

## Heart failure service

### Cardiac Support Service

#### Other formats

If you need this information in another format such as audio CD, Braille, large print, high contrast, British Sign Language or translated into another language, please contact the PALS desk on 01271 314090 or at [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@nhs.net).

#### Who are we?

We are a team of specialist nurses / healthcare providers with extensive nursing experience and specialised cardiac skills. We care for people who have already been diagnosed with heart failure – Heart Failure with Reduced Ejection Fraction (HFeEF).

#### What is heart failure?

Heart failure is a condition where the heart is unable to pump strongly enough to meet the body's demands for blood and oxygen.

The main causes of heart failure are:

- Damage to the muscle caused by a heart attack
- High blood pressure
- Heart valve disease

The main symptoms of heart failure are:

- Shortness of breath
- Swelling of ankles and feet
- Tiredness

#### Aim of the service

The team offers high quality patient care, respecting individual wishes, beliefs and needs.

The team will help you maintain and improve your quality of life.

They will also listen to your views and comments and use them to develop and improve services for all patients and their families.

## The team will:

- Work closely with you, your GP and your hospital consultant to try and improve your symptoms and quality of life.
- Plan your care with you to meet your individual needs.
- Offer support and individualised advice for you and your family.
- Discuss and review your medication and adjust your doses if necessary.
- Monitor your condition and blood tests as needed.
- Refer you to other services where appropriate.

## How to be referred

Patients are referred by consultants, GPs, community nurses, hospital staff.

Our first contact with you may be a phone call or we may ask you to attend a clinic that is local and convenient to you and based within your locality.

Your first clinic appointment will last up to an hour, with subsequent appointments lasting 30 minutes, which may be either a clinic, telephone or video consultation.

Housebound patients are seen at home by arrangement wherever possible.

**Always bring all medication or an up to date list of your medications to your appointments.**

## Where service is provided

Clinics are held in a number of community hospitals throughout Devon. You will be offered an appointment at the clinic nearest your home address.

We maintain regular telephone support between clinics as required.

## Service contact details

Affix contact detail label here

The service is available Monday – Friday 9am – 5pm.

If you need help for minor accidents or unexpected health problems outside these hours or at any time during the day, including bank holidays, please call 111 (free from landlines and mobile phones).

They can offer help if you:

- Need medical help fast but it's not a 999 emergency.
- Think you need to go to A&E or need another NHS urgent care service
- Don't know who to call or you don't have a GP to call when you need health information or reassurance about what to do next.

## Further information

For further information, please visit our website at:

[www.royaldevon.nhs.uk/services/cardiology-heart](http://www.royaldevon.nhs.uk/services/cardiology-heart)

### Useful links:

#### British Heart Foundation (BHF)

Telephone: 0300 330 3322

Email: [heretohelp@bhf.org.uk](mailto:heretohelp@bhf.org.uk)

Website: [www.bhf.org.uk](http://www.bhf.org.uk)

#### Cardiomyopathy UK

Telephone: 0800 018 1024

Email: [contact@cardiomyopathy.org](mailto:contact@cardiomyopathy.org)

Website: [www.cardiomyopathy.org](http://www.cardiomyopathy.org)

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## PALS

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or email [rduh.pals-northern@nhs.net](mailto:rduh.pals-northern@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

## Have your say

Royal Devon University Healthcare NHS Foundation Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

Tell us about your experience of our services. Share your feedback on the Care Opinion website [www.careopinion.org.uk](http://www.careopinion.org.uk).

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