Haemodialysis at home –
The renal technician team

Building healthier lives

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The renal technician team at University Hospitals Birmingham (UHB) are responsible for the technical monitoring and maintenance of over 250 pieces of dialysis equipment, and over 600 microbiological water samples annually.

The team currently provides services to Queen Elizabeth Hospital Birmingham (QEHB), Smethwick Dialysis Centre, Birmingham Children’s Hospital and the Priory Hospital in Edgbaston. The team also provides the same support to patients who choose to dialyse at home.

The team consists of multi-skilled engineers with over 70 years combined renal experience in both the public and private sector. The team pride themselves on providing a high quality service to all patients, ensuring patients are able to dialyse safely, as well as being compliant with Renal Association and health and safety guidelines.

How the technicians support you at home

The renal technician team provide technical support and maintenance for your dialysis machine whilst at home. In order to ensure that equipment consistently meets national standards, a number of regular checks will need to be performed on your dialysis equipment at specified intervals. These checks are part of the Renal Associations standards for water quality and to ensure that equipment is maintained to manufacturer recommendations.

Every three months, the following checks and services need to be undertaken:

- Water samples taken for microbiological quality
- Incoming water filter changes
• General machine examination/check up

In addition to these checks and tests, annually your machine will go through a full service - a bit like an MOT for a car. It is very important that all of these checks are undertaken in a scheduled manner to ensure you dialyse in the safest and most effective environment. Your help and support to facilitate these checks is greatly appreciated.

In addition to the minimum visits stated above, the renal technician team offer technical support for potential machine faults both during the day and out-of-hours. Full contact details for the team can be found at the end of this leaflet. The technician team, whilst vastly experienced, can only provide technical support for your dialysis machine and its operation. All clinical queries should be directed to your kidney doctor or nursing team.

What the renal technicians will need from you

It is important that dialysis machines are kept in good working order within a clean and tidy area to ensure you dialyse in the best way possible. However, technical faults can occur. If you suspect a technical fault with your machine, please raise this with the technicians at the earliest opportunity so the correct support or intervention can be arranged.

The routine monitoring, as mentioned above, is vital to ensure the safe delivery of dialysis treatment. We understand patients often lead busy lives so are able to schedule these check-ups around your availability within weekday working hours. If your plans do change and you need to change the date or time of your appointment, please contact the team as soon as possible who will be able to rearrange to a more convenient time.
Finally, please do not attempt to fix any potential machine fault by yourself, as the machines can be very sensitive. Please contact the team with any potential faults, who will be able to help with your issue.

**The renal technician team contact information:**

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<thead>
<tr>
<th>Time</th>
<th>Contact Information</th>
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<tbody>
<tr>
<td><strong>Monday–Friday</strong></td>
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<tr>
<td>08:00–16:00</td>
<td>Please call Switchboard (0121 627 2000) and ask for <strong>renal technicians</strong></td>
</tr>
<tr>
<td>16:00–22:00</td>
<td>Please call Switchboard (0121 627 2000) and ask for <strong>renal on call technicians</strong></td>
</tr>
<tr>
<td>22:00–08:00 (for patients who are on nocturnal dialysis)</td>
<td>Technical support via email only <a href="mailto:RenalTechnicalOnCall@uhb.nhs.uk">RenalTechnicalOnCall@uhb.nhs.uk</a></td>
</tr>
</tbody>
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<th>Time</th>
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<tr>
<td><strong>Weekends/Bank Holiday</strong></td>
<td></td>
</tr>
<tr>
<td>08:00–22:00</td>
<td>Please call Switchboard (0121 627 2000) and ask for renal on call technicians</td>
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If you are unable to contact the technical team, please leave a telephone message including your name, a brief outline of the issue and a contact number and someone will get back to you as soon as possible. Please understand that it may not always be possible for the technician on call to be available immediately. If this is the case, please ask Switchboard to take your contact details and a member of the team will aim to get back to as soon as possible.
If you have any queries regarding the support which the renal technician team provide, please contact:

Paul Simpson – Renal Technician Manager: 
Paul.Simpson@uhb.nhs.uk
Please use the space below to write down any questions you may have and bring this with you to your next appointment.
The Trust provides free monthly health talks on a variety of medical conditions and treatments. For more information visit www.uhb.nhs.uk/health-talks.htm or call 0121 371 4323.

Renal
Queen Elizabeth Hospital Birmingham
Mindelsohn Way, Edgbaston
Birmingham, B15 2GW
Telephone: 0121 627 2000