Airedale NHS
NHS Foundation Trust

Airedale
Cardiac Rehab Service

Patient Questionnaire
2021

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NHS Foundation Trust

Communication

1. **Which of the following contact methods did you choose with the Cardiac Rehabilitation team for review?**

Home visit	6
Virtual (video link)	38
Telephone	61
Blended (mix of all)	2

2. **Did these methods of communication support your needs adequately?**

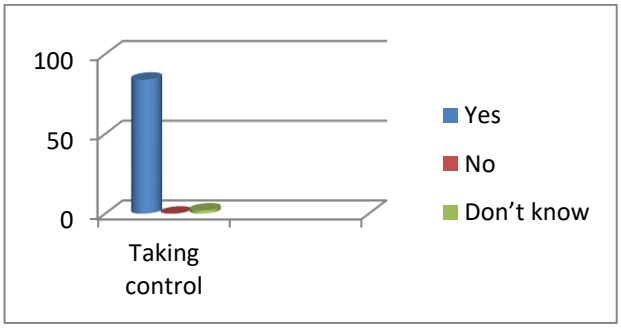
Comments:

- My condition was explained to me in great detail and I was given good advice.
- Yes I found the communication methods were very good
- Video link worked very well but doesn't replace face to face
- Yes, they supported my needs
- Yes, it worked very well and easy to access
- The support and communication was excellent
- Yes, very helpful
- My cardiac support nurse was very nice
- More than adequately. Despite Covid my nurse Diane was understanding and all efforts to advice assured and helped me in every way.
- Yes, I also attended the weekly gym
- Excellent
- Yes, would have preferred face to face but both these options worked well for me. I was happy with these contact methods
- Yes. I had constructive and helpful advice at all times
- Would have preferred at least one home visit
- Owing to technical problems on three out of five occasions, we changed from video link to telephone
- Yes. It would have been good to meet face to face but video link worked very well
- Yes. I was able to communicate with my family around me also they helped me understand
- Yes. I also took part in 6 cardiac classes at AGH
- Yes. They were very good
- Perfect for me. Home visit could not have gone any better
- Didn't chose them due to Covid
- Complete support given. The main support was the empathy from a face to face home visit
- Telephone due to Covid restrictions
- Yes, virtual calls were very efficient
- We could only choose telephone, don't do computer or mobile
- Yes with my wife involved in phone conversations as I am partially deaf
- Yes, excellent way of receiving helpful support
- Very much so. Felt really safe and was very happy with interest shown throughout
- Yes very helpful
- Yes, I think so. 4 weeks after my TAVI operation at LGI I was advised by the Airedale cardiac rehab service to take a half hour walk each day including an uphill stretch. It worked well

- Yes but I am pretty IT savvy
- Yes. Excellent communication
- The phone calls from Airedale were helpful and kind. The heart foundation videos were ok but were a little bit patronising
- Advice by telephone has been good
- Yes. Explained and perfectly understand
- There was no choice! It suited me but I feel strongly that the first meeting should be a home visit and much earlier within days of discharge
- Adequately supported, very easy to chat too
- The Covid crises drove the decision to use the above but I felt it worked well
- Yes, Diane was very informative and very professional
- Yes. Speaking to the same person on each occasion built a relationship which I think had a positive impact. It also helped by ringing me regularly
- Very well. Connection quality was poor sometimes
- Yes, if I had problems with the virtual my cardiac rehab nurse telephoned me
- Yes, very well supported
- As no home visits due to Covid was contacted by Diane by telephone
- Yes they worked quite well throughout lock down
- Yes, always available

3. Did you feel the Cardiac Rehabilitation team supported and advised you about your heart health?

Yes	84
No	0
Don't know	2

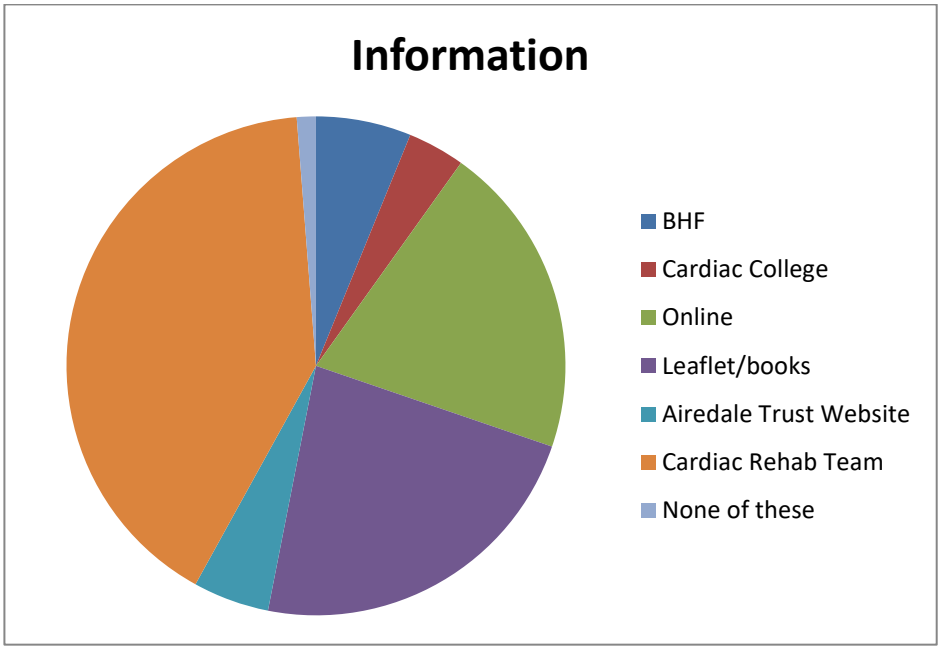


4. Did you feel you were provided with enough guidance on how to access further information?

Yes	84
No	2

- Which if any of these resources did you use?

BHF	10
Cardiac College	6
Online	33
Leaflet/books	37
Airedale trust website	8
Cardiac Rehab Team	66
None of these	2



Comments:

- The Cardiac Rehab team and the leaflet and books provided adequate information regarding my condition
- The information, support and guidance were fantastic
- Very helpful and gave all the information necessary
- Felt much supported. An excellent team
- On occasions there were some difficulties. I also feel that the hospital should advise you in person that you will be under the wing of the cardiac nurses not just put it on your discharge notes
- I collected the booklets myself when I was in hospital
- Online for background information. Diane has a comprehensive knowledge which enabled her to answer all my questions but I was made well aware of the other options.
- The team were all first class, very helpful and understanding
- Struggle to find an exercise class that does cardiac sessions, lack of own transport and poor bus service
- Excellent support from Cherie and the cardiac rehab team
- Could not have asked for better support
- Lots of information available
- LGI booklet 'your journey through heart surgery'

- The information suggested was very helpful
- 6 cardiac classes at AGH
- Was glad to know that the cardiac team were just a phone call away
- BHF have good recipes. Cardiac Rehab are very supportive. Booklet from Leeds had useful information on medication
- I had a desire to understand what had happened, and what published research was available to understand the care pathway. Alongside this, I needed to understand the medication I was prescribed, the potential side effect, and what I could do naturally to reduce the risk factors
- Very informative. A great team
- Interest never flagged and at no time did I feel forgotten. Thank you for everything
- I don't think I needed them
- It could be frustrating in how my progress is compared to how others are doing
- Debbie Moses was first class in helping me over the 6 weeks
- Cardiac rehab (lead by Debbie Moses) was brilliant. Half way through rehab it was discovered that I had prostate cancer so programmed suffered but cardiac rehab team remained in touch and helpful
- I also used the booklet from Leeds Teaching Hospital
- Well put forward
- Together with good discussion with my GP I felt well informed by Nicola and she was very willing to discuss issues and offered good information
- Plenty of information was available
- Cardiac rehab team stopped me worrying and gave me a friendly face to contact
- Cardiac surgery team seemed to get rid of me quickly. Cardiology seemed the same way. Cardiac rehab nurse, though, was very good and kept following up until I was happy to discharge with service
- On my discharge from hospital I did go online to research various aspects of my treatment and condition
- The rehab team were superb!
- Staff were very informative and approachable
- Didn't feel that I needed much help from extra resources as my cardiac rehab nurse answered all my questions, found the booklet "your journey through heart surgery" by Leeds teaching hospital to be very helpful
- Debbie Moses was exceptionally helpful and knowledgeable
- Most helpful. The weekly supportive telephone calls
- Rehab team always willing to help

5. **How well do you feel the Cardiac Rehabilitation team supported you with goal setting? (exploring ways to take control of your health)**

Excellent	60
Good	20
Fair	4
Poor	0

Comments:

- To be fair I did not really need this. I am very self-motivated and researched what I needed. I would have liked to be able to attend ONE exercise class to discuss my exercise needs. I couldn't attend a full course of classes.

6. **Have you felt confident to manage your recovery with support from the Cardiac Rehabilitation service? i.e. Blood pressure, weight, symptoms, self-care**

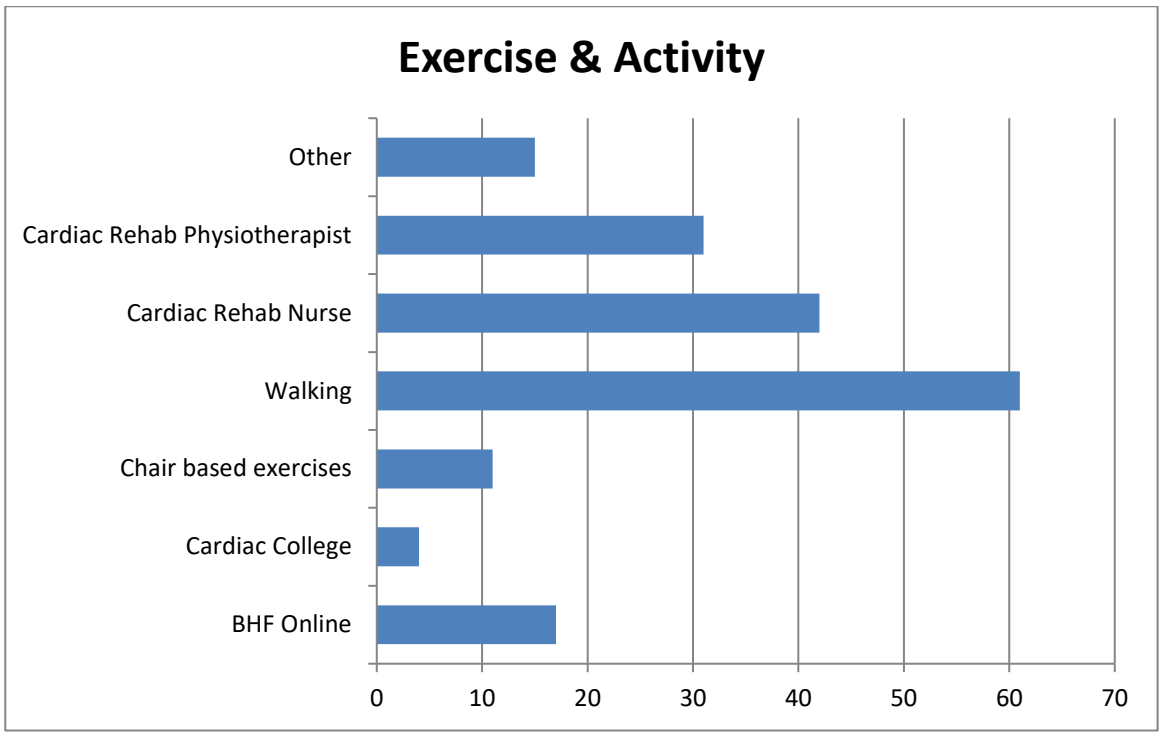
Yes	81
No	4
Don't know	0

Comments:

- I have my own blood pressure monitor and weighing scales and was provided with much help from the cardiac rehabilitation service
- Yes, I understand how to control my risk factors and ensure their outputs
- The help and support was first class
- By nature I am energetic but have learned to listen to my body
- Especially during a time when it had been very difficult to contact my GP
- All were very helpful
- Excellent support from spouse
- Felt I was given the knowledge to self-manage. Positive approach to recovery, up beat conversations with cardiac rehab team
- Diane has been excellent in keeping contact with us and helping us
- I walk every Monday and I work out in the garden
- Post discharge from hospital, I started taking my BP, pulse and blood oxygen 3 times a day to monitor my general health. I also changed my diet, not only to lose weight but to ensure I was eating food types. As it was summer, I was happy to build up my own exercise levels, so didn't need to take up the option of the rehab exercise sessions
- With ongoing support
- Advised to take blood pressure occasionally and the daily walk. However I am now my wife's full time carer with some help from social services
- I always try to maintain a positive outlook!
- All well
- It was good step by step
- I monitored my own BP and feel confident that my recovery is going well
- I am unsure about how to control my weight and self-care and would welcome more guidance
- I am clear regarding what I should be doing as part of my recovery even if I might be a little lackadaisical about doing it
- With physio set heart rate level to work to on my treadmill along with exercise frequency and duration
- Limited ongoing walk nearly every day as pre cardiac treatment. Limited by pre-existing circulation condition affecting claves

7. **Which resources did you access to support your exercise/activity levels?**

BHF online	17
Cardiac College	4
Chair based exercises	11
Walking	61
Cardiac Rehab nurse	42
Cardiac Rehab Physiotherapist	31
Other	15



8. Was the information, advice and support adequate to undertake exercise confidently?

Yes	83
No	0
Don't know	2

Comments:

- I walk regularly and do my own housework and walk up and down the stairs in the house on numerous occasions
- This was superb. I felt very confident to push myself as I was surrounded by supportive and capable resources
- The exercise programme was excellent. Some exercises were a little uncomfortable (not heart related) but was shown other ways to tackle them
- Felt comfortable when exercising
- The online gym had problems and frustrations from time to time
- Looked forward to the weekly cardiac session at Airedale / Gargrave
- Attended the 8 week exercise classes, Brilliant!
- Absolutely. Given excellent advice/guidance. A range of useful exercises (which I still use) to suit everyone and it was made enjoyable
- Yes, working within a professionally supervised group is reassuring
- Walking and hill hiking
- Even though exercise classes were done via video they were well organised, well lead, well demonstrated and fun!
- I chose to deal with the physical side of the rehab myself – starting with walking then incorporating cycling under advice from cardiac rehab nurse and cardiac physio
- I walk regularly with and without dogs
- I built myself up to walking outdoors after a couple of weeks
- It was good to have nurses and physios at the classes
- Very confident

- It would have been but for the last if 4 weeks I have not been able to take long walks as to start playing golf again because of needing to care for my wife whilst she slowly regains her strength and mobility after leg fracture last January
- Better than adequate! I also took my own steps purchasing a HR monitor to use during exercise
- Physio exercises exhausting but worth while
- Because of cancer, programmes became altered. No one's fault and Debbie Moses remained supportive throughout
- Easy to understand and felt supported all the way
- I am now undertaking the suggested exercises on a daily basis
- Any questions I had were answered to my satisfaction by the rehab nurse
- Initially still carrying GTN spray when out walking or in a car but no further indication of chest pain experienced so far

9. How well do you think the Cardiac Rehabilitation team showed understanding, care and compassion?

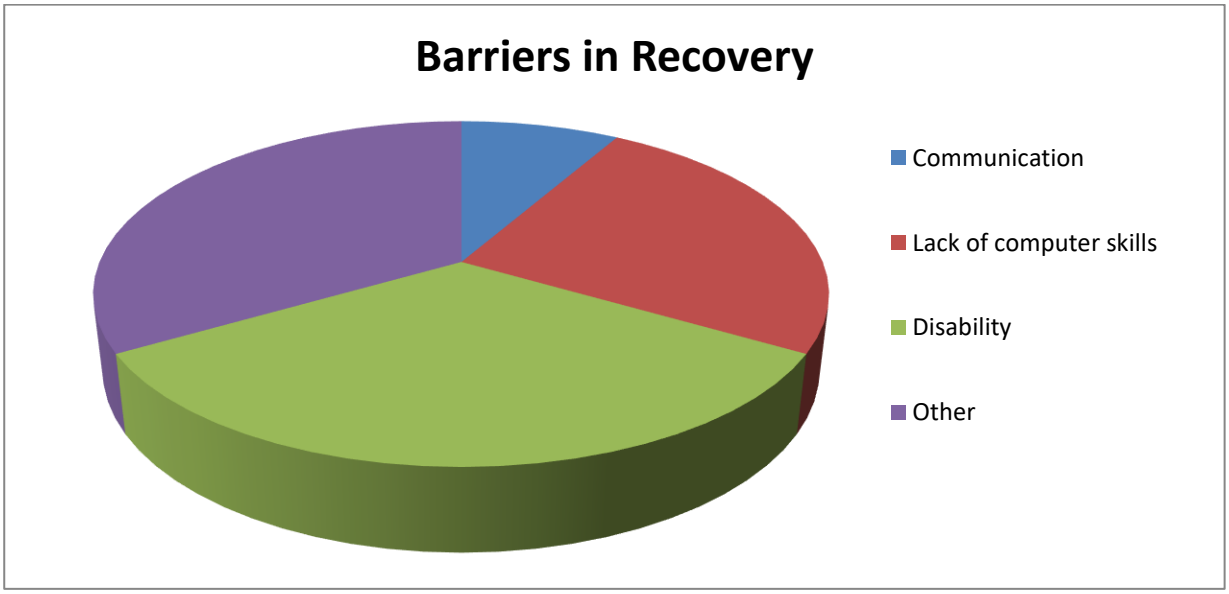
Excellent	66
Good	11
Fair	1
Poor	0

10. Do you feel there have been any barriers which have impacted on your recovery?

Communication	2
Lack of computer skills	6
Disability	8
Other	8

Comments:

- I would have liked a higher frequency of classes
- Only myself. Self-doubt, but given techniques to overcome
- Only my own thoughts and worries



Thank you for completing the questionnaire. We welcome any comments and suggestions.

Comments:

- None
- I really welcomed the great support from Nicola and her team. It felt personal to me and it helped my confidence and knowledge grow. It was also fun and helped me eliminate the fears and anxieties I had
- Because of the virus they were unable to come and see me. But gave all the information necessary I did not feel I wanted to go to the hospital exercise class
- A big thank you to the cardiac team with their support and guidance
- Whoever the doctor was who promised Debbie that he would contact me just reinforced my beliefs in Airedale, the cardiac team were an exception and have my grateful thanks
- Many thanks. Diane was very helpful and I thank her for her support
- I completed my cardiac physiotherapy classes online. These worked very well indeed. Although I do think my previous knowledge of exercise classes, and more recently zoom classes made the experience easy for me
- Obviously Covid has influenced most aspects of daily life and I cannot judge how things would otherwise have been. But I will always be grateful for the genuine care, consideration and support which I received, so cheerfully from Nurse Diane, Bless her!
- All the staff nurses, physio team were excellent
- Absolutely amazing support from everyone in the team. The exercise classes helped me rebuild confidence and ability after my treatment. Thank you!
- Having a heart attack is worrying and upsetting and has a huge impact on mental health (as well as physical) the cardiac rehab team members showed me a future and a way forward for which I will be eternally grateful. They treated me like a friend (less like a patient) so I could express how I felt. I'm well into recovery and have returned to the life I used to have. Most of this is down to self-determination but the cardiac rehab team gave me the tools and showed me the way. Excellent support from a team of professionals
- An excellent structured programme delivered in a friendly and fully inclusive way. Valuable and well led – thank you!
- Before people attend exercise classes staff should study clients disabilities and abilities to do basic exercise, try doing a seated exercise class
- Very difficult not being able to put a face to the contact person, especially when we have been able to visit Airedale Hospital for other reasons
- Diane was also very helpful for pointing me in the direction of treatment for dizzy spells and constipation
- Having had cardiac rehab in 2017 and again in 2021, Diane (2021) was far more understanding, agreed that I had other issues that needed taking into consideration whereas the cardiac rehab in the 2017 team told me I just wasn't trying hard enough. This made me worried about seeing Diane but she was brilliant
- The overall support I received from the cardia rehab nurse/support team and the physiotherapist was excellent. Empathy, understanding, knowledge was always shown to myself. The team helped me face recovery in a positive way. I'm very grateful.
- I am very happy overall with the help I got
- All the health programmes have been on hold. All the media are interested in is COVID and its repercussions. All other illnesses were ignored. I understand its severity but many members of the public have been confused and isolated because most of the services closed their doors DO NOT come to the surgery! DO NOT come near the hospital! I feel a skeleton service should have been left open.
- Keep up the good work. The people need you!
- The team was fantastic. Debbie Moses and Cherie also Sophie from Physio all of whom was very helpful and caring. Thank you all

- Excellent cardiac rehab team
- With Covid-19 I have missed out on classes/face to face groups (I have heard of these from friends in Lancaster NHS)
- Thank you to Diane Allum-Spencer for the brilliant advice, support and encouragement she gave me on a weekly basis following my cardiac arrest. I feel it is really critical to receive such support and advice after such a traumatic experience. Diane was brilliant!
- Diane was marvellous. Knowledgeable and easy to communicate with. Any queries were answered easily and gave me great confidence. A sense of humour, I believe is a great help in putting your mind at ease. Very, very well done Diane and many thanks for all your support and wisdom. God Bless
- Poor health, access to doctors! Covid has a lot to answer for!!
- I would like to mention that Nicola was very helpful, friendly and very professional. Thank you
- I was a very fit and active man before I had this stent put in. I'm not happy about all the tablets, some of them caused me more problems than I had before but was able to talk to cardiac team and that helped
- No support has come from my GP or consultant, but I understand why, Covid, vaccinations etc. The rehab nurses have been a huge support. The exercise classes and video/telephone calls have made it possible to feel normal again! Thank you, all of you
- Diane had empathy and offered a great level of support. I very much welcomed someone to talk to who I can chat through what my own research had found. I looked forward to the video calls, as they became a benchmark to measure my recovery. I found it very useful that Diane could task my GP, this I felt resulted in a higher level of care as my GP was briefed before calling me.
- Not being able to answer the phone and not having a computer for me to communication with anyone leaves me anxious
- Thank you for all your support
- Found the course very helpful in regaining my confidence in my return to exercise following my operation
- I think I have recovered well in spite of needing to provide care of my wife. We have had excellent support from visiting social services carers
- Thank you to the whole team for their support and guidance. My recovery has been amazing
- A great team who were very compassionate. It was also a great cohort of patients who were very supportive of each other. I learnt a lot. Many thank again
- Nicola was my cardiac nurse, she was very supportive and I felt better after our telephone conversations. She is the right person in the right job in my opinion
- Delighted to be treated by excellent nurses and physio team
- Diane has been very helpful and caring
- I feel doing this by phone was personal and saved having to travel quite a way to get to the hospital
- Difficult to know who to contact and when. I was discharged with MINOCA diagnoses and told the MRI scan would help decide what caused my heart attack. I accepted a cancelled appointment for MRI scan at short notice and 11 weeks later I still have no contact from LGI. Although this is nothing to do with Airedale rehab nurses it had caused a lot of stress and is the biggest issue for me. Nicola has been very helpful with this. Thank you for all the help
- Excellent commucation, very understanding. No problems at all
- Overall I have been very pleased with the way the Airedale team have looked after me. Debbie Moses and Helen were always there for me and I thank them for their support. I know that similar cases in the Leeds area have not received the same level of support
- Very pleased with overall service
- Excellent service provided by an excellent team. Diane could not have done anymore. Just brilliant
- Video exercise classes excellent only mailed by my lack of computer skills

- I must just mention my rehab nurse, Donna, who I grew to trust and follow her advice. Regular telephone contact was also a plus
- Debbie and the team were brilliant
- Rehab and physio were always very helpful and knowledgeable. I felt very confident entrusting my care to the team
- My cardiac rehab nurse (Nicola Drake) was always available for help, support and advice especially when I was feeling worried and anxious. Thank you so much
- The cardiac rehab team have been very helpful during my recovery post operation
- I can't thank Airedale staff enough for all care and support during my stay with them, including the catering side at AGH and especially ward 1 staff. 10 out of 10 all round
- Exercise and diet considered satisfactory, my son lives with me so have help and company. We found rapour with Claire to be down to earth and instructive. I am continuing to monitor BP and recording my findings. Blood test per Claire recommendation
- Without any explanation I received an appointment for a cardiac MRI scan at LGI. This was carried out on 31st march 2021, after two telephone calls to DR Hambalis secretary at Airedale. It appears that my results have not been reported on. I am becoming concerned as it is five months since I had my stents inserted and I have had no communication with Dr to discuss any symptoms or review my medication. I have had to use my GT spray twice as I had a tight feeling in my chest like before.
- Always advised well
- The cardiac team could not be faulted in any way for their help, support and advice. Well done and thank you
- Excellent support. I would have joined the exercise class if it wasn't for the pandemic