

## How to Contact us:

Monday to Friday 8.30-4.30pm

**Tel: 01895 484810**

or direct to your designated Heart Failure Nurse who is:

.....

Tel: .....

### Please note this is not an emergency service

If you need to speak to someone outside of our opening hours should use the NHS 111 service.



Telephone 111 if you urgently need medical help or advice but it's not a life-threatening situation. In the event of an emergency please call 999 immediately.

## Compliments, Concerns or Suggestions

If you are happy with the service you have received and would like to make a compliment you can do this by contacting PALS (Patient Advice and Liaison Service).

We aim to provide you with the best possible care. If you are unhappy with our services please speak to the service manager. If this does not resolve your problem please contact PALS (Patient Advice & Liaison Service) Department on

**01895 488555 or email [cnw-tr.hchpals@nhs.net](mailto:cnw-tr.hchpals@nhs.net).**

This document is also available in other languages, large print, Braille and audio format upon request.

Please email [communications.cnwl@nhs.net](mailto:communications.cnwl@nhs.net)

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এই ডকুমেন্ট অন্য ভাষায়, বড় প্রিন্ট আকারে, ব্রেল এবং অডিও টেস আকারেও অনুরোধ পাওয়া যায়।  
این مدرک همچنین بنا به درخواست به زبانهای دیگر، در چاپ درشت، در فرمت صوتی موجود است.

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આ સમાવેશ વિનંતી કરવાથી અજી ભાષામાં, મોટા છાપિયા અથવા અભિઓ સમાવતાં પણ મળી રહેશે.

此文件亦可由其他语言、大字体、盲文及有声格式索取。

Sipas kërkeses ky dokument gjithashtu gjendet edhe në gjuhë të tjera, me shkrim të madh dhe në formë dëgjimore

Dokumentigaan waxaa xitaa lagu heli karaa luqado kale, daabacad far waa-wayn, farta indhoolaha (Braille) iyo hab dhegaysi ah markii la soo codsado.

Mediante solicitação, este documento encontra-se também disponível noutras línguas, num formato de impressão maior, em Braille e em áudio.

Dokument ten jest na życzenie udostępniany także w innych wersjach językowych, w dużym druku, w alfabecie Braille'a lub w formacie audio

Be belge istenirse, başka dillerde, iri harflerle, Braille ile (görme engelliler için) ve ses kasetinde de temin edilebilir.

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Stephenson House, 75 Hampstead Road, London NW1 2PL.  
Tel: 020 3214 5700 [www.cnwl.nhs.uk](http://www.cnwl.nhs.uk)  
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December 2013

[www.hillingdoncommunityhealth.org.uk](http://www.hillingdoncommunityhealth.org.uk)

# Patient Information Leaflet



## COMMUNITY HEART FAILURE NURSING SERVICE



## Welcome to the Community Heart Failure Nursing Service

Our Community Heart Failure Nursing Service provides support and education to patients who have a confirmed diagnosis of heart failure. This leaflet will advise you on how the Community Heart Failure Nursing Service works and what you can expect from the service.

### About our Service

The Heart Failure Nurse Service aims to enhance the care of patients with a diagnosis of heart failure (LVSD), improving quality of life and ultimately preventing avoidable hospital admissions. The service achieves this by focusing on improving patient self-management, through education and support, working closely with GPs and Hospital consultants to help patients look after their heart health.

Our Nurses are highly skilled cardiac trained nurses, who have experience of dealing with complex heart problems.

Patients will be at the centre of any planning for their health care and will be asked what is important to them. Our staff will listen to patient views, beliefs and personal information carefully, treating patients with respect and dignity at all times.

The service is available at three community clinics within the borough based at Northwood, Uxbridge and Hayes. Housebound patients will be seen in the comfort of their own home if this is required.



## Impact of Heart Failure

Heart failure can be caused by a variety of problems i.e. heart attack, angina, rhythm or heart valve problems.

The symptoms related to these problems can be:

- Breathlessness
- Ankle Swelling
- Fatigue
- Poor quality of life

### How we can help

**Medication** - Review your symptoms and discuss your medication with you and make adjustments if required.

**Lifestyle changes** - Provide help and advice on healthy diet, exercising, diabetes care, medicine information and smoking cessation.

**Self-management** - Help educate patients and carers to enable them to recognise returning symptoms to get the most appropriate help to ensure hospital admission is avoided unless this is necessary.

If appropriate, patients can be referred to our Community Cardiac Rehabilitation team for their input.



## How to access the service?

If you think you have symptoms of heart failure, you should contact your GP for an assessment. Once a confirmed diagnosis has been made your GP can refer you to the Community Heart Failure Service who can help in the management of your condition.

### Translation Service

Please tell us in advance of your appointment if you need an interpreter, this will help to ensure you receive the care you need.

### Data Protection

Everyone working for the NHS has a legal duty to maintain the highest level of confidentiality. As a healthcare provider we need to collect information about you; we will store this securely and ask for your permission to share information outside of the organisation. If you require further information please request a copy of our leaflet "How We Use Your Health Records".

### Service Delivery Times

**Monday to Friday 8:30 – 4:30pm**

#### Clinic Locations:

##### Eastcote Health Centre

Abbotsbury Gardens, Eastcote  
Middlesex HA5 1TG

##### Hesa Clinic

52 Station Road, Hayes, Middlesex UB3 4DD

##### Uxbridge Health Centre

Chippendale Way, Uxbridge,  
Middlesex UB8 1QJ