



Community Heart Failure Service

Patient's guide

This leaflet will help you to understand **why** you have been referred to the Community Heart Failure Nursing Service, **who** we are and **how** we can best support you living with heart failure.

What is Heart Failure?

- Heart failure is when the heart cannot pump blood as well as it should.
- This can be because there is something physically wrong with the heart or something stopping it from working properly.
- You may have experienced symptoms such as shortness of breath, feeling weak, or swelling in your legs, ankles, or feet.
- Heart failure is a long-term condition that can be treated with medication.

Why have you been referred?

- You have been referred to the service by your GP or hospital doctor because you have been diagnosed with heart failure.
- The diagnosis has been confirmed by a consultant Cardiologist (specialist heart doctor).

Who are we?

- We are a team of specialist heart nurses based in the community.
- We are part of an integrated team which means that we work closely with other health teams like your GP and your hospital Consultant.

How can we help?

- We will provide you with ongoing monitoring and support from our community-based clinics. This means that we will check your blood pressure and your weight, help you to manage the medication you take for your heart, take a blood test if needed, etc.



- We will encourage and support you to become an 'expert' in managing your condition.
- We will invite you to attend one of our local heart failure clinics (see below).
- At the clinic your first appointment will be one hour long.
- We will complete a full assessment of your physical, psychological, and social needs. We will review your medication and help you to understand your medication regime.

Clinics are held in **Islington and Haringey** at:

- River Place Health Centre
- Goodinge Group Practice
- Hornsey Rise Health Centre
- Hornsey Central Neighbourhood Health Centre
- Lordship Lane Primary Care Centre

You must bring your medications to this appointment

UPBEAT- Heart Failure Patient Forum

This is a support group for patients with heart failure. Here you can discuss your condition with other people who have heart failure. The meetings are held every 2-3 months and have both an educational and social focus. You, and the people who support you, will be invited to attend by your Heart Failure Nurse.

How to contact the Community Heart Failure Nursing team

Monday to Friday 09:00-17:00 Tel: 020 7527 1719 (Leave a message and your contact details)

Email: whh-tr.myheartfailurenurse@nhs.net

Please contact your heart failure nurse, GP or call NHS 111 if you have noticed any change in your usual symptoms or activities:

- Increased Breathlessness
- Waking at night feeling short of breath
- Increased leg swelling
- If your weight goes up or down quickly for example 1-2kg or 2-3 pounds in three days
- Dizziness or giddiness



Patient advice and liaison service (PALS)

If you have a compliment, complaint or concern please contact our PALS team on 020 7288 5551 or whh-tr.PALS@nhs.net

If you need a large print, audio or translated copy of this leaflet please email whh-tr.patient-information@nhs.net. We will try our best to meet your needs.

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