends or on bank holidays.

What if I already have nurses or carers?

We will work alongside them. The Virtual Ward adds an extra layer of support – not a replacement.

Feedback

Your feedback is important to us and helps improve our service.

After your care with the Virtual Ward ends, we would be very grateful if you could share your experience.

You can complete our short feedback survey by scanning the QR code below from the camera on your smart phone or type the below link into your browser:

Link: <http://ratenhs.uk/eE65eZ>

QR Code:



Your response is voluntary and completely anonymous. We are extremely grateful for your feedback as it provides valuable information to help ensure our patients have the best possible experience of care. Your answers will not be traced back to you, and your details will not be passed on to anyone. If you would prefer a paper copy of the feedback survey, please let on the virtual ward staff members know.

Further information

Text phone number: 18001 0300 100 1002

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All Trust approved information is available on request in alternative formats, including other languages, easy read, large print, audio, Braille, moon and electronically.

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در صورت تمایل میتوانید کلیه اطلاعات تصویب شده توسط اتحادیه در رابطه با بیماران را به اشکال مختلف در دسترس داشته باشید، از جمله به زبانهای دیگر، به زبان ساده، چاپ درشت، صوت، خط مخصوص کوران، مون و بصورت روی خطی موجود است.

زانیاری پیوهندیدار بهو نهخوشانهی له لایمن تراستهوه پهمند کراون، نهگس داوا بکریت له فورماتیکانی تردا بریتی له زمانهکانی تر، نیزی رید (هاسان خویندنهوه)، چاپی گهوره، شریتی دهنگ، هیلی موون و نهلیکترونیکي ههیه.

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