

How to contact us

Telephone: 01865 904808

Hours: Monday to Friday
9:00am to 5:00pm

An answerphone service is in operation, we aim to return calls within one working day
Please call GP or 111 if you require more urgent advice.

The heart failure service is not an emergency service.

Remember, if at any time you consider your condition to be life-threatening you must dial 999 instantly.

Please be aware that although our staff are all equipped with mobile phones, they will be unable to answer if they are driving or with another patient. Please leave a message and they will return your call at the earliest opportunity.

Texting staff is not recommended as there is no way to forward the message if a member of staff is on leave.

Our staff have the right to be treated with respect at all times.

The use of inappropriate words or behaviour will not be tolerated.

Most people respect this. Thank you for being one of them.

If you would like to have information translated into a different language, please contact the Equality and Diversity Team at: EqualityandInclusion@oxfordhealth.nhs.uk

أرجى الاتصال بنا إذا كنتم ترغبون في الحصول على المعلومات بلغة أخرى أو بتسويق مختلف.
আপনি এই তথ্য অন্য ভাষায় বা আলাদা আকারে Bengali পেতে চাইলে অনুগ্রহ করে আমাদের সাথে যোগাযোগ করুন।
Urdu اگر آپ یہ معلومات دیگر زبان یا مختلف فارمیٹ میں چاہتے ہیں تو برائے مہربانی ہم سے رابطہ کریں۔

Chinese 若要以其他語言或格式提供這些資訊，請與我們聯繫

Polish Aby uzyskać informacje w innym języku lub w innym formacie, skontaktuj się z nami.

Portuguese Queira contactar-nos se pretender as informações noutro idioma ou num formato diferente.

Oxford Health NHS Foundation Trust
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Oxford Health
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Oxfordshire

Community Heart
Failure Service

What is the community heart failure service?

We are a team of nurses with specialist training and experience of supporting people in the community with a diagnosis of heart failure.

The term 'heart failure' can be rather alarming and does not mean that the heart has completely failed or that it is about to stop. It is an internationally recognised medical term used when the heart muscle is not working as efficiently as it should.

The heart failure team work in partnership with GPs, cardiologists and other health care professionals with the following aims:

- Support people with heart failure in the community, as well as their families and carers
- Support people to manage worsening symptoms of heart failure
- Support people with heart failure after being in hospital
- Support and educate people to manage their heart failure
- Review medication regimes regularly and make adjustments as required
- Offer palliative care and support for patients, relatives and carers when needed

Why have you been referred?

You have been referred to our service following either a hospital admission, hospital clinic appointment or an assessment at a day-case unit. Or you may have been referred by your GP, or by another health care professional who felt that you would benefit from our expertise.

How does the service work?

Once your referral is received, a member of our team will telephone you to arrange an appointment. We aim to see everyone in one of our community-based clinics in Abingdon, Banbury, Bicester, Chipping Norton, Didcot, Henley, Kidlington, Oxford, Wallingford, Wantage, and Witney. If you are not well enough to attend a clinic we can discuss alternative options.

We will try to ensure that you are seen by the same team member at each visit, though, when necessary you may be contacted or visited by another team member.

Our staff will always display an Oxford Health NHS Foundation Trust issued photo identification. You may request to see this at any time.

The heart failure service supports the training of students. Therefore, there may be times when your nurse is accompanied by a student. Please let us know in advance of the visit if you prefer not to be seen by a student.

Appointments

As part of each appointment we will ask you some questions and monitor your general condition and progress. This may include checking your blood pressure, pulse, oxygen saturation level, breathing rate and temperature, and listening to your chest.

We will also help you to understand and become more confident in managing your heart failure. We will give you written information regarding your condition at the first visit.

At each appointment we will need to review your medications. **Please bring an up-to-date list of your medications with you when you attend the clinic.**

At the end of each appointment, the nurse will agree a continued management plan with you and arrange either a clinic appointment, home visit or a telephone consultation.

The length of a first appointment is approximately one hour. A follow-up appointment takes approximately 30 minutes.

When you are confident in managing your heart failure and your condition is stable, we will discuss discharging you from the service. You can contact the service at any point in the future should you need any advice or ongoing support.