

The community heart failure team contacts

Office administrator – Angela Verschoren

Monday–Friday 8:30–14:30

Tel: 01983 534421

Georgina Newnham

Monday–Friday 8:30am–4.00pm

Helen Young

Tuesday, Wednesday & Thursday 8.30am–2.30pm

Kelly Cameron-Clifton

Monday, Tuesday & Wednesday 8.30am–3.00pm

Our service is provided Monday to Friday and does not operate at the weekends or over bank holidays.

In the event that you are unable to contact us please contact your GP or the appropriate out of hours service.

111 for **Non** life threatening emergencies.

999 for **Life threatening** emergencies.

Useful Contacts

Heart 2 Heart Support Group

Committee members

Chairman: Bob Brown: 289 665

Secretary: Michael Jones: 07921 541 933

email: michael401@btinternet.com

The group meet on the 1st Wednesday of the month (10:30am to 12:00 noon) at the John Cheverton Centre Café at the Earl Mountbatten Hospice.

Other useful numbers

British Heart Foundation: 0300 330 3322

Age UK: 525 282

Red Cross: 522 718

Blue Badge Enquiries: 823 340

If you have any have any queries or concerns about the content of this leaflet please call (01983) 524081 and ask to speak to the relevant department.

You can get further information on all sorts of health issues online at: www.nhs.uk

For Health advice and out of hours GP service please call the NHS 111 service on: **111**

We Value Your Views On Our Service

If you wish to comment on the care which you, your relative or friend has received, we will be pleased to hear from you. Please speak to the person in charge of the ward, clinic or service in the first instance or ask them to contact the PALS Team. If you wish to contact them directly, telephone on **01983 534850**.

<http://iow.iwgc.net> and enter code **0653**

Alternatively you may prefer to write to:

Chief Executive

Isle Of Wight NHS Trust

St Mary's Hospital

Newport

Isle of Wight

PO30 5TG

You can also share any concerns you have about our services with the Care Quality Commission (CQC) on **03000 61 61 61** or at enquiries@cqc.org.uk

All NHS sites are no smoking areas.

If you would like help and advice to stop smoking please call the NHS Smoking Helpline on 0800 123 1044 or go online at www.nhs.uk/smokefree

Patient Information Leaflet

Nurse Led Community Heart Failure Service



Date: January 2017
Review due: January 2020



If you are unable to read this leaflet because English is not your first language, please ask someone who speaks English to telephone PALS on 01983 534850 for further information and help.

Polish:

Jeśli nie jesteś w stanie przeczytać tej ulotki bo angielski nie jest pierwszym językiem, poproś kogoś, kto mówi po angielsku, o kontakt telefoniczny z (PALS 01983 534850) aby uzyskać więcej informacji i pomoc

Russian:

Если вы не можете прочитать этот буклет на английском языке потому что не является первым языком, пожалуйста, попросите кого-нибудь, кто говорит на английском языке для телефонного (PALS 01983 534850) для получения дополнительной информации и помощи

Turkish:

Eğer İngilizce ana diliniz değilse, çünkü bu broşürü okumak için yapamıyorsanız, daha fazla bilgi için 01983 534850 üzerinde PALS telefon İngilizce bilen birine sormak ve yardım lütfen

Bulgarian:

Ако не сте в състояние да прочетете тази листовка, тъй като английският не е първи език, попитайте някой, който говори английски, за да телефонирам (PALS на 01983 534850) за повече информация и помощ

Czech:

Pokud nejste schopni přečíst tuto příbalovou informaci, protože angličtina není vaším rodným jazykem, zeptejte se někoho, kdo mluví anglicky na telefonní PALS na 01983 534850 pro další informace a pomoc

Bengali:

আপনি ইংরেজি আপনার প্রথম ভাষা না থাকার কারণে এই লফিলটে পড়তে অক্ষম হন, তাহলে আরও তথ্যের জন্য 01983 534850 নভেগেশন PALS টেলিফোনে ইংরেজি কথা কড়ে জিজ্ঞাসা করুন এবং সাহায্য করুন

About Heart Failure

Heart failure is one of the most common conditions affecting almost a million people in the UK.

This is a condition in which the heart is unable to pump blood around the body effectively. It does not mean that the heart is about to stop, but rather, if left untreated, the heart would continue to weaken.

This can lead to symptoms of:

- Fatigue
- Breathlessness
- Water retention
- Swelling
- Abdominal discomfort

Whilst a heart attack, or high blood pressure are the common causes of Heart Failure, viruses and toxins are sometimes the cause, although in many cases of Heart Failure a specific cause cannot be found.

Irrespective of the cause, most cases of Heart Failure cannot be cured.

The heart can be assisted by a range of medications that help to control and improve symptoms and increase your life expectancy.

Many of these drugs need to be started at very low doses, and increased slowly. Once started, most treatments need to be continued indefinitely.

Service Provision

Our nurse led community service provides individual advice and support for patients diagnosed with heart failure. Our overall aim is to improve the quality of your life by:

- Providing relevant information, education and support so that you can understand your symptoms and know what action to take.
- Offering evidence based medications to ensure that you are taking the right tablets and the right dose. (Using a “start low go slow” approach).
- Specialist monitoring and review.
- Facilitating effective links with other healthcare services.

Once your condition is stable, your care will be handed back to your general practitioner.

For patients who have advanced disease, we offer palliative care as part of a team (includes your GP, district nurse etc.)

How the service works

We offer a range of services depending on your symptoms and general health.

- Home visits: housebound patients
- Nurse led clinics: for mobile patients
- Telephone clinics
- Home based monitoring (Telehealth)

The type of contact you receive will depend on your symptoms.

The above services are delivered by a team of nurses and therefore you may encounter any one of us.