Referrals are accepted from:

- GPs
- Hospital consultants
- Hospital and community-based heart failure teams
- Healthcare professionals in primary and secondary care
- Patients can self-refer if they have been previously known to the service

How to contact us

Tel: 01493 809977*

Email: ecch.enquiry@nhs.net

Service hours: 08:30am-4:30pm Mon-Fri (excluding Bank Holidays)

**Please note that this is not an emergency telephone line. If you need urgent assistance or advice, please contact either your GP, 111 or dial 999.*

Further information/resources:

www.ecch.org/our-services/heart-failure
www.bhf.org.uk
www.heartfailurematters.org
www.pumpingmarvellous.org
www.cardiomyopathy.org
nice.org.uk/guidance/ng106

Compliments, concerns or complaints

PALS may be the best starting point if you have a question or concern.

Tel: 01502 445447, Mon-Fri, 8:00am-4:00pm
Email: ECCH.patientliaison@nhs.net

Or write to:
PALS, East Coast Community Healthcare, Hamilton House, Battery Green Road, Lowestoft, NR32 1DE

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east coast community healthcare
Heart Failure Service

Heart Failure Service

Information for patients

MAY 2021

Welcome

to the East Coast Community Healthcare Heart Failure Service.

We are a nurse-led service supporting adult patients with a confirmed diagnosis of heart failure in the Great Yarmouth and Waveney area.

The team

The team consists of two Heart Failure Specialist Nurses and one Assistant Practitioner:

Jo Hayles
Heart Failure Specialist Nurse Lead

Jason Lee
Heart Failure Specialist Nurse

Russell Nicholls
Assistant Practitioner

> ***Our aim is to ensure that all patients receive individualised, evidence-based treatment in line with national guidelines that best suits their needs, to improve quality of life and to prevent avoidable admissions to hospital.***

We 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 medications to ensure you are on the correct doses to optimally manage your condition
- Aim to improve your knowledge of your diagnosis and how to self-monitor to help you manage your condition
- Monitor your condition and blood test results as required
- Refer you to other healthcare professionals/ services where appropriate if we think they can help in your care or treatment

How is the service provided?

We provide nurse-led community clinics at the following sites:

- Martham Medical Centre
- Northgate Hospital
- Shrublands Medical Centre
- Kirkley Mill Surgery
- Beccles Hospital

Home visits are offered to patients who are housebound.

We also maintain regular telephone support and consultations.

Always bring your Self-care Passport and medications to every appointment.

Discharge from the service

When your heart failure is stable and you are on the maximum tolerated doses of heart failure medications, we aim to discharge you back to the care of your GP.

It is recommended that you have a review of your condition every 6 months.

(nice.org.uk/guidance/ng106)