

Your next appointment

Date and time
Place

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If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times: The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.



PATIENT INFORMATION

HEART FAILURE TEAM

Please bring this leaflet and list of your current medications to your next appointment

Name:

NHS/Hospital Number:

GP:
GP contact no:
GP out of hours no:

Consultant:
Nurse:
Tel:

www.worcsacute.nhs.uk
[f](#) @WorcsAcuteNHS [t](#) @WorcsAcuteNHS

The Heart Failure Nurse Service

You have been referred to the Heart Failure Nurse Service because a test has shown that your heart is not pumping as well as it possibly could.

- This may cause you to have swollen ankles and legs, shortness of breath and tiredness.
- A member of the heart failure team will arrange to see you at your home or in a clinic, to work with you to find ways to relieve any symptoms you have and help you to identify ways to manage your disease and symptoms.
- This may involve changes to your medication and/or referral to other people within the wider healthcare team.
- The nurse will also liaise with your GP and consultant as appropriate.

Some Top Tips

In order to keep yourself well please could you:

- Weigh yourself daily at the same time (preferably in the morning after passing urine and before breakfast) wearing minimal clothing and write weights down.

- Aim to drink no more than 2 litres (3 and a half pints) per day unless you have been told otherwise. This includes all hot and cold drinks.
- Avoid salt in your diet where possible.
- Do not stop taking your medicine unless discussed with your doctor or heart failure nurse.
- Please ensure you do not run out of medication over weekends or holiday periods.

People with heart failure sometimes have days when they are not feeling so well. If you notice any of the following symptoms they may be related to your heart condition.

Have you noticed in the last few days:

- A sudden increase in weight by 3-4lbs (2kgs) or more over 3-4 days.
- Increased shortness of breath at rest, when active or at night.
- Increased swelling/heaviness in the ankles, legs or tummy.
- General increase in tiredness, feeling less capable.

If you answer yes to any of the above, please call your heart failure nurse

(Mon- Fri 8.30am -16.30pm)

Outside of these hours please call your GP or the out of hours service.

If you experience chest pain, sudden severe shortness of breath or palpitations which do not settle with rest phone 999 and ask for an ambulance.

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