

## Cardiac rehabilitation nurse specialist service

### Cardiac Support Service

#### Other formats

If you need this information in another format such as audio tape or computer disk, Braille, large print, high contrast, British Sign Language or translated into another language, please telephone the PALS desk on 01271 314090.

#### Who are we?

We are a team of specialist nurses with extensive nursing experience and specialised cardiac skills.

We aim to contact you within 10 days of receiving your referral and arrange a convenient time to see you.

If you do not hear from us or have any concerns, please contact us. Some helpful numbers are given in this leaflet.

#### Our aim

The community cardiac specialist team offers high quality patient care, respecting individual wishes, beliefs and needs.

This involves working closely with your hospital, family doctor (GP) and other services, as well as your family, carers and friends.

We help you maintain and improve your quality of life.

We also listen to your views and comments and use them to develop and improve our community cardiac rehabilitation services for all our patients and their families.

#### How can we help?

We hope you are well on the way to recovery from your recent heart attack or cardiac surgery.

We understand this may be an anxious time for you and your family and you may welcome a little support or advice to support your recovery. We are here to help.

We can:

- Provide advice on the safest way to resume physical activity
- Discuss medication issues

- Offer reassurance, advice and support to help you make positive lifestyle changes, such as giving up smoking, changing your diet or becoming more active
- Provide expert individualised advice regarding modifying your risk factors for heart disease.

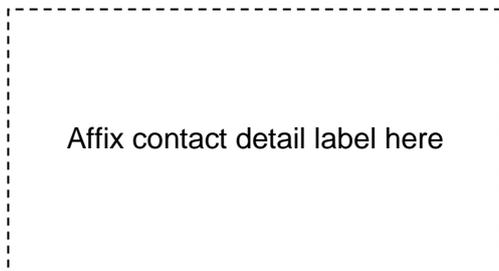
You may be interested in joining our exercise and education programme based at various local hospitals. We can give you more information when we see you.

## How do I get referred to the service?

Patients are referred by consultants, GPs, community nurses, hospital staff, and specialist centres such as Plymouth, Bristol and London.

Our first contact with you may be a phone call or we may ask you to attend a clinic that is local and convenient to you and based within your area.

## Service contact details



The service is available Monday to Friday, 9am to 5pm.

If you need help for minor accidents or unexpected health problems outside these hours or at any time during the day, including bank holidays, please call 111 (free from landlines and mobile phones).

They can offer help if you:

- Need medical help fast but it's not a 999 emergency.
- Think you need to go to A&E or need another NHS urgent care service.
- Don't know who to call or you don't have a GP to call when you need health information or reassurance about what to do next.

## Further information

For further information, please visit our website at:

[www.northdevonhealth.nhs.uk](http://www.northdevonhealth.nhs.uk)

### Useful links:

#### **British Heart Foundation (BHF)**

Telephone: 020 7935 0185

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

Heart Information Line: 08450 70 80 70

## **Cardiomyopathy Association**

Telephone: 01923 249977

Website: [www.cardiomyopathy.org](http://www.cardiomyopathy.org)

### **PALS**

The Patient Advice and Liaison Service (PALS) ensures that the NHS listens to patients, relatives, carers and friends, answers questions and resolves concerns as quickly as possible. If you have a query or concern call 01271 314090 or e-mail [ndht.pals@nhs.net](mailto:ndht.pals@nhs.net). You can also visit the PALS and Information Centre in person at North Devon District Hospital, Barnstaple.

### **Have your say**

Northern Devon Healthcare NHS Trust aims to provide high quality services. However, please tell us when something could be improved. If you have a comment or compliment about a service or treatment, please raise your comments with a member of staff or the PALS team in the first instance.

'Care Opinion' comments forms are on all wards or online at [www.careopinion.org.uk](http://www.careopinion.org.uk).

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