**Patient Story: Community Cardiology**

In mid-December, the patient was referred by her GP to the Community Cardiologist.

To her surprise, the patient received a telephone call within two days, asking if she could attend an appointment for Friday 23rd December.

The patient advises that during the consultation both the nurse and the Consultant were extremely professional yet friendly. They put both her and her husband at ease from the start of their journey.

The examination was thorough and the subsequent discussion with the Consultant provided clear information so that she felt totally involved and comfortable in the decision making process with regards to her treatment plan.

Within approximately two weeks, the Consultant contacted the patient directly at home to let her know that she could expect a letter from the Diana, Princess of Wales Hospital offering her an appointment to attend the Cardiology Day Centre for the procedure agreed on. The Consultant also informed her that he would see her again once the procedure had been completed.

The letter arrived the following day.

The patient has commended the staff involved thus far and feels she has received an absolutely superb service which should be celebrated.

The patient also feels that the advice, support and guidance she received from her GP Practice was excellent and hopes that her experience can be used as an example of where the system has worked so well from the start.