

My Planned Care Patient Information Platform



**University Hospitals
Bristol and Weston**
NHS Foundation Trust

Cardiology - Electrophysiology and Devices

The COVID-19 pandemic has had a significant impact on the NHS' ability to provide routine elective services. We recognise that patients are waiting longer than we would all like and it is not always possible to identify when treatment will take place. This document provides you with information on how you are able to support yourself while waiting to attend the hospital. The guidance has been written by Clinicians who are responsible for your care.

Guidance for Patients

Whilst you are waiting for your operation, the Bristol Heart Institute website has useful information available online via the following link:

www.uhbristol.nhs.uk/patients-and-visitors/your-hospitals/bristol-heart-institute-clinical-services/bristol-heart-rhythm

The Arrhythmia Nurse Specialists provide an advice telephone line for clinical queries for patients, their families/carers and allied health professionals. They aim to respond to a telephone query within 24 hours.

What should I do if my health is deteriorating?

GP surgeries are still open

Please contact your GP surgery for advice if you feel your condition is deteriorating. GP surgeries are still open but may be working differently to how they did before the COVID-19 pandemic. GP surgeries can contact the Bristol Heart Institute for advice if needed.

Urgent Health Advice

For urgent health advice, when it's not an emergency, please call 111 from any landline or mobile phone. You can also visit www.nhs.uk. The NHS 111 service is available 24 hours a day, seven days a week.

Life Threatening Emergencies

For something life threatening – please dial 999.

Contact Us

Cardiac Admissions Office - 0117 342 9444 or ubh-tr.cardiacadmissions@nhs.net

Arrhythmia Nurse Specialist Advice Line – 0117 342 6635