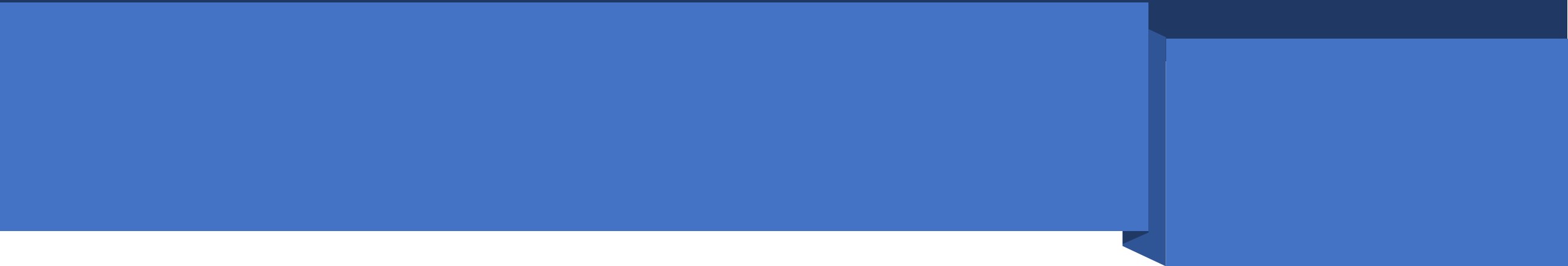


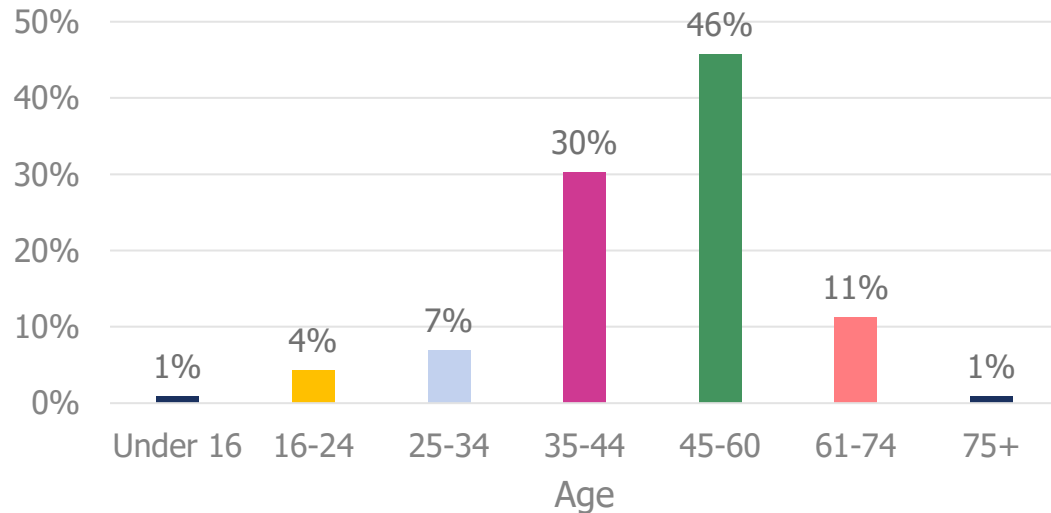
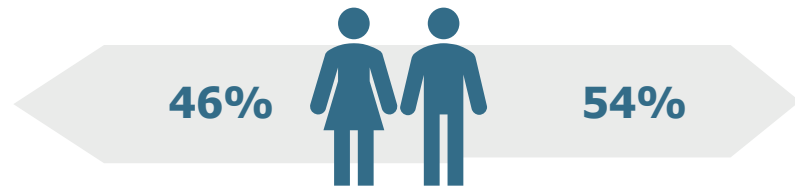
# Cardiology service user questionnaire feedback



# Demographics

Out of **120** responses:

**89%** were filled out by the cardiac patient themselves, **5%** by a partner, **3%** by a carer and **3%** by a friend or family member



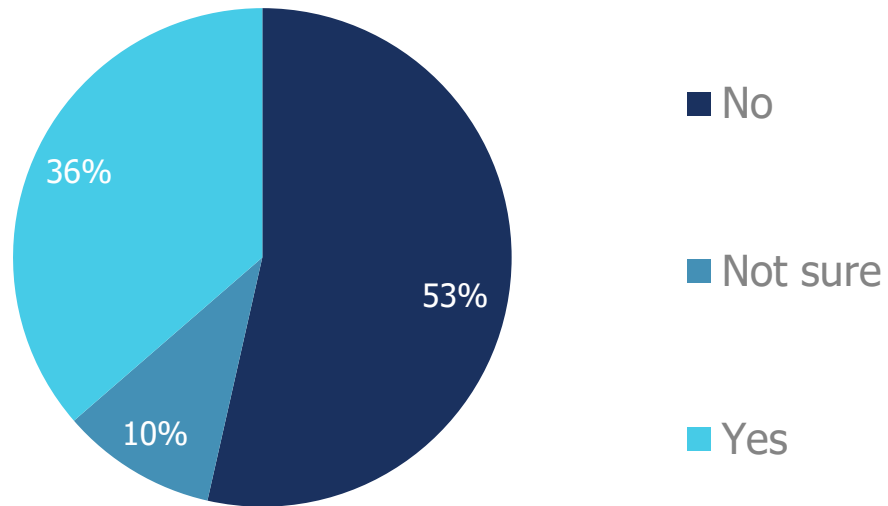
Cardiology patient conditions:

Atrial fibrillation	25%
High blood pressure	22%
Myocardial infarction	16%
Heart failure	12%
Heart valve disease	9%
ACHD	1%
Other/multiple	15%

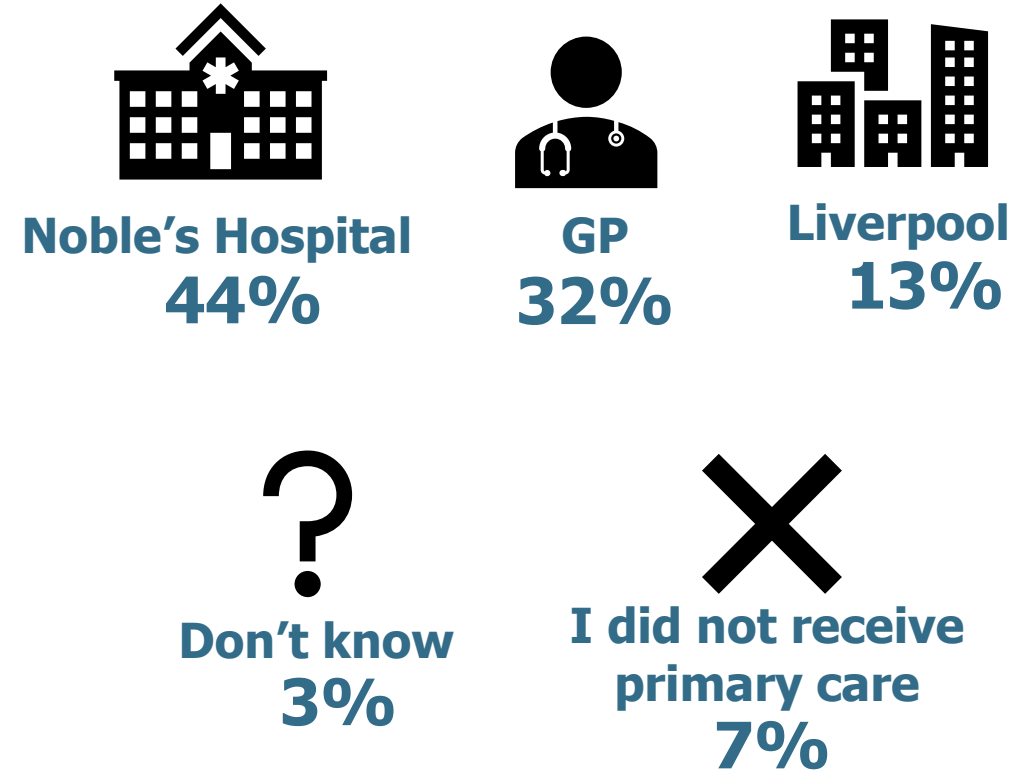
NB: percentages may not add up as some questions were left unanswered

# Pre-diagnosis

1. Were you able to identify the first symptoms you were experiencing as being related to an undiagnosed heart problem?

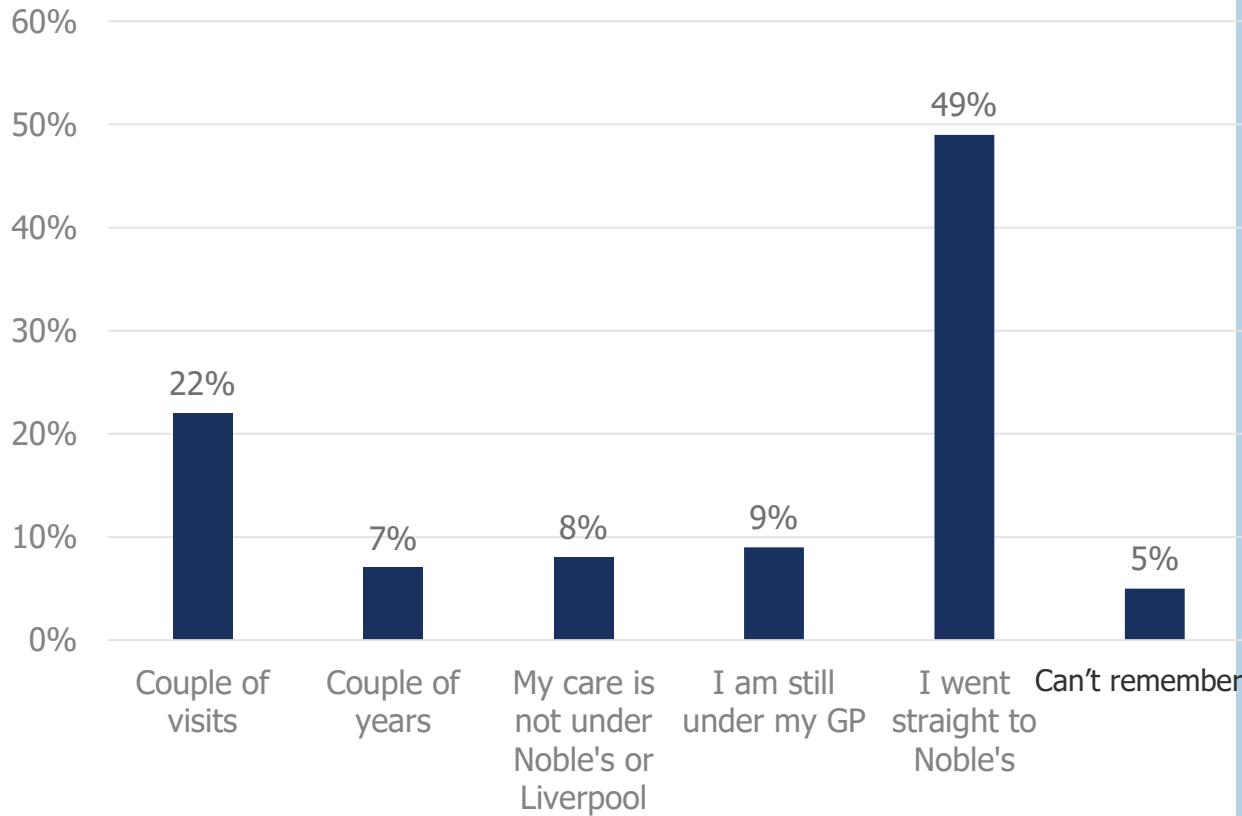


2. Where do you receive your primary care?



# Pre-diagnosis

3. If your care is now under Noble's or Liverpool, how long were you looked after by your GP before you needed to go to hospital?



4. Do you think that your condition was diagnosed quickly enough?

Yes



53%

Don't know/ can't remember



6%

No, it should have been quicker



41%

5. Did you have to attend Accident & Emergency due to your heart condition?



Yes  
**77%**  
No  
**23%**

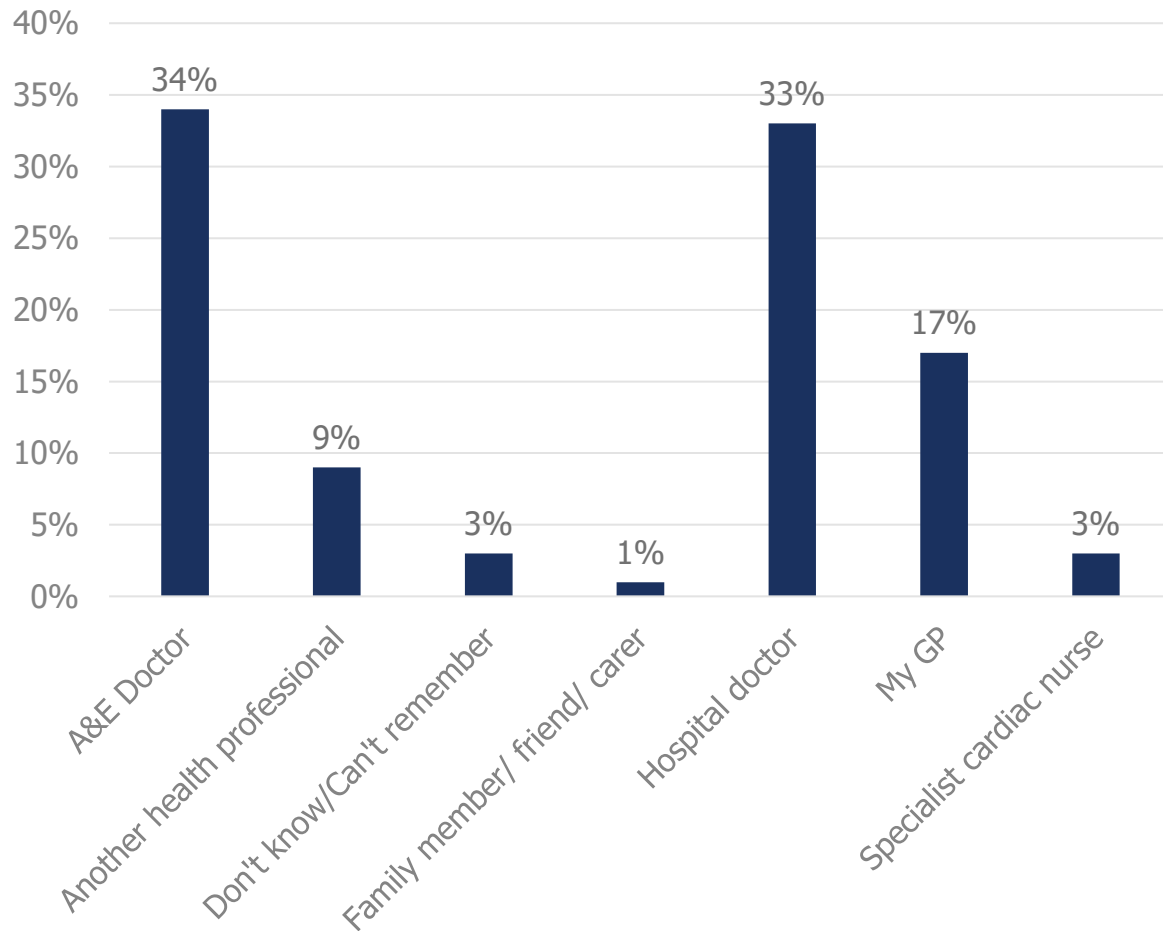
6. Did you have to be admitted into hospital (including onto a cardiology ward)?



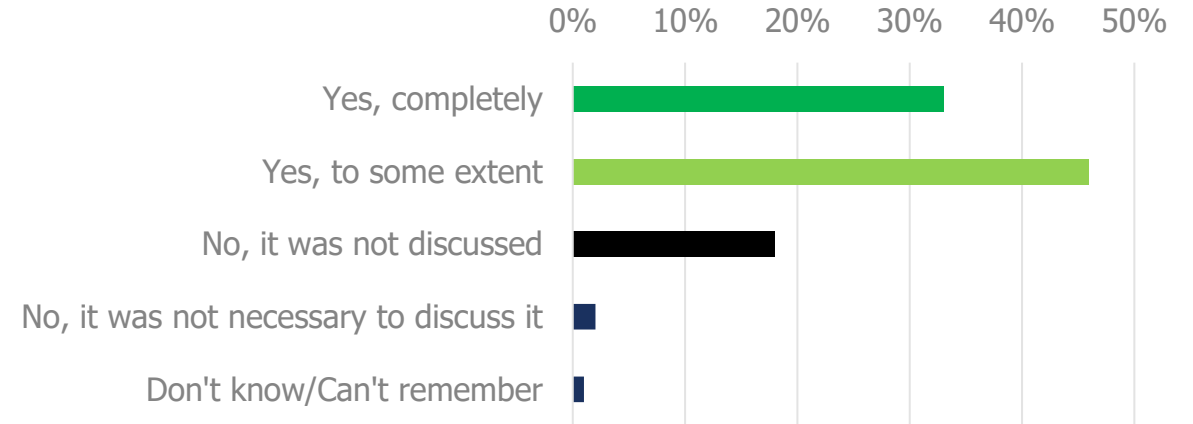
Yes  
**74%**  
No  
**26%**

# Diagnosis

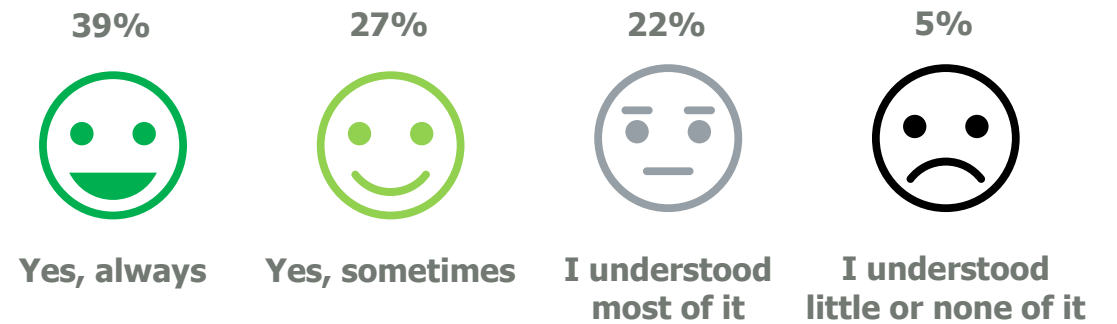
## 7. Who first told you that you had a heart condition?



## 8. Was your cancer diagnosis discussed with you?



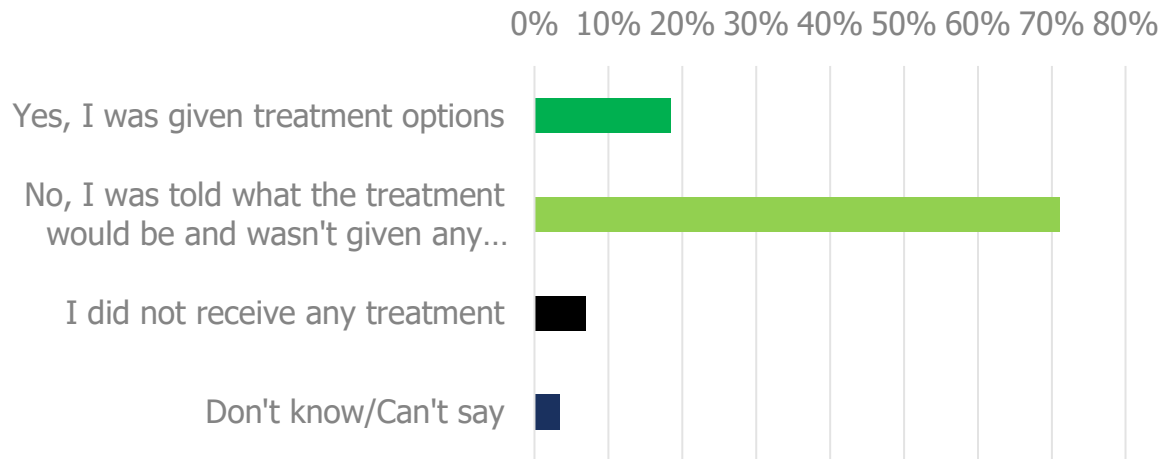
## 9. Were you able to understand the information you were given about your condition?



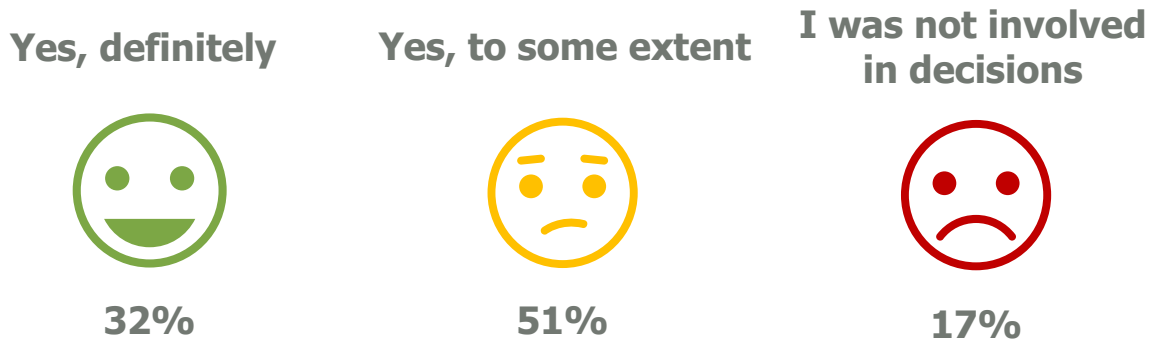
7% were not given any information

# Treatment

10. Before your cardiac treatment started, were you given a choice of different types of treatment?



11. Were you involved as much as you wanted to be in decisions about your care and treatment?



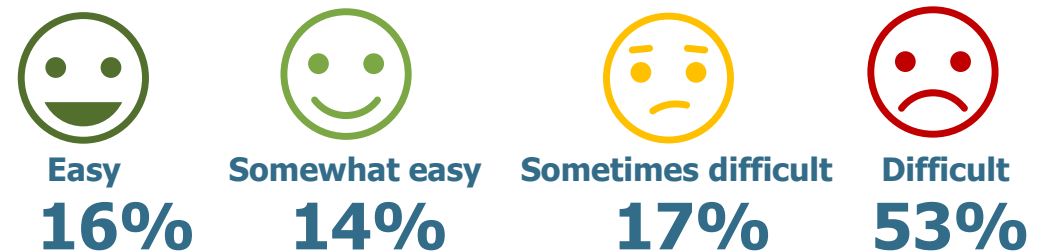
12. Do you think your views were taken into account when the team of doctors and nurses caring for you were discussing which treatment you should have?



13. Were you given the name of a Clinical Nurse Specialist who would be in charge of your care?

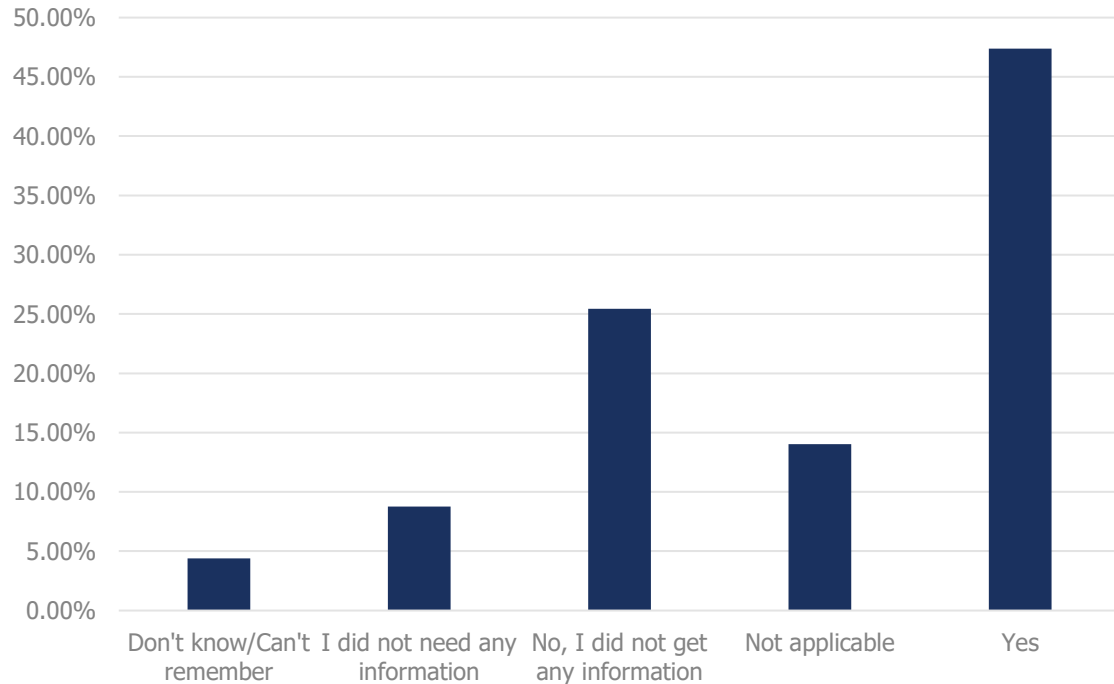


14. How easy is it for you to contact your Clinical Nurse Specialist?



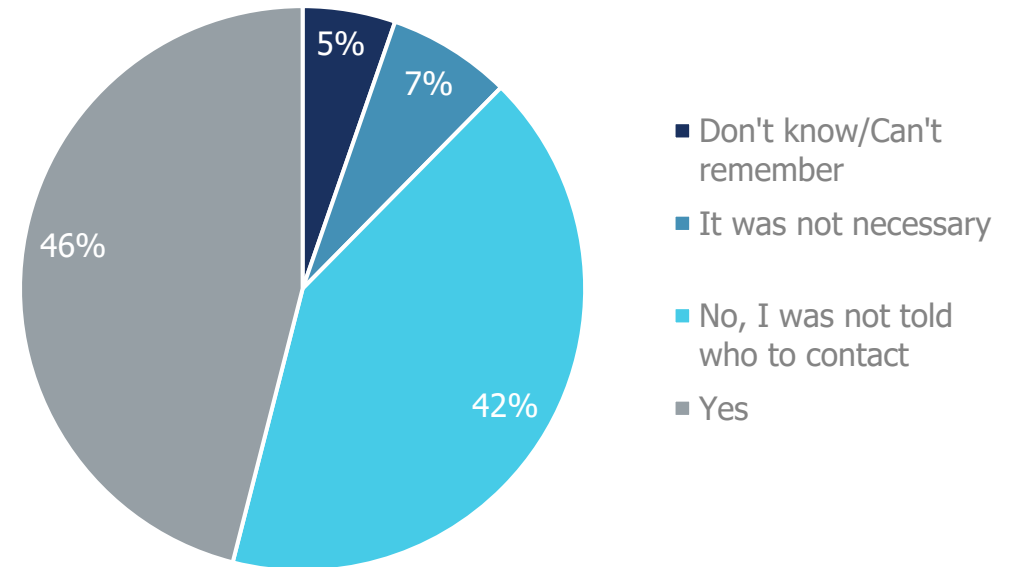
# Discharge

15. Before you left hospital, if applicable, did staff give you information about changes in your lifestyle i.e diet, exercise and smoking that might help improve your heart condition?



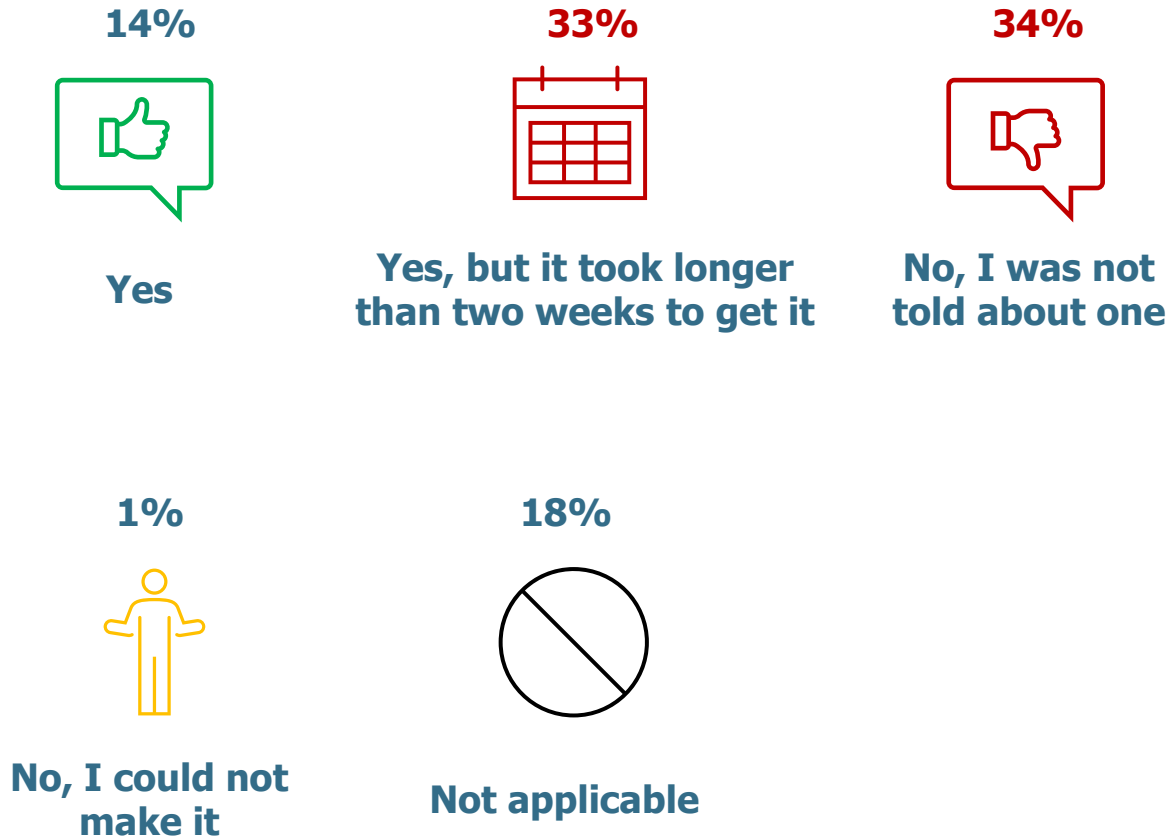
**47% of respondents received the necessary information and advice, however, 25% of respondents who may have needed this information did not receive it.**

16. Did hospital staff tell you who to contact if you were worried about your diagnosis or treatment after you left hospital?

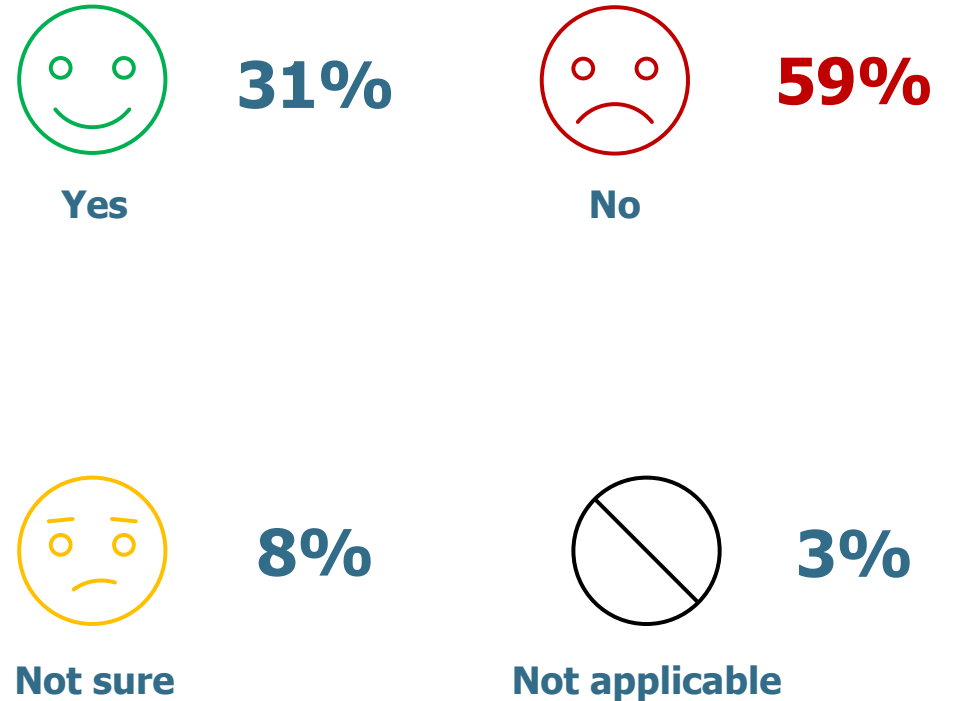


# Post-discharge

17. After discharge from hospital, if applicable, did you have a 2-week follow-up appointment?



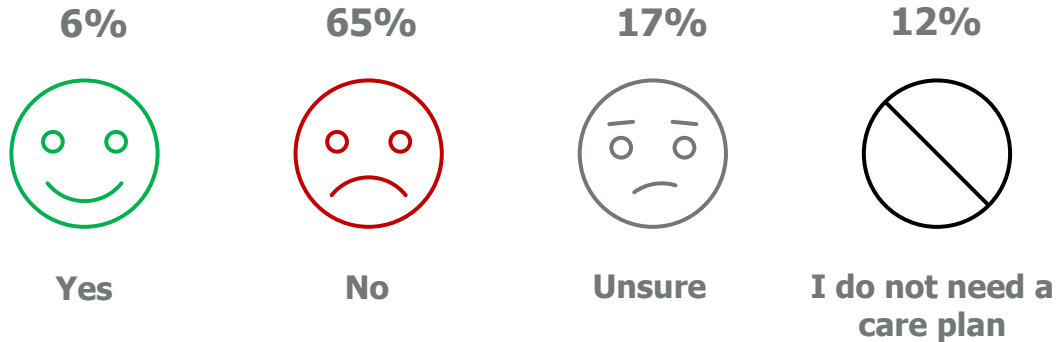
18. Do you have reviews every 6 months with your healthcare provider to assess your heart condition?



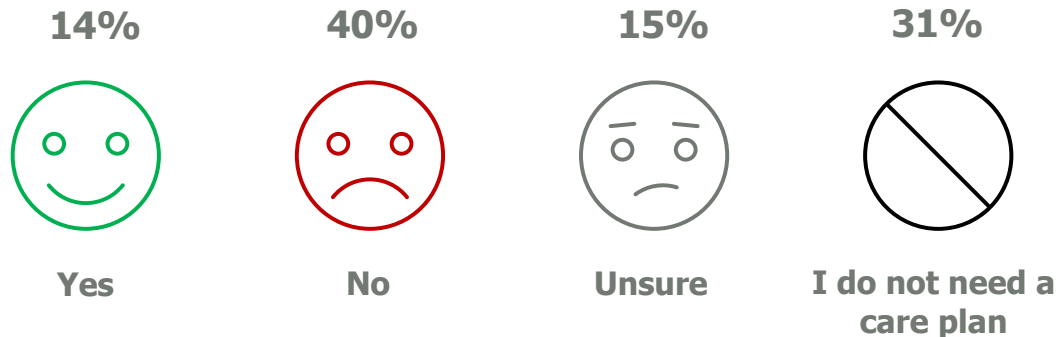


# Ongoing care and support

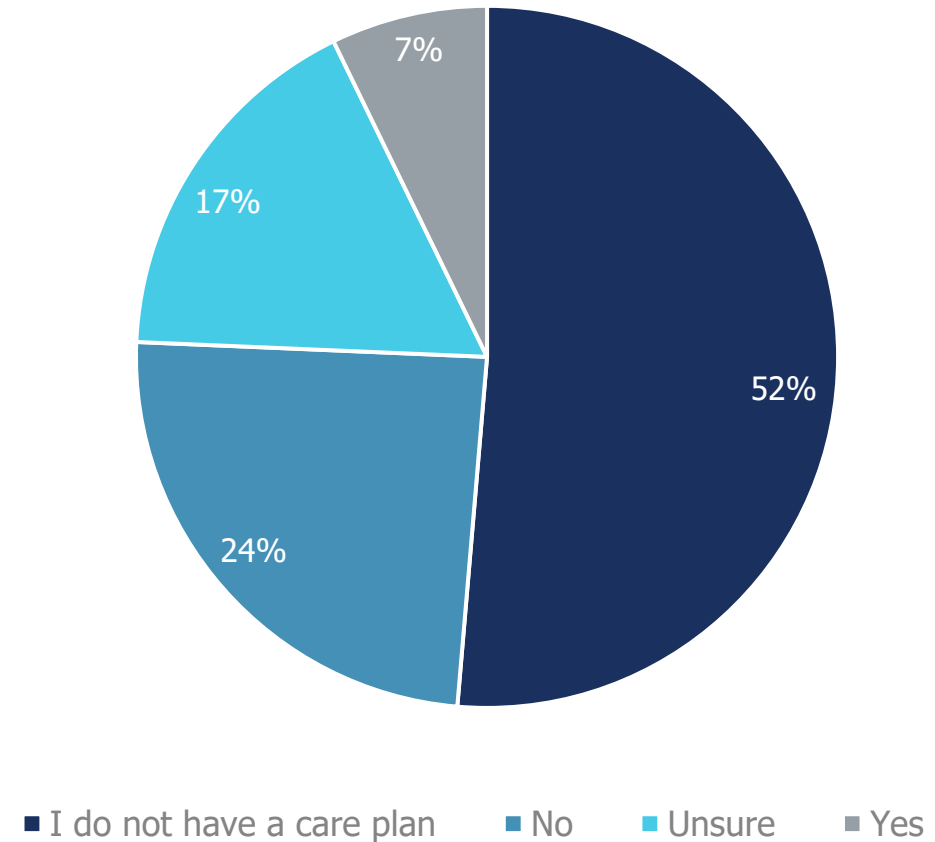
19. Do you have a care plan with set outcomes put in place?



20. Do you get the opportunity to review your care plan on at least an annual basis?

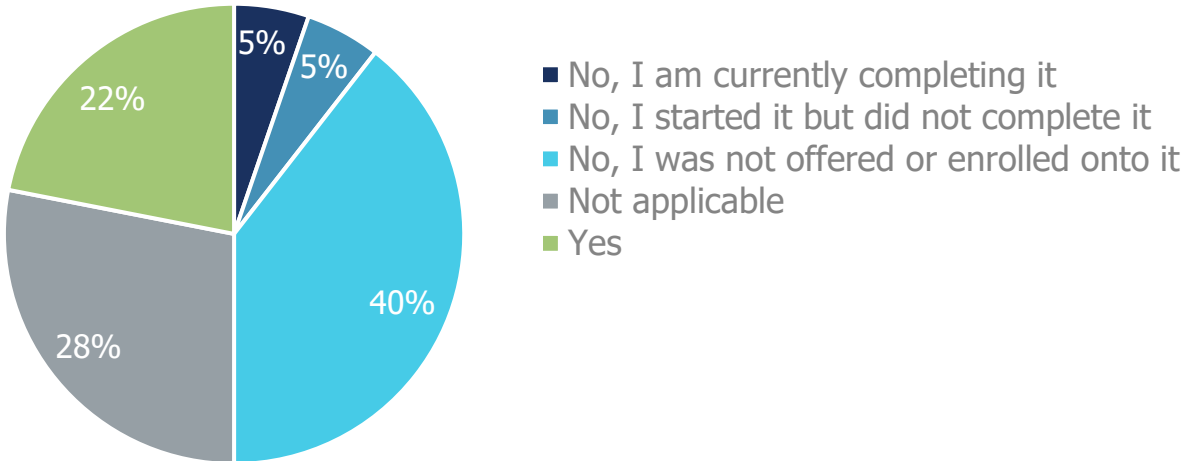


21. Were you satisfied with the level of involvement you had in developing your care plan?

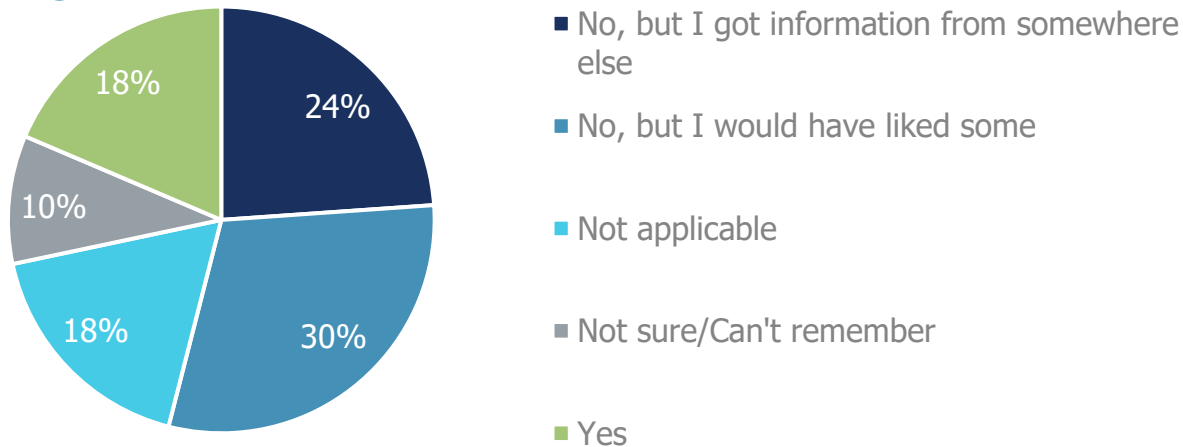


# Ongoing care and support

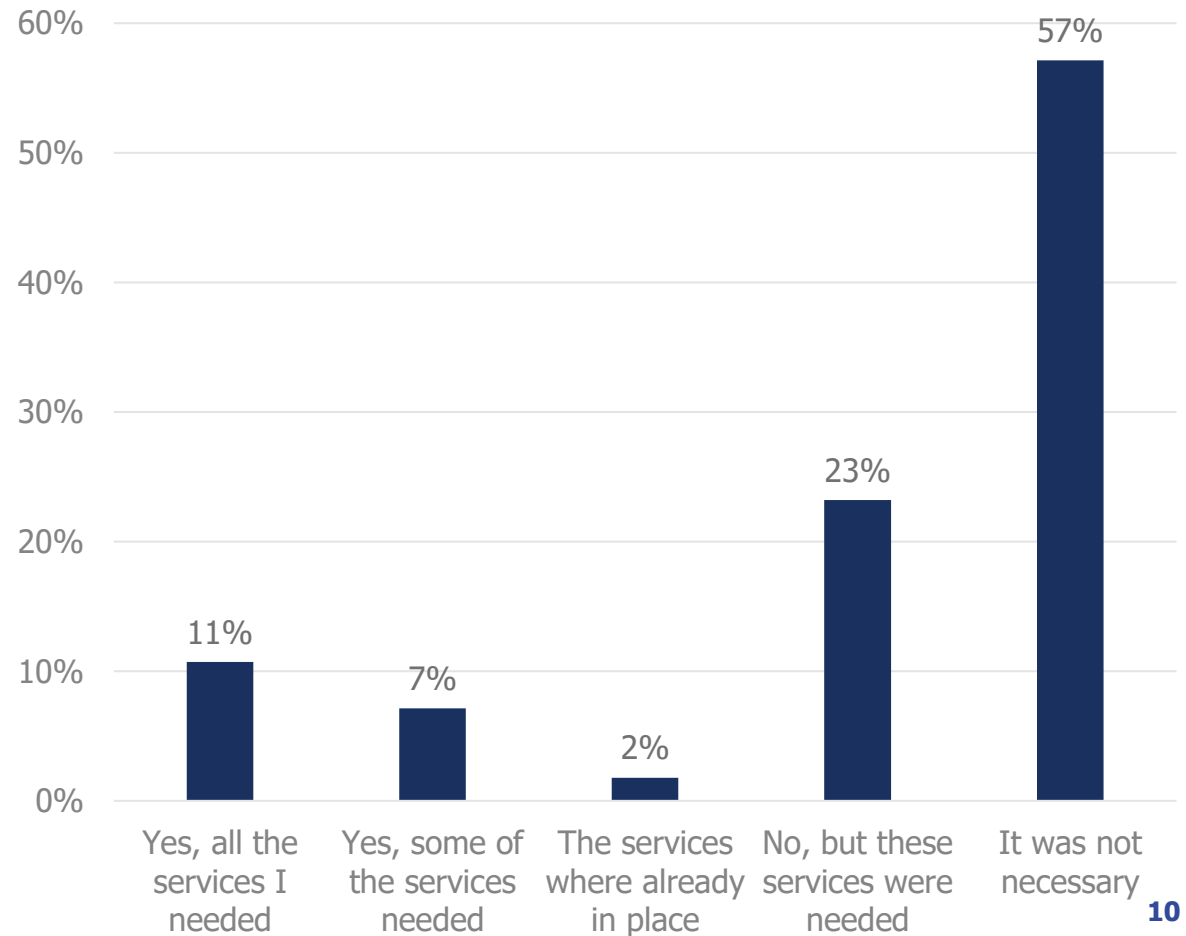
22. Once discharged, if applicable, did you complete the cardiac rehabilitation programme?



23. Did hospital staff give you information about voluntary and support groups in your local area or about national organisations or useful websites?



24. Were the services you needed after you left hospital arranged for you? (e.g. district nursing, physiotherapist etc)?

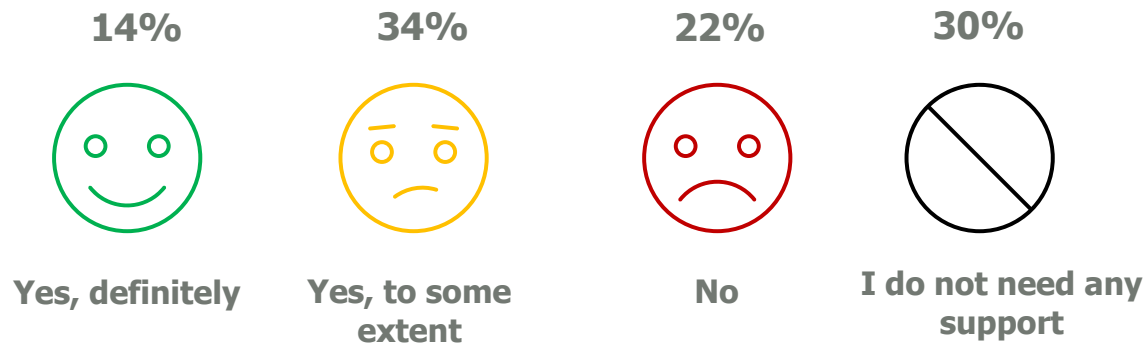


# Ongoing care and support

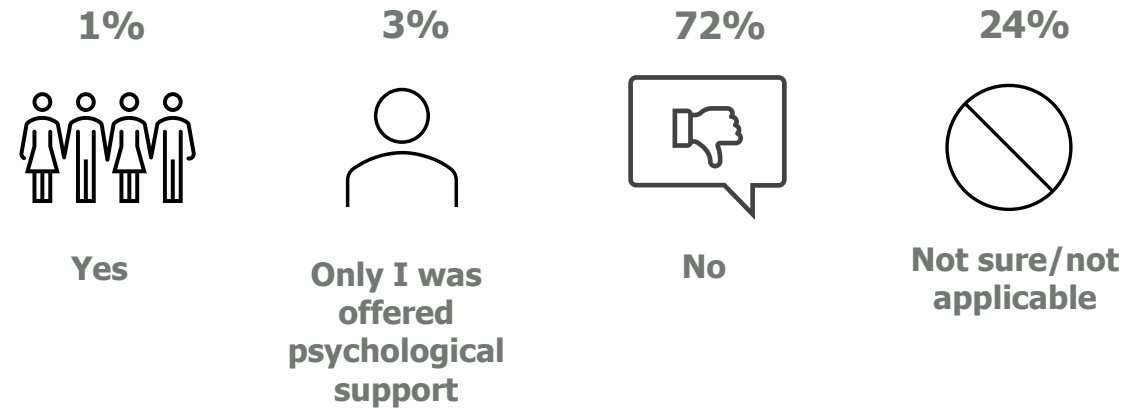
25. As far as you know, was your GP and specialist nurse given all necessary information about the treatment or advice that you received in hospital?



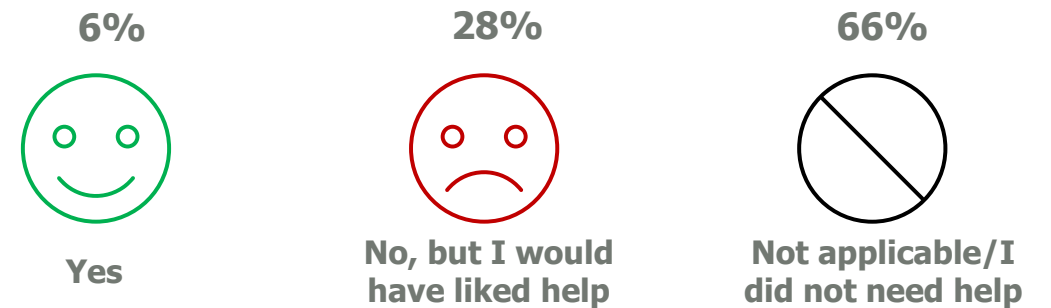
26. After you left hospital, did you get enough help and support?



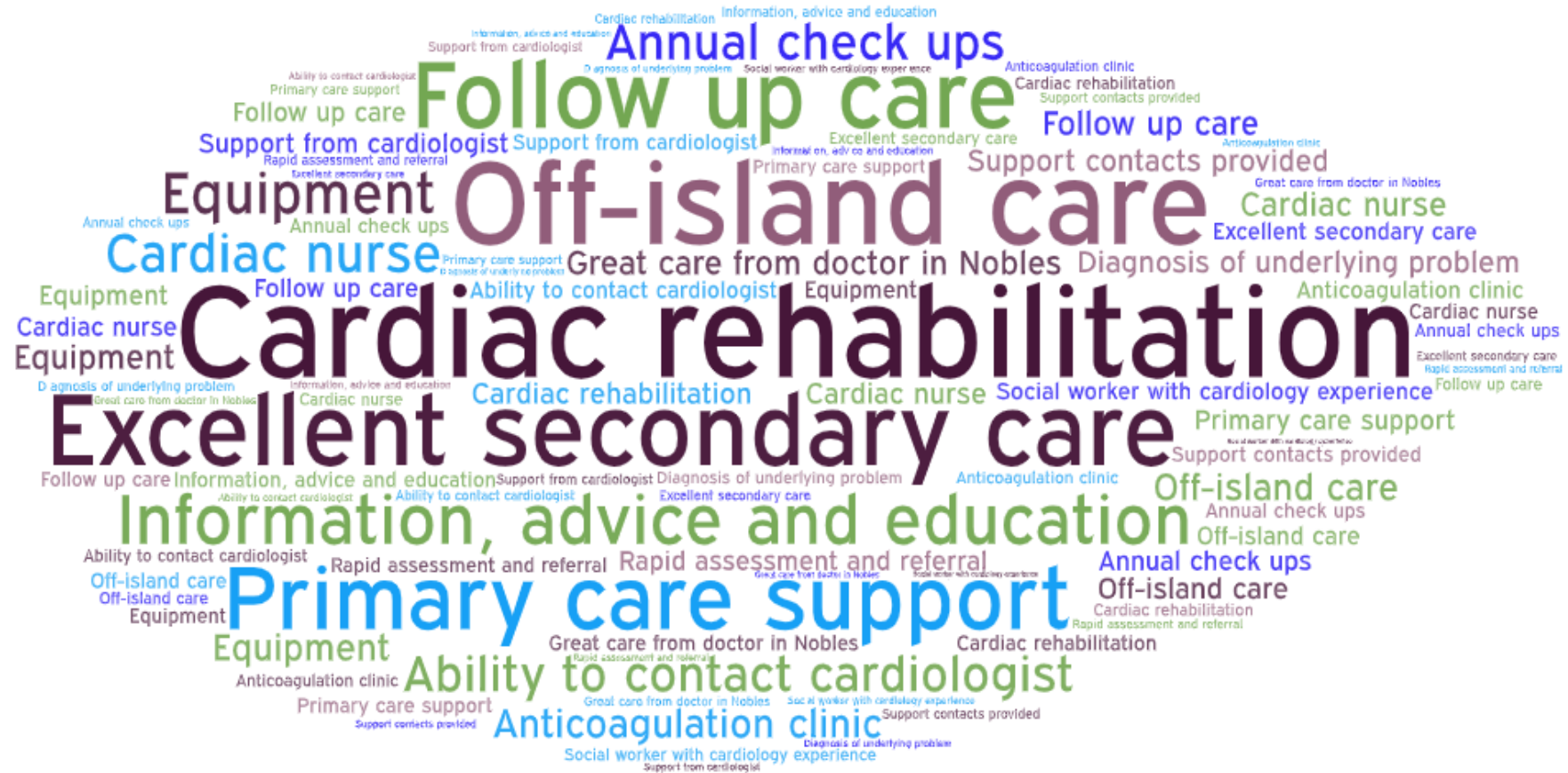
27. Were you or your immediate family offered any psychological support?



28. Have you received help from health and social services with getting benefits or other financial assistance?



If you did get enough help and support, please explain what you found useful



If you did not get enough help and support, please explain what you would have wanted more of



## Anything else?

A recent cardiology review led to the next appointment being over 6 months away which is unacceptable. Cardiac rehab was also only activated because I chased it. I was not given support once discharged from CCU and when I called with concerns, they told me they could not give advice or help

Different doctors at clinic, no plan or continuity felt. So disappointing. Feeling vulnerable

Did not think the food on the cardiac ward was appropriate for people with high cholesterol, surely this is an ideal time for health changes. No support at Liverpool airport on the way back – he was left to walk through terminal by himself and did not know there was a patient transfer lounge, if anything had happened no one would have known he was a cardiac patient

Being transferred between services means that I have been forgotten after appointment cancellations as there have been no follow ups since

Care at Liverpool on a number of occasions was good, excellent consultant, good advice, and treatment. We need closer ties with Liverpool with a permanent consultant on the island with sessions in Liverpool

All records of my hospital admission to A&E and cardio unit was lost, so it made getting further access to see a consultant very difficult. And when I finally got an appointment they had no access to my records

After initial events and hospitalisation, you seem to drop off the radar

CCU nursing staff were friendly

Care I received recently was very good, I feel at last that medical profession are taking my health seriously

Each time I see a cardiologist they seem unaware of my condition

Needed clearer pathway on AF and options, also information for family members on their risks

## Anything else?

The whole department is exceptional

I had a heart function test in July, I don't know the result, I have tried to make an appointment with Nobles cardiology doctor, but no response.

I felt talked over and not fully involved in outcomes

Symptoms only resolved after us complaining which the lead to an appointment

Feel I had and am still getting good support

If possible additional resources at the Clinical specialist Nurse level would be useful, the nature of support provided at this level was invaluable - thankyou

I would like hospital appointments not to be regularly cancelled

Lack of communication between hospital staff is appalling and needs to be addressed quickly

Support groups might be helpful

Only been once in last 2 years as appointments get cancelled

I have annual appointments and would like some continuity regarding treatment. Each time I see someone, it is someone different and it can be a little disconcerting

Nobody appears to have an overall picture of my health problems or needs. Each practitioner is accessing only their bit of my medical record which requires me to keep repeating information and asking for follow up results from each individual.

I would like hospital appointments not to be cancelled. The heart specialists need to start listening to patients as most of the time they always put heart problems down to anxiety when it's not cancelled

The rehab service is excellent but with a long delay due to backlog, TT and other problems. I have not been contacted since (July 2016)

The support I received from Cardiac Rehab Nurse and Physiotherapist at Nobles was excellent