

Results of the North West London Baseline Heart Failure Assessment - 2005

Q1. Is there a Consultant with lead responsibility for heart failure in your organisation? If so, please state name.

NWL (Central Middlesex Site)	Dr Mark Dancy/Dr Carroll Dr Roxy Senior
NWL (Northwick Park Site)	
Brent PCT	
Harrow PCT	
Royal Brompton Hospital	Theresa McDonagh
Harefield Hospital	
Chelsea & Westminster Hospital	Dr Sam Kaddoura
K&C PCT	Dr Jamil Mayet, Dr Darrel Francis – St Marys Hospital and patients GP
St Mary's Hospital	
Westminster PCT	No but there is a CHD lead (1 day per wk) in the PCT who is a Consultant in Public Health (Dr Bal Kaur) and a CHD community lead nurse 0.8wte (Judith Edwards)
Ealing Hospital	
Ealing PCT	
West Middlesex University Hospital	Dr Raff Kaprielian & Dr Callum Chapman
Hounslow PCT	
Hammersmith Hospital	Dr Simon Gibbs & Dr Kevin Fox run the service jointly for the Trust with the clinics held on the Charing Cross site
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	Dr Simon Dubrey
Hillingdon PCT	

Q2. Do you employ heart failure Nurse Specialists/Consultants? If so, please indicate WTE, grades and name(s). Please describe the role they play within your service.

NWL (Central Middlesex Site)	1wte G grade – Lay Toh Cheng + 1wte Cardiac Nurse Consultant who co-ordinates heart failure services across both sites
NWL (Northwick Park Site)	1wte G grade – Vacant (post frozen by the Trust) Run the Heart Failure Clinic and identify patients with heart failure within the hospital ensuring that these patients are treated as per protocols
Brent PCT	2 wte H grade heart failure nurses, Nuala Edwards and Patsy Hargraves
Harrow PCT	CHD Nurse Consultant – Dee Hannah (oversees the CHD Nurse Specialists in Harrow PCT). There is a complete pathway of care for patients with HF. All patient diagnosed with HF in Harrow PCT are referred to the CHD Nurse Specialists for management using Harrow PCT HF guidelines and can be enrolled in the expert patient programme. Patient referred from the Secondary Care Nurse Specialists are also safety netted by being seen by the PCT CHD Nurses. There is a system in place to allow them to be fast-tracked into secondary care for support if necessary. Pathway is now beginning to include palliative care. Cardiac nurse consultant- 0.25 wte H grade CHD/Hf nurse specialist-0.5 wte H grade HF (BHF funded)- 1wte

Royal Brompton Hospital	2 wte – 1 G grade – Amanda Parsons, 1 H Grade, Hayley Pryse-Hawkins (50% seconded to BHF as HF co-ordinator) and 1 G grade Job Share – Laura Fallon (50% research) Nurses provide education, support, drug optimisation and information for inpatients and outpatients with heart failure & their families. They co-ordinate elective HF admissions (pre booking tests), run 2 nurse led HF clinics per week, a HF rehabilitation programme and a monthly support group. Occasional home visits are performed for local patients. Education resource for staff within the Trust and community. 3 HF Consultants: Professor Cowie Dr Theresa McDonagh Professor Poole-Wilson
Harefield Hospital	Raj Dewurkan – HF Specialist Nurse who co-ordinates investigations, many of which are performed on the day. A registrar attends, who also organises uptitration of medication and referral to a local nurse specialist if required.
Chelsea & Westminster Hospital	1wte Nurse Specialist (G Grade) – initiates/titrates medication & provides support to clients with a diagnosis of heart failure
K&C PCT	3 wte 1 H grade lead, 2 G Grades (funded by BHF) - Community Heart Failure Team covers both Kensington, Chelsea and Westminster Primary Care trusts and is funded by the British Heart Foundation for the first 3 years.
St Mary's Hospital	1wte G grade – Catherine Briscoe, 0.5wte G grade – Judith Chilcott Identification & education of newly diagnosed heart failure in-pts including review of medications & programme of individualised care. In-pt review of known 'heart failure' patients. Referral to the Heart Failure Clinic including referral letter and appointment date and time. Outpatient follow-up with telephone calls & emergency home visiting. Heart Failure clinic including medication titration & routine follow-up appointments. Patient advice line. Staff education.
Westminster PCT	In a joint project with K&C, 3wte community based heart failure nurses have been recruited to work across both PCTs. The service model is being developed, aiming to reduce emergency admissions and improve quality of life.
Ealing Hospital	1 WTE Barbara Byrne (H grade) – full time, permanent contract
Ealing PCT	No community HF nurses
West Middlesex University Hospital	1wte G grade – Helen Penston Inpatients can be referred to the service via our special referral forms whereby we offer treatment, advice, education and support. Provides staff education and links with primary care. Consultant and nurse, now do ward rounds. Occasional home visits from nurse. No patient group directives
Hounslow PCT	
Hammersmith Hospital	1wte Naila Rahman - Band 7
Charing Cross Hospital	1wte Debbie McCarthy - Band 7
Hammersmith & Fulham PCT	1wte Diane Segal - Band 7 Holistic assessment of patients at home – social, psychological, physical, spiritual and financial. Education of heart failure, monitoring (including taking bloods), titration of medication, self-management plans, supportive and end of life care. Education for health professionals in primary and secondary care and research to help develop the service
Hillingdon Hospital	1 WTE Sarah McDonagh – previously research nurse, offered fully-funded post in August 05
Hillingdon PCT	

Q3. Do you provide specific heart failure clinics? If so, how many per week? Please specify average waiting time for a new referral to the clinic.

NWL (Central Middlesex Site)	2 clinics per week – average 4 weeks waiting
Brent PCT	
NWL (Northwick Park Site)	2 clinics per week – average 3-4 weeks waiting
Harrow PCT	In addition to the NPH clinics, there are some practice-based pilots running within the PCT and community clinics overseen by Nurse Specialists. Also, patients are followed up in their homes and GP surgeries on referral.
Royal Brompton Hospital	2 Nurse led clinics (waiting time approx 1 week with urgent's reviewed within 1 working day) 1 HF Professor led – once monthly this specialises in familial cardiomyopathy 1 Consultant led – cardiac resynchronisation therapy (CRT) 1 Consultant led – general HF clinic and developing multi-professional clinic for assessment and follow-up of patient requiring biventricular pacing.
Harefield Hospital	Due to the principal focus of transplantation at Harefield, there are no specific HF clinics where patients are referred to but will be picked up within the general workload. Patients affected with CHF are admitted to the transplant ward for assessment +/- transplant/device/VAD therapy.
Chelsea & Westminster Hospital	2 Nurse Led Heart Failure clinics each week based at Chelsea & Westminster Hospital. Approx 2 week waiting time.
K&C PCT	1 per week at St Mary's Hospital and Home visits
St Mary's Hospital	1 all day clinic per week with an approximate waiting time of 4 weeks for a new referral
Westminster PCT	Not within the PCT but heart failure clinics are provided at St Mary's and Chelsea & Westminster
Ealing Hospital	2 clinics per week - backlog of new referrals, concentrating on patients already in system for on-going management
Ealing PCT	
West Middlesex University Hospital	3 sessions per week 1 – 4 weeks dependant upon urgency
Hounslow PCT	
Hammersmith Hospital	x1 session on a Thursday morning at Charing Cross.
Charing Cross Hospital	No waiting time other than to agree mutually convenient time with the patient
Hammersmith & Fulham PCT	
Hillingdon Hospital	3 nurse led clinics 1 GpWSI led clinic
Hillingdon PCT	2 GpWSI led clinic in the community - 1 at Mount Vernon, 1 at Hesa Primary Care Centre

Q4. Please state who runs your heart failure clinics e.g. Consultant, SPr, GPwSi, Nurse Specialist, Other?

NWL (Central Middlesex Site)	Nurse Consultant + Nurse Specialist
Brent PCT	2 GPwSI + 2 HF nurses
NWL (Northwick Park Site)	Nurse Consultant
Harrow PCT	Within the PCT, the Nurse Specialists are supported by the Hospital Nurse Consultant

Royal Brompton Hospital	1 HF Professor led – includes 1 MRI Consultant Consultant Cardiologists who attend the Professorial clinic include 3 SPRs (2 research and 1 clinical) assist in running the clinics 1 Consultant led – includes 1 HF Consultant from neighbouring secondary care Trust
Harefield Hospital	
Chelsea & Westminster Hospital	Nurse Specialist
K&C PCT	Consultant in Heart failure Dr Darrel Francis at St Mary's, SPRs and nurse specialists
St Mary's Hospital	Heart Failure Nurse Specialist supported by Cardiology Research Fellows, Cardiology SPR & Cardiology Consultant
Westminster PCT	N/A
Ealing Hospital	Nurse Specialist/Nurse Prescriber – prescribing process going through Drugs & Therapeutics Committee for approval
Ealing PCT	
West Middlesex University Hospital	Nurse led but supported by Consultants and SPR
Hounslow PCT	
Hammersmith Hospital	Consultant Cardiologists
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	HF Nurse and GPwSI
Hillingdon PCT	GPwSI - Dr S Kant

Q5. Do the heart failure clinics take place in primary or secondary care? Please describe the service.

NWL (Central Middlesex Site)	Secondary Care – drug optimisation, symptom control, in-patient counselling, education
Brent PCT	Drug optimisation, education, counselling, home visiting
NWL (Northwick Park Site)	Secondary Care
Harrow PCT	HF clinics are integrated into the CR clinic as part of our flexi heart programme. But we see a lot of patients at home and at Caryl Thomas clinic
Royal Brompton Hospital	Tertiary Nurse led clinics for families & patients are for education, support, life-style modification, medication optimisation, review – urgent and routine, rehabilitation assessment and monitoring
Harefield Hospital	Tertiary No specific HF clinic but the following see a large number of HF patients within their clinics – 1 Consultant Cardiologist Tues am and Thurs pm (clinic has BNP near patient testing) 1 Consultant Cardiologist Fri am (or research fellow) for Device Therapy 1 Consultant Cardiologist Mon pm sees new patients and follow-up existing patients who are being considered for transplantation An optimisation clinic is not routine but does take place in the context of research.
Chelsea & Westminster Hospital	Secondary Care
K&C PCT	Secondary Care Home visits in Primary care
St Mary's Hospital	Secondary care – review and titration of medication, routine follow-up, biventricular pacemaker assessment

Westminster PCT	N/A
Ealing Hospital	Secondary Care – using NICE guidelines and in process of updating
Ealing PCT	
West Middlesex University Hospital	Clinics take place in secondary care. New patients are seen initially by Consultant or SPR and followed up by a Specialist Nurse for education, drug titration
Hounslow PCT	
Hammersmith Hospital	Secondary Care only at Charing Cross Hospital - Clinic run fortnightly (Thurs am) for pts who live in PCT and/if under care of heart failure team
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	4 in Secondary Care
Hillingdon PCT	2 in Primary Care

Q6. Are there any GPs with Special Interests (GPwSI) in Cardiology within your area? Please detail.

NWL (Central Middlesex Site)	2 within Brent
Brent PCT	2 GPwSI
NWL (Northwick Park Site)	2 within Brent
Harrow PCT	Not currently, but three GpWsi in Cardiology are soon to start within the PCT overseeing Cardiology care in the PCT in partnership with NPH. We also have one NPwSI and one CHD specialist nurse currently on the course
Royal Brompton Hospital	2 in Westminster PCT
Harefield Hospital	
Chelsea & Westminster Hospital	No
K&C PCT	2 in Westminster PCT
St Mary's Hospital	No
Westminster PCT	2
Ealing Hospital	No
Ealing PCT	2
West Middlesex University Hospital	No
Hounslow PCT	
Hammersmith Hospital	No
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	1 who covers Secondary and Primary care
Hillingdon PCT	1 who covers Secondary and Primary care

Q7. If so, do they have any involvement in heart failure? Please describe.

NWL (Central Middlesex Site)	No
Brent PCT	Yes they run a one-stop diagnostic clinic
NWL (Northwick Park Site)	No
Harrow PCT	Currently the cardiac nurse consultant who is a NPwSI has involvement with heart failure. The CHD nurse specialist currently under going Pwsi training has responsibility for heart failure patients. The GPSI once they are in place will have remits for heart failure.
Royal Brompton Hospital	N/A
Harefield Hospital	
Chelsea & Westminster Hospital	N/A
K&C PCT	Not as yet - completing training at present
St Mary's Hospital	N/A
Westminster PCT	Not as yet - completing training at present
Ealing Hospital	
Ealing PCT	No
West Middlesex University Hospital	N/A
Hounslow PCT	

Hammersmith Hospital	N/A
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	Dr S Kant – runs the heart failure clinic
Hillingdon PCT	Dr S Kant – runs the heart failure clinic

Q8. Please describe how your heart failure service is currently funded, (if known).

NWL (Central Middlesex Site)	At NPH & CMH each hospital has 1wte Nurse Specialist post. No other funding
Brent PCT	Two GPwSI sessions per week, 2 wte nurses funded by British Heart Foundation
NWL (Northwick Park Site)	At NPH & CMH each hospital has 1wte Nurse Specialist post. No other funding
Harrow PCT	In partnership – pooling of resources between PCTs (Brent & Harrow) and NWLH NHS Trust. BHF Funded Heart failure Nurse
Royal Brompton Hospital	Funded by Trust via SLA and research funding for 2 SPRs Rehabilitation programme initially funded by the BHF
Harefield Hospital	One HF nurse post funded by industry
Chelsea & Westminster Hospital	Through SLA. However, BHF funding has been secured for a 3 year period to fund community nurse posts
K&C PCT	Via SLA + community nurse posts have been funded for 3 years via BHF
St Mary's Hospital	Trust SLA
Westminster PCT	As part of the block contract with the Acute Trust
Ealing Hospital	Through Cardiology Department
Ealing PCT	
West Middlesex University Hospital	Part of SLA with the PCT
Hounslow PCT	
Hammersmith Hospital	Clinics at the Trust funded via SLA
Charing Cross Hospital	Nursing team currently 100% via BHF – 2006 50% BHF and 50% Trust
Hammersmith & Fulham PCT	
Hillingdon Hospital	SLA
Hillingdon PCT	As above

Q9. Do you provide a one-stop facility within your heart failure service, where patients have access to all diagnostics e.g. ECG, Echo etc during one visit? If no, please provide reason.

NWL (Central Middlesex Site)	No (funding related) However there is a community ECHO service. Patients are referred to the heart failure clinic if they have a positive ECHO and therefore generally come with full results
NWL (Northwick Park Site)	
Brent PCT	
Harrow PCT	Not currently but it is aimed to try to introduce this by January 2005. Currently revising HF guidelines and referral protocol; there is a real need for a one stop shortness of breath clinic
Royal Brompton Hospital	Tertiary centre – therefore not a direct diagnostic service for local community. However, the familial cardiomyopathy and biventricular pacing clinics are developing around these models. Patients admitted electively for HF assessment and/or transplant assessment have all their tests pre-booked to minimise admission time
Harefield Hospital	
Chelsea & Westminster Hospital	No
K&C PCT	N/A

St Mary's Hospital	Not currently but one stop clinic planned
Westminster PCT	Not yet
Ealing Hospital	No – but can expedite if required
Ealing PCT	
West Middlesex University Hospital	Yes
Hounslow PCT	
Hammersmith Hospital	Yes a separate Rapid Access Heart Failure Clinic each weekday morning for the diagnosis of new suspected heart failure
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	No - Referrals are accepted by post and fax. Pts will be given a new appt and will have their ECHO on the same day as their consultation with the Dr
Hillingdon PCT	2-6 weeks echo same day

Q10. Do you have any protocols for the management of heart failure within your organisation?
If so, please describe or attach.

NWL (Central Middlesex Site)	Have a protocol for acute heart failure, a separate protocol for the CCT at CMH in addition to PGDs for prescribing Yes – joint protocols with primary care
NWL (Northwick Park Site)	
Brent PCT	Heart failure guidelines developed with Harrow PCT
Harrow PCT	Primary & Secondary Care based guidelines in use since 2001 but which need to be revised now in light of NICE
Royal Brompton Hospital	All care/management is within the NICE guidelines Outpatient and in-patient guidelines are currently under review
Harefield Hospital	
Chelsea & Westminster Hospital	Currently under review
K&C PCT	Medicines management and operational guidelines – awaiting final ok
St Mary's Hospital	Integrated care pathway
Westminster PCT	There is a protocol for GPs included within the CHD resource pack: <ul style="list-style-type: none"> • ECHO for diagnosis • Start diuretics & ACE inhibitors • Beta blockers if NYHA class II-III • Consider spironolactone if NYHA class IV • Encourage cardiac rehabilitation • Manage blood cholesterol
Ealing Hospital	Yes – operational policy, NICE guidelines
Ealing PCT	
West Middlesex University Hospital	Heart failure ICP is completed and have just started to use
Hounslow PCT	
Hammersmith Hospital	Yes – EHH Heart Failure guidelines
Charing Cross Hospital	Currently working to NICE guidelines 2003
Hammersmith & Fulham PCT	
Hillingdon Hospital	NICE Guidelines and SIGN 35. Use of consensus care guidelines – developed by consultant cardiologists at Hospital (and PCT) and covers all cardiac treatments including heart failure.
Hillingdon PCT	Consensus care guidelines

Q11. Are there any shared protocols for the management of heart failure with primary care? If so, please describe or attach.

NWL (Central Middlesex Site)	Our HF guidelines are used across primary/secondary care
Brent PCT	as above
NWL (Northwick Park Site)	Our HF guidelines are used across primary/secondary care
Harrow PCT	as above
Royal Brompton Hospital	As a Tertiary site – this is not feasible. However, there is intended to be shared care protocols with the new BHF nurses once appointed
Harefield Hospital	
Chelsea & Westminster Hospital	No
K&C PCT	Medicines management and operational guidelines – awaiting final ok
St Mary's Hospital	Yes
Westminster PCT	Not yet – encouraging acute Trust to develop an agreed heart failure protocol for the Trust which can then integrate with primary care
Ealing Hospital	Yes – local guidelines developed
Ealing PCT	As above
West Middlesex University Hospital	Primary care have adopted the Trust referral form
Hounslow PCT	
Hammersmith Hospital	Yes – EHH HF guidelines
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	Consensus care guidelines
Hillingdon PCT	Consensus care guidelines

Q12. Is there a mechanism for regularly auditing compliance to such protocols?

NWL (Central Middlesex Site)	No
Brent PCT	
NWL (Northwick Park Site)	Yes – for secondary care
Harrow PCT	No
Royal Brompton Hospital	An audit of HF management is currently underway HF nurses audit their monthly caseload; including clinic work with excel spreadsheet on ad hoc basis.
Harefield Hospital	
Chelsea & Westminster Hospital	Not answered
K&C PCT	N/A at present
St Mary's Hospital	Not routinely done
Westminster PCT	No
Ealing Hospital	No
Ealing PCT	
West Middlesex University Hospital	No
Hounslow PCT	
Hammersmith Hospital	Unknown
Charing Cross Hospital	
Hammersmith & Fulham PCT	

Hillingdon Hospital	No
Hillingdon PCT	N/A

Q13. Do you have a mechanism for capturing regular audit data relating to heart failure within your organisation?

NWL (Central Middlesex Site)	No, but will be starting to do so in early 2006
Brent PCT	
NWL (Northwick Park Site)	Yes
Harrow PCT	Yes using nGMS but templates not currently well used. Practice data could be interpreted using MIQUEST for all clinical systems. However, there is currently no incentive to do this in primary care of PCT. BHF HF nurse collects data as part of ongoing research from York University, which looks at efficacy of the role and service development. Also a quarterly progress audit it submitted to the BHF.
Royal Brompton Hospital	An audit of HF management is currently underway
Harefield Hospital	HF nurses audit their monthly case-load, including clinic work with excel spreadsheet on ad hoc basis.
Chelsea & Westminster Hospital	CIS revive
K&C PCT	Now have database hosted by St Mary's Hospital
St Mary's Hospital	Yes, through the clinical information system
Westminster PCT	Now using Q&O framework, but data quality variable at present
Ealing Hospital	Yes – PRISM and Datacam
Ealing PCT	
West Middlesex University Hospital	Not at present, but will be getting Tomcat
Hounslow PCT	
Hammersmith Hospital	Yes – access to discharge coding
Charing Cross Hospital	Athena database (used by nurses)
Hammersmith & Fulham PCT	
Hillingdon Hospital	Infoflex
Hillingdon PCT	No

Q14. Does your organisation offer a facility for BNP, (b-type natriuretic peptide) testing? Is this available directly to GPs or only following referral to a Consultant? Please detail.

NWL (Central Middlesex Site)	No
Brent PCT	No
NWL (Northwick Park Site)	Not currently – are yet to decide a referral range
Harrow PCT	No at present. There is an excellent community based ECHO service. Currently piloting BNP. The ECHO service is under utilised because of the fairly rigid HF referral guidelines
Royal Brompton Hospital	Yes - this is available within the hospital and can be requested by any health care professional who orders bloods
Harefield Hospital	BNP testing using near patient testing kit is available within the Tues am and Thurs pm clinics.
Chelsea & Westminster Hospital	No
K&C PCT	No

St Mary's Hospital	Currently on hold due to funding issues
Westminster PCT	Have agreed with St Mary's within the joint CHD Steering group but unclear from SLA that this is confirmed. Would enable direct testing by GPs for a possible diagnosis of LVF
Ealing Hospital	No – business case submitted to PCT (awaiting outcome). BNP testing ad hoc at RBH on cons-cons referral
Ealing PCT	
West Middlesex University Hospital	Yes but only following referral to a Consultant. However the point of care machine was purchased by the Cardiac Support Group and the strips are funded by donations from Dr Chapman and a Special Trust fund
Hounslow PCT	
Hammersmith Hospital	Industry sponsored near patient strips for use in the RAHFC and A&E
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	No
Hillingdon PCT	No

Q15. If no, are there plans to commence BNP testing? Please describe.

NWL (Central Middlesex Site)	No
Brent PCT	No
NWL (Northwick Park Site)	In consideration
Harrow PCT	As above
Royal Brompton Hospital	N/A
Harefield Hospital	
Chelsea & Westminster Hospital	Under discussion
K&C PCT	Under discussion
St Mary's Hospital	N/A
Westminster PCT	N/A
Ealing Hospital	No – business case submitted to PCT (awaiting outcome). BNP testing ad hoc at RBH on cons-cons referral
Ealing PCT	Plans to incorporate BNP testing within community breathlessness clinic. Funding available to implement pilot
West Middlesex University Hospital	N/A
Hounslow PCT	
Hammersmith Hospital	N/A
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	No
Hillingdon PCT	No

Q16. Does your rehabilitation service offer access to patients with heart failure?

NWL (Central Middlesex Site)	No rehabilitation service at CMH
Brent PCT	Yes

NWL (Northwick Park Site)	The rehab programme at NPH offers a limited service to heart failure patients.
Harrow PCT	Yes and includes palliative care
Royal Brompton Hospital	Yes – specific rehabilitation programme for HF
Harefield Hospital	
Chelsea & Westminster Hospital	No
K&C PCT	There is a heart failure gym at St Mary's we can access and early plans for a facility in Primary care. There is also a heart failure rehab service at Royal Brompton
St Mary's Hospital	Yes – there is a specific heart failure gym
Westminster PCT	Yes at St Mary's but not at Chelsea & Westminster
Ealing Hospital	Not currently but a part-time research cardiopulmonary exercise physician has been appointed. They advise patients on home exercise and will see patients in the consultant clinic
Ealing PCT	
West Middlesex University Hospital	No
Hounslow PCT	
Hammersmith Hospital	No – there is only x2wte nurses, 0.5wte dietetics and 0.5wte physio support for the rehabilitation programme. Positions would need to be full time and another full time nurse to provide this service to heart failure patients
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	Planning to develop with rehab nurses at a later date – maybe 2006
Hillingdon PCT	

Q17. What facilities for heart failure are available within the local community? Please describe.

NWL (Central Middlesex Site)	
Brent PCT	Rehab classes, home visits, educational sessions, clinics
NWL (Northwick Park Site)	Nurse Specialists employed within the community with protocols integrated with secondary care
Harrow PCT	As above
Royal Brompton Hospital	Funding has been received from the BHF for 3 HF nurses – 2 have been recruited to date and being trained and will be working with local community nursing staff – all 3 now in post.
Harefield Hospital	
Chelsea & Westminster Hospital	3wte Heart Failure Nurse Specialists covering Kensington, Chelsea and Westminster PCT's.
K&C PCT	NWL HF Nurses Network, K&C and Westminster GP's, secondary care services, district nurses, palliative care from 3 hospices
St Mary's Hospital	Community Heart Failure Nurses
Westminster PCT	NWL HF Nurses Network, K&C and Westminster GP's, secondary care services, district nurses, palliative care from 3 hospices
Ealing Hospital	None
Ealing PCT	None
West Middlesex University Hospital	No
Hounslow PCT	Cover 2 PCTs: Hounslow – no CHD or HF nurses and no GPWSIs Thornbury Centre for Health – GP referrals Maswell Park Health Centre – referrals

	Richmond and Twickenham – Jane Radburn (new post), Long Term Conditions Crown Road, Twickenham – Dr Chris Smith
Hammersmith Hospital	Community heart failure team
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	District nurses assist (as favour) in identifying problems with heart failure patients they see at home and inform heart failure nurse
Hillingdon PCT	2 GpwSI led clinics run in the community

Q18. If no, are there plans to commence any community services? Please describe.

NWL (Central Middlesex Site)	
Brent PCT	
NWL (Northwick Park Site)	N/A
Harrow PCT	As above
Royal Brompton Hospital	N/A
Harefield Hospital	
Chelsea & Westminster Hospital	Launched 3/10/2005
K&C PCT	Launched 3/10/2005
St Mary's Hospital	Launched 3/10/2005
Westminster PCT	Launched 3/10/2005
Ealing Hospital	Being developed – HF case managers and breathlessness service
Ealing PCT	Being developed – HF case managers and breathlessness service
West Middlesex University Hospital	Meeting with Hounslow PCT and Richmond & Twickenham PCT to discuss joining forces and developing community HF service – to collaborate with new long-term conditions lead at Richmond & Twickenham PCT
Hounslow PCT	
Hammersmith Hospital	N/A
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	
Hillingdon PCT	

Q19. Are there any areas of good practice within your heart failure service which you feel would be good to share with others within NWL?

NWL (Central Middlesex Site)	No
Brent PCT	
NWL (Northwick Park Site)	Yes – development of nurse led secondary care, protocol run heart failure service
Harrow PCT	Excellent HF pathway between primary and secondary care Good primary care based guideline and referral protocols for ECHO

Royal Brompton Hospital	Multi-agency management of heart failure which enables RBH to offer rehabilitation, monthly support groups, biventricular pacing, transplantation and LVAD implantation and palliative care. The HF team is a supportive network of professionals. Bi-annual clinical governance meetings. Active patient network who support and give valuable feedback. New CRT clinic – 1 st in country.
Harefield Hospital	
Chelsea & Westminster Hospital	Not answered
K&C PCT	Good results with home visiting service cutting hospital admission also improvements in accessing palliation for HF patients
St Mary's Hospital	HF Gym MVO2 testing
Westminster PCT	Not yet
Ealing Hospital	Nurse Specialists refer direct to McMillan Nurses
Ealing PCT	
West Middlesex University Hospital	Service is co-led by Consultant Cardiologist & Consultant General Physician (Care of the Elderly) GP letter template – allows quick communication to the GP post review in the heart failure clinic Ease of access to the service Research – conducting a trial of using intravenous Iron Sucrose for heart failure patients with anaemia Industry funded patient hand-held record being developed
Hounslow PCT	
Hammersmith Hospital	The model of prompt diagnosis through a one stop RAHFC linking to a community heart failure team based in secondary care for clinical support but working in the community is proving successful and effective. We also have the benefit of a palliative care nurse working x1 week with the team
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	Academic paper written on beta blockers in collaboration with Prof M Cowie
Hillingdon PCT	Close links with district nurses who feedback to heart failure nurse

Q20. What are the biggest challenges/problems within your organisation in relation to heart failure services?

NWL (Central Middlesex Site)	Too many patients Long waits for ECHO leading to delayed treatment No administrative support
Brent PCT	
NWL (Northwick Park Site)	To many patients Long waits for ECHO leading to delayed treatment No community services No administrative support Heart failure service is still incomplete – needs dedicated team consisting of consultants & registrars. Dedicated ECHO machine for diagnosis and stress testing
Harrow PCT	GPs referring to the CHD Nurses Nurse prescribing Initiation of Beta Blockers in the community (great concern with Beta Blockers and patients with HF) Poor buy in from secondary care consultants means that there are different messages coming to primary care esp in relation to Beta Blockers Poor adherence to Secondary Care Protocol by hospital staff

Royal Brompton Hospital	Maintaining individual focused excellence whilst expanding the HF service. Engaging community services into long-term management of patients as this is such a vast and diverse population.
Harefield Hospital	
Chelsea & Westminster Hospital	Financial pressures Recruitment to specialist posts
K&C PCT	Not answered
St Mary's Hospital	Lack of ECHO technicians to enable heart failure diagnosis & inconsistent referral to the heart failure service by medical teams
Westminster PCT	ECHO waits and access. Difficulty in recruiting ECHO technicians. Community based intermediate services. Cardiac rehabilitation for this group.
Ealing Hospital	Waiting times for ECHO, lack of community HF nurses, BNP, clinic time and space
Ealing PCT	
West Middlesex University Hospital	Ensuring that patients are referred to the service from community/inpatient firms. ECHO outside of the Specialist clinics have longer waiting times Difficulties with clerical support (notes not always available) No specific primary care links for heart failure No cardiac rehabilitation for heart failure patients at present
Hounslow PCT	
Hammersmith Hospital	Echo waiting list at Hammersmith Hospital being resolved Need for hospital heart failure nurse Limited referrals from Medicine Support from PCT (has taken almost 2yrs to get a GP on the advisory group LIT, heart failure has not appeared to be a priority for the PCT and has only become an issue now because of the nGMS)
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	
Hillingdon PCT	

Echo Services

Q21. Does your organisation provide open access Echo facilities to GPs?

NWL (Central Middlesex Site)	Yes
Brent PCT	
NWL (Northwick Park Site)	Yes
Harrow PCT	Yes – as above
Royal Brompton Hospital	Not as a tertiary centre. This is provided by the local DGH and the RBH's SPR's staffs the service. Echo service is also provided to Royal Marsden.
Harefield Hospital	
Chelsea & Westminster Hospital	Yes
K&C PCT	Not at present
St Mary's Hospital	Direct access rather than open access (limited indications e.g. SOB)
Westminster PCT	Was previously provided by St Mary's but has been curtailed as ECHO waits substantially increased and 5/8 ^{ths} of ECHOs were requested for unclear reasons
Ealing Hospital	No
Ealing PCT	No – Plans to develop a community based echo-service within new health centre in Spring 2006
West Middlesex University Hospital	No
Hounslow PCT	

Hammersmith Hospital	None – the need for an ECHO is always linked with the clinical situation
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	No
Hillingdon PCT	N/A

Q22. Approximately how long is the waiting time for an outpatient routine Trans-thoracic Echo within your organisation?

NWL (Central Middlesex Site)	3 months
Brent PCT	
NWL (Northwick Park Site)	4 weeks
Harrow PCT	2 weeks for the community based ECHO service
Royal Brompton Hospital	3 months as it is generally linked to follow-up appts. Earlier appts can be negotiated on clinical need. In-patient wait is controlled by clinical need.
Harefield Hospital	
Chelsea & Westminster Hospital	6 weeks
K&C PCT	N/A
St Mary's Hospital	3 months
Westminster PCT	N/A
Ealing Hospital	8-12 weeks
Ealing PCT	
West Middlesex University Hospital	8 weeks
Hounslow PCT	
Hammersmith Hospital	Hammersmith – 8 weeks
Charing Cross Hospital	Charing Cross - no wait as the patients are seen within the RAHFC
Hammersmith & Fulham PCT	
Hillingdon Hospital	3-4 weeks
Hillingdon PCT	N/A

Q23. How many Echo machines does your organisation have? Please indicate approximate age of the machine(s).

NWL (Central Middlesex Site)	2 at CMH – approximately 6 years
Brent PCT	1 portable
NWL (Northwick Park Site)	5 machines – Phillips 7500 x1 (1yr), 5500 x2 (3yrs), HD1CV 5000 x1 (3yrs), Cypres x1 (2yrs)
Harrow PCT	1 portable ECHO within the community
Royal Brompton Hospital	4 machines (oldest 10 years, newest 2 years)
Harefield Hospital	3 machines (excluding portables and ward based machines)
Chelsea & Westminster Hospital	2 machines (4years old)
K&C PCT	N/A
St Mary's Hospital	4 <ul style="list-style-type: none"> • Philips Sonos 7000 (2yr old) • Philips Envisor (2yr old)

	<ul style="list-style-type: none"> Siemens Cypress x2 Handhelds for physician assessment only
Westminster PCT	N/A
Ealing Hospital	2 (looking to fund a portable echo machine for use on the wards – early 2006)
Ealing PCT	
West Middlesex University Hospital	2 on site (one of these is on loan)
Hounslow PCT	
Hammersmith Hospital	Hammersmith - 4 machines (2,3,5 & 6 years old) and 1 portable machine
Charing Cross Hospital	Charing Cross – 2 machines (4 & 1 years old) and 1 portable machine
Hammersmith & Fulham PCT	
Hillingdon Hospital	2 machines (approximately 2 years old) and hand held on CCU
Hillingdon PCT	

Q24. How many Echo sessions does your organisation provide each week? Please describe.

NWL (Central Middlesex Site)	7 out-patient sessions & 4 in-patient sessions
Brent PCT	2
NWL (Northwick Park Site)	10 sessions
Harrow PCT	2 community sessions per week
Royal Brompton Hospital	Echo sessions available Mon-Fri 9-5, (used out of hours by Cardiology SPr for urgent requests)
Harefield Hospital	8500 echo's per year
Chelsea & Westminster Hospital	Daily sessions – 2 Open access sessions (5pts each), 7 Outpatient sessions (6pts am & 7pts pm), 10 inpatient sessions (no allocated time slots)
K&C PCT	N/A
St Mary's Hospital	10 booked outpatient sessions 3 walk-in sessions in cardiology OPD 2 open access GP sessions 2 booked TOE sessions 2 booked stress ECHO sessions In-pt worklist patients scheduled around other sessions
Westminster PCT	N/A
Ealing Hospital	20
Ealing PCT	
West Middlesex University Hospital	12 sessions – mixed in-patient and outpatient sessions. Saturday session is run just for outpatients
Hounslow PCT	
Hammersmith Hospital	Hammersmith – 40 sessions
Charing Cross Hospital	Charing Cross – 16 sessions
Hammersmith & Fulham PCT	
Hillingdon Hospital	8 sessions
Hillingdon PCT	N/A

Q25. How many WTE Cardiac Physiologists are employed within your organisation?

NWL (Central Middlesex Site)	4.7wte
Brent PCT	
NWL (Northwick Park Site)	9wte
Harrow PCT	Not answered

Harrow PCT	Not answered
Royal Brompton Hospital	2 – exclusively for ECHO with a new post created but not yet appointed
Harefield Hospital	
Chelsea & Westminster Hospital	2 permanent, 1 locum, 2 Drs undertake the open access sessions (just providing ECHO service)
K&C PCT	N/A
St Mary's Hospital	Total Trust establishment = 12wte. Only 8wte are in post of which only 3wte in post can actually undertake ECHO + 3 students
Westminster PCT	N/A
Ealing Hospital	2
Ealing PCT	
West Middlesex University Hospital	6
Hounslow PCT	
Hammersmith Hospital	Hammersmith – 3 wte, 1 trainee, 1 agency Charing Cross – approximately 3 wte
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	3 who undertake ECHO
Hillingdon PCT	N/A

Q26. How many vacant Cardiac Physiology posts do you have?

NWL (Central Middlesex Site)	1wte
Brent PCT	
NWL (Northwick Park Site)	0
Harrow PCT	Not answered
Royal Brompton Hospital	20 Cardiac Physiology posts – all filled because of students
Harefield Hospital	
Chelsea & Westminster Hospital	3 vacancies out of an entire cardiology establishment of 5wte
K&C PCT	N/A
St Mary's Hospital	4
Westminster PCT	N/A
Ealing Hospital	0
Ealing PCT	
West Middlesex University Hospital	3
Hounslow PCT	
Hammersmith Hospital	None
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	0 at present but will have 3 vacancies pending in December 05
Hillingdon PCT	N/A

Q27. Are there BSE accredited Physiologists dedicated within your ECHO team?

NWL (Central Middlesex Site)	None
Brent PCT	

NWL (Northwick Park Site)	NPH - 5
Harrow PCT	Not answered
Royal Brompton Hospital	Yes both the 2 CPs who work in ECHO
Harefield Hospital	
Chelsea & Westminster Hospital	1
K&C PCT	N/A
St Mary's Hospital	1
Westminster PCT	N/A
Ealing Hospital	Not answered
Ealing PCT	
West Middlesex University Hospital	1 who covers 2 sessions only
Hounslow PCT	
Hammersmith Hospital	Yes
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	1 accredited and 1 training up at present
Hillingdon PCT	N/A

Q28. Are there any Echo services provided within the community? Please describe.

NWL (Central Middlesex Site)	Community ECHO services provided via Brent PCT at Wembley Community Hospital (4 sessions) – staffed by one of the Cardiac Physiologists from NPH
Brent PCT	
NWL (Northwick Park Site)	Community ECHO services provided via Brent PCT at Wembley Community Hospital (4 sessions) – staffed by one of the Cardiac Physiologists from NPH
Harrow PCT	Not answered
Royal Brompton Hospital	No
Harefield Hospital	
Chelsea & Westminster Hospital	None
K&C PCT	N/A
St Mary's Hospital	No
Westminster PCT	N/A
Ealing Hospital	No
Ealing PCT	No – developing community breathlessness service and direct access echo
West Middlesex University Hospital	From 1 st December, 2 sessions per week open access ECHO will be provided to GPs at Teddington Memorial Hospital
Hounslow PCT	
Hammersmith Hospital	No
Charing Cross Hospital	
Hammersmith & Fulham PCT	
Hillingdon Hospital	No
Hillingdon PCT	No

IT Systems

Q1. What reporting system do you have for your heart failure service? If it is a paper-based system please describe in detail what you use and if possible can you attach a copy.

NWL (Central Middlesex Site)	Tomcat
Brent PCT	Athena
NWL (Northwick Park Site)	
Harrow PCT	Athena database – Provided by the BHF
Royal Brompton Hospital	No system at present – service is audited on an excel spreadsheet on an ad hoc basis.
Harefield Hospital	
Chelsea & Westminster Hospital	
K&C PCT	CIS/Revive database hosted at St Mary's Hospital
St Mary's Hospital	Clinical Information System, an on-line database currently used by cardiology and hypertension teams
Westminster PCT	
Ealing Hospital	Previously paper based – now have PRISM AND DATACAM
Ealing PCT	
Hillingdon Hospital	Infoflex stand alone database
Hillingdon PCT	
Hammersmith Hospital	An access database developed by a cardiology registrar in Glasgow which can also provide letters
Charing Cross Hospital	
Hammersmith & Fulham PCT	
West Middlesex University Hospital	Paper based as outpatient document at present (not used on wards), will get Tomcat
Hounslow PCT	

Q2. If there is an IT system what is it? What do you like about the current system?

NWL (Central Middlesex Site)	Tomcat. Don't like anything about it at the moment. Currently in development
Brent PCT	
NWL (Northwick Park Site)	
Harrow PCT	Not yet fully functional
Royal Brompton Hospital	No system. Tried OMADA dataset but it required too much data before being allowed to move on.
Harefield Hospital	
Chelsea & Westminster Hospital	
K&C PCT	Easy to use
St Mary's Hospital	It enables access to most SMH cardiology clinic and in-patient visits as well as access to a cardiology diagnostic database. It is easy to use and saves time as there is no need for dictation, it automatically creates GP letters
Westminster PCT	
Ealing Hospital	Generates GP letters and audits easily.
Ealing PCT	
Hillingdon Hospital	Infoflex was designed closely with the cardiologists and supports the cardiology department. The system works well and is easy to use.
Hillingdon PCT	

Hammersmith Hospital	We use the Athena database which was endorsed and paid for by the BHF It can print letters and record patient contacts, medication, demographocs etc
Charing Cross Hospital	
Hammersmith & Fulham PCT	
West Middlesex University Hospital	Will get Tomcat when module started. Not in use yet. Would like ICP scanned into database to enter directory
Hounslow PCT	

Q3. What do you dislike about the current system?

NWL (Central Middlesex Site)	Time consuming. Does not flow intuitively.
Brent PCT	
NWL (Northwick Park Site)	
Harrow PCT	N/A
Royal Brompton Hospital	No system. Tried OMADA dataset but it required too much data before being allowed to move on.
Harefield Hospital	
Chelsea & Westminster Hospital	
K&C PCT	Still requires some modifications
St Mary's Hospital	System is disrupted if there are problems with the server & patient details can become locked under another user if data entry not completed and signed off leading to access problems
Westminster PCT	
Ealing Hospital	At the moment very new. Will be reviewing system in three months time.
Ealing PCT	
Hillingdon Hospital	None
Hillingdon PCT	
Hammersmith Hospital	It is not flexible to the individual needs of our service such as more palliative care information
Charing Cross Hospital	
Hammersmith & Fulham PCT	
West Middlesex University Hospital	None at present – will be getting Tomcat
Hounslow PCT	

Q4. Does your system talk to other systems in the hospital or community?

NWL (Central Middlesex Site)	No
Brent PCT	
NWL (Northwick Park Site)	
Harrow PCT	No
Royal Brompton Hospital	EPR system, which allows blood results to be accessed.
Harefield Hospital	
Chelsea & Westminster Hospital	
K&C PCT	Yes but only to St Mary's at present
St Mary's Hospital	Yes, the cardiology diagnostic database and community heart failure team
Westminster PCT	Yes but only to St Mary's at present
Ealing Hospital	Yes PAS – viewing only
Ealing PCT	
Hillingdon Hospital	Diagnostics
Hillingdon PCT	
Hammersmith Hospital	No it is stand alone
Charing Cross Hospital	
Hammersmith & Fulham PCT	
West Middlesex	No

University Hospital	
Hounslow PCT	

Q5. How do you pass information between sectors?

NWL (Central Middlesex Site)	Letters and verbally
Brent PCT	
NWL (Northwick Park Site)	
Harrow PCT	York University
Royal Brompton Hospital	It doesn't
Harefield Hospital	
Chelsea & Westminster Hospital	
K&C PCT	Formal meetings, email, telephone and letters
St Mary's Hospital	Each area is connected on-line and patient information is entered by the clinician under a personal code according to the domain in which they work
Westminster PCT	
Ealing Hospital	Written communication
Ealing PCT	
Hillingdon Hospital	Written communication
Hillingdon PCT	
Hammersmith Hospital	By typed letter , fax and post
Charing Cross Hospital	
Hammersmith & Fulham PCT	
West Middlesex University Hospital	Have a website for GPs to assess referral form – www.west-middlesex-hospital.nhs.uk/HFWebsite/index.htm
Hounslow PCT	

Q6. What would you like to see in an IT system to support your Heart Failure service?

NWL (Central Middlesex Site)	Yes
Brent PCT	
NWL (Northwick Park Site)	
Harrow PCT	Athena is very good when it works.
Royal Brompton Hospital	Needs to fit into the single assessment process Be able to print discharge and clinic letters To have a time system like EMIS and allow flagging of future appointments To print free text fields (which can be cut and pasted into emails to GP's)
Harefield Hospital	
Chelsea & Westminster Hospital	
K&C PCT	One that is Nationwide and one that is easy to audit
St Mary's Hospital	N/A
Westminster PCT	
Ealing Hospital	
Ealing PCT	
Hillingdon Hospital	
Hillingdon PCT	
Hammersmith Hospital	Open access of info to all health professional involved in the pts care, especially

Charing Cross Hospital	across primary and secondary care. All should be able to change information, as the condition requires so it is fully updated on current status and medications. Linked to a patient information system eg PAS for bloods results and able to produce letters.
Hammersmith & Fulham PCT	
West Middlesex University Hospital	If letters can be forwarded and better links to GPs
Hounslow PCT	

Q7. Do you have plans to change your current system?

NWL (Central Middlesex Site)	Yes
Brent PCT	
NWL (Northwick Park Site)	
Harrow PCT	No
Royal Brompton Hospital	Developing an integrated care pathway in 2006
Harefield Hospital	
Chelsea & Westminster Hospital	
K&C PCT	No not at present
St Mary's Hospital	Yes – to be extended to cardiac rehabilitation
Westminster PCT	
Ealing Hospital	No – new system already in place
Ealing PCT	
Hillingdon Hospital	The system will be developed more to be able to interface with the existing systems being used in the hospital and in primary care.
Hillingdon PCT	As above
Hammersmith Hospital	Yes – the PRISM system
Charing Cross Hospital	
Hammersmith & Fulham PCT	
West Middlesex University Hospital	Bringing in Tomcat
Hounslow PCT	

Q8. What links do you have for diagnostics or other tests?

NWL (Central Middlesex Site)	None
Brent PCT	
NWL (Northwick Park Site)	
Harrow PCT	We have recently purchased the following diagnostic equipments which we are still in the process of setting up: <ul style="list-style-type: none"> • 24 hour BP • 24 ECG • ECG • Spirometry • Event monitors
Royal Brompton Hospital	EPR system
Harefield Hospital	

Chelsea & Westminster Hospital	
K&C PCT	Good links with St Mary's, C&W and RBH
St Mary's Hospital	Blood results, angiogram, angioplasty and echo reports
Westminster PCT	
Ealing Hospital	Test results through PAS.
Ealing PCT	
Hillingdon Hospital	Can access all diagnostics tests
Hillingdon PCT	
Hammersmith Hospital	We have the different stand alone databases for the CXH echo dept and cath lab on our desktops
Charing Cross Hospital	
Hammersmith & Fulham PCT	
West Middlesex University Hospital	None
Hounslow PCT	