

Your digital patient wristband and our Care Co-ordination Centre explained



Ensuring we provide patients with the...

- ✓ Right care in the
- ✓ Right place at the
- ✓ Right time



For more information visit www.mtw.nhs.uk

MTW Care Co-ordination Centre

Here at Maidstone and Tunbridge Wells NHS Trust our mission is that no patient should have to wait to receive the care they need.

In order to achieve this, we've created a Care Co-ordination Centre which uses state-of-the-art technology, designed by TeleTracking, to provide real-time visibility of the available beds across our hospital sites (Maidstone Hospital and Tunbridge Wells Hospital) ensuring no patient has to wait for the care or treatment they need.



What does this mean for me?

When you're admitted for an inpatient stay to one of our hospitals a member of staff will attach a digital wristband to your wrist in the same way they do a patient name band.



How will this help me as a patient?

Wearing the digital wristband connects you to our system and allows our Care Co-ordination Centre to allocate you a bed in the right area of clinical speciality ensuring you get the right care in the right place at the right time.

You will only wear the digital wristband whilst you are staying with us. When you are ready to go home the digital wristband will be removed by a member of staff and placed in a drop box. This then automatically discharges you on our system and notifies the Care Co-ordination Centre that your bed is now ready to be cleaned by our dedicated Bed Turnaround Team ahead of the next patient being admitted on to the ward.



What happens if I leave the hospital and I'm still wearing the digital wristband?

If you leave the hospital via any of the main entrances for any reason whilst wearing the digital wristband an alarm will sound. If you have not been discharged and have stepped outside for a short period of time you do not need to worry.

If you have been discharged and you are still wearing the digital wristband then please make your way to reception where someone will assist you with its removal.



Who can I contact if I have any queries?

If you would like to know more about your digital wristband or the Care Co-ordination Centre, please speak to the health care professional providing you with your band or the manager of the ward or department you are staying on.



Further information and advice can be obtained from:

More information can also be found on our website www.mtw.nhs.uk

NHS 111



NHS Choices online  www.nhs.uk

MTW NHS Trust is committed to making its patient information accessible in a range of languages and formats. If you need this leaflet in another language or format please ask one of your clinical care team or the Patient Advice and Liaison Service (PALS). We will do our best to arrange this.

Maidstone and Tunbridge Wells NHS Trust welcomes all forms of feedback from our service users. If the standard of service you have received from the Trust does not meet your expectations, we want to hear from you. Please speak with the ward manager or the nurse in charge in the first instance, or you can contact the Patient Advice and Liaison Service (PALS) on:

Telephone:  **01622 224960 or 01892 632953**

Email:  **mtw-tr.palsoffice@nhs.net**

or visit their office at either Maidstone or Tunbridge Wells Hospital between 9.00am and 5.00pm, Monday to Friday.

You can be confident that your care will not be affected by highlighting any areas of concern or making a complaint. The Trust will retain a record of your contact, which is held separately to any medical records. If you are acting on behalf of a patient, we may need to obtain the patient's consent in order to protect patient confidentiality. More information on PALS or making a complaint can be found on the Trust's website: www.mtw.nhs.uk or pick up a leaflet from main reception.

For more information visit www.mtw.nhs.uk

#NoPatientWaits

#ExceptionalPeopleOutstandingCare