

**We are the Heart Failure Service  
and this is our promise to you:**

**The Heart Failure Service is a specialist nurse led service that provides assessment of your symptoms and the most appropriate management and support to you and your family.**

**Where are services delivered from?**



We will arrange to see you at a place convenient to you such as:

- Clinics
- Your home (if you are housebound)
- Your care home

Monday–Friday 9am–5pm



**What can we expect from you?**



- Arrive on time or let us know in advance if you cannot attend
- Please only request a home visit if you are housebound
- Follow the heart failure advice given and participate in decisions about your care and treatment

**What can you expect from us?**



- To help you understand and manage your condition
- To work with you and other professionals including your GP and/or Consultant to agree the best plan of care
- An assessment of your condition with the aim of improving your quality of life
- To stabilise your condition with the aim of discharging you back to your GP practice for continued monitoring
- To have a point of contact where you can telephone for advice and support
- To be treated with dignity and respect



**Who should you contact with concerns or feedback?**



**0151 495 5264**

Message for patients:

If we are unable to answer your call immediately, please leave a message.

We aim to respond to phone calls/emails within 48 hours.

► If you would like to speak to our Patient Relations team please call **01942 822 376**.

For more information visit  
[www.wwl.nhs.uk](http://www.wwl.nhs.uk)