

Your Service

As part of our continual development and improvement of the Community Cardiology Service, we welcome your comments and feedback on any aspect of the service.

By moving care closer to patients, our community based service aims to provide patients with a service which is:

- Timely
- Effective
- Patient centred
- Efficient
- Equitable
- Safe

Confidentiality

To protect your privacy and confidentiality, we would not normally disclose medical information over the telephone or fax to you without taking steps to be sure we are talking to you. This means that we will not disclose information to family, friends or colleagues about any medical matters at all unless we have your consent to do so.

Please visit our website for more information www.physiologicalmeasurements.com

For large print, audio or Braille versions of this leaflet, or to obtain a translated copy please contact the Patient Management Centre on **01691 676496 Option 1**.

Clinics

To find your nearest clinic please visit: www.physiologicalmeasurements.com/yourclinics and add your home postcode into the postcode finder and click find.

You will then be shown all clinics in your area and how far they are from your home address. You can also phone our Patient Management Centre on **01691 676496 Option 1** who will be happy to help.

Feedback & Complaints

We value your comments and feedback regarding our services. If you would like to complete an online feedback questionnaire, please visit our Patient Page on our website www.physiologicalmeasurements.com

General comments and complaints can be submitted to the Patient Management Centre; T: 01691 676496 Option 1 / E: pml@nhs.net

Contact Details for PMC

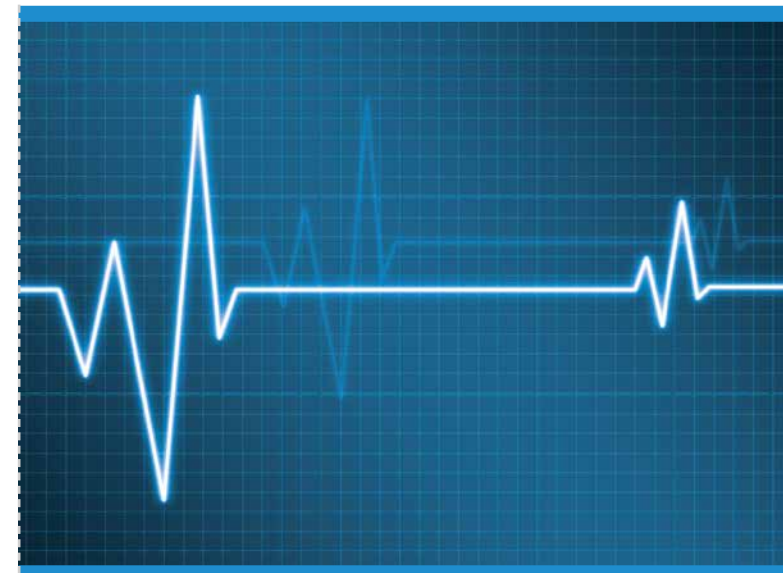
01691 676496 Option 1 / pml@nhs.net
www.physiologicalmeasurements.com/patients

To cancel or change your appointment please call us on **01691 676496 Option 1** at least 3 days prior to your appointment date.



Physiological
Measurements Ltd.

UNDERSTAND
INNOVATE
DELIVER



Patient Information

Community Cardiac Diagnostics Service

Providing services on behalf of the NHS

Your Referral

Your GP has referred you to the Community Cardiology Service for one of the following appointments or tests:

- Echocardiogram
- 24 hr ECG
- 7 day recording
- 24 hr Ambulatory BP
- 48 hr ECG
- ECG
- 72 hr ECG

The Patient Management Centre

The Patient Management Centre (PMC) looks after all of your appointments, referrals and results.

The Cardiology PMC will attempt to contact you by telephone to arrange your appointment. If we are unable to reach you by telephone, an appointment letter will be sent to you for the next available clinic. Please ensure your GP has your correct address and telephone number to avoid delays in booking your appointment.

The Cardiology Diagnostics Service Clinical Staff

Physiological Measurements Ltd provide fully qualified, professional and experienced clinical staff. Please be aware that your test can be undertaken by a clinician of either gender (please see Chaperones section).

Chaperones

Your appointment may be performed by either a male or female member of staff. You are welcome to bring a friend or relative to your appointment. If you wish, a medical chaperone can be requested. However, this may mean rescheduling your appointment to a day when a chaperone is available. Please do let the PMC know prior to your scan if you require a chaperone.

Transport

If you require transport, we can arrange this at the request of your GP. Please note, we are unable to arrange transport unless your GP has requested this on your referral.

Your Appointment

All diagnostic tests performed are non invasive, safe and painless.

Echocardiogram

An echocardiogram is an ultrasound scan of the heart which gives accurate information about your heart function and the structure of your heart and valves. You will need to undress down to the waist (including bra) and lie on the couch. A transducer (probe) is placed on your chest along with some water-based gel. The probe is moved around the chest to capture different views of your heart. The test may take up to 30 minutes to complete.

Electrocardiogram (ECG)

An ECG records the rhythm and electrical activity of your heart. Several small sticky patches (electrodes) are put on your arms, legs and chest. You will need to undress down to the waist (including bra) to have the electrodes fitted. If you have a lot of hair on your skin, we may need to shave that area to make sure the electrodes stay in close contact with your skin. These electrodes are attached to wires leading to a recording machine. The test is up to 10 minutes long. Please refrain from using moisturisers and body oils prior to test as it prevents the electrodes from sticking.

24 hr, 48 hr, 72 hr ECG or 7 day recording

This technique involves continuously recording an ECG over usually 24 hours or 48 hours, but can be 72 hours or 7 days depending on your doctors request. Small sticky patches (electrodes) are put on your chest and attached to a small recording device which can be worn around your waist or neck, whilst you go about your normal daily activities. You will need to undress down to the waist (ladies can keep their bra on) to have the monitor fitted. If you have a lot of hair on your skin, we may need to shave that area to make sure the electrodes stay in close contact with your skin.

24hr Ambulatory Blood Pressure (ABP)

This technique is used to record your blood pressure at regular intervals over 24 hours. A blood pressure cuff is worn on your arm and is attached via a wire worn underneath your clothes to a small recording device worn around your waist. The monitor is programmed to take a recording of your blood pressure every half an hour during the day and every hour at night, whilst you go about your normal activities.

For All Tests

It is advisable to wear a loose top which you can remove easily and ladies are advised to avoid wearing tights.

Return of Equipment

It is extremely important that you take extra care of this equipment and ensure it is returned in the condition you received it in.

The equipment is very expensive, please take all necessary care to look after it as you would your own property e.g. mobile phone, computer.

Please make sure you return the equipment at the correct location and date requested by the person fitting it. Failure to do so costs the NHS money and time as it cannot be fitted to another patient, who will have a similar need to access care to you.

You will be asked to sign a form when you are provided with the equipment, agreeing to take all possible care of the equipment and return the equipment on an advised date.