

# Pulmonary Rehabilitation

A programme for people living with a lung condition



Service provided by:

## What is Pulmonary Rehabilitation?

Many people with a lung condition become short of breath whilst carrying out their everyday activities. Being short of breath can be very frightening and subsequently some people reduce the amount of activity they do. However, avoiding these activities can lead to decreased fitness and even more breathlessness.

Pulmonary Rehabilitation is a programme of supported exercise and education, led by a specialist respiratory physiotherapist or nurse. After an initial assessment appointment, you will be expected to attend twice a week for 6 weeks with each session lasting 2 hours.

### The sessions include:

- An exercise programme tailored to your individual needs, which are designed to improve upper and lower limb strength, endurance and cardiovascular fitness.
- Educational talks covering all key topics such as managing your breathlessness, how to clear your chest, understanding your medications and sleep. You will receive a comprehensive package of information on all the topics covered during the programme for you to keep.
- A self-management plan which tells you what to do in the event of your respiratory symptoms worsening.
- You will be given some activities and exercises to do at home, that you will be able to continue with beyond your Pulmonary Rehabilitation programme so that you can maintain your improved fitness.

You will be in a small group of people that all have a respiratory condition, providing a supportive and friendly atmosphere. It is important that you attend the whole programme to get the full benefit.

If you have a specific care need a family member or carer may attend the exercise component of the session to provide additional support (this should be discussed at your assessment), otherwise any family members or carers are welcome to attend the education component.

## What are the benefits of Pulmonary Rehabilitation?

- Improves your fitness and the amount of activity you can do
- Reduces your breathlessness and helps you to feel less tired when carrying out day-

to-day activities, such as climbing the stairs

- Improves your quality of life, so that you feel better
- Improves your independence and increases your confidence in managing your condition
- Provides opportunity to meet people in a similar situation and share experiences
- Increases your confidence to exercise safely
- Improves your knowledge and understanding of living with a lung condition and helps you develop practical coping skills which reduces your risk of going into hospital



## What to expect from your initial assessment

**Before you can start Pulmonary Rehabilitation, you will be invited to an assessment appointment.**

**When you come to your first appointment one of our healthcare professionals will:**

- Undertake a review of your diagnosis and symptoms
- Review your medication and self-management plan
- Review your inhaler technique
- Perform a pulse oximetry reading which involves attaching a small probe to your finger to measure oxygen levels
- Take your blood pressure
- Check your heart rate
- Get you to do a short walking test (if required please ensure you bring any walking aids)

## What do I need to bring to the class?

- Clothes you feel comfortable to exercise in, including

trainers or closed shoes with flat soles

- A drinks bottle
- Any walking aid
- Reliever inhaler and spacer device
- Other rescue medication, such as Glycerol trinitrate (GTN), glucose and blood glucose meter
- A full ambulatory oxygen cylinder / flask if prescribed
- Reading glasses

## Where do the courses take place?

We aim to bring this service as close to your home as possible by running the courses in local leisure centres.

Courses are held in Phoenix Pool and Gym and Waterlane Leisure Centre.

**Sentinel Gym, Waterlane Leisure Centre, Water Lane, Lowestoft, NR32 2NH**

**Mill Lane Community Centre, Mill Lane, Bradwell, Great Yarmouth, NR31 8HS**

## How can I take part in Pulmonary Rehabilitation?

Only a healthcare professional can refer you to Pulmonary Rehabilitation. Contact your GP or Respiratory Consultant for a referral.

## BOC Healthcare Pulmonary Rehabilitation Service

### Service times and contact details

You can contact the BOC Healthcare Pulmonary Rehabilitation Service between the hours of 09:00 and 17:00 from Monday to Friday.

For any queries, problems or to give us feedback, please call us on **0800 012 1858**. If we are not available, please leave a message on our answer phone and we will reply to you as soon as we can.

### Please contact us

If you cannot attend a class.

If you feel unwell prior to your class with increased symptoms of:

- Breathlessness
- Cough
- Sputum
- Change in colour of your sputum
- Or you have been prescribed steroids or antibiotics for a chest infection

Please contact us for advice as we may need to defer your continuation of the programme.

### Our team

The Pulmonary Rehabilitation service is provided by clinically trained staff members. All have solid backgrounds and experience in respiratory care.

## Our values

### Incorporating views of patients and carers

Your feedback is important to us. We love to receive compliments about our service. A suggestion on how to improve our service or complaints are just as welcome, as this gives us the opportunity to review and improve our service to you.

The Pulmonary Rehabilitation service ensures that you have the opportunity to give feedback on the services provided. You can give feedback in a variety of ways:

- You can give feedback to the team during your appointment. After an appointment, you may be asked to complete a short satisfaction survey. This can be completed confidentially at home and returned to us using the business reply envelope provided
- Occasionally we will contact you formally to participate in a more detailed patient satisfaction survey – you can

contact us by telephone, email or in writing to provide feedback at any time

This feedback is collected annually and submitted to the Care Quality Commission and to Great Yarmouth and Waveney Clinical Commissioning Group.

### Equality

The Pulmonary Rehabilitation Service treats everyone as an individual, with dignity, compassion and empathy. Our service is delivered with care and respect for all. There is no discrimination against colour, race, disability, sexuality or religion. Relatives, friends or chaperones are welcome to attend appointments at your request.

### Confidentiality and data protection

The BOC Healthcare Pulmonary Rehabilitation Service respects your privacy. You will appreciate that in order to provide this service, we need to hold and process important personal data about your health and

oxygen needs, including details about you, your GP and your prescriptions.

The information you provide will be used only by the BOC Healthcare Pulmonary Rehabilitation Service in order to provide you with the best possible service and will be held securely in accordance with the Data Protection Act 2018 and the General Data Protection Regulation. We will not share your information with third parties that are not involved in your care without your prior consent.

You can find further information on how we process your data in our privacy policy, which you find via **[www.bocclinicalservices.co.uk](http://www.bocclinicalservices.co.uk)** or you can contact us for a printed copy on **0800 012 1858**.

You may request, at any time, to see the information we hold on record about you including your own medical information and

copies of any medical reports. Any medical reports created will only be shared with other Healthcare Professionals such as the referring GP if you have consented for us to do so.

During your initial assessment you will be asked if you agree to your medical records being shared. By giving your permission this means that we can ask your GP to share copies of the records that they have about you. This will mean that the service will be able to see an up to date medication list, results of recent investigations and hospital letters. This will be fully explained to you by a member of the team and you will retain the right to change your mind about sharing at any time.

### Your rights

The UK Data Protection Act 2018 and the General Data Protection Regulation gives you the right to access the personal data that BOC

Healthcare holds and processes on you. You are entitled to stop the data processing if it causes unwarranted and substantial damage or distress and to request that inaccurate/incorrect information be rectified.

For further information regarding these rights or to make a complaint please contact our Senior Information Risk & Data Protection Officer at **[boc.clinicalservices@nhs.net](mailto:boc.clinicalservices@nhs.net)**, by calling **0800 012 1858** or by writing to BOC Healthcare, Priestley Road, Worsley, Manchester M28 2UT.

If after contacting BOC you are still unhappy you may also complain to the Information Commissioner, all contact details are available on the Information Commissioners' website **<http://www.ico.gov.uk/>**

## Complaints

If you are unhappy with any aspect of the Pulmonary Rehabilitation Service you have received from BOC Healthcare you are entitled to make a complaint, have it considered, and receive a response from BOC. The BOC complaints procedure detailed in this document is mirrored to the NHS complaints policy.

### To whom should I complain initially?

We hope that most problems can be sorted out easily and quickly, often at the time they arise and with the person concerned.

You can raise your concerns immediately by speaking to a member of the Pulmonary Rehabilitation Service staff, who directly provide this service. They may be able to address your concerns without the need to make a more formal complaint.



You can telephone the pulmonary rehabilitation service on **0800 012 1858**.

You can also write to the Service Lead at:

BOC Healthcare Pulmonary Rehabilitation Service  
Patient Service Centre, Priestley Road, Worsley, Manchester M28 2UT

Alternatively, if you feel you are unable to raise your concerns with a staff member of the Pulmonary Rehabilitation Service you can contact the BOC Patient Service Manager who will be happy to help try and resolve your problem.

You can telephone the Patient Service Manager on **0800 012 1858** or e-mail **boc.clinicalservices@nhs.net**

You can write to:  
Patient Service Manager  
BOC Healthcare, Priestley Road, Worsley, Manchester, M28 2UT

### Who can complain?

A complaint can be made by a patient or person affected or likely to be affected by the actions or decisions taken by BOC. A complaint can also be made by someone acting on behalf of the patient or person, with their consent. If you are complaining on behalf of someone else, we may need to know you have his or her permission to do so. A note or consent form signed by the person may need to be provided. Consent is not needed if due to ill health or infirmity the person is not able to complain themselves.

### What is the time limit for making a complaint?

You should normally complain within 12 months of the event(s) concerned or within 12 months of becoming aware that you have something to complain about. BOC has the discretion to waive this time limit if there are good reasons why you could not complain earlier.



### What we will do

We will acknowledge your complaint within 3 working days. We will discuss your concerns with you and agree a way forward.

When we look into your complaint we will aim to:

- Find out what happened and what may have gone wrong in order to provide explanations to you
- Make sure you receive an apology if appropriate
- Make it possible for you to discuss the problem with those concerned, if you would find this helpful

- Identify what we can learn from your complaint and what we can do to make sure the problem does not happen again so we can improve our service.

### Great Yarmouth and Waveney Clinical Commissioning Group

Great Yarmouth and Waveney Clinical Commissioning Group are your local NHS body. They are responsible for managing the performance of the Pulmonary Rehabilitation Service with BOC Healthcare. You can also contact them for advice and to make your complaint.

If you do not wish to speak or write to a member of BOC Healthcare staff you can contact your local Patient Advice and Liaison Service. They will listen to your concerns and sort out any problems quickly on your behalf.

Here are the details of the Complaints and Patient Advice and Liaison Service (PALS) for the Great Yarmouth and Waveney Clinical Commissioning Group:  
Tel: **01502 719 567**, Email: **GYWCCG.complaints@nhs.net**

Address: Complaints and PALS NHS Great Yarmouth and Waveney CCG, Beccles House, 1 Common Lane North, Beccles, Suffolk NR34 9BN

### **What to do if you remain unhappy with the outcome of your complaint?**

If you remain unhappy you can approach the Parliamentary Health Ombudsmen (PHSO).

The Ombudsmen is completely independent of both the NHS and the Government. This should be done within 12 months of the final outcome of the complaints procedure. You can contact the Ombudsmen by telephone on **0345 015 4033** or online at **www.ombudsman.org.uk**

### **Independent help and support**

The Independent Complaints Advocacy Service (ICAS) provides advice and support to people who want to complain about the NHS.

### **You can contact an ICAS officer on: 0300 330 5454**

You're local Citizens Advice Bureau. The Department of Health's website also has information on the NHS complaints procedure; **www.dh.gov.uk**

## **How we use your health records**

This leaflet explains:

- Why we collect information about you and how it is used
- Who we may share information with
- Your right to see your health records and how we keep your records confidential

### **Why we collect information about you**

We aim to provide you with the highest quality of health care. To do this we must keep records about you, your health and the care we have provided or plan to provide to you.

These records may include:

- Basic details about you, such as address, date of birth, next of kin
- Contact we have had with you such as assessments
- Notes and reports about your health
- Details and records about your treatment and care

- Results of tests etc
- Relevant information from people who care for you and know you well, such as health professionals and relatives

It is good practice for your clinician who provides your care to:

- Discuss and agree with you what they are going to record about you
- Give you a copy of letters they are writing about you; and
- Show you what they have recorded about you, if you ask

### **How your records are used**

The pulmonary rehabilitation service uses your records to:

- Provide a good basis for all health decisions made by you and care professionals
- Allow you to work with those providing care
- Make sure your care is safe and effective, and
- Work effectively with others providing you with care

Others may also need to use records about you to:

- Check the quality of care (such as clinical audit)
- Protect the health of the general public
- Keep track of NHS spending
- Manage the health service
- Help investigate any concerns or complaints you or your family have about your health care
- Teach health workers and help with research

Some information will be held centrally to be used for statistical purposes. In these instances we take strict measures to ensure that individual patients cannot be identified.

We use anonymous information, wherever possible, but on occasions we may use personally identifiable information for essential NHS purposes such as research and auditing. However, this information will only be used **with your consent**, unless the law requires us to pass on the information.





**If you require this leaflet in another language, Braille or audio tape please contact the pulmonary rehabilitation service.**

## **BOC Healthcare**

**Pulmonary Rehabilitation Service, Priestley Road, Worsley,  
Manchester M28 2UT, United Kingdom**

**Tel 0800 012 1858, [boc.clinicalservices@nhs.net](mailto:boc.clinicalservices@nhs.net)**

**[www.bocclinicalservices.co.uk](http://www.bocclinicalservices.co.uk)**