



North Cumbria
University Hospitals
NHS Trust



Caring for North Cumbria
Your hospitals, our priority

Advancing Quality

- **NHS North West**
- **Pilot 2008**
- **Launched across North West October 2008**
- **Year 1 2008/2009 Public Report/Website June 2010**

Advancing Quality

- **Acute Myocardial Infarction**
- **Heart Failure**
- **Community – Acquired Pneumonia**
- **Hip and Knee Replacement**
- **Stroke (pilot commenced 2010)**

AQ - a programme that focuses on improving the quality of care for patients in the North West

Understanding Our Results Year 1

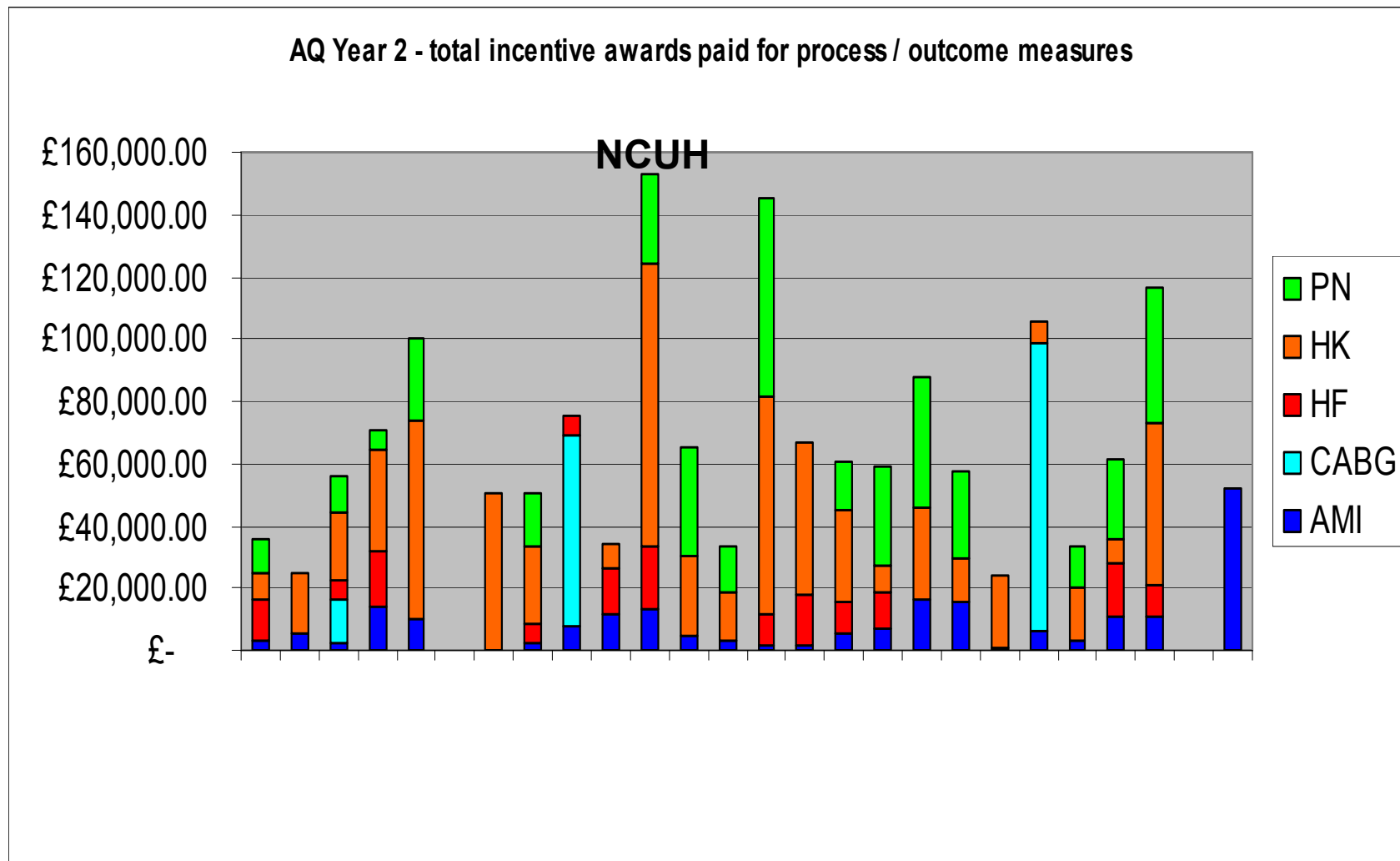
- ✓ Did we fail to deliver the care, or fail to document the delivery?

Clinical Engagement

At all levels - Executive, Clinical, Nursing and Management Team
Infrastructure - Dedicated AQ team, Coding, Clinical Audit
Clinical monthly sub groups



AQ YEAR 2 October 2009- March 2010



First Steps to Improvement: Heart Failure Group

- ✓ Practice Nurse education module
- ✓ Discharge Information Leaflet
- ✓ Ward visits by community nurses
- ✓ Nurse-led referral to community HF Service
- ✓ Patient-held card

North Cumbria NHS University Hospitals	
Heart Failure Alert Card	
First Name	
Surname	
Hospital Number	
This patient has Heart Failure	
Heart Failure Nurse contact:	
Name:	
Tel:	
Show this card at all medical appointments	

North Cumbria NHS University Hospitals	
Date of last Echo	
Ejection Fraction	
LV Function	
In case of emergency contact	
your GP	
Cue-Doc	

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Hospital Number

This patient has Heart Failure

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**Show this card at all medical
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LV Function

In case of emergency contact your

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Heart Failure Alert Card

This card contains important details about your condition.

It can be kept handy in a purse, or wallet to be shown to a GP, or other health professional, when necessary.

Also on the card are the contact details of your Heart Failure Nurse.

Please contact them if you have any problems.

Heart
Failure
Alert
Card
Here

Other Useful Contacts

Cumbria Stop Smoking Service

If you need help and support to stop smoking, contact the free NHS Stop Smoking Service:

Tel: 01900 324 222



Patient Advice & Liaison Service

Tel: 01228 814008 (Carlisle)

Tel: 01946 523818 (Whitehaven)

British Heart Foundation

www.bhf.org.uk

Heart HelpLine: 0300 330 3311

(open Monday to Friday 9am-6pm)

North Cumbria 
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Cumbria

HEART
FAILURE
SERVICE

Developed in partnership by

NHS Cumbria &

North Cumbria University Hospitals

YOUR
HEART FAILURE
TEAM

CONTACT

To contact the Heart Failure Team please telephone:

016973 66638

ABOUT THE TEAM

The Heart Failure Team is there for you and your family to talk to, and to provide help about your condition and how you can best manage it.

Following your discharge from hospital, they will arrange to see you again in the most convenient place for you, either in clinic or at home.

IMPORTANT ADVICE
FOR PATIENTS

MEDICATION

Some of the medication that you are taking is to help your heart to work better. Please do not stop taking it unless advised to do so by a qualified healthcare professional.

DAILY WEIGHT CHECKS

It is important to check your weight every day. Do it in the morning after going to the toilet, but before having breakfast. This is a good way to make sure that no fluid is building up in your system. If your weight goes up by 2-4 pounds (1-2 kgs) over 2-3 days then contact your Heart Failure Nurse to ask for advice.

FLUID INTAKE

Keep a record of your fluid intake and try to have the same amount of fluid every day. If you're not sure how much fluid you should be having, or whether you need to restrict your fluid, talk to your Heart Failure Nurse.

EXERCISE & REST

Be prepared to have good and not so good days. This is normal in patients with heart failure. Try to stay active, but rest when you feel tired.

DIET

Try to eat healthily. Excess weight will increase your breathlessness and tiredness. Avoid salt wherever possible as too much salt can lead to a build up of fluid. 'Lo salt' is not a good substitute as it contains potassium. Keep within the recommended units when drinking alcohol or stop altogether.

SMOKING

We all know that smoking is bad for our health in many ways. We can help you to give it up. Please ask us for assistance. (see reverse)

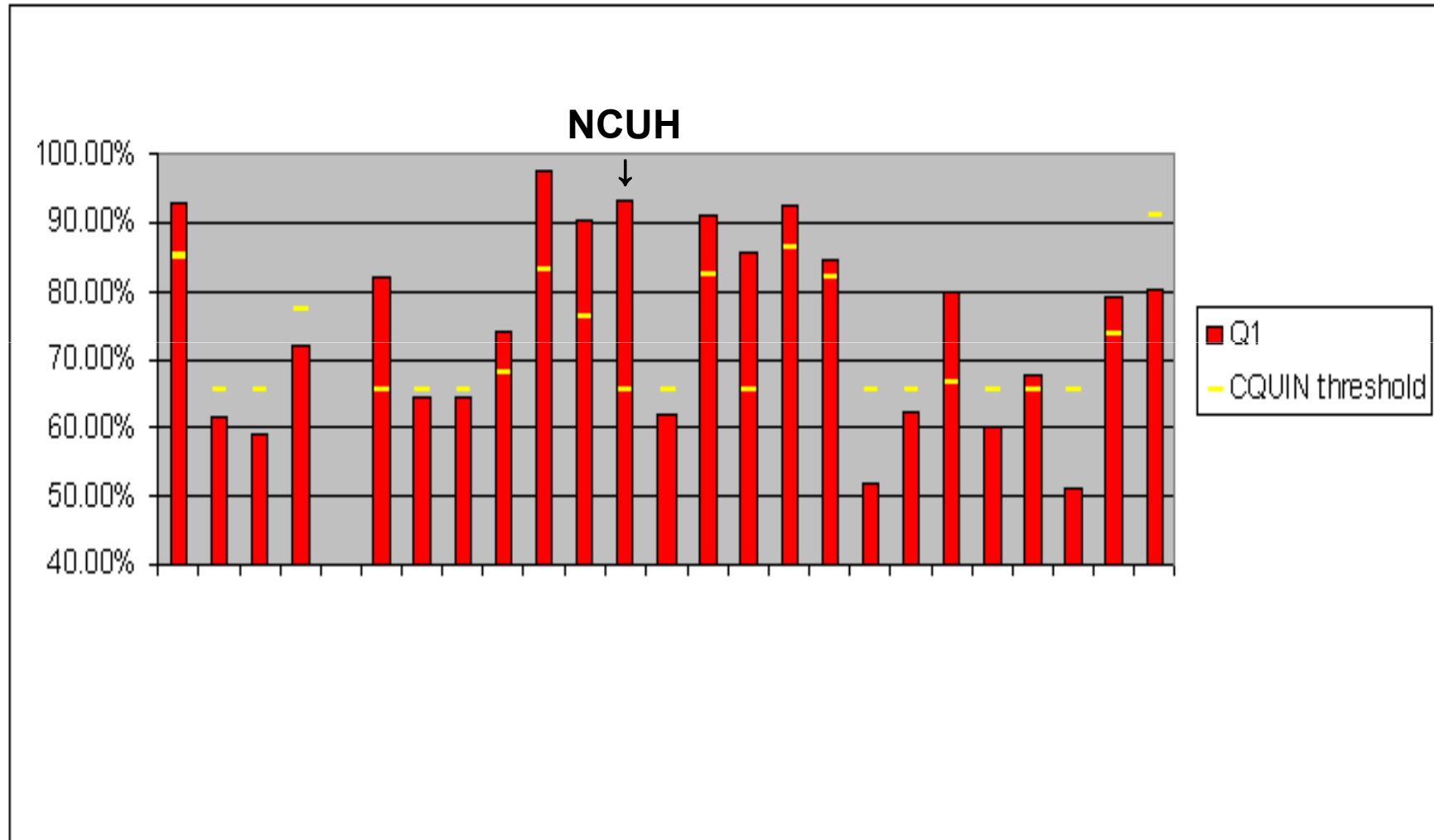
VACCINES

Please remember to have your yearly influenza vaccine and your vaccine for pneumonia.

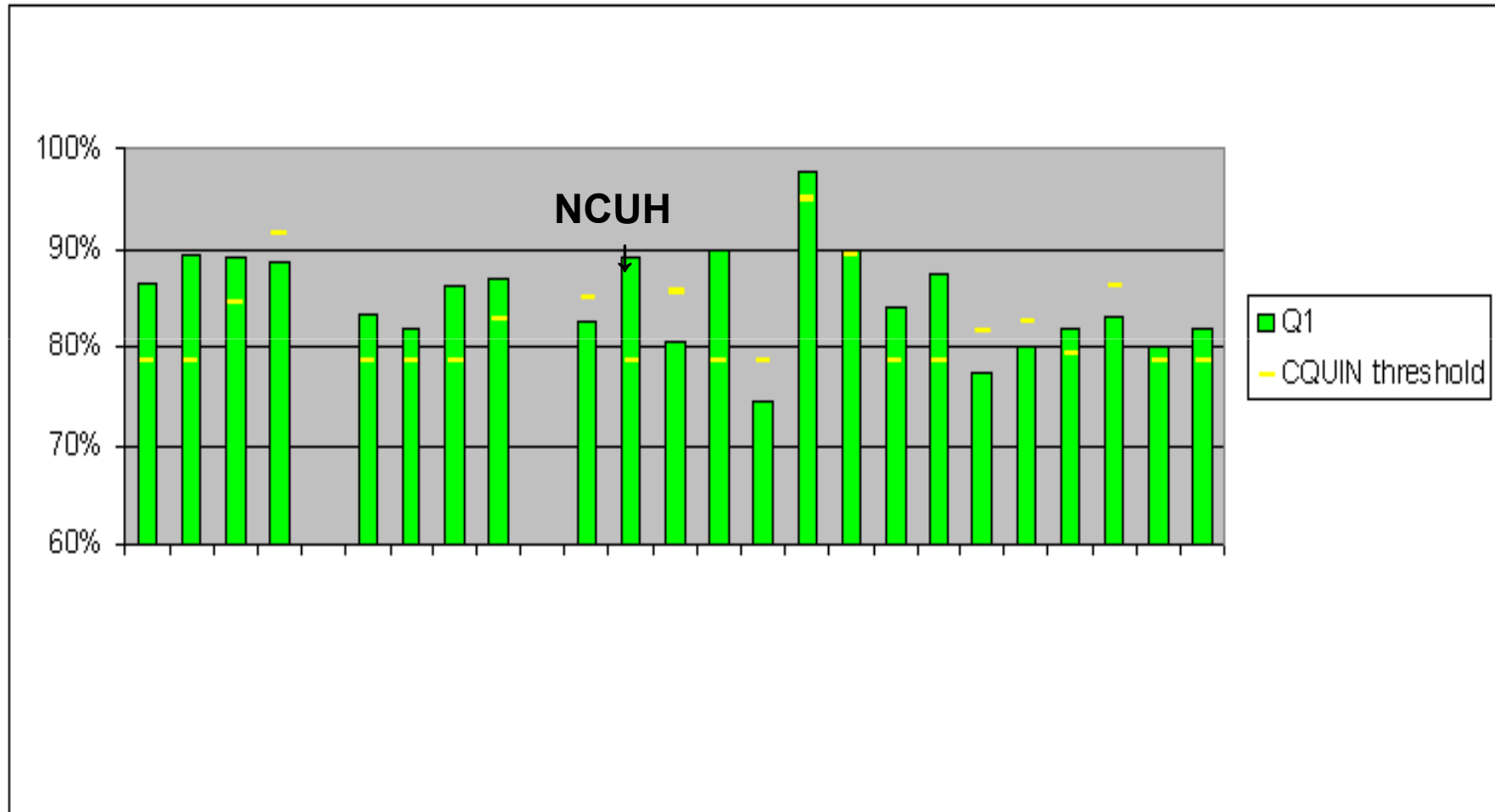
Next Steps to Improvement: Heart Failure Sub Group

- Revisited group membership
- Clinical engagement
- Documentation of discharge information
- Introduced sticker record system

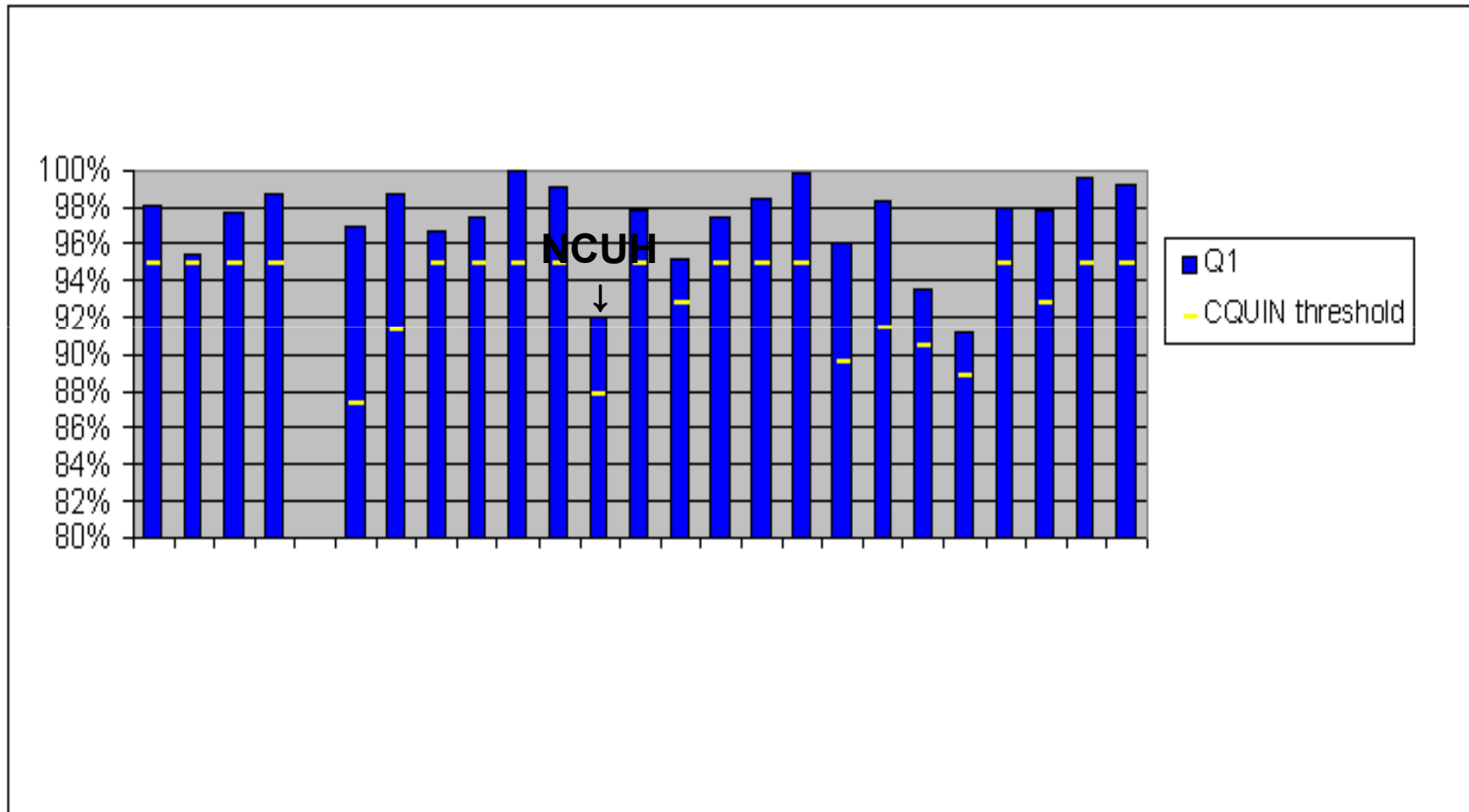
Heart Failure 2010/2011



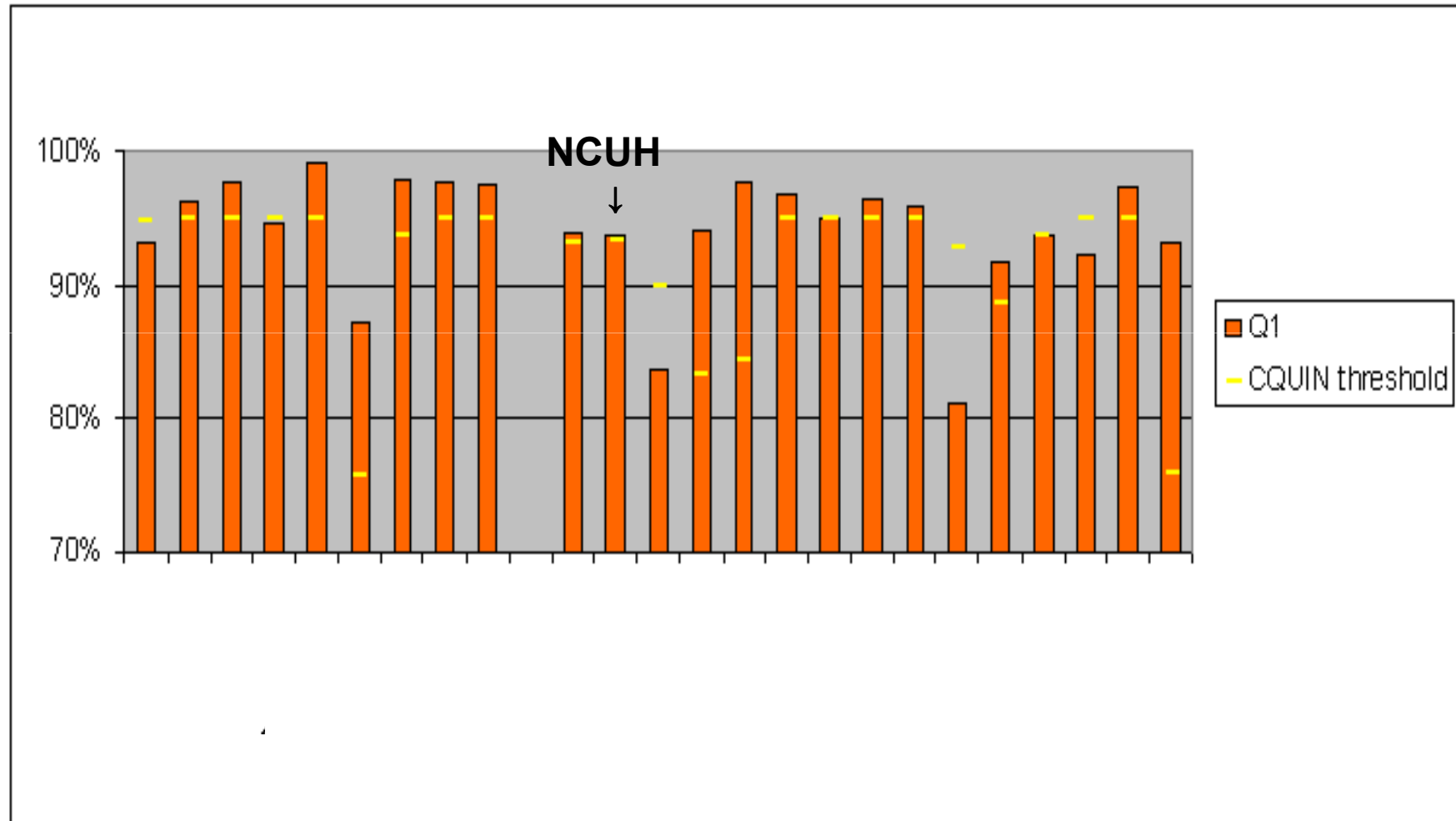
Pneumonia 2010/2011



Acute Myocardial Infarction 2010/2011



Hip & Knee 2010/2011



Audit Commission

- **100 % Compliance on all measures**

Next Steps

- Continue monthly sub group meetings
- Aim for 'Real time' Data Collection
- 100%