The role of the Arrhythmia Care Coordinator (ACC)

Introduction

The launch of Chapter 8 of the National Service Framework for Coronary Heart Disease – Arrhythmia and Sudden Cardiac Death – in March 2005 contains the following quality requirements and aims:

- Patient Support – To improve the emotional and practical support offered to patients with arrhythmias and their families
- Diagnosis and Treatment – To ensure expert assessment of a person in whom an arrhythmia is suspected, and that an appropriate and clinically effective care pathway is followed
- Sudden Cardiac Death – To reduce mortality from sudden death and improve services for families who have lost a close relative.

Chapter 8 suggests that a successful arrhythmia service requires close collaboration at all levels of the health care service, for example in the development of innovative shared-care protocols and patient education. A multidisciplinary approach is key to ensuring improved services to those with cardiac arrhythmias and to the delivery of interventional therapies. Better access to effective treatment in primary, secondary and specialist settings will reduce hospital admissions, reduce mortality and improve the quality of life for patients and their families.

Also, that a standardised and formal assessment of needs, followed by the setting of agreed goals and ongoing support with active self-management, reduces the likelihood of patients missing out on the support they need.

Coordination of services

Specialist arrhythmia coordinators are being appointed to develop and ensure delivery of multidisciplinary, joined-up services for arrhythmia patients. Where appointments have been made there is evidence that benefits to patients and service provision are being realised. The British Heart Foundation (BHF) is also funding a number of arrhythmia service coordinator posts as part of its ongoing work to develop specialist nursing and other roles in cardiac services. The role and impact of the BHF-funded posts will be monitored and evaluated. The coordination role of arrhythmia care specialists is seen as key to the development and delivery of local arrhythmia services, whether across a PCT area or a whole network. However, most will also play a key
clinical part as a specialist working in a particular area of arrhythmia care or treatment.

Overarching objectives for the development and delivery of coordinated arrhythmia services

- That primary care, secondary care and tertiary care services work together
- That service development is patient-led, and patients and their families receive the information, treatment, care and ongoing support they need
- That all those who are part of the care pathway, including patients, families and carers, receive the education and training they need
- That an effective holistic patient assessment process is in place
- That ongoing monitoring and auditing of the joined-up service takes place.

Related initiatives

Skills for Health are launching a new competencies framework in June 2006 in support of Chapter 8 of the CHD NSF.

In June 2006, The National Institute for Health and Clinical Effectiveness (NICE) will be launching a guideline on the management of atrial fibrillation.

Support documentation

A national arrhythmia care coordinator committee has recently been convened to support ongoing work associated with the role of the arrhythmia care coordinator.

The attached support documentation has been put together by the committee for local services looking to appoint arrhythmia care coordinators. The committee appreciates that services will differ locally, but the attached may help introduce consistent and good practice across the country. This is not prescriptive guidance – rather a tool that local service providers can draw on if they require some help and support.

The committee is keen to hear the views of those who have appointed the development of arrhythmia care coordinators and how these services are developing and working. Any information that you have that you think might be helpful to the committee should be sent to:

Mike Yates
National Programme Manager
Arrhythmia and Sudden Cardiac Death
Department of Health
Wellington House
133-155 Waterloo Road
London SE1 8UG

Mike.yates@dh.gsi.gov.uk

The following documents are attached:
• Diagram showing the sphere of operation that an arrhythmia care coordinator should oversee
• Arrhythmia care coordinator job descriptions and personal specifications at Band 7 and Band 8 (thought to be the two levels at which appointments may be made)
• A draft questionnaire that might be used to develop a local holistic patient assessment process
Arrhythmia Care Coordinator (ACC)
Role: coordination and development of structure below, plus specific clinical input as appropriate

A&E → SYNCOPE CLINIC, RAPID ACCESS ARRHYTHMIA CLINICS, SPR/OR ACS, NEURO + ARRHYTHMIA SPECILIST NURSE

GP → ASSESSMENT
Patient
Family

OTHER → ONGOING PROVISION OF TRAINING/EDUCATION FOR:
• Patient/families
• Health care professionals involved in the care of arrhythmia patients in the primary, secondary and tertiary settings

NEUROLOGIST → SECRETARIES/AA list for procedures

CARDIOLOGIST → SUPPORT
One to one
Telephone helpline
Newsletter
Websites
Group meetings

DEVELOPING PROTOCOLS, GUIDELINES, CARE PATHWAYS → PRE ADMISSION CLINIC

Further tests/ follow up e.g.:
Regular device checks
24-hour tape
ETT
Echo
Psychological support

+/− ongoing support dependent on nature of disease treatment + implications

PRE ADMISSION CLINIC → PROCEDURE

PROCEDURE → DISCHARGE

Assessment
Ongoing support where applicable
Access to telephone helpline
Device checks

DISCHARGE → OUTPATIENT REVIEW

OUTPATIENT REVIEW → Further tests/ follow up e.g.:

Assessment
Advice
JOB DESCRIPTION 1

Post: Arrhythmia Care Coordinator (ACC)

Grade: Band 7

Location:

Accountable to:

Key relationships: Consultant Electrophysiologists, Consultant Geneticists, Senior Arrhythmia Nurse and Chief Cardiac Physiologist in tertiary centre. Cardiac Network lead clinician for arrhythmia care, Cardiac Network Manager, Arrhythmia specialists in secondary care, cardiac physiologists and arrhythmia specialist nurses across the network, primary care colleagues, coroners, genetic counsellors, patient groups.

JOB PURPOSE/SUMMARY

This is an exciting developmental role, supporting the implementation of the quality requirements set out within Chapter 8 of the NSF for Coronary Heart Disease ‘Arrhythmias and Sudden Cardiac Death’ (DH March 2005).

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

Quality requirement two: Diagnosis and Treatment
People presenting with arrhythmias, in both emergency and elective settings, receive timely assessment by an appropriate clinician to ensure accurate diagnosis and effective treatment and rehabilitation

Quality requirement three: Sudden Cardiac Death
When sudden cardiac death occurs, NHS services have systems in place to identify family members at risk and provide personally tailored, sensitive and expert support, diagnosis, treatment, information and advice to close relatives.
The post holder will work to develop improved diagnostic, referral and treatment pathways for arrhythmia patients across the care continuum from primary to tertiary care, engaging with healthcare professionals across the network area, including those caring for patients with Adult Congenital Heart Disease. The ACC post will ensure that the service offered would be convenient and accessible to patients. It will assist in ensuring that patients receive timely and streamlined care as well as contributing to reducing waiting times, waiting lists for treatment and inappropriate admissions to acute beds.

**MAIN DUTIES AND RESPONSIBILITIES**

As a clinician experienced in caring for patients with arrhythmias, it is envisaged that the post holder would initially focus on developing robust systems between primary, secondary and tertiary care centres. Areas for development (dependent on existing services/ local service need) may include

- Assisting to establish and participating in the running of rapid access arrhythmia and/or syncope/blackout clinics where necessary and developing integrated care pathways to aid arrhythmia management.

- Assisting to establish and participating in the running of clinics dedicated to the management of atrial fibrillation

- Undertaking other arrhythmia clinic sessions across the network, including running of pre-admission clinics for patients undergoing elective procedures, new patient and follow up clinics.

- Establishing appropriate support services for patients with long-term conditions and ensuring appropriate patient information is available regarding the spectrum of arrhythmia conditions, investigations and treatments.

The post holder will have an important educational role with patients, their families and other clinicians in raising awareness of signs and symptoms of arrhythmias and the possible diagnostic and treatment options. They will be required to be involved in developing audit criteria for evaluation of the post and of clinical outcomes for patients with arrhythmias, the latter being in conjunction with developments at the Central Cardiac Audit Database.
Clinical

- Demonstrate clinical knowledge and interpersonal skills in caring for arrhythmia patients and their families. Target patient groups will include; those who have experienced or may be at risk of experiencing cardiac arrhythmias; those requiring electrophysiology/ablation procedures, implantable cardioverter defibrillators, permanent pacemakers, cardiac resynchronisation therapy devices, implantable loop recorders and planned cardioversion and tilt tests.

- Participate in establishing and running arrhythmia clinics including rapid access, pre-admission, new patient and follow up clinics.

- Demonstrate clinical decision-making skills in referring patients for further tests or discharge to GP

- Work towards developing advanced practice functions including clinical history taking and physical examinations skills

- Demonstrate skills in interpretation of electrocardiograms to inform rapid access arrhythmia assessment, management and pre-admission clinics.

- Participate in rapid access arrhythmia clinic sessions in both tertiary secondary/primary settings as appropriate

- Develop and employ robust referral criteria for ensuring patients with identified arrhythmias receive prompt, appropriate investigations and treatment in the appropriate setting

- Co-ordinate the development and review of current, comprehensive health information for arrhythmia patients and their carers. In addition to ensuring full understanding of complex cardiac conditions, the information is relevant to age, level of understanding, culture and language in conjunction with patients, their families, clinical staff and patients info service

- Provide continuity of patient care on a daily basis by following the patients journey from pre admission/admission, discharge and follow up/continuous support

- Participate in the process of ensuring patients receive sufficient information to enable informed consent by communicating complex information regarding management of care, including: benefits, risks, (i.e. mortality risks) alternatives complications and lifestyle advice

- Review medication and recommend changes in conjunction with consultant cardiologists depending on individual needs

- Maintain patient records in a concise and literate manner ensuring hand over of complex management issues to the relevant healthcare professional
• Receive and provide accurate and complex information regarding patients’ clinical status from Consultant Cardiologists/Physicians and Specialist Registrar’s, relevant wards, Coronary Care Units from across organisations

  § Liase with arrhythmia management team, Consultant Cardiologists, Registrars, secretarial staff, Cardiac Catheter Laboratory Team (includes Radiographers, Physiologists and Registered Nurses) and Cardiology wards to ensure effective communication related to patient clinical needs and condition prior to procedure

  § Provide specialised advice which contributes to the diagnosis care and education of patients/carers within the speciality of arrhythmia management

  § Seek expert help or more experienced help where necessary.

  § Record all patient information using relevant manual / computerised systems.

**Education**

  § Undertake teaching and act as an educational resource for health care professionals throughout the Cardiac Network.

  § Establish links and networks with other healthcare professionals, responsible for care of this patient group at a local, regional and national level.

  § Use every opportunity, both formal and informal, to increase understanding of all staff groups regarding recognition and care of patients with arrhythmias.

  § Work with patients to devise suitable educational and information materials regarding arrhythmias, diagnostic and treatment procedures at local, regional and national level.

  § Share expertise at local, regional and national events.

  § Play an active role in developing and delivering integrated care pathways.

  § Develop and implement guidelines and standards for the management of arrhythmias though the arrhythmia subgroup of the Cardiac Network

  § Develop and improve your own competence in structured ways, including accessing clinical supervision

**Professional**

  § Be responsible for maintaining professional registration and behave in a manner consistent with relevant governing body dependent on discipline.

  § Work within the agreed policies, procedures or guidelines of the Trust and ensure that new or revised policies are implemented.
- Carry out his/her duties in accordance with the Scope of Professional Practice or equivalent.
- Participate in an annual appraisal.
- Keep up to date with relevant clinical literature and with professional issues, ensuring practice is evidence-based.
- Make use of every opportunity for further enhancing professional development in line with requirements of this role and your own personal professional development plan.
- Act as a role model for all staff.

**Audit/research**

- Contribute to development of suitable data sets relating to care of arrhythmia patients in conjunction with CCAD and the Cardiac Network
- Assist in benchmarking facilities and activity levels across the Cardiac Network
- Ensure effective systems are in place to collect and input relevant audit data.
- Actively seek to use outcome data to improve services or identify areas for more in-depth investigation and research.
- Assist in identifying suitable evaluation criteria for assessing effectiveness of this new role
- Promote evidence-based practice through critically evaluating research and utilising relevant findings.

 *(Initials and date to be inserted)*
General information:

Job descriptions

All job descriptions are subject to review. Job holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. Any review will be undertaken by the line manager, in consultation with the post holder.

Health and safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Senior Management (including Clinical Directors and General Managers)

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities.

Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers

Each manager is responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place.

Health and safety issues are dealt with at the lowest level of management practicable.

Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

Clinical governance

Clinical Governance is the framework through which this Trust is accountable for continuously improving the quality of its services and safeguarding the high standards of care. It does so by creating and maintaining an environment in which excellence in clinical care will flourish.
Every member of staff must work within this framework as specified in his/her individual job description. If you have concerns on any clinical governance matters these should be raised with your line manager, professional adviser, or a more senior member of management. Your attention is also drawn to the Trust guidance on Raising Concerns about Provision of Patient Care.

**The Working Time Regulations 1998**

You are required to comply with Trust policy on implementation of the Working Time Regulations, including declaration of hours worked and breaks taken, completing written records if required, and reporting any instances where your pattern of working hours may constitute a health and safety risk to yourself, patients, the public an other Trust employees. You have the right not to be subjected to any unlawful detriment by reporting any concerns under the Regulations.

**Additional Work**

You are required to disclose any additional work you undertake or are planning to undertake for another employer. The Trust will permit you to undertake this additional work providing the Trust is satisfied that this does not conflict with the interests of the organisation, performance of your normal duties or with the requirements of the Working Time Regulations.

- Ensure effective systems are in place to collect and input relevant audit data.
- Actively seek to use outcome data to improve services or identify areas for more in-depth investigation and research.
- Assist in identifying suitable evaluation criteria for assessing effectiveness of this new role.
- Promote evidence-based practice through critically evaluating research and utilising relevant findings.

**General information:** this will vary in individual Trusts and safety of other persons who may be affected by their activities.
## Personal specification for Arrhythmia Care Coordinator (ACC) Band 7

<table>
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<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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| **Qualifications** | - Current First Level Nursing and Midwifery Council Registration or other relevant professional qualification dependent on discipline.  
- Have or be willing to work towards a health-related 1<sup>st</sup> degree  
- Recognised teaching certificate i.e. ENB 998/730  
- Advanced Life Support Certificate  
- Have or be willing to work towards a post graduate qualification in Clinical assessment skills in medicine Level 3/degree  
- Evidence of further education related to arrhythmia management | - Secondary Prevention in Coronary Heart Disease course  
- Pharmacology module  
- Extended independent prescribing qualification  
- Counselling certificate  
- Masters level Degree  
- LEO or equivalent leadership course | |
| **Experience** | - Minimum of 4 years experience within cardiothoracic services  
- Relevant experience in relation to arrhythmia management | - Management and development of staff  
- Previous clinical research and audit experience  
- Proven management of teams within the healthcare setting | |
| **Knowledge** | - Work within the boundaries of Professional Codes of Conduct.  
- Evidence of advanced clinical and professional development.  
- Understands operational procedures and practices within Cardiology.  
- Understands government policies and its impact upon health service provision.  
- Knowledge of ongoing research/developments relating to arrhythmia | - Evidence of developing policies and protocols | |
| management |
|---|---|
| **Skills** | **Business planning skills** |
| ▪ Able to work effectively across boundaries | ▪ Demonstrate advanced leadership skills |
| ▪ Demonstrable organisational skills of self and others | ▪ Evidence of previous service development/improvement or change management experience |
| ▪ Motivational skills | |
| ▪ Negotiation and influencing skills | |
| ▪ Demonstrates excellent communication and interpersonal skills | |
| ▪ Excellent time management and organisational skills | |
| ▪ Demonstrates excellent teaching and development/support skills | |
| ▪ Demonstrates team working | |
| ▪ Ability to work autonomously | |
| ▪ Ability to work under pressure | |
| ▪ Ability to foster links with other Local/Regional/National centres | |
| ▪ Demonstrates ability to initiate change in practice | |
| **Extended Skills** | **Ability to contribute fully to consultant ward rounds and subsequent planning of patient care** |
| ▪ Ability to participate in the informed consent process in accordance with local policy (or be willing to develop) | ▪ Advanced scrub practitioner skills |
| ▪ Ability to undertake psychological assessment of patients pre and post procedure (or be willing to develop) | ▪ Interpretation of Cardiac Electrograms |
| ▪ Intravenous drug administration | ▪ Counselling skills |
| ▪ Venous cannulation | ▪ Ability to assess and discharge patients post procedure |
| ▪ Skills in ECG interpretation/analysis | |
| ▪ Blood analysis skills | |
| ▪ Ability to appropriately request investigations i.e. 24hr ECG | |
| **Key behaviour/ Competencies** | ▪ Ability to set standards of care by implementing evidence based protocols in order to change clinical practice  
▪ Ability to motivate change in practice.  
▪ Ability to listen effectively and take appropriate action.  
▪ Demonstrates a caring attitude  
▪ Flexible to the needs of the service  
▪ Encourage colleagues to strive for excellence in care  
▪ Able to deal with conflict  
▪ Set standards of care by implementing evidence based protocols in order to change clinical practice |
| **Others** | ▪ Flexible with working pattern  
▪ Confident and assertive  
▪ Self-motivating  
▪ Professional role model and clinical resource/support |
Post: Senior Arrhythmia Care Coordinator (SACC)

Grade: Band 8

Location:

Accountable to:

Key relationships: Consultant Electrophysiologists, Consultant Geneticists, Senior Arrhythmia Nurse and Chief Cardiac Physiologist in tertiary centre. Cardiac Network lead clinician for arrhythmia care, Cardiac Network Manager, Arrhythmia specialists in secondary care, cardiac physiologists and arrhythmia specialist nurses across the network, primary care colleagues, coroners, genetic counsellors, patient groups.

JOB PURPOSE/SUMMARY

This is an exciting opportunity to support the implementation of the quality requirements set out within chapter 8 of the NSF for Coronary Heart Disease ‘Arrhythmias and Sudden Cardiac Death’ (DH March 2005).

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

Quality requirement two: Diagnosis and Treatment
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Quality requirement three: Sudden Cardiac Death
When sudden cardiac death occurs, NHS services have systems in place to identify family members at risk and provide personally tailored, sensitive and expert support, diagnosis, treatment, information and advice to close relatives.
The post holder will work to develop improved diagnostic, referral and treatment pathways for arrhythmia patients across the care continuum from primary to tertiary care, engaging with healthcare professionals across the network area, including those caring for patients with Adult Congenital Heart Disease. They will provide professional leadership to support and inspire colleagues and enhance the development of clinical practice. The SACC post will ensure that the service offered would be convenient and accessible to patients. They will assist in ensuring that patients receive timely and streamlined care as well as contributing to reducing waiting times, waiting lists for treatment and inappropriate admissions to acute beds.

**MAIN DUTIES AND RESPONSIBILITIES**

As an expert clinician experienced in caring for patients with arrhythmias, It is envisaged that the post holder would initially focus on developing robust systems between primary, secondary and tertiary care centres. Areas for development (dependent on existing services and local service need) may include:

- Assisting to establish and running rapid access arrhythmia and/or syncope/blackout clinics where necessary and developing integrated care pathways to aid arrhythmia management.

- Assisting to establish and running clinics dedicated to the management of atrial fibrillation.

- Exercise a high degree of specialist professional judgment through the management of a caseload within arrhythmia clinics, including running of pre-admission clinics for patients undergoing elective procedures, new patient and follow up clinics.

- Establishing appropriate support services for patients with long-term conditions and ensuring appropriate patient information is available regarding the spectrum of arrhythmia conditions, investigations and treatments.

The post holder will have an important educational role with patients, their families and other clinicians in raising awareness of signs and symptoms of arrhythmias and the possible diagnostic and treatment options. They will provide professional leadership to support and inspire colleagues and enhance the development of clinical practice. They will be required to be involved in developing audit criteria for evaluation of the post and of clinical outcomes for patients with arrhythmias, the latter being in conjunction with developments at the Central Cardiac Audit Database.
Clinical

- Demonstrate advanced clinical knowledge, competence and interpersonal skills in caring for arrhythmia patients and their families. Target patient groups will include; those who have experienced or may be at risk of experiencing cardiac arrhythmias; those requiring electrophysiology/ablation procedures, implantable cardioverter defibrillators, permanent pacemakers, cardiac resynchronisation therapy devices, implantable loop recorders and planned cardioversion and tilt tests.

- Develop and run arrhythmia clinics including rapid access, pre-admission, new patient and follow up clinics.

- Demonstrate advanced clinical decision-making skills in referring patients for further diagnostic tests or discharge to GP

- Demonstrate advanced practice functions including clinical history taking and physical examinations skills

- Demonstrate advanced skills in interpretation of electrocardiograms to inform rapid access arrhythmia assessment, management and other arrhythmia clinics

- Accept direct referrals from other health care professionals, carry out assessment of patients and document the results

- Manage rapid access arrhythmia clinic sessions in both tertiary secondary/primary settings as appropriate

- Develop and employ robust referral criteria for ensuring patients with identified arrhythmias receive prompt, appropriate investigations and treatment in the appropriate setting

- Co-ordinate the development and review of current, comprehensive health information for arrhythmia patients and their carers. In addition to ensuring full understanding of complex cardiac conditions, the information is relevant to age, level of understanding, culture and language in conjunction with patients, their families, clinical staff and patients info service

- Provide continuity of patient care on a daily basis by following the patients journey from pre admission/admission, discharge and follow up/continuous support

- Ensure patients receive sufficient information to enable informed consent by communicating complex information regarding management of care, including: benefits, risks, (i.e. mortality risks) alternatives complications and lifestyle advice
- Demonstrate competencies in prescribing medications

- Maintain patient records in a concise and literate manner ensuring hand over of complex management issues to the relevant healthcare professional

- Receive and provide accurate and complex information regarding patients' clinical status from Consultant Cardiologists/Physicians and Specialist Registrar’s, relevant wards, Coronary Care Units from across organisations

- Liaise with arrhythmia management team, Consultant Cardiologists, Registrars, secretarial staff, Cardiac Catheter Laboratory Team (includes Radiographers, Physiologists and Registered Nurses) and Cardiology wards to ensure effective communication related to patient clinical needs and condition prior to procedure

- Provide specialised advice which contributes to the diagnosis care and education of patients/carers within the speciality of arrhythmia management

- Seek expert help or more experienced help where necessary.

- Record all patient information using relevant manual / computerised systems.

**Leadership**

- Act as recognised expert in arrhythmia management and provide professional leadership, which will support and inspire colleagues and enhance the development of clinical practice

- Implement strategies to support Clinical Governance and promote best practice and influence the development of services across organisational boundaries

- Enhance leadership Trust wide, through involvement in current issues and developments

- Play an active part in national organisations to promote best practice in the area of arrhythmia management

- Influence and develop policy and strategy, based on the strategic direction of the organisation and expectations of key stakeholders, with particular reference to the NSF

- Utilise advanced leadership skills in the supervision and mentoring of junior staff

- Identify and develop systems to motivate, support and recognise the contributions of others
• Act as the lead to junior members of the arrhythmia management team
• Develop mechanisms for involving and empowering colleagues
• Have advanced leadership skills to enhance the development of patient pathways to meet national standards and guidelines.
• Negotiate and agree with other professionals, roles responsibilities and outcomes
• Generate and implement new solutions that will best suit the needs of patients, through thinking laterally about practice
• Initiate and implement structures for Clinical Governance and promote best practice

**Education and Training**

• Play a key role in the development and training of arrhythmia care coordinators, arrhythmia specialist nurses and arrhythmia physiologists.
• Teach/disseminate expert skills and provide specialist input for the education and training of other health care professionals
• Establish links and networks with other healthcare professionals, responsible for care of this patient group at a local, regional and national and international level
• Use every opportunity, both formal and informal, to increase understanding of all staff groups regarding recognition and care of patients with arrhythmias.
• Work with patients to devise suitable educational and information materials regarding arrhythmias, diagnostic and treatment procedures at local, regional and national level
• Share expertise at local, regional, national and international events
• Play an active role in developing and delivering integrated care pathways.
• Develop and implement guidelines and standards for the management of arrhythmias though the arrhythmia subgroup of the Cardiac Network
• Collaborate with Universities to develop educational programmes with specialist practice components, and be involved in teaching for pre and post registration programmes, in the area of arrhythmia management across professional boundaries e.g. medical staff, PAMs and primary care staff.
• Provide clinical supervision and mentorship for ACC’s, arrhythmia nurses/physiologists.
Use reflective skills within your own supervision and extend professional development through accessing academic and professional learning opportunities

Develop training and development strategies to meet the needs of professionals within the organisation and across organisational boundaries

Develop an acknowledged professional profile locally and nationally through presentations and publications.

Identify and network with key players at a local and national level to develop SACC/ACC roles to ensure the delivery of best practice.

Develop and improve your own competence in structured ways, including accessing clinical supervision

Contribute to the national debate on professional training and education and participate in the introduction of improvements and changes to Higher Education curriculum.

Work with SACC’s in other Trust’s, in the national development of the ACC/SACC role

**Professional**

- Be responsible for maintaining professional registration and behave in a manner consistent with relevant governing body dependent on discipline.
- Work within the agreed policies, procedures or guidelines of the Trust and ensure that new or revised policies are implemented.
- Carry out his/her duties in accordance with the Scope of Professional Practice or equivalent.
- Participate in an annual appraisal.
- Keep up to date with relevant clinical literature and with professional issues, ensuring practice is evidence-based.
- Make use of every opportunity for further enhancing professional development in line with requirements of this role and your own personal professional development plan.
- Act as a role model for all staff.

**Audit/research**

- Contribute to development of suitable data sets relating to care of arrhythmia patients in conjunction with CCAD and the Cardiac Network
- Assist in benchmarking facilities and activity levels across the Cardiac Network
- Ensure effective systems are in place to collect and input relevant audit data.
- Actively seek to use outcome data to improve services or identify areas for more in-depth investigation and research.
- Assist in identifying suitable evaluation criteria for assessing effectiveness of this new role
- Promote evidence-based practice through critically evaluating research and utilising relevant findings
- Participate/perform research in the field of arrhythmia management and implement findings
- Analyse epidemiological, political and professional trends in order to develop and improve practice

(Initials and date to be inserted)
General information:

**Job descriptions**

All job descriptions are subject to review. Job holders are expected to be flexible and be prepared to carry out any similar or related duties which do not fall within the work outlined. Any review will be undertaken by the line manager, in consultation with the post holder.

**Health and safety**

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

**Senior Management (including Clinical Directors and General Managers)**

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities.

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**The Working Time Regulations 1998**

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**Additional Work**

You are required to disclose any additional work you undertake or are planning to undertake for another employer. The Trust will permit you to undertake this additional work providing the Trust is satisfied that this does not conflict with the interests of the organisation, performance of your normal duties or with the requirements of the Working Time Regulations.

- Ensure effective systems are in place to collect and input relevant audit data.
- Actively seek to use outcome data to improve services or identify areas for more in-depth investigation and research.
- Assist in identifying suitable evaluation criteria for assessing effectiveness of this new role.
- Promote evidence-based practice through critically evaluating research and utilising relevant findings.

**General information:** **this will vary in individual Trusts**

and safety of other persons who may be affected by their activities.
**Personal specification for Arrhythmia Care Coordinator Band 8a**

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<tr>
<th>Attributes</th>
<th>Essential</th>
<th>Desirable</th>
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| **Qualifications** | ▪ Current First Level Nursing and Midwifery Council Registration or other relevant professional qualification dependent on discipline.  
▪ Health-related 1st degree Recognised teaching certificate i.e. ENB 998/730  
▪ Have or be willing to work towards Masters level degree  
▪ Advanced Life Support Certificate  
▪ Post graduate qualification in Clinical assessment skills in medicine Level 3/degree  
▪ Evidence of further education related to arrhythmia management  
▪ Pharmacology module  
▪ Extended independent prescribing qualification  
▪ LEO or equivalent leadership course | ▪ Secondary Prevention in Coronary Heart Disease course  
▪ Counselling certificate  
| **Experience** | ▪ Minimum of 5 years experience in relation to arrhythmia management  
▪ Proven Management and development of staff within the healthcare setting  
▪ Willing to participate and perform research in arrhythmia management | ▪ Previous clinical research and audit experience |
| **Knowledge** | ▪ Work within the boundaries of Professional Codes of Conduct.  
▪ Evidence of advanced clinical and professional development.  
▪ Understands operational procedures and practices within Cardiology.  
▪ Understands government policies and its impact upon |
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<th><strong>Skills</strong></th>
<th><strong>Extended Skills</strong></th>
<th><strong>Business planning skills</strong></th>
</tr>
</thead>
</table>
| - Able to work effectively across boundaries  
- Demonstrable organisational skills of self and others  
- Demonstrate advanced leadership skills  
- Evidence of previous service development/improvement or change management experience  
- Motivational skills  
- Negotiation and influencing skills  
- Demonstrates excellent communication and interpersonal skills  
- Excellent time management and organisational skills  
- Demonstrates excellent teaching and development/support skills  
- Demonstrates team working  
- Ability to work autonomously  
- Ability to work under pressure  
- Ability to foster links with other Local/Regional/National centres  
- Demonstrates ability to initiate change in practice  
- Advanced Leadership skills | - Skilled in obtaining informed consent for arrhythmia treatments in accordance with local policy  
- Ability to perform psychological assessment of patients pre and post procedure  
- Ability to perform physiological assessment of patients pre and post  
- Advanced scrub practitioner skills  
- Interpretation of Cardiac Electrograms | - |
<table>
<thead>
<tr>
<th>Procedure</th>
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<tbody>
<tr>
<td>Intravenous drug administration</td>
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<tr>
<td>Venous cannulation</td>
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<tr>
<td>Advanced skills in cardiac rhythm interpretation/analysis and management</td>
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<tr>
<td>Advanced blood analysis skills</td>
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<tr>
<td>Advanced Life Support skills</td>
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<tr>
<td>Competent in requesting investigations i.e. 24hr ECG monitoring/Exercise tolerance tests, interpret results and take appropriate action</td>
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<tr>
<td>Ability to assess and discharge patients post procedure</td>
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<tr>
<td>Ability to contribute fully to consultant ward rounds and subsequent planning of patient care</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Key behaviour/Competencies</th>
<th></th>
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<tbody>
<tr>
<td>Lead and motivate change in practice.</td>
<td></td>
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<tr>
<td>Lead and develop staff</td>
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<tr>
<td>Encourages other to contribute to and lead change initiatives</td>
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<tr>
<td>Able to create a calm environment and remain steady under pressure.</td>
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<tr>
<td>Ability to listen effectively and take appropriate action.</td>
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<tr>
<td>Flexible to the needs of the service</td>
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<tr>
<td>Encourage colleagues to strive for excellence in care</td>
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<td>Able to deal with conflict</td>
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<tr>
<td>Ability to set standards of care by implementing evidence based protocols in order to change clinical practice</td>
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<tr>
<th>Others</th>
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<tr>
<td>Flexible with working pattern</td>
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<tr>
<td>Confident and assertive</td>
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<tr>
<td>Self-motivating</td>
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</tbody>
</table>
- Professional role model and clinical resource/support
Arrhythmia
Patient assessment questionnaire
ABOUT YOU

NAME ........................................ DATE ..............................

Gender (please tick)

- Male □₁
- Female □₂

Marital Status (please tick)

- Single □₁
- Married □₂
- Permanent partnership □₃
- Divorced □₄
- Widowed □₅

Other heart problems you have had: (please tick all that apply)

- Myocardial Infarction □
- Acute Coronary Syndrome □
- Bypass Surgery □
- Angioplasty (Balloon in artery) □
- Cardiac Arrest □
- Angina □
- Other Surgery □
- Heart failure □
- Pacemaker □
- Implanted defibrillator (ICD) □
- Heart transplant □
- Congenital heart problem □
- LV Assist Device □
- Other □

THANK YOU
ETHNIC CLASSIFICATION

We are collecting this information to check that everyone has fair access to the help that they need. Please tick the one that describes you best, or, if none of them do number 6 any other.

What is your ethnic group?

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<td>Asian or Asian British</td>
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<td>Any other Asian background</td>
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<td>Black or Black British</td>
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<td>Caribbean</td>
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<td>6</td>
<td>Any other</td>
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</tbody>
</table>

THANK YOU
OTHER ILLNESSESS YOU HAVE BEEN TOLD YOU HAVE

Have you ever been told by a doctor that you have definitely had any of the following illnesses? Please answer every question even if they are all NO.

<table>
<thead>
<tr>
<th>Illness</th>
<th>NO</th>
<th>YES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Angina</td>
<td>□</td>
<td>□</td>
</tr>
<tr>
<td>Arthritis (osteo)</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td>Cancer</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td>Diabetes</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td>Rheumatism</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td>A stroke</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td>Osteoporosis</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td>Hypertension</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td>Chronic bronchitis</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td>Emphysema</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td>Asthma</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td>AIDS</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td>Leg pain when walking due to poor blood supply - Claudication</td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td><strong>Back problems or chronic pain</strong></td>
<td>NO</td>
<td>□</td>
</tr>
<tr>
<td><strong>Other illnesses</strong></td>
<td>NO</td>
<td>□</td>
</tr>
</tbody>
</table>

(please describe other illnesses) .................................................................

THANK YOU
PILLS, SMOKING AND WEIGHT/HEIGHT

Are you currently taking these 4 medicines for your heart (please tick a yes or a no for each one)

1. Aspirin or other antiplatelet agent  No □ Yes □
   if you are allergic to aspirin you may be taking either:
   Clopidogrel or Dipyridamole

2. ACE inhibitor  No □ Yes □
   Examples include:
   Captopril  trade name Capoten
   Enalapril  trade name Innovace
   Lisinopril  trade name Zestril
   Ramipril  trade name Tritace
   Losartan  trade name Cozaar
   Irbesartan trade name Aprovel

3. Beta Blocker  No □ Yes □
   often ending in ‘olol’ examples include:
   Atenolol  trade name Tenormin
   Bisoprolol  trade name Monocor
   Metoprolol  trade name Lopressor or Betaloc
   Oxprenolol  trade name Trasicor
   Propranolol  no trade name

4. Cholesterol pills (Statins)  No □ Yes □
   Examples include:
   Simvastatin  trade name Zocor
   Pravastatin  trade name Lipostat
   Atorvastatin  trade name Lipitor

SMOKING

Have you smoked in the last 4 weeks?  YES □ NO □

Weight (kg) and Height (m):

Weight □□□ kg Height □□□ m

or □□□ or □□□
Doctors are aware that emotions play an important part in most illnesses. If your doctor knows about these feelings he will be able to help you more.

This questionnaire is designed to help your doctor to know how you feel. Read each item and place a firm tick in the box opposite the reply which comes closest to how you have been feeling in the past week.

Don’t take too long over your replies: your immediate reaction to each item will probably be more accurate than a long thought-out response.

**I feel tense or ‘wound up’:**
- Most of the time
- A lot of the time
- Time to time, Occasionally
- Not at all

**I feel as if I am slowed down:**
- Nearly all the time
- Very often
- Sometimes
- Not at all

**I still enjoy the things I used to enjoy:**
- Definitely as much
- Not quite so much
- Only a little
- Hardly at all

**I get a sort of frightened feeling like ‘butterflies’ in the stomach:**
- Very definitely and quite badly
- Yes, but not too badly
- A little, but it doesn’t worry me
- Not at all

**I can laugh and see the funny side of things:**
- As much as I always could
- Not quite so much now
- Definitely not so much now
- Not at all

**I feel restless as if I have to be on the move:**
- Very much indeed
- Quite a lot...
- Not very much
- Not at all

---

**HAD Scale**

**Tick only one box in each section**

<table>
<thead>
<tr>
<th>Item</th>
<th>Most of the time</th>
<th>A lot of the time</th>
<th>Time to time, Occasionally</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel tense or ‘wound up’</td>
<td></td>
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<tr>
<td>I feel as if I am slowed down</td>
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<td>I still enjoy the things I used to enjoy</td>
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<tr>
<td>I get a sort of frightened feeling like ‘butterflies’ in the stomach</td>
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<tr>
<td>I can laugh and see the funny side of things</td>
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<tr>
<td>I feel restless as if I have to be on the move</td>
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<tr>
<td>Worrying thoughts go through my mind:</td>
<td>I look forward with enjoyment to things:</td>
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<td>----------------------------------------</td>
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<tr>
<td>A great deal of the time</td>
<td>As much as ever I did</td>
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<td></td>
<td>Rather less than I used to</td>
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<td></td>
<td>Definitely less than I used to</td>
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<td>Hardly at all</td>
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<tr>
<td>A lot of the time</td>
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<td>From time to time but not too often</td>
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<tr>
<td>I feel cheerful:</td>
<td>I get sudden feelings of panic:</td>
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<tr>
<td>Not at all</td>
<td>Very often indeed</td>
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<td>Quite often ...</td>
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<tr>
<td>I can sit at ease and feel relaxed:</td>
<td>I can enjoy a good book or radio or TV programme:</td>
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<td>Definitely</td>
<td>Often</td>
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<td>Very seldom</td>
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Printed as a service to medicine  

Upjohn  

67
PHYSICAL ACTIVITY

1 Considering a 7-day period (a week), how many times on average do you do the following kinds of exercise for more than 15 minutes (write the appropriate number in the boxes)?

   Number of times
   a. Strenuous Activity (heart beats rapidly/tiring)?
      (e.g. running, jogging, vigorous long distance cycling, circuit training, aerobic dance, skipping, football, squash, basketball, roller skating, vigorous swimming)
   b. Moderate Activity (not exhausting)?
      (e.g. fast walking, mowing the lawn, tennis, easy cycling, badminton, easy swimming, ballroom dancing, fast or high step ups)
   c. Mild Activity (minimal effort)?
      (e.g. easy walking, slow dancing, standing active fishing, bowling, golf, low step-ups)

2 Considering a 7-day period (a week), how often do you engage in any regular activity long enough to work up a sweat (heart beats rapidly)?

   Please tick only one box
   A Often
   B Sometimes
   C Never/Rarely

3 Do you take regular physical activity of at least 30 minutes duration on average 5 times a week?

   Please tick only one box
   YES  NO

THANK YOU
QUALITY OF LIFE

**PHYSICAL FITNESS.** During the past week what was the hardest physical activity you could do for at least 2 minutes? (Place a tick in the box next to the one you feel best describes your fitness)

<table>
<thead>
<tr>
<th>Intensity</th>
<th>Description</th>
<th>Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very heavy</td>
<td>for example: run at a fast pace or carry a heavy load upstairs or uphill (25 lbs / 10 kgs)</td>
<td>1</td>
</tr>
<tr>
<td>Heavy</td>
<td>for example: jog, slow pace or climb stairs or a hill at moderate pace</td>
<td>2</td>
</tr>
<tr>
<td>Moderate</td>
<td>for example: walk at medium pace or carry a heavy load on level ground (25 lbs / 10 kgs)</td>
<td>3</td>
</tr>
<tr>
<td>Light</td>
<td>for example: walk, medium pace or carry a light load on level ground (10 lbs / 5 kgs)</td>
<td>4</td>
</tr>
<tr>
<td>Very light</td>
<td>for example: walk at a slow pace, wash dishes</td>
<td>5</td>
</tr>
</tbody>
</table>

**FEELINGS.** During the past week how much have you been bothered by emotional problems such as feeling anxious, depressed, irritable or downhearted and blue? (Place a tick in the box next to the one you feel best describes your feelings)

<table>
<thead>
<tr>
<th>Intensity</th>
<th>Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at all</td>
<td>1</td>
</tr>
<tr>
<td>Slightly</td>
<td>2</td>
</tr>
<tr>
<td>Moderately</td>
<td>3</td>
</tr>
<tr>
<td>Quite a bit</td>
<td>4</td>
</tr>
<tr>
<td>Extremely</td>
<td>5</td>
</tr>
</tbody>
</table>

**DAILY ACTIVITIES.** During the past week how much difficulty have you had doing your usual activities or task, both inside and outside the house because of your physical and emotional health

<table>
<thead>
<tr>
<th>Difficulty</th>
<th>Box</th>
</tr>
</thead>
<tbody>
<tr>
<td>No difficulty at all</td>
<td>1</td>
</tr>
<tr>
<td>A little bit of difficulty</td>
<td>2</td>
</tr>
<tr>
<td>Some difficulty</td>
<td>3</td>
</tr>
<tr>
<td>Much difficulty</td>
<td>4</td>
</tr>
<tr>
<td>Could not do</td>
<td>5</td>
</tr>
</tbody>
</table>
SOCIAL ACTIVITIES. During the past week has your physical and emotional health limited your social activities with family, friends, neighbours or groups?

| Not at all | 1 |
| Slightly  | 2 |
| Moderately| 3 |
| Quite a bit| 4 |
| Extremely | 5 |

PAIN. During the past week how much bodily pain have you generally had?

| No pain    | 1 |
| Very mild pain | 2 |
| Mild pain   | 3 |
| Moderate pain| 4 |
| Severe pain | 5 |

CHANGE IN HEALTH. How would you rate your overall health now compared to a week ago

| Much Better | 1 |
| A little better | 2 |
| About the same | 3 |
| A little worse | 4 |
| Much worse | 5 |

OVERALL HEALTH. During the past week how would you rate your health in general?

| Excellent | 1 |
| Very Good | 2 |
| Good      | 3 |
| Fair      | 4 |
| Poor      | 5 |
SOCIAL SUPPORT. During the past week was someone available to help you if you needed and wanted help? For example:
- If you felt nervous, lonely, or blue,
- Got sick and had to stay in bed,
- Needed someone to talk to,
- Needed help with daily chores,
- Needed help with taking care of yourself

Yes, as much as I wanted | 1
Yes, quite a bit | 2
Yes, some | 3
Yes, a little | 4
No, not at all | 5

QUALITY OF LIFE. How have things been going for you during the past week?

Very well: could hardly be better | 1
Pretty good | 2
Good & bad parts about equal | 3
Pretty bad | 4
Very bad: could hardly be worse | 5

Please check that you have ticked or circled one answer for every question on all 3 pages

THANK YOU
WORK AND EMPLOYMENT

IF YOU ARE IN PAID WORK, OR CURRENTLY LOOKING FOR WORK AND COULD START IN THE NEXT 2 WEEKS, OR ARE RETRAINING FOR WORK CHOOSE ONE BOX FROM THE GREY BOX.

IF YOU ARE NOT PAID, OR ARE ON TEMPORARY OR LONGTERM SICKNESS BENEFITS, PLEASE CHOOSE ONE BOX FROM THE WHITE BOX.

<table>
<thead>
<tr>
<th>please choose one only</th>
<th>please choose one only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employed full time</td>
<td>Looking after family/home</td>
</tr>
<tr>
<td>Employed part time</td>
<td>Retired</td>
</tr>
<tr>
<td>Self-employed full time</td>
<td>Permanently sick / disabled</td>
</tr>
<tr>
<td>Self-employed part time</td>
<td>Temporarily sick or injured</td>
</tr>
<tr>
<td>Unemployed looking work</td>
<td>Student</td>
</tr>
<tr>
<td>Gov. training course</td>
<td>Other reasons</td>
</tr>
</tbody>
</table>

THANK YOU FOR YOUR HELP THE INFORMATION WILL BE USED TO IMPROVE OUR SERVICES TO YOU.