National Service Framework (NSF) For Coronary Heart Disease Chapter Eight - Arrhythmias and Sudden Cardiac Death Quality Requirement One - Patient Support

**Quality Requirement One: Patient Support**

**Aim:** To improve the emotional and practical support offered to patients with arrhythmias

**Quality requirement:**
People with arrhythmias receive timely and high quality support and information, based on an assessment of their needs

**Markers of good practice:**
- People with arrhythmias receive a formal assessment of their support needs and those at significantly increased risk of anxiety, depression or a poor quality of life receive appropriate care
- People with long-term conditions receive support in managing their illness from a named care-coordinator
- Good quality, timely information about arrhythmic conditions is given by appropriately trained staff

**For children and young people:**
- Every child and young person receives age-specific preparation, treatment, support and follow-up
- Transition to adult services does not automatically occur at age 16 but takes into account the individual needs and wishes of the young person

**Mechanisms for providing support:**
- Appropriately trained health care professionals
- Patient groups
- Arrhythmia care coordinators
- Help lines
- Patient information booklets
- Support groups

**Patient Support Groups**

Some centres have already started to develop support services for this group of patients and support groups have been found to be effective

**Aims of support groups**
- To provide a forum to support all patients with arrhythmias and their partners and families
- To act as a point of contact and resource for patients, carers and other health care professionals
- To provide a forum for discussion and sharing of experiences
- To help patients and their families to regain confidence to resume their usual activities of daily living
- To provide literature and information on all topics that are relevant to patients with arrhythmias - exercise, driving, insurance, holidays, electro-magnetic interference etc
- To provide emergency and technical information to other healthcare professionals i.e. A&E departments, ITU’s and ambulance crews in order to promote better understanding of appropriate management of patients with arrhythmias

**Setting up and running a patient support group - what is needed:**
- Training
- Active members - patients and health care professionals
- Funding
- An appropriate venue / method of communication
- Energy!

For more advice and information, please contact info@heartrhythmalliance.org

© Arrhythmia Alliance    Registered Charity No. 1107496
Published November 2017 Reviewed January 2020