



Cardiac Health Diagnostics Limited

Patient Guide

Statement of Purpose Summary

Cardiac Health Diagnostics Limited (CHD) is an independent medical agency, offering an all-Wales heart screening service to adults and children from 12 years of age. It is estimated that 12 children and young adults die each week in the UK from undiagnosed heart conditions, and it is our overall aim to raise awareness of this issue and to make a significant contribution to the health and wellbeing of young people in Wales by providing regular and easily accessible screening sessions run by highly qualified professionals.

Initially we will offer a monthly screening service throughout the whole of Wales, catering for approximately 100 participants at each session. The medical examination will be individualised and where abnormalities are discovered we have the expertise to provide advice and guidance on follow-up and further action.

Our company brings together a wide mix of skills and experience – including clinicians, scientists and management experts. Our chief physician, who is a paediatric cardiologist with over 20 years' experience, will directly supervise all the screening sessions whilst our registered manager will be at hand to deal with all administrative matters and to address any queries.

CHD are committed to ensuring that all views of service users are taken on board and actively used to inform decisions relating to the planning, delivery and evaluation of our services. Surveys are distributed at every heart screening session to persons undertaking screening, and results are reviewed after each session to make any necessary improvements.



Terms and Conditions

The Screening Service

Our screening service consists of a non-invasive routine ECG examination of the electrical activity of the heart. This can detect the majority of cardiac abnormalities which are most commonly seen in children and adults. All our diagnostic tests are carried out by appropriately qualified staff under direct medical supervision.

How to Book

Our mobile screening service is conducted on behalf of the charity Welsh Hearts/Calonnau Cymru and appointments can be made online through the Welsh Hearts website. To check the dates of our screening events and to book an appointment, please follow this link <http://welshhearts.org/heartscreeningwales/>.

To ensure efficient operation of the booking system, we ask that you provide a £10 donation to secure an appointment. **Please note that this money will go to the charity Welsh Hearts, and not to CHD.** Payments will be processed through PayPal. Once you have booked online, you will be sent email confirmation of your appointment, along with a medical questionnaire, a copy of the patient guide, and a consent form. You will need to bring the medical questionnaire and the consent form with you to the screening appointment as we will be unable to proceed without these.

The Procedure

The procedure will involve an electrocardiogram (ECG), a simple test used to check your heart's rhythm and electrical activity. Self-adhesive pads are applied to the skin on various areas of the body which will detect the electrical signals produced by your heart each time it beats.

The test is painless, simple and takes around 5-10 minutes to perform. Once the ECG test has been carried out, the results will be reviewed by our chief cardiologist who will then hold a face to face consultation with each participant, and their chaperones if required/requested. These individual consultations will take place in private, in a segregated area. The results of the ECG test, in conjunction with the medical questionnaire, will be explained by the doctor and there will be the opportunity for the participants to ask for advice and guidance on any relevant matters.



Further Testing

In our experience, the vast majority of test results will indicate normal heart function. However, in a small number of cases additional testing may be required to fully assess cardiac health. In these cases our chief cardiologist will explain why further tests are necessary and what options are available for accessing them.

If you are told that you may need further testing, **please do not worry!** This does not mean that you have a cardiac condition. It is quite common that an ECG trace contains unusual features which necessitate other investigations in order to rule out abnormality.

Additional Information

We recommend that you refrain from intense physical activity for 30 minutes before the cardiac screening in order to produce the most accurate results.

If you are a female, it is important to note that you may be asked to remove/loosen your bra for the test. We have both male and female technicians and we will make every effort to comply with participants' preferences in this regard. All our technicians are DBS checked and professionally qualified, and you are welcome to have a chaperone accompany you during the test.

Persons under the age of 16 must be accompanied by an adult to the screening, and will need to seek written permission from their parent/guardian to undergo the procedure.

On the day

You will be sent full information about the screening event, directions to the venue, car parking arrangements etc. Upon arrival you will be asked for your consent form and medical questionnaire by the CHD staff at the welcome desk. They will then give you full instructions relating to your appointment and direct you to the designated waiting area. If you have any further questions regarding the screening event or require additional information, please feel free to contact us directly on referrals@chd.clinic.



Confidentiality

Cardiac Health Diagnostics fully complies with the principles set out in the Data Protection Act (1998). All results and personal information are confidential, only accessed by the relevant company staff and medical professionals.

All medical records are protected by appropriate security, with use of a company server, access of which is password protected, with restricted access to CHD members of staff. More information on our records management procedures can be found in our Records Management and Information Management and Communications Technology Policies. Policies are available to individuals upon request.

Complaints

CHD strive to offer the highest standards of service and we will carefully consider all suggestions for improvement and ensure all complaints are investigated. Any issues arising during a screening session can be raised with CHD staff present at the session. Alternatively, written complaints can be submitted to our Registered Manager, Shannon Stevens at:

35-36 Haldane Building, Singleton Campus, Swansea University, SA2 8PP

Email: s.stevens@chd.clinic

Telephone: 01792 874 777

All complaints will be acknowledged within one working week and, after full investigation, a comprehensive response including explanation, apology (if appropriate) and remedial actions taken will be made within four weeks. Further information can be found in the document 'Dealing with Concerns and Managing Incidents Policy', a copy of which is available upon request.

Any complaints that are not satisfactorily resolved, including those relating to compliance with regulation and the national minimum standards, should be reported to:

Health Inspectorate of Wales

Welsh Government

Rhydycar Business Park

Merthyr Tydfil,

CF48 1UZ

0300 062 8163

hiw@wales.gsi.gov.uk



Feedback

Feedback surveys are undertaken at the end of each screening session and all participants will have the opportunity to express their views, share their experiences and offer suggestions on how CHD may improve the screening process. This will enable us to constantly monitor the effectiveness and efficiency of our service.

We also welcome all feedback, whether verbally to our members of staff present at screening sessions, or by email to referrals@chd.clinic.

Latest inspection reports will be available on the Healthcare Inspectorate Wales website www.HIW.org.uk.