



Peer support

Support for kidney patients
by kidney patients

Delivering the **best** in care

UHB is a no smoking Trust

www.uhb.nhs.uk

To see all of our current patient information leaflets please visit
www.uhb.nhs.uk/patient-information-leaflets.htm

What is peer support?

Peer support is designed to provide kidney patients and their carers with practical, emotional and social support. It provides an opportunity to chat one-to-one with an experienced kidney patient.

Who are the peer supporters?

- They are all patients or carers of patients from the Queen Elizabeth Hospital with chronic kidney disease
- They are all unpaid volunteers
- They have been trained to provide support to fellow kidney patients
- They have had criminal record checking
- They have a range of different experiences and are of different ages and backgrounds so that we hope that there is someone who will have the experience that you require. If you don't 'hit it off' with your peer supporter please let us know and we will find you some one else

How can I meet a peer supporter?

You may ask your kidney doctor or nurse to refer you or you can contact email kidneysupport@uhb.nhs.uk or telephone CKD Community Support Team on **0121 627 5752**.

CKD Community Support Team will arrange for you to meet the peer supporter, or for them to talk by telephone or email.

Is peer support just for patients?

No, it can be useful for family and friends of patients too and we also have some family members of patients trained up.

Can I access peer supporters at any time?

Yes. As a patient with chronic kidney disease there may be many times when you want to talk with a peer supporter.

These can include:

- When first diagnosed with your condition
- When having to make decisions about types of dialysis
- When considering whether to go on the transplant list
- When considering whether to undergo live kidney transplantation
- When you simply need to talk to someone who has been there before

Is it confidential?

All discussions between you and the peer supporter are confidential. However, in extreme cases, if the peer supporter feels information may put you or someone else at risk they are obliged to talk to the peer support co-ordinator to guide them with what to do.

What can peer supporters not offer?

Peer supporters can not:

- Offer advice about medical matters, including kidney diseases and their effects or medications. Questions about these should be discussed with your nurses or doctors
- Offer counselling. Peer supporters are not trained counsellors. There is a renal counselling service available if this is what you need

If in doubt, please ask your nurse or doctor, email kidneysupport@uhb.nhs.uk or call CKD Community Support Team on 0121 627 5752 who will guide you as to whether a peer supporter is appropriate for you.

How do I become a peer supporter?

Peer Supporters are kidney patients or their family who kindly volunteer their time to support others in a similar situation. Nobody understands what people with Chronic Kidney Disease are going through quite as well as those who have gone through experiences themselves. Because we do our very best to match patients to those who have had similar experiences, our peer support service needs volunteers of all ages, gender and ethnicity. You may offer 'telephone support', 'one to one chats' or to meet and greet people in clinic or at education support days.

To become a peer supporter you will need to complete a short training session with the Renal Team and will require a short training programme and checks via the Hospital Volunteer Programme in order to meet University Hospitals Birmingham NHS Foundation Trust policy.

If you feel you would like to know a little more about the training, how much commitment involved or how you will be supported please either email kidneysupport@uhb.nhs.uk or telephone CKD Community Support Team **0121 627 5752**.



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

Haemodialysis co-ordinators
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