

## PATIENT INFORMATION

# AMBULATORY DIURETIC SERVICE



## **Welcome to the Ambulatory Diuretic Service**

Monday to Friday This suite will be open 8am until 4pm, with the exception of Bank Holidays.

You have been invited to attend as a day case patient to receive Intravenous Furosemide therapy. (Furosemide is a drug given to you via a cannula in your arm that will make you pass more urine; this will help relieve your symptoms of breathlessness and/ or swollen legs).

On arrival, you will be welcomed by our friendly team of Cardiology Doctors and Nurses. Your Blood pressure, pulse, oxygen saturations, respiratory rate and temperature will be checked. Your weight will be recorded and daily bloods will be taken.

A cannula (a small tube) will be inserted into your arm or hand. Should this cannula fall out accidentally, cover the puncture site with a plaster and apply direct pressure until the bleeding stops.

You may be advised to stop certain medications whilst you have IV therapy on a week day and to restart them over the weekend. The Nurses will explain this to you.

Please bring in a list of your current medication with you and any health directives that you may have.

1 guest is allowed to accompany you to the area but at busy times may have to wait in the waiting area.

You may want to bring something to read, while you wait for your treatment to complete as this may take several hours.

Ask the staff about a concessionary car parking form. Car Parking should then cost £11:00 a week.

Please ensure you have made arrangements for transport home.

Refreshments are available. You will be provided with sandwiches, snacks and drinks during the day. Alternatively, food can be purchased from the WRVS shop, Costa Coffee or The Rivercourt Restaurant located in the main building. There is also a small shop in Oncology.

If you have any concerns out of hours or have symptoms of increased breathlessness or palpitations, then contact staff on the Coronary Care Unit for advice: 01905 760561

If you are unable to attend due to illness, please inform Coronary Care Unit on a daily basis and contact your GP

Please do not attend the Ambulatory Diuretic Service if you are suffering from symptoms of diarrhoea or vomiting until symptom free for 48 hours

Worcestershire Heart Centre

Worcestershire Royal Hospital NHS Acute Trust

Charles Hastings Way

Worcester.

WR5 1DD

Phone: 01905 763333

(Switch board) Ext: 33003

Or ask for the Acute Heart Failure Specialist Nurse on 0115

Date	Drug	Dose	Time

**If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.**

### **Patient Experience**

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

### **Feedback**

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

### **Patient Advice and Liaison Service (PALS)**

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

### **How to contact PALS:**

**Telephone Patient Services: 0300 123 1732 or via email at: [wah-tr.PALS@nhs.net](mailto:wah-tr.PALS@nhs.net)**

### **Opening times:**

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.