

Cardiac Rehabilitation Service



Service provided by:

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Overview

How might this service help you? BOC Healthcare is providing a cardiac rehabilitation service for patients who have experienced a cardiac event such as a heart attack, or after having a treatment such as a coronary bypass. The service provides specialist advice and support to enable you to manage your own health.

Our aim is to provide high quality, personalised care for adult patients living with a cardiac condition. We do this by improving your understanding of your condition and provide you with the tools you need to stay fit and well.

The objective of the service is to be valued by all who require it:

- to help improve your heart's future
- ensure you understand your medications
- assess you and provide cardiac rehabilitation
- assist you in maintaining your independence as a person recovering from a cardiac event
- fully educate you on your medical condition to enable you to self manage your condition when possible
- to support all patients to maintain maximum health
- to prevent further health complications
- to assist in your return to work and normal functions



Cardiac rehabilitation service

Service times and contact details

You can contact the cardiac rehabilitation service between the hours of 9 am and 5 pm 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.

Who will be seen by the service

This service is offered to patients who have had a heart attack, have stable heart failure, have had coronary angioplasty, heart surgery or a cardioverter defibrillator fitted.



Please contact us

If you cannot attend or need to re-arrange a cardiac rehabilitation session. This is important as it will enable us to offer the session slot to another patient.

If you feel unwell prior to your appointment please contact us for advice as we may need to re-arrange your course.

Our team

The cardiac rehabilitation service is provided by clinically trained staff members. All have solid backgrounds and experience in cardiac care.

The clinical team is supported by a healthcare assistant and technical instructor.

What should I expect from my cardiac rehabilitation assessment

Your first appointment will involve:

- a review of your diagnosis
- a review of your medication and self management plan
- performing a walk test
- education about your condition
- referral to other agencies that are beneficial to you, with your consent
- an individual exercise programme
- advice on mobility
- physiotherapy intervention (if appropriate)
- a 6 minute walk test

What the service does not do

- The cardiac rehabilitation service does not prescribe any medication.



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 cardiac 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 continually collected and submitted to the Care Quality Commission and to Heywood, Middleton and Rochdale CCG.

Equality

The cardiac 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 CR 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 including details about you, your GP and your prescriptions.

The information you provide will be used only by BOC Healthcare cardiac rehabilitation service in order to provide you with the best possible service and will be held securely in accordance with the Data Protection Act 1998. We will not share your information with third parties that are not involved in your care without your prior consent.

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 General Practitioner 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 1998 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 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 at www.ico.gov.uk

Complaints

If you are unhappy with any aspect of the cardiac 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.

Incorporating views of patients and carers

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 cardiac rehabilitation service staff, who directly provide this service. They may be able to resolve your concerns without the need to make a more formal complaint.

You can telephone the cardiac rehabilitation service on 0800 012 1858. You can also write to the Clinical Lead at BOC Healthcare, Priestley Road, Worsley, Manchester, M28 2UT.

Alternatively, if you feel you are unable to raise your concerns with a staff member of the cardiac rehabilitation service you can contact the BOC Patient Service Manager who will help to sort out your problem. You can telephone the Patient Service Manager on 0800 136 603 or e-mail healthcare.home-uk@boc.com.

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

Heywood, Middleton and Rochdale are your local NHS body. They are responsible for managing the performance of the cardiac 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.

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, by writing to Millbank Tower, Millbank, London SW1P 4QP 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 0845 120 3734 as well as your local Citizens Advice Bureau. The Department of Health's website also has information on the NHS complaints procedure at 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 healthcare. 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 cardiac 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
- Teach health workers and
- Help with research

You have the right

You have the right to confidentiality under the Data Protection Act 1998 (DPA), the Human Rights Act 1998 and the common law duty of confidence (the Disability Discrimination and the Race Relations Acts may also apply).

You also have the right to ask for a copy of all records about you.

Your request must be made in writing to the cardiac rehabilitation service.

We are required to respond to you within 40 days.

You will need to give adequate information (for example full name, address, date of birth, NHS number etc.).

You will be required to provide proof of identification before any information is released to you.

If you think anything is inaccurate or incorrect, please inform the organisation holding your information.

There may be a fee if you require a copy of your medical records.

How we keep your records confidential **Notification**

The Data Protection Act 1998 requires organisations to notify the Information Commissioner of the purposes for which they process personal information.

The details are publicly available from the Information Commissioner:

Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Tel 01625 545 745, www.ico.gov.uk

Everyone working for the cardiac rehabilitation service has a legal duty to keep information about you confidential.

We have a duty to:

- Maintain full and accurate records of the care we provide to you
- Keep records about you confidential, secure and accurate
- Provide information in a format that is accessible to you (i.e. in large type if you are partially sighted)



We will **not share** information that identifies you for any reason, unless:

- You ask us to do so
- We ask and you give us specific permission
- We have to do this by law
- We have special permission for health or research purposes
- We have special permission because the interests of the public are thought to be of greater importance than your confidentiality

We may also share your information, with your consent and subject to strict sharing protocols about how it will be used, with:

- Social services
- Education services
- Local authorities
- Voluntary sector providers
- Private sector

Anyone who receives information from us also has a legal duty to: **Keep it confidential!**

Who are our partner organisations?

We may share information with the following main partner organisations:

- The entity that referred you to this service (Your GP, or Consultant etc)
- NHS Trusts (hospitals, NHS commissioning bodies)
- Special health authorities
- Ambulance service

BOC Healthcare

**Patient service centre, Cardiac rehabilitation service, Priestley Road, Worsley,
Manchester M28 2UT, United Kingdom**

Tel 0800 0121 858, Fax 0845 600 0096, boc.clinicalservices@nhs.net, bocclinicalservices.co.uk

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