

# Welcome to the NHSGGC Virtual Hospital

You have been admitted to the NHS Greater Glasgow and Clyde's (NHSGGC) Virtual Hospital.

This means you will receive ongoing care **in your own home**, rather than staying in a hospital ward.

Our aim is to support your recovery **safely** while allowing you to remain in a familiar and comfortable environment.

## ○ What is the Virtual Hospital?

The Virtual Hospital (sometimes called a “Virtual Ward” or “Hospital at Home”) provides:

- **Ongoing monitoring** by a clinical team (sometimes daily)
- **Advice and support** when you need it
- **Access to specialist input** if your condition changes.

You will **remain under the care of a hospital team**, even though you are at home.

## ○ Why have I been admitted to the Virtual Hospital?

You have been admitted because your condition:

- **Requires ongoing monitoring or treatment**
- **Can be safely managed at home**
- **Does not require you to stay in hospital.**

This approach helps you recover in a more comfortable setting while still receiving high-quality care.



## ○ What to expect

### Your care team

You may be supported by:

- Nurses
- Doctors
- Advanced Practitioners
- Allied health professionals (e.g. physiotherapy, pharmacy)
- Administrative support staff.

### Contact with the team

Our team will contact you and reviews may take place by:

- Telephone
- Video call
- Remote monitoring (if you have the necessary equipment).

### Monitoring your condition

Depending on your needs, we may ask you to:

- **Check and record your observations** (e.g. your temperature, pulse, oxygen levels)
- **Report symptoms** or any concerns
- **Take medications** as prescribed.

We will discuss everything with you.

### Equipment (if provided)

We may give you equipment such as:

- Blood pressure monitor
- Pulse oximeter to measure your oxygen levels
- Thermometer to take your temperature.

We will explain how to use these safely.

## Your responsibilities

To help us care for you safely, please:



**Be available**  
for scheduled  
calls or visits



**Follow the  
advice** provided  
by your care team



**Take your  
medication**  
as prescribed



**Tell us quickly**  
if your symptoms  
change.

If you are unsure about anything, please contact us.

## How to seek help

### If you have a non-urgent concern

Contact the Virtual Hospital from 8.00am to 10.00pm, 7 days a week by calling **0800 652 1425**. Your enquiry will be passed to a member of the clinical team for advice.

### If you think it's urgent but not life-threatening

Call **NHS 24** on **111**.

### If you think it's an emergency

Go straight to your nearest **A&E** or call **999**.

## How long will I be in the Virtual Hospital?

The length of your stay depends on your condition.

You will be discharged when:

- Your condition has improved
- You no longer need hospital-level care.

## Discharge and follow-up

When you leave the Virtual Hospital:

- We may refer you to your GP or community services
- You will receive advice on ongoing care
- We will arrange any follow-up appointments.

## Confidentiality and your information

Your care will be recorded securely as part of your NHS record.

Your information is only shared with professionals involved in your care.

## Further support

If you have any questions or concerns, please contact the **Virtual Hospital Team**. We are here to support you throughout your recovery.



Telephone: **0800 652 1425**



Hours of Service: **8.00am** until **10.00pm**, **7 days a week**.

