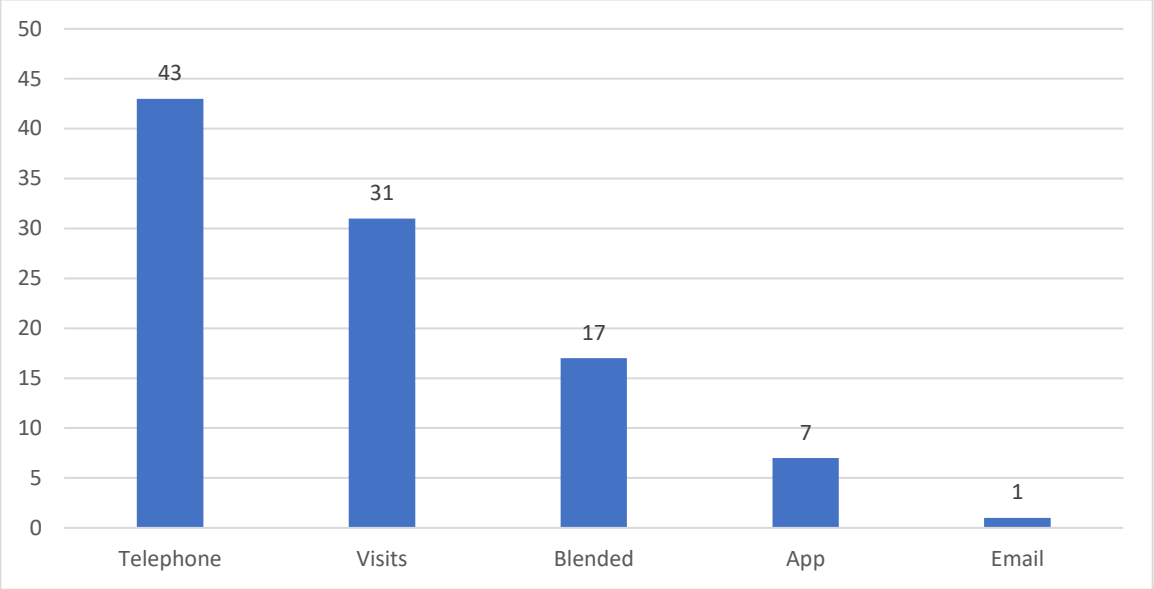
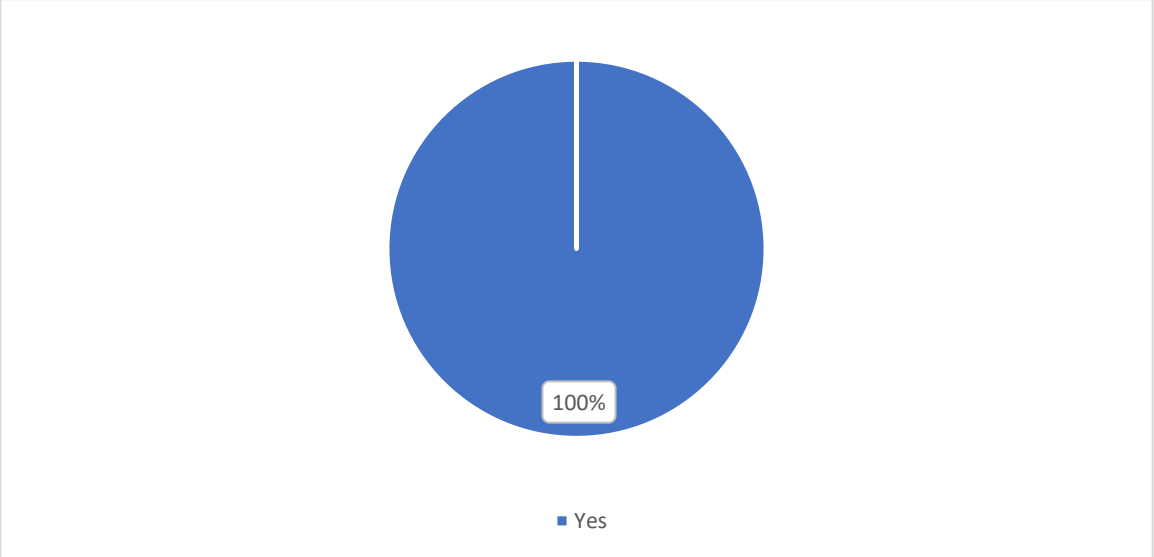
Airedale Cardiac Rehab Service Patient Questionnaire 2023 Feedback

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



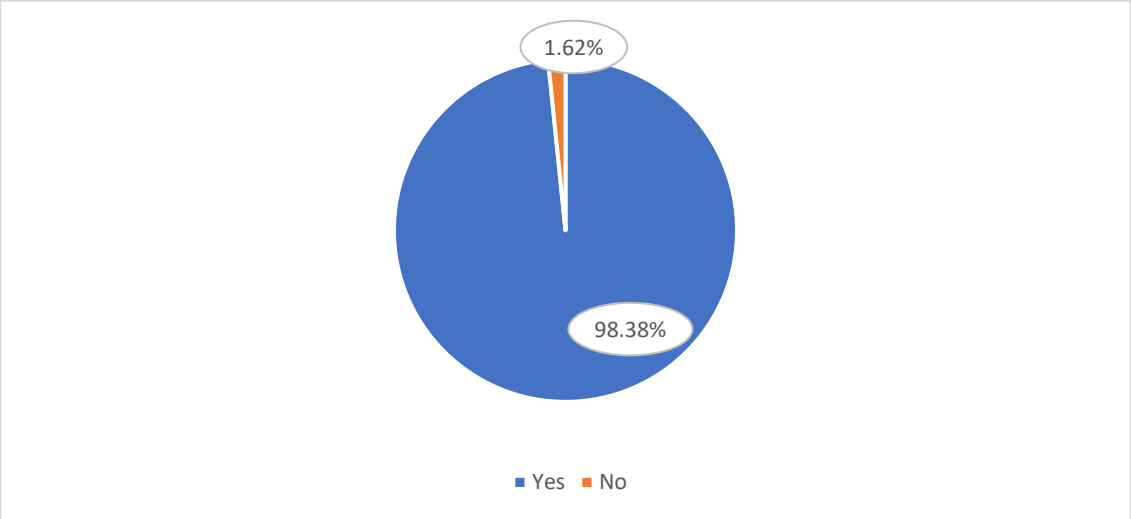
2 Did these methods of communication support your needs adequately?



Well supported.
Always replied to messages left, very efficient service.
Always contactable.
Nice to have a variety of contact methods.
Found the App clumsy and laborious to use so gave it up. Needs more development, I think.
They did very much so.
Yes, I am very proud.
Yes.
Emails and phone calls always responded to within the day.
Would have been better to be seen face to face.
It worked perfectly, Diane spent time giving me advice and answering any questions I had
First telephone call then App , no problems keeping contact.

Excellent support, I don't have a smart phone, home visit and telephone seemed satisfactory. I was unable to go ahead with video link am not sufficiently familiar.
Great support after the operation at LGI
Yes, all good
Yes, very open and responsive.
Yes, I found the advice and chats both supportive and informative.
Absolutely
Yes, but I have a hearing problem so sometimes the nurse had to repeat what she had said.
I didn't choose the method of communication the team chose it.
Yes, I was happy with video calls and occasional telephone calls.
Yes
Yes, friendly and chatty.
Yes fully.
Yes, I found the consultations very informative.
Yes, help was READILY available at the talks and the exercise classes.
The variety was good, and the manner of the nurses contributed to the support.
Yes, the team were really helpful, offered useful advice which I was able to follow and helped my recovery.
Definitely, however my heart app never able to set up.

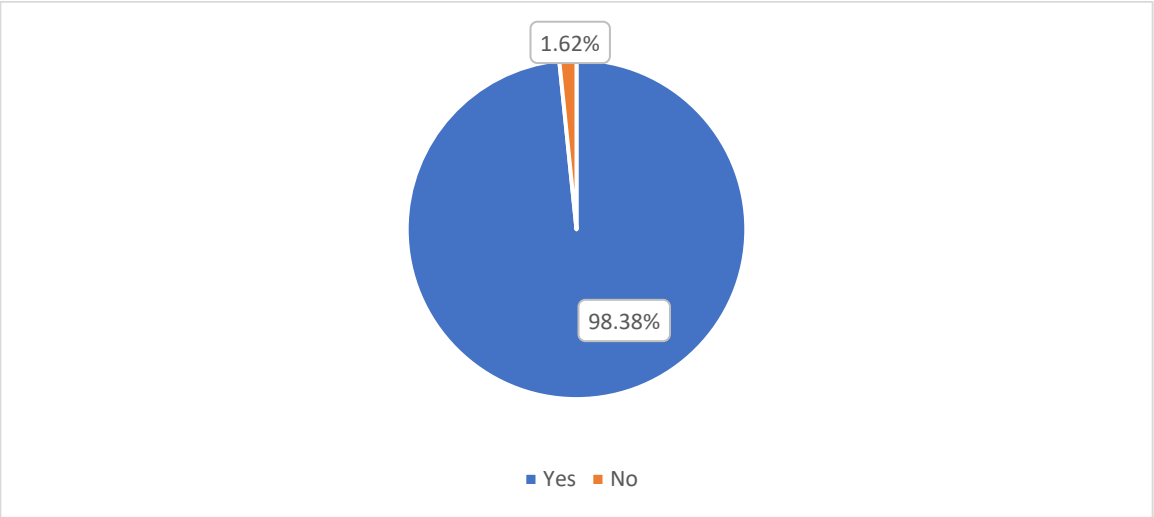
3 Did you feel the Cardiac Rehabilitation Team supported and advised you about your heart health.



This was ongoing and the team always checked in with me to ensure that I understood advice given to me.
The team were totally amazing and supportive and had great knowledge.
At a time (post op) when you feel confused and nervous, especially good to have on hand advice and support.
The whole team were excellent and very helpful.
Right from the start I have had more help than I ever expected.
Very constructive easily approachable
Over and above expectations
Yes - Diane was very helpful and explained everything in plain English.
Excellent all-round service
Yes, they listened to my situation and offered guidance and support
The advice I received was the best I have received throughout my recovery.
I could ask questions, also at the 8-week exercise class.
Having had several heart attacks I am aware of my condition. I felt I could ask if necessary.

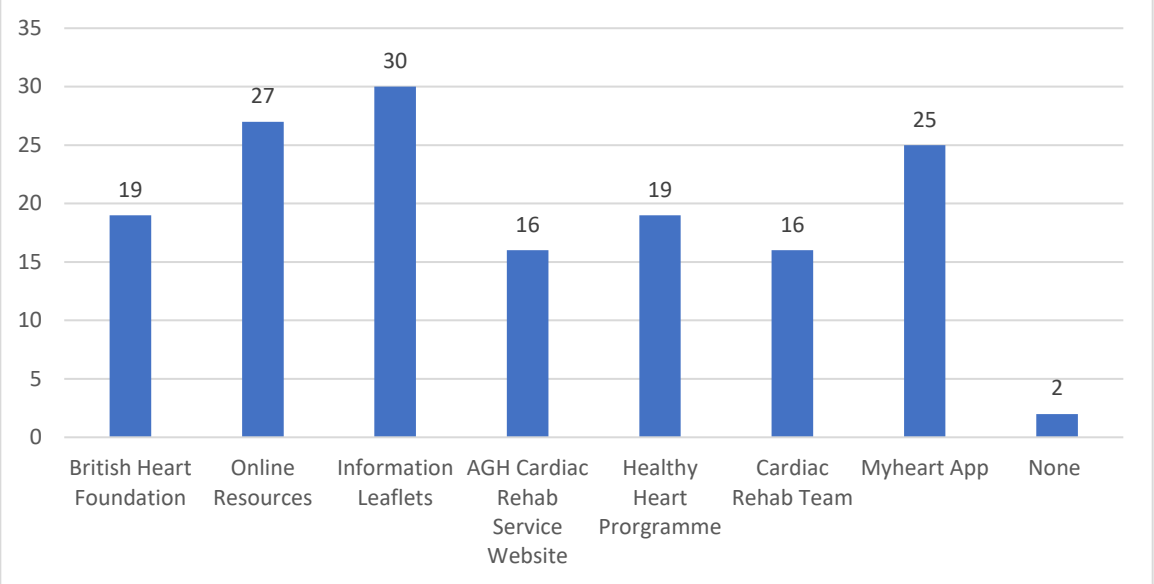
My Cardiac Nurse Donna Outhwaite in particular was extremely helpful and constructive with her advice.
Gave helpful information.
Very satisfied
1:1 at home visit most beneficial
The Cardiac Rehab Team gave me the best help and advice of all (GP, Hospital Drs etc)
Yes, they are enthusiastic about you getting better

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

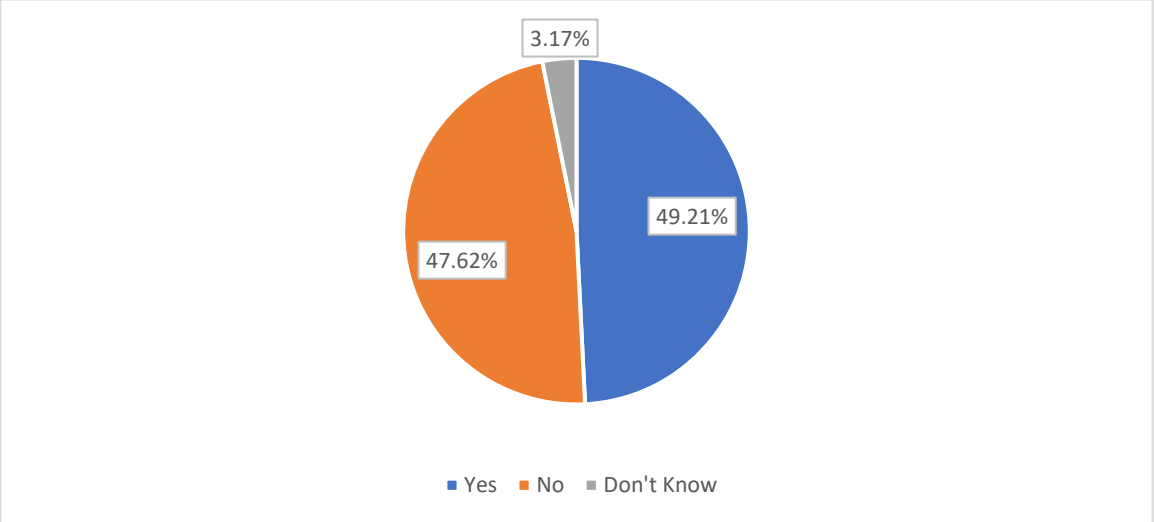


Very informative
I feel I have been given all the information I need.
Found the exercise leaflet helpful.
Yes.
Advised on using the App.
Given My Heart App found it useful.
Raised awareness about heart health and keeping active.
They helped me with all needs.
I feel better than before.
Good advice given and best Practise.
I always felt I could phone the nurse.
Supported by the seminars that were informative and well presented.
Yes, Diane explained where I can find loads of information relating to my condition.
Yes, they know their subjects well and also where to get more information.

5 Which if any of these information resources did you use?

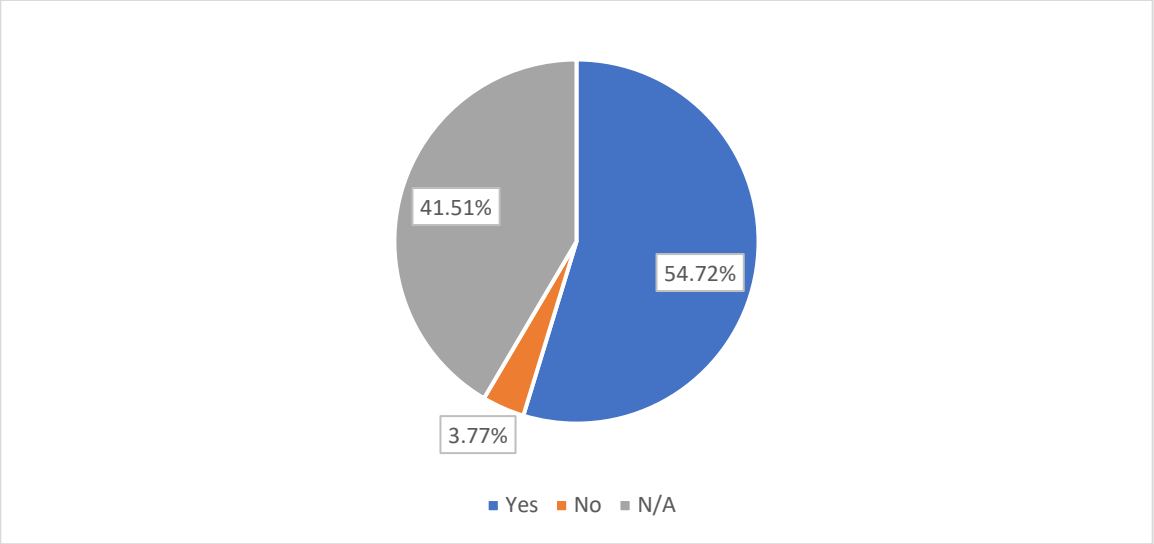


6 Did you attend the Healthy Heart Programme? (HHP)



Was invited to attend HHP but did my own thing.
HHP helped with advice for my Diabetes.
HHP talks practical and functional.
HHP not interested.
Due to severe Dyslexia my husband didn't feel he could attend alone.
Not for me.
Declined HHP due to carparking.
Don't recall talking about it, probably forgot.
Not sent an appointment, I would have attended if been asked.
No chose exercise programme instead
I felt like I had the info available therefore did not need to bother people.
Would have liked to attend exercises class but was unable due to other medical condition.
No, it coincided with my work hours. I did have a one to one with the physio.
All 6 topics were interesting and informative, and it was well worth attending. Handouts were given out also which help to keep the memory fresh.
No, I found the information already available perfectly adequate for me to manage my condition.
The first session as very busy week, topics looked very good.

7 If you did attend HHP was the venue satisfactory?

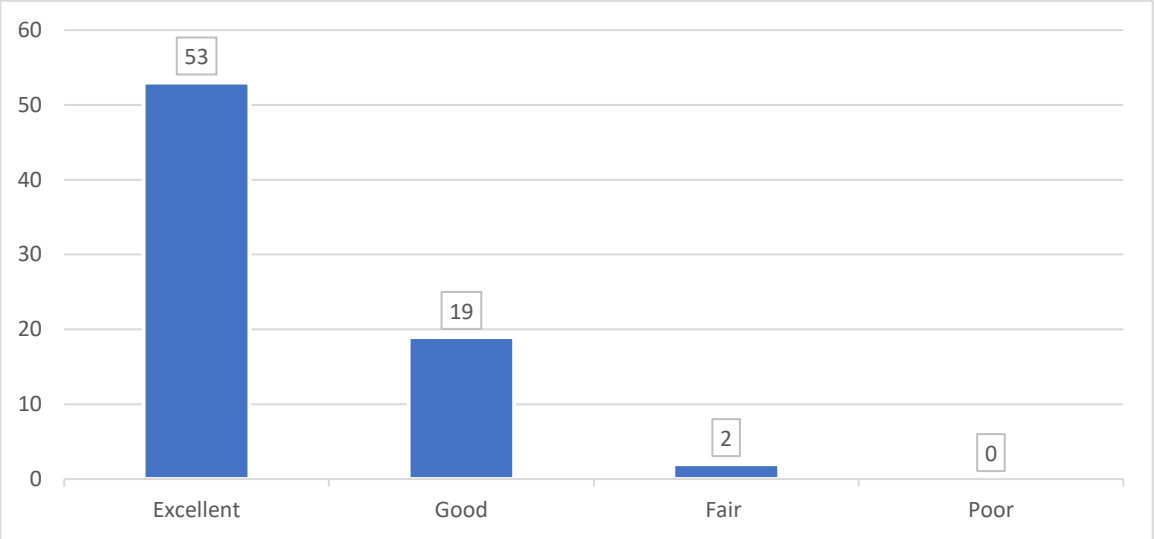


Yes.
An induction loop would be useful for those with hearing impairment.
Venue ideal.
Felt comfortable and able to ask questions.
It was very good and almost enjoyable, improved my heart and my knees!!
Yes, small and friendly
Was very cramped. A lot of people with heart problems put in a small room is not a good idea.

8 If you attended HHP did you feel the speakers/topics and content met your needs?

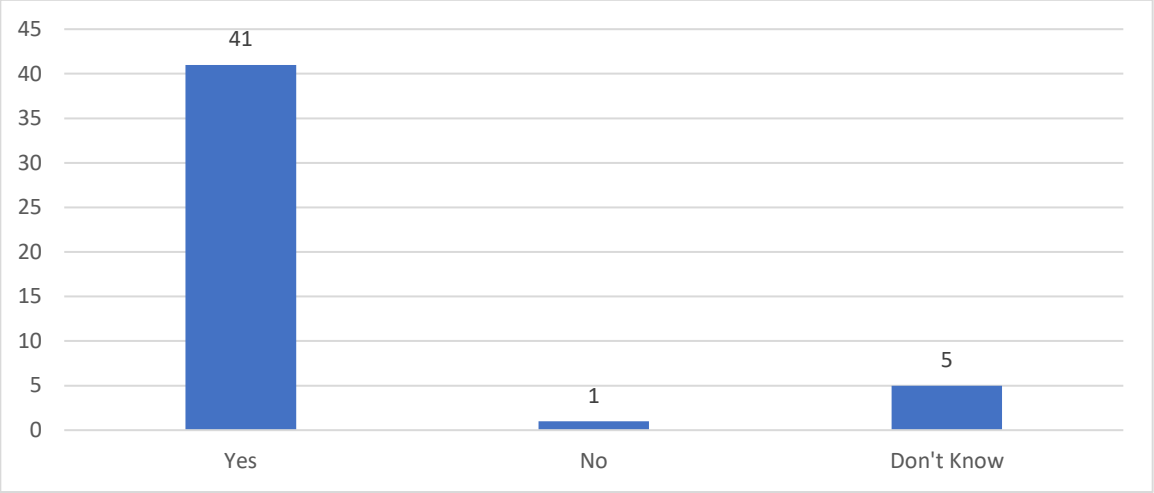
Very good and informative.
Yes definitely.
The education sessions were brilliant.
Dietician excellent with good handout. Pharmacist was very good, but a handout would have been
Useful.
The Dietician didn't attend which was a shame, to miss her input.
Talks met minimum targets, quite basic but a mixed audience.
I enjoyed the Q&A from other participants.
Yes, they took time to listen and offered suggestions to support my recovery.
Yes, felt they were knowledgeable and presented at the right level for all to understand.
Most but not all relevant to me
Yes!
Yes, the pharmacist and psychologist were particularly helpful for me.
Some did. Some of the material presented didn't seem very relevant.
Yes, it covered a lot of things very interesting.
Yes, very helpful.
Medicine talk excellent, nutrition only willing to make generalisations and avoided answering questions in detail

9 How do you feel the Cardiac Rehabilitation Team supported you with goal setting? (Exploring ways to take control of your health).



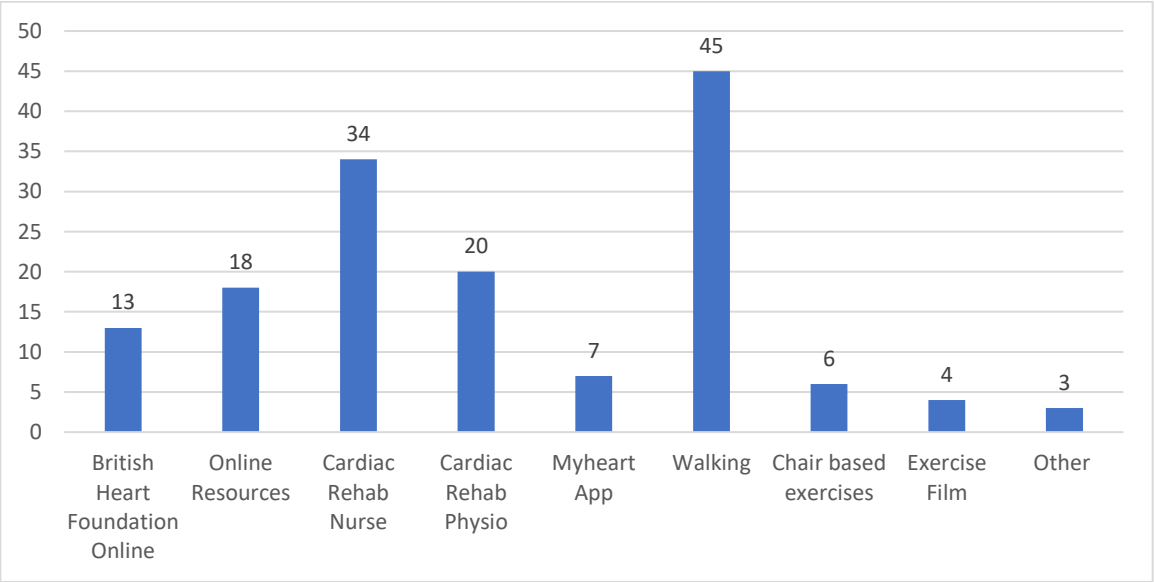
I felt motivated to address my lifestyle issues.
Helped to set goals and how to increase the exercises undertaken.
Very extensive and met my needs.
All people I came into contact with were able to pass on their knowledge were motivated and understanding.
Keeping in contact, providing literature and Apps, referring me to rehab class as well as psychology.
I am attempting to lose weight and have joined KLC.
I feel well supported and enjoyed my time in the programme.
Physio team at Airedale great, Diane marvellous with support and great advice.
Not applicable, set my own goals.
Achieved important goal within 6 weeks and still improving.
They really placed all efforts on me.
Everything was fully explained and made clear.
It's a great team that works together really well.
The team supported me the best out of all the NHS Services
General improvement featured more than goal setting.
Not sure that clear specific goals were set but certainly much encouragement was given to my progress.
Exercise programme good and ramipril changed when I got persistent cough.
Advice given for the early days through to return to more normal life after a number of months.

10 Have you felt confident to manage your recovery with support from the Cardiac Rehabilitation Service? ie Blood Pressure, Weight, Symptoms, Selfcare

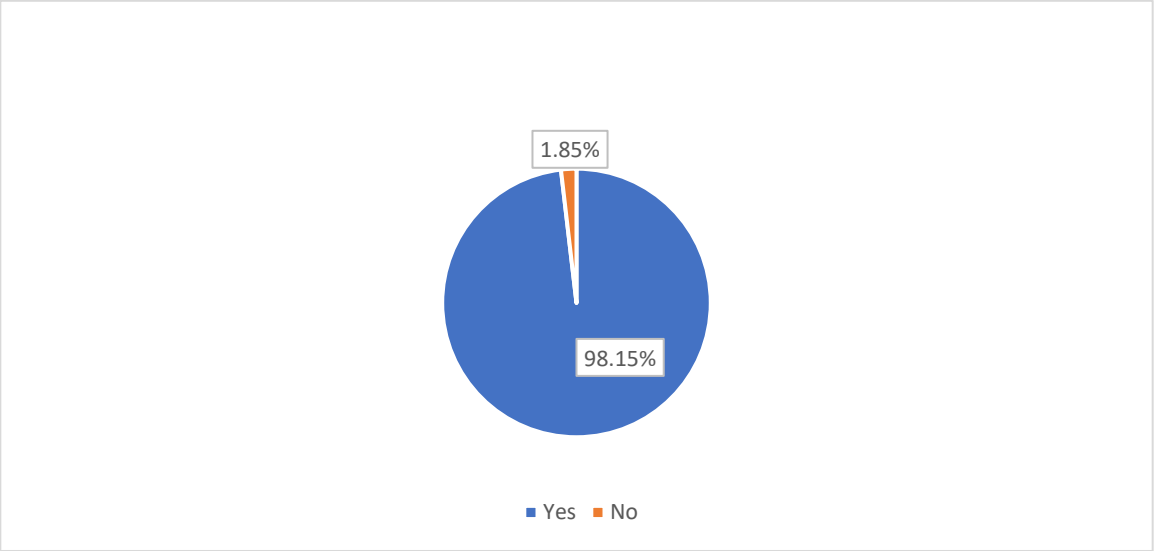


Purchased my own BP machine on advice and kept a record of results.
They gave me the tools and now it's up to me.
Unfortunately, the help has now ceased.
All good.
Have the foundations to build on, through CR. Work in progress.
Yes, very much guided by the team.
Obtained a BP machine and taking regularly.
They were very clear.
I feel very confident to manage my condition.
I have blood pressure machine I can use if I feel it is necessary.
No problems with blood pressure, weight etc but the side effects of the heart tablets created a challenge!!
The reassurance I received has been encouraging and needed.
Good advice to monitor BP and HR. Immediately purchased Omron Device

11 Which resources did you access to support your exercise/activity levels?

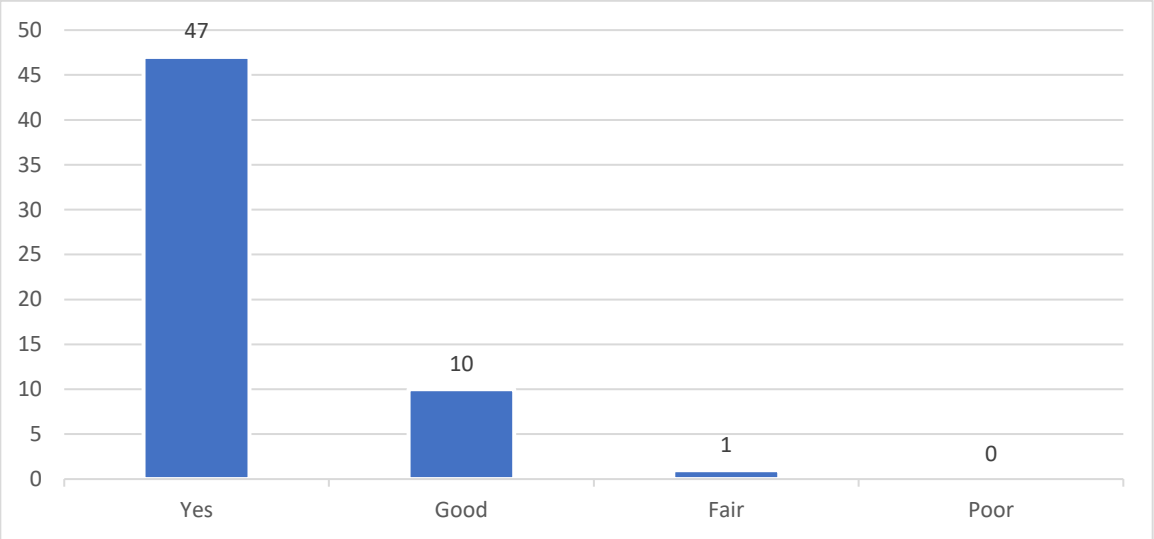


12 Was the information, advice and support adequate to undertake exercise confidently?



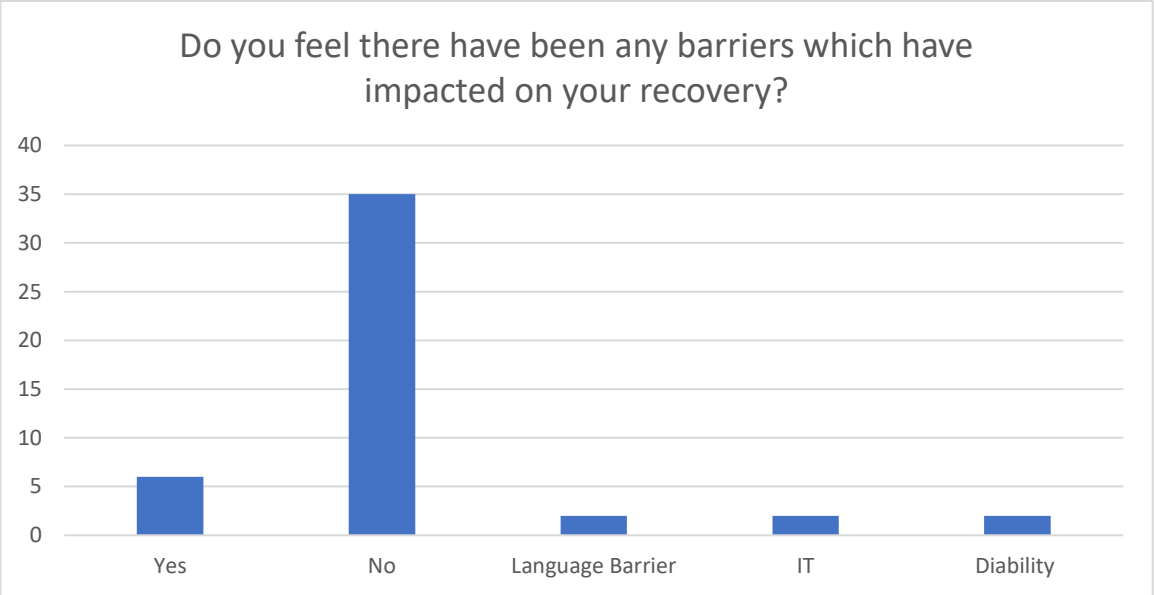
I have my own fitness programme.
The 8-week course was very good and I can't offer any improvements to be made.
I feel well supported and I have enjoyed my time in the programme.
Group activities are not for me.
I know to listen to my body when walking and swimming, not afraid to push myself, understand how heart needs to work.
Ended too soon.
The physio programme was brilliant and very motivational.
Very good, enjoyed them undertook exercise knowing fully what my boundaries are.
I enjoyed the exercise programme, feel more in control of my movements and getting back to
Getting on with jobs and gardening.
It improved my health.
Information is very clear.
Checked with the Cardiac Rehab Team what, how and the amount of exercise more for confidence than anything else.
Although when you finish the exercise classes it is easy to give up without physical support if you are not careful
The parameters set/outlined were useful and helped me to try exercise again.
I have always done quite a lot of walking which I'm trying to build up, knees permitting.
All explained very well.
Yes, we were all taken care of, felt good after each session.
In the main "yes" the only aspect which caused a little concern was the Heart rate monitoring equipment in class

13 How well do you think the Cardiac Rehabilitation Team showed understanding, care, and compassion?



Couldn't have been better.
Thank you to all concerned with Cardiac Rehab, you made all the difference to my recovery, especially Diane.
Airedale really are the best again.
The whole team were excellent.
Louise is an excellent listener and very understanding. A pleasure to meet.
To leave hospital with a bag of medicines and no idea what's next is a daunting prospect. 6 months of effort by all the team ensured my recovery. Perhaps a 30-minute sit down with those involved before my discharge from AGH would be ideal prep for my release.
Very good at listening.
Would have been better to see them face to face.
Would have liked to see the consultant at the close of sessions.
Carry on the good work.
Individualised, observed and patient.
Very approachable and motivated, always checking to ensure didn't over do things.
No longer the feeling of being the only one in this situation.
They were very caring and understanding.
Above and beyond what I expected.
The nurse I was assigned was all the above and more. I couldn't have asked for better.
Diane was very compassionate and understanding with an excellent knowledge of my condition.
Could not have been better.
All extremely professional and supportive throughout, thank you.
Very approachable
There has been a willingness to consider both physical and mental health questions also very knowledgeable and willing to share information and advice.

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



Mobility issues caused problems with exercising.
On going chest discomfort.
Suffered severe back pain since leaving hospital.
Language barrier but they arranged an interpreter.
No barriers from the cardiac rehab team. Waiting for examination and results is not easy.
My knee problem
Yes, my knee required replacement.
As I suffered lung problems in my 20's that have affected my health since, it was a challenge to know how to try and get my fitness level up following my heart attack

Further Comments
The team are brilliant supportive and dedicated thank you so much.
The aftercare I received was excellent.
Louise was excellent and provided the right support.
Thank you for all your time, patience and understanding.
I feel the help was excellent.
I never expected such wonderful support after my heart attack. Thank you everyone for your help.
The Cardiac Rehab Team at Airedale were excellent.
The Rehab Team, Nurses, Physios etc have all been very supportive and helpful thank you.
The exercise class was brilliant. They did an extra week too making it 9. I am now incorporating it into my week.
The team were great, I felt they listened and understood, and I felt I could trust their advice and guidance, thank you!
Coming home after unexpected heart attack, you feel alone and vulnerable. The Cardiac Rehab Team are just what you need. They are helpful, caring, knowledgeable, professional, and genuinely want to help you. They are brilliant. Thank you from me to all the team.
The team are brilliant supportive and dedicated thank you so much.

I just want to add my grateful thanks for continuing to help me when I went into AF and beyond.
All okay very satisfactory
Thanks to Cardiac Rehab Team in particular Diane.
Exercise programme was very useful for recovery.
Inadequate public transport. I cannot get to Airedale before 10.15 am and I must leave by 3.30 pm.
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 found. I looked forward to the video calls as they became a benchmark to measure my recovery. I found it useful that Diane could task my GP, this I felt reassured in a higher level of care as my GP was briefed before calling me.
I was impressed with the three ladies in the team, Donna, Cherie and Diane
Discharge letter at end contained errors when asked to correct them I was told this was not possible.
I did feel the ladies on the team were just right for the task.
Thank you for having a constructive and multi-faceted approach. The whole team I have found to be empathetic and professional. One friend thought I had private healthcare!!
A big thank you to all involved.
1st class support, service, and advice.
The app exercise presentation is a little sterile, needs to be more like a celebrity presentation ie more lively with a different background music to exercise to. Overall fantastic support and much appreciated