Haemodialysis services at University Hospitals Birmingham NHS Foundation Trust (UHB)

Building healthier lives

UHB is a no smoking Trust

To see all of our current patient information leaflets please visit www.uhb.nhs.uk/patient-information-leaflets.htm
We aim to provide the best possible care we can for you, in a safe, relaxed and comfortable environment.

As a patient, you will be actively involved in your care and given information helping you to understand your kidney disease and possible treatments so that you can make the choices that are best for you.

**Introduction**

- For people whose kidney failure is treated by dialysis, UHB provides:
  - haemodialysis in either a hospital or a satellite dialysis centre (a unit away from the hospital site)
  - home haemodialysis service
  - peritoneal dialysis

- This leaflet gives information on the service for haemodialysis within the hospitals and at satellite centres

- The ward 301 dialysis unit at the Queen Elizabeth Hospital Birmingham and the Glaxo dialysis unit at Heartlands Hospital are the main in-centre dialysis units. Patients who require long term haemodialysis and are stable during their treatment may start treatment in-centre but will be transferred to one of our satellite dialysis centres as soon as a slot has been identified. We will try to move you to a satellite centre as close to home as possible but this will be dependent on availability

- Satellite dialysis centres are purpose built for dialysis with a more relaxed, community atmosphere than the hospital units. They are deliberately placed around the area we cover so that they are close to where people live. They are designed to make transportation easier and also have free parking. Centres also all have their own clinic rooms so that you can be reviewed by your UHB kidney consultant at the centre
• Satellite dialysis centres are nurse-led but each centre has one or two UHB kidney consultants who are responsible for patients’ care and visit regularly. You will meet your kidney consultant for outpatient appointment at the centre

• Where possible we do encourage you to provide you own transport to and from dialysis. However if you require transport we will provide contact numbers for the NHS transport services

• You will be actively encouraged to contribute to your treatment if you can, by weighing yourself, taking and recording your blood pressure and pulse. In addition, if you or your relatives wish to learn how to set up your dialysis machine and take control of your treatment, this can be achieved through our Shared Care Programme. Training is also available for patients wishing to do their haemodialysis treatment at home

• All patients, staff and visitors can expect to be treated with dignity and respect at all times. Verbal or physical aggression will not be tolerated

Transfer to satellite centres for haemodialysis

The ward 301 dialysis unit at the Queen Elizabeth Hospital Birmingham and the Glaxo dialysis unit at Heartlands Hospital are the main hospital dialysis centres. These are very busy units treating sick in-patients and outpatients who have extra needs associated with their dialysis or other medical conditions. General outpatient dialysis space is limited.

You may start dialysis either at one of our satellite centres or at a hospital unit. If you start at a hospital dialysis unit you will be transferred to a satellite dialysis centre as soon as a space is available. You are of course very welcome to visit a dialysis centre before you start there to meet the staff.

We will try to place you in a satellite dialysis centre as close to home
as we can. Sometimes, because of space constraints, we may need to place you at first in a centre that isn’t your closest one but will then move you to your nearest centre as soon as we can. It is also possible to have dialysis in a centre close to where you work if more convenient and we provide evening sessions at several of our centres, particularly to help those patients who work.

Relatives may attend the dialysis session with you but may be asked to wait outside the treatment area in busier periods. Your clinic will explain this to you.

You will be given a regular dialysis time (7-8am, 1pm or 6pm), enabling you to make plans and arrangements. If you need to change your dialysis day or time, we will do our best to accommodate this

We now have 12 satellite centres available to UHB patients. These centres are Aston, Castle Vale (Minworth), Great Bridge, Hereford, Kings Norton, Llandridnod Wells, Redditch, Runcorn Road (Balsall Heath), Solihull, Sparkhill, Woodgate Valley and Worcester

Some of these centres are run directly by the NHS and at others, UHB works in partnership with other organisations to provide dialysis. All centres run to UHB dialysis policies and are closely supervised by UHB. All centres have care provided to patients by UHB doctors who regularly visit the units.

Your UHB kidney consultant will be the doctor who is responsible for your care and this is who you will see at each of your renal outpatient appointments at the satellite dialysis centre. The consultant is responsible for all issues related to your kidney care but is not able to provide care for you that would normally be provided by your GP. We recognise that it can be difficult for you to work out sometimes which doctor is best for the problem you have. If you are unsure as to whether problems that you have should be discussed with your GP or
kidney consultant, please talk with your named nurse or consultant at your dialysis centre.

**Named Nurse**

Once you have settled into the dialysis centre, a Named Nurse will be allocated to you. A Named Nurse is a qualified nurse who manages your care and takes responsibility for co-ordinating with other members of the hospital team. They will also discuss with you any changes to your care and your monthly monitoring bloods. They may not always be on duty every time you dialyse, but will be aware of any changes or problems, and you can of course talk with any nurse at the centre.

**Other staff members**

Because your kidneys are not working properly, you will be advised by the nurses and specialist kidney dietitians on the best food to eat and correct amounts of fluids to drink in order to stay safe and healthy. To maintain this healthy balance, you may also have to take some new medications. Some medicines need to be taken at special times of the day to work effectively, especially those taken with food.

**Your role as a user of the dialysis centre**

All patients attending dialysis are outpatients as they come in and return home after their treatment. Maintaining your independence is a priority. It is important to us that you are able to understand your kidney condition and its treatment and we encourage you to ask if you do not understand anything.

Creating an infection free environment is a top priority for us. We will involve you and any of your visitors with this. For instance, we will ask you to wash your hands on arrival at the unit, and we may sometimes need to provide dialysis for you in a side room if you suffer with some infections.
We expect all patients and visitors to the centre to abide by any safety notices and requests from staff. This will all be explained to you on your first session along with action to take in an emergency.

**What to bring to your dialysis centre**

We have a combination of special dialysis chairs and beds at the satellite centres. The numbers of beds is limited and they are allocated to patients with specific needs. You will be given a pillow but you may wish to bring other items with you for the session.

We will provide you with a drink and some biscuits during your dialysis session but you are of course welcome to bring other food with you.

Items to bring may include:
- Any medications you will require during the period you are away from home
- Any books, magazines, newspapers or other activities which you could safely manage whilst on haemodialysis
- Any new instructions from home or your GP for the staff including changes in medications
- Any special supplements and foods to eat whilst you are on dialysis
- A blanket

**Going on holiday**

We encourage all patients to go on holiday and maintain as normal a lifestyle as possible. However arranging dialysis for a holiday can be tricky and we advise asking the nursing staff for advice.

Within the UK you can access dialysis for free but you may need to pay if travelling abroad. Some areas of the world do not have the same safety standards for dialysis as the UK and may therefore put your health at risk. If you are planning a holiday abroad, please speak to us
and we will advise you about any potential issues.

You need to arrange holiday dialysis with as much notice as possible. We strongly advise patients not to miss dialysis sessions whilst travelling or on holiday.

**Health & Safety**

Everyone is responsible for Health and Safety. Any person finding a hazard within their satellite centre should report it to the nurse in charge immediately so it can be dealt with promptly.

**Complaints Procedures**

We are very keen that you feel safe and cared for on dialysis. However it is also really important to us that you feel able to tell us if this is not the case. Any concerns or complaints about the centre or your care, or suggestions you may have for improvements should go through your dialysis unit manager. If however you are not satisfied with the outcome, you can make a formal complaint via UHB Renal Services or seek advice through PALS (Patients Advisory Liaison Service)

**Support Groups:**

Kidney Care UK helps support patients and their families with aids and finances to help maintain as normal a life as possible. Telephone: **01420 541424** or visit their website [www.kidneycareuk.org](http://www.kidneycareuk.org)

The National Kidney Federation is a nation wide support group and resource for information. NKF, 6 Stanley St Worksop S81 7HX

Telephone: **0845 6010209**, Email: nkf@kidney.org.uk or visit their website [www.kidney.org.uk](http://www.kidney.org.uk)
Our commitment to confidentiality

We keep personal and clinical information about you to ensure you receive appropriate care and treatment. Everyone working in the NHS has a legal duty to keep information about you confidential.

We will share information with other parts of the NHS to support your healthcare needs, and we will inform your GP of your progress unless you ask us not to. If we need to share information that identifies you with other organisations we will ask for your consent. You can help us by pointing out any information in your records which is wrong or needs updating.

Additional Sources of Information:

Go online and view NHS Choices website for more information about a wide range of health topics www.nhs.uk/Pages/HomePage.aspx

If you have any questions you may want to ask about your condition or your treatment or if there is anything you do not understand and you wish to know more about please write them down and your doctor will be more than happy to try and answer them for you.

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