

Welcome to the Chiltern Kidney Centre

What is this leaflet for?

This leaflet tells you what to expect when you come to the Chiltern Kidney Centre for your treatment.

About the unit

The Chiltern Kidney Centre is one of 5 units run by East and North Hertfordshire NHS Trust. The unit has 23 treatment stations and is open Monday to Saturday between 7:15am and 10:30pm.

When you start treatment here, you'll be assigned a primary nurse who looks after your care and is there for any concerns or worries you may have and if your primary nurse is not on duty, a senior nurse will always be available if you need to speak with someone.

Your appointments

Your dialysis appointments will typically be on the same days and at the same time. This will only be changed when necessary and the team will try to give you a week's notice of any changes to your appointments. If you need to change your appointment for any reason, please let the team know as soon as possible by speaking to the senior nurse on duty.

Personal belongings

Please note the unit doesn't have any storage for patients so please only bring necessary items. The hospital doesn't accept responsibility for patient's personal belongings.

Travel arrangements

We encourage patients to arrange their own travel to dialysis when they can. If you, a family member, or a friend can drive you to hospital, you will get a hospital parking permit. You may also be able to claim money back for your travel costs. You can ask the renal secretary for more information.

If you use public transport, you can get back some of the cost of your journey. The senior nurse in charge can tell you how to do this.

If you cannot get to the hospital on your own, or if your situation changes and you need help with travel, please speak to a member of staff. We are here to help.

Arriving for treatment

When you arrive, please take a seat in the renal unit reception and wait there. A staff member will bring you in when it's your turn.

When you enter the dialysis unit, please remember to wash your hands (using gel or soap) and if you have a fistula (access for dialysis) please wash this area with soap and water before your treatment.

We will check your weight, blood pressure, pulse and temperature before treatment. It is important to inform the nurse if you have been unwell or had any other treatments since your last dialysis.

We try to begin your dialysis within 30 minutes of your appointment time and if there is a delay staff will tell you and keep you updated.

Privacy and dignity

We want to protect your privacy and dignity at all times.

Many patients who come for dialysis know each other and are happy to share the treatment area with people of the opposite sex. But if you ever feel uncomfortable, please tell the nurse in charge. We will respect your wishes and try to make different arrangements for you.

If you are in hospital and come to dialysis wearing night clothes, we will ensure your privacy by using curtains or screens around you and when we can, we will place you in a private area of the unit.

What happens during dialysis?

There is a patient call bell at every dialysis station, and the staff will give this to you at the start of your treatment and show you how it works. You can press it if you feel unwell or need help.

Each station has its own TV and radio system. The housekeeper can provide you with headsets and remote controls. Or if you prefer, you can read, talk or sleep.

Any other devices like laptops can be brought in at your own risk and these should ideally be battery powered.

There is free hospital Wi-Fi, but it may not support video streaming or large downloads.

The staff will encourage you to exercise during your dialysis by using the stationary bicycle attached to the dialysis chair.

Refreshments and eating

- Tea and biscuits are provided.
- We normally advise not to eat a big meal while you are on dialysis as this can make you feel unwell.
- If you are diabetic, you may bring a snack and a cool drink, or they can be purchased at the coffee shop or newsagent situated on Level 3 by the main entrance.

If you need help or feel unwell

- If you feel unwell at home or have concerns, you can contact:

- The Haemodialysis Unit (Monday to Saturday between 7:15 am and 10:30 pm)
- Your GP or call NHS 111
- The renal ward at Lister Hospital if needed
- If you become very unwell, you may need to go to the Emergency Department.

Please don't wait until your next dialysis session.

You can ask questions

We want you to feel comfortable. If anything worries you or you have questions — please ask a nurse or doctor. We are here to help.

Further information

As a Renal Department requirement, you will be issued with your own patient identity card which you will need to wear during your dialysis treatment. The card will be kept in the unit and made available to you each time you come in for treatment.

My primary nurse is _____

My appointments are _____

National Kidney Federation: www.kidney.org.uk

- Telephone helpline 0800 1690936
- www.kidneypatientguide.org.uk

Useful contact details

East and North Hertfordshire Teaching NHS Trust:

- Website www.enherts-tr.nhs.uk
- Telephone 01438 314333

Chiltern Kidney Centre:

- Telephone 01438 288868
- Email dialysisluton.enh-tr@nhs.net

Ward 6B, Nephrology Ward:

- Telephone 01438 285063

Lister Haemodialysis Unit:

- Telephone 01438 285657 / 284152

Bedford Haemodialysis Unit:

- Telephone 01438 286752

Harlow Haemodialysis Unit:

- Telephone 01279 973029

St Albans Haemodialysis Unit:

- Telephone 01727 897338

Renal Dietitian:

- Telephone 01438 285533

Renal Social Worker and Psychologists:

- 01438 284957

Lister Renal Admin Office:

- 01438 285533

Leaflet information

**You can request this information in a different format or another language;
please speak to your doctor or nurse.**

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