



# Your heart failure team

**This leaflet explains what to expect when  
being cared for by the heart failure team.**

Services provided by:  
Guy's and St Thomas' NHS Foundation Trust  
King's College Hospital NHS Foundation Trust

## **What is heart failure?**

Heart failure is a condition where the heart is unable to pump effectively enough to meet the body's demands for blood and oxygen.

It is usually a lifelong condition but it can be managed by being on the right combination and doses of heart failure medications. You may also need to make some lifestyle changes so that you have the best chance of remaining well.

## **Your heart failure service**

Guy's and St Thomas's and King's College Hospitals work in partnership to provide a heart failure service. The team includes heart failure consultants, nurses and pharmacists.

We work closely with you and your GP, and aim to provide you with the care you need, when you need it. This is to help improve your symptoms so that you have the best quality of life possible.

Your heart failure team are available Monday to Friday, 9am-5pm. You can call them if your condition worsens or if you have any concerns to ensure potential problems are managed quickly.

## Where will I be seen?

If you are seeing a heart failure consultant, your appointment will be at a hospital outpatient clinic.

Heart failure nurses and pharmacists will see you at hospital or at a community clinic.

If you are housebound, the community heart failure nurse may see you at home.

### **Our outpatient clinics:**

- Artesian Clinic, SE1 3GF
- Whittington Clinic, SW16 2DQ
- Gracefield Gardens Health Centre, SW16 2ST
- Lister Health Centre, SE15 5LJ
- Lambeth Community Care, SE11 4TX
- St Thomas's Hospital, SE1 7EH
- Guy's Hospital, SE1 9RT
- King's College Hospital, SE5 9RS
- Princess Royal Hospital, BR6 8ND
- Beckenham Beacon, BR3 3QL

## Your heart failure team

### **The heart failure consultant will:**

- diagnose your condition and provide a management plan
- review your progress and make any changes to your management plan as required.

### **The heart failure nurse will:**

- plan your care with you to meet your individual needs
- provide advice on how to monitor and manage your heart failure, and advise you what to do and who to contact if your symptoms get worse
- review and adjust your medication with you, so that you are on the best doses for you.

### **The heart failure pharmacist will:**

- make sure you are on the right medicines, not just for your heart failure, but for all your medical conditions
- provide you with support if you are having difficulty taking your medicines, and provide you with options to make taking your medications correctly easier
- answer your questions about your medications, such as what interactions and side effects there might be.

## **Other services**

These include specialist cardiac exercise rehabilitation programmes and mental health services. If required, we can also signpost you to organisations offering welfare benefits advice or to social services.

## **Appointments/tests**

Please bring your Heart Failure Patient Personal Record Book and your medications with you to all your appointments. Remember to advise us if you are unable to attend in advance if possible, to allow someone else to use the appointment.

You will need to have blood tests to monitor your condition, and other tests may also be required. We will schedule your blood tests either at the hospital or at your GP practice. If you are housebound, the district nurse team will be asked to perform your blood test at your home.

We aim to get your tests and investigations done on the same day you see the heart failure specialist.

We will discharge you back to your GP when you are stable and on optimum tolerated doses of your medication.

## Contact us

If you have any questions please contact one of these heart failure teams, Monday to Friday, 9am-5pm:

**Lambeth and Southwark Community,**

**t:** 020 3049 4652

**Guy's and St Thomas', t:** 020 7188 9760

**King's College Hospital,**

**t:** 020 3299 4860

**Princess Royal Hospital,**

**t:** 01689 866 097

If you need help in the evening or at the weekend contact your GP for the out of hours service, or 999 for ambulance services in a medical emergency.

For more information leaflets on conditions, procedures, and services offered at our hospitals, please visit **w:** [www.guysandstthomas.nhs.uk/leaflets](http://www.guysandstthomas.nhs.uk/leaflets)

## Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

**t:** 020 7188 8748, Monday to Friday, 9am-5pm

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A list of sources is available on request