



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:** HeartFailureTeam@ecchcic.nhs.uk

 **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: patientliaison@ecchcic.nhs.uk

Or write to:

PALS, East Coast Community Healthcare,
Hamilton House, Battery Green Road,
Lowestoft, NR32 1DE



If you would like this leaflet in large print, audio cassette, Braille or in a different language, please contact us on **01502 445447**.

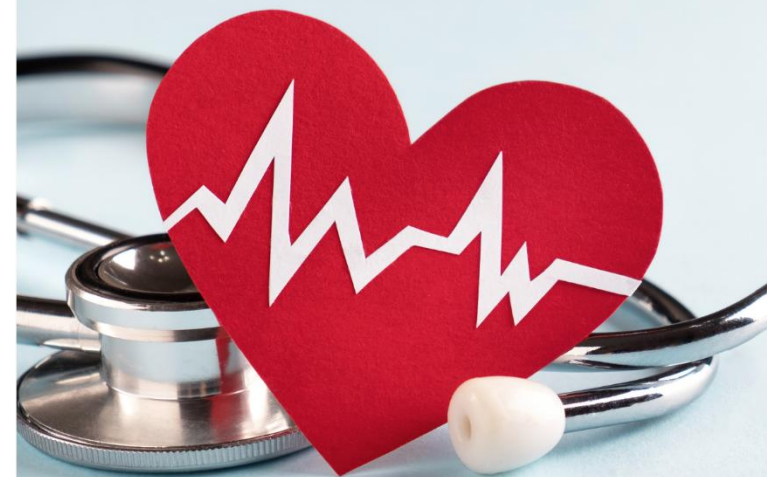
Jej šios publikacijos kopija noretumete gauti savo kalba prašome susisiekti su telefono numeriu: **01502 445447**.

Jezeli chcieliby Panstwo otrzymac niniejsza publikacje w tłumaczeniu na język polski, prosimy o kontakt z pod numerem telefonu: **01502 445447**.

Pokud byste chteli kopi této publikace ve Vašem jazyce, prosím kontaktujte ovou na telefonním čísle **01502 445447**.

Bu yayinin kendi dilinizde bir nüshasini isterseniz, lütfen **01502 445447** nolu telefondan ile temasa geçiniz.

Se pretender uma cópia desta publicação no seu idioma, por favor contacte no número **01502 445447**.



Heart Failure Service

Information for patients

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.**

We will:

- Work with you for Supported Self-Management in Heart Failure.
- Plan your care with you to meet your individual needs.
- Aim to improve your knowledge of your diagnosis and how to self-monitor to help you manage your condition.
- Discuss and review your medications to ensure you are on the correct doses to optimally manage your condition.
- Work with your Health Care Partners to seek improvement of your symptoms and quality of life.
- Monitor your condition and blood test results until medically optimised.
- We may refer you to other healthcare professionals/ services if required with your consent.

Supported self-management

- Supported self-management does not mean doing it alone. Your team will support and encourage you to manage your health.
- Living with heart failure is becoming more common and symptoms can be controlled by medications, treatments and care, helping you to live better and longer.
- Take your prescribed medications.
- Keep as active as you can.
- Eat as healthily as possible and maintain a healthy weight. Reducing fat and increasing fibre in your diet will help to control cholesterol and prevent constipation.
- Try to reduce your salt intake; too much salt can increase blood pressure. Your daily intake of salt should be 6 grams/1 teaspoon. Avoid salt replacements and be aware that ready meals can be high in salt.
- Weigh yourself every day before you eat or drink in the morning, record your weight on your Self-care passport.
- Take your blood pressure and pulse each day, and record in your Self-care Passport.
- Report any new or worsening symptoms to your GP or heart failure nurse, including if your weight increases by more than 4-5lbs or 2-2.5kg over 2 days or weeks, increasing breathlessness, swelling of your ankles, feet, legs or abdomen, feeling tired or a new cough.

How is the service provided?

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

- Rayner Green
- Northgate Hospital
- Shrublands Medical Centre
- Kirkley Mill Surgery
- Beccles Hospital
- Solebay Clinic.

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.