

**All about the...**  
**Community Heart**  
**Failure team**  
**...and what we do**

**Patient Information Leaflet**

## Welcome

This booklet has been designed to provide you with information about the Community Heart Failure team and how we can help you manage your condition. It also gives details of groups and organisations that you may find of use.

The Community Heart Failure team is designed to provide specialist nursing care to patients with chronic heart failure, whilst working with other health and social care professionals to deliver care according to your individual needs.

Our nurses and healthcare assistants are specially trained to respond to the complexities of the condition. The aim is to ease heart failure symptoms, enhance and maintain quality of life using tested treatments and to improve the end of life experience, respecting any final wishes.

## Our promise to you

Good communication between the Community Heart Failure team, you and your family and carers are essential. We will:

- Listen to your feelings, fears, views and beliefs.
- Give you the information you ask for or need about your condition, treatments and possible side effects.
- Work in partnership with you, your family and carers at all times concerning your care.
- Aim to get you onto the best possible medicines to maintain a stable heart function and safeguard the quality of your life.

# What will happen at your consultation with the Community Heart Failure team?

We will assess your existing knowledge about your condition, treatment, medication, exercise capabilities and diet and also provide you with written information about your condition. We will give you the knowledge to enable you to manage your symptoms, including understanding the importance of monitoring your weight and recognising when you need to contact us.

As well as giving advice about your condition and assessing your social needs, we will carry out the following:

**Weight.** We will record your weight on our scales and monitor for changes. It would be of benefit to you to purchase a set of scales to enable close monitoring yourself.

**Blood pressure and pulse.** We will record and monitor this when we see you.

**Blood tests.** As you may be taking diuretics (water tablets) and other tablets which may affect your kidney function, it is vital that your blood is monitored regularly.

We can do blood tests during your consultation as required and the results of these will be then passed to your GP. Depending on the results of your blood tests, it may be necessary to make changes to your medication. We will communicate with your consultant or GP and inform you of any changes needed.

The severity of your heart failure may vary from day to day or week to week. If your symptoms worsen, your condition will be more closely monitored and your medicines may be adjusted to control these changes to help prevent the need for a hospital stay. If your wish is to stay at home, we will do everything possible to help with this.

# About our service

## Where are the clinics held?

We offer nurse-led community clinics in two locations across the Dudley borough:

- Stourbridge Health and Social Care Centre – sessions every morning and one afternoon session on Wednesdays.
- Dudley Guest Hospital – sessions every Friday afternoon.

Once you have been assessed in our ‘new patient’ clinic you will be seen in our general heart failure clinic. There is also a clinic specifically for those patients who become unwell and require more regular reviews. There are restaurant facilities on both sites.

Home visits are offered to patients who are housebound or who are too unwell to attend a clinic appointment. This service is available:

Monday to Friday 9am – 5pm (excluding bank holidays)

## How can I contact you?

You can contact us on telephone number: **01384 323158**

If the nurses are not in the office, a clerical worker will be able to take your message and inform a nurse. Alternatively after 5pm, you can leave a message on our answer machine and we will contact you the next working day.

However if you need an **urgent** response outside office hours (9am to 5pm) please contact your GP or Dudley community out-of-hours district nursing service via Russells Hall Hospital switchboard on **01384 456111**. In an **emergency**, please **dial 999** and ask for an ambulance.

## What other organisations are involved in my care?

### Social Services

With your agreement, part of your assessment by us may include a referral to social services. They will assess whether you need any help with everyday activities such as washing and dressing.

Contact number: 0300 555 0055

### Citizen Advice Bureaux (CAB)

If you have any concerns about legal, financial, housing and welfare issues, we can ask the CAB to contact you to give you support and advice. This service is confidential.

Contact number: 01384 816499

### Psychological support

We are here if you need advice or someone to talk to. With your consent and if appropriate, we can also refer you for specialist professional support.

### Hugs (Hearts Undergoing Support)

Hugs are a local support group for all heart patients. They have meetings every six weeks at Wordsley church hall. They also have regular social events, such as coach trips and skittle nights. Family and friends are also welcome.

If you are interested in becoming part of the group, please contact Kevin Dodd on 07746 822227 or email

[kevindodd@blueyonder.co.uk](mailto:kevindodd@blueyonder.co.uk)

If you do not wish to attend a formal Hugs meeting, they will be happy to send you a quarterly newsletter with useful information.

**The British Heart Foundation** supports the Dudley Community Heart Failure nurses. They also have a website which contains useful up-to-date information for people with heart conditions:

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

They produce a free magazine called Heart Matters which they'll send to you regularly for free. If you are interested in subscribing to this magazine, please ask your Heart Failure nurse for a form.

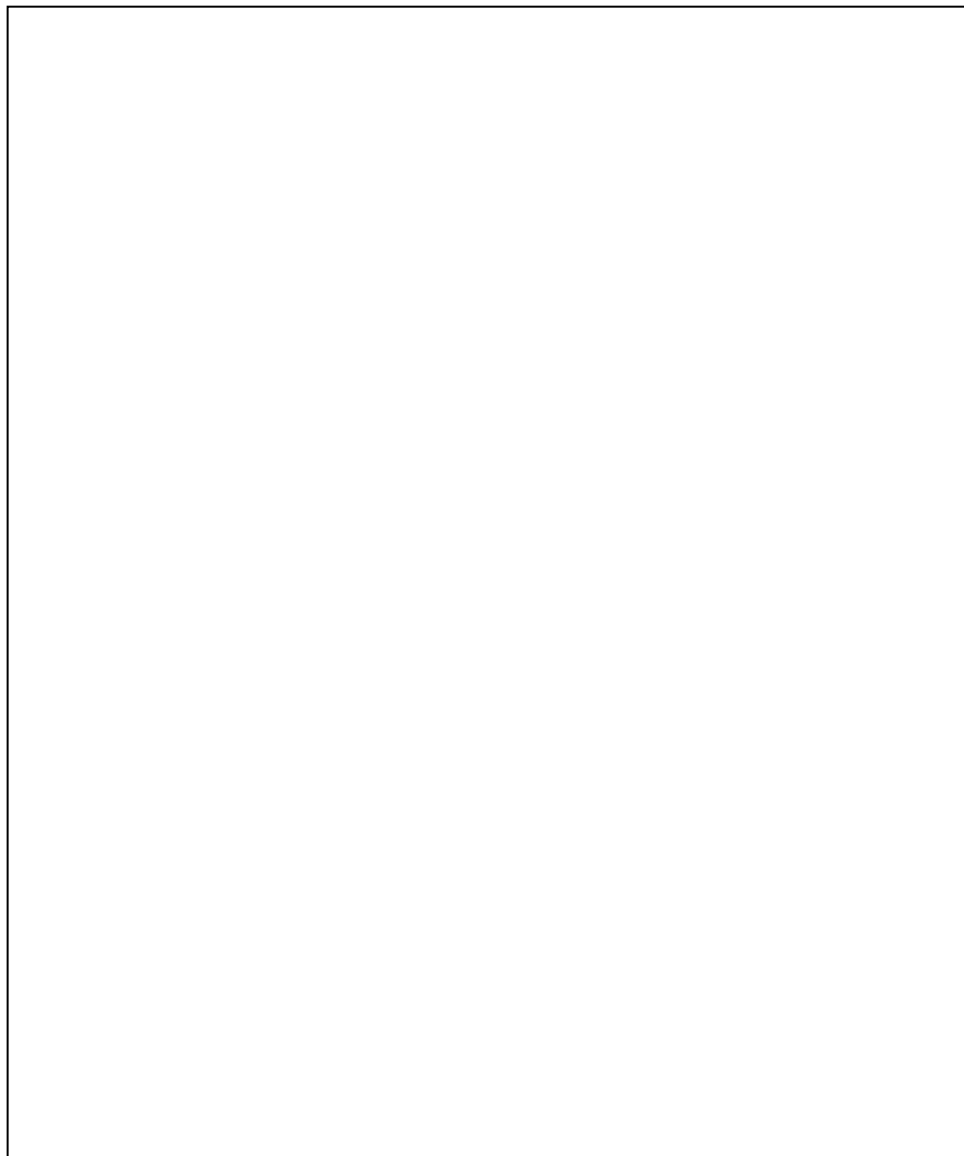
**If you have any questions or if there is anything you do not understand about this leaflet please contact:**

The Community Heart Failure Team on 01384 323158

Email: [heart.failure@dgc.nhs.uk](mailto:heart.failure@dgc.nhs.uk)

Stourbridge Health and Social Care Centre  
John Corbett Drive  
Stourbridge  
West Midlands  
DY8 4JB

**Please use this space for any notes you may wish to make**

A large, empty rectangular box with a thin black border, intended for the user to write notes. It occupies the central portion of the page.

# This leaflet can be made available in large print, audio version and in other languages, please call 0800 0730510

ਜੇਕਰ ਇਹ ਲੀਫਲੈੱਟ (ਛੋਟਾ ਇਸ਼ਤਿਹਾਰ) ਤੁਸੀਂ ਆਪਣੀ ਭਾਸ਼ਾ (ਪੰਜਾਬੀ) ਵਿੱਚ ਲੈਣਾ ਚਾਹੁੰਦੇ ਹੋ ਤਾਂ ਕ੍ਰਿਪਾ ਕਰ ਕੇ ਪੇਸ਼ਟ ਇੰਨਫਰਮੇਸ਼ਨ ਕੋ-ਆਰਡੀਨੇਟਰ ਨਾਲ **0800 0730510** ਟੈਲੀਫੋਨ ਨੰਬਰ ਤੇ ਸੰਪਰਕ ਕਰੋ।

यदि आपको यह दस्तावेज़ अपनी भाषा में चाहिए तो पेशन्ट इनफरमेशन को-आरडीनेटर को टैलीਫ਼ोन ਨੰਬਰ **0800 0730510** पर फ़ोन करें।

જો તમને આ પત્રિકા તમારી પોતાની ભાષા (ગુજરાતી)માં જોઈતી હોય, તો કૃપા કરીને પેશન્ટ ઈન્ફોર્મેશન કો-ઓર્ડિનેટરનો **0800 0730510** પર સંપર્ક કરો.

आपनि यदि এই প্রচারপত্রটি আপনার নিজের ভাষায় পেতে চান, তাহলে দয়া করে পেশেন্ট ইনফরমেশন কো-অর্ডিনেটরের সাথে **0800 0730510** এই নম্বরে যোগাযোগ করুন।

إذا كنت ترغب هذه الوريقة مترجمة بلغتك الاصلية ( اللغة العربية) , فرجاء اتصل بمنسق المعلومات للمريض  
**0800 0730510** على التلّفون Information Co-ordinator

مہم ضرورت اسلیف ایٹ کوئی زبان (اردو) میں حاصل کرنے کے لئے ریلوہر پائی ٹیلیفون نمبر **0800 0730510** پر ویسٹ انٹرنیشنل کو-آورڈینٹر (مریضوں کے لئے معلومات کی فراہمی کے سلسلے میں) کے ساتھ رابطہ کریں۔

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