

Patient Information

Welcome to the Harlow Haemodialysis Unit



Welcome to the Harlow Satellite Haemodialysis Unit

This leaflet is intended to provide you with information regarding your dialysis appointments.

About the Unit

The Harlow Haemodialysis Unit is one of five such units managed by East and North Hertfordshire NHS Trust.

The unit has 15 stations and is open **Monday to Saturday**. Dialysis treatment is carried out between **7.15am and 10.30pm** on each of these days.

The telephone numbers for the unit are **01279 278205** and **01279 973125**

The Matron for this nurse-led unit is Alison Anderson and the Senior Sister is Saro Sajeev. Their core working hours are Monday to Friday, 7am to 4pm.

Upon starting dialysis with us every patient is allocated a primary nurse. They are responsible for overseeing your care and treatment, and discussing any worries or concerns you may have. Your primary nurse will not be on duty every time you come for dialysis, however there will be a senior nurse available on each shift for you to discuss any matters with.

Appointment System

Your dialysis appointments will usually be on the same days and at the same time. Occasionally we need to change appointment days and times, and sometimes the unit in which you dialyse. This is only done when absolutely necessary and we would endeavour to give you a week's notice of any change. In such instances a senior nurse will inform you of your new appointment and facilitate a smooth change.

If you need to change an appointment for a particular reason such as going away for the day or attending another appointment elsewhere etc., please let us know as soon as possible by speaking to the senior nurse on duty who will try to arrange a swap with another patient for that day.

Personal Belongings

We do not have storage facilities in the unit so please limit belongings to essential items only. Additional items on the unit can be a potential health and safety and infection control hazard for staff and patients. Please place all outdoor coats/jackets etc., and all other non-valuable items that are not needed during treatment, in a patient locker in the main reception. You will need a £1 coin to secure the locker which is refunded when you collect your belongings. Keys are to be left in the locker door before you leave.

Please note the hospital does not accept responsibility for patient's personal belongings, so please leave any items of value at home.

Arriving for Treatment

When you arrive for dialysis please take a seat in the renal unit reception area. A member of staff will show you into the unit when we are ready to start your treatment. We aim to have you on dialysis within 30 minutes of your appointment time. If there are further delays, a member of staff will come and speak to you and keep you informed of the situation.

If you find you are regularly late starting your treatment, then please speak to a senior member of staff as we may need to look at the treatment schedule or change your appointment time.

Pre-treatment Assessment

When you enter the dialysis unit always remember to clean your hands using the alcohol hand gel situated by the entrance, or by using soap and water in the sink by the waiting area. If you have a fistula, you should also wash your fistula site with soap and water prior to treatment.

As part of your pre-dialysis assessment, a member of staff will help you record your weight, blood pressure, pulse and temperature. If possible please remove your shoes whilst being weighed as this will provide a more accurate reading, but please remember to put them back on before walking around the unit.

Before Your Treatment

It is important to inform the nurse if you have been unwell or have received any other treatment since your last dialysis, for example, any nose bleeds or a dental extraction, as we may need to make some changes to your treatment for that day.

Once you are sitting at your allocated bay, please remove your shoes as this helps to prevent damage to the treatment chairs and complies with our infection control measures.

Privacy and Dignity

We want to ensure your privacy and dignity is maintained at all times. Most patients who attend hospital for their dialysis treatment have formed personal friendships with other patients and do not mind sharing a treatment area with patients of the opposite sex. However, if you feel uncomfortable with this arrangement please speak to the sister in charge. Your request will be treated with respect and alternative arrangements will be made.

If you are in hospital and are attending the unit wearing night clothing, your privacy and dignity will be maintained with the use of curtains or screens in the treatment area and, whenever possible, in a specifically designated area in the unit.

Travel Arrangements

We encourage patients to be independent with their travel arrangements. If you, a family member or a friend provide transport for your dialysis treatment, you will be provided with a renal parking permit and you will be eligible to claim for travel expenses. As the hospital site parking is controlled by automatic number plate recognition, please give the car registration details to the renal secretaries to avoid the issue of penalty tickets. Further information can be obtained from the renal secretary.

If you choose to use public transport you will be reimbursed a percentage of your travel expenses. Please speak to the senior nurse in charge who will be able to give you more information on how to claim the entitled remuneration.

If neither of these options are suitable for you, or you find there has been a change in your circumstances and you are no longer able to find your own way to the hospital for dialysis, please speak to a member of staff.

During Dialysis

There is a patient call bell at every dialysis station. The staff will ensure this is given to you at the start of your treatment and will show you how to operate it. You can use this to alert the staff if you feel unwell or require assistance.

Every dialysis station has its own television/radio system. You will need to supply your own headset for your personal use when watching/listening to the television/radio. However, some patients just prefer to read, have a chat or sleep while they are on dialysis.

Any other equipment that you bring in, such as a portable device or laptop computer is done so at your own risk, but please speak to the senior sister first.

Ideally, these items should be powered by battery. If this is not possible then all electrical equipment (including phone chargers) must be PAT tested by the Trust before they can be used in the clinical area. Please ask the sister or housekeeper to arrange this, but please remember, all personal items are your responsibility. Please try to keep them safe from any damage or from getting mislaid.

The free hospital Wi-Fi service will allow you and your visitors to access emails and search the internet. Simply find the '**Free Hospital Wi-Fi**' network on your device. There is no password required. Unfortunately, you will not be able to stream videos or download large files.

Exercise on Dialysis

We encourage patients to exercise whilst on dialysis by using a stationary bicycle attached to their dialysis chair. Please speak to a member of staff for further information if you are interested.

Refreshments

We provide tea and biscuits in the dialysis unit. We advise you to avoid eating meals and drinking throughout the duration of your treatment as this may make you feel unwell. If you choose to eat and drink during treatment, please ensure the staff are aware of this at the beginning of your treatment to ensure your fluid removal is managed accordingly.

If you are diabetic, it is advisable to bring a snack and cold drink with you. Alternatively, there are catering facilities located in Zone A of the main Princess Alexandra Hospital where you can purchase some refreshments.

Shared Care and Home Dialysis

If you wish to take part in your care we promote shared care on dialysis. We teach and assist patient's (or their relatives) to prepare their trolley and dialysis machine, connect themselves onto dialysis or disconnect themselves from dialysis.

If you wish to dialyse at home in the future, please speak to the senior nurse in the department as training can be arranged for you and/or a family member.

Patients Know Best



You can access your blood test results online via 'Patients Know Best' using your NHS login. In order to access this, please scan this QR code or ask at your next dialysis appointment.

Doctors' Clinics

Doctors carry out regular dialysis clinics that are scheduled on various days and times. These give the doctors an opportunity to evaluate your treatment and discuss any changes in care with you. Should you need to speak to a doctor in private, then we can arrange a clinic appointment for you in addition to your 3 monthly appointment review.

Medication

Repeat prescriptions for your regular medication should be requested from your GP. There are occasional exceptions, please speak to a member of staff who can advise you accordingly.

Feeling Unwell at Home

Should you feel unwell at home, please contact:

- The dialysis unit during dialysing hours (please refer to page 2 for opening times) and advice will be given accordingly
- Your GP or ring NHS 111 for advice, they can arrange emergency appointments at local GP surgeries or walk in centres if advised
- Out of GP hours or when the unit is closed, you can ring NHS 111 for advice. You can also contact Ward 6B, nephrology (renal) ward at Lister Hospital on **01438 285063 or 01438 284068**
- Your nearest Emergency Department if you are severely unwell

Please do not wait until your next dialysis session if you become severely unwell as you may require urgent medical attention.

If you feel unwell it is important that you **do not** miss a dialysis appointment unless the dialysis team have discussed this with you.

Questions Whilst Having Dialysis

We encourage you to be involved in decisions about your care and treatment. Please talk to us if you would like more information or have any questions about your care.

Tell Us More - Comments, compliments and suggestions

We welcome your comments about what was good about your visit and what would have made your experience better. Your feedback is anonymous and is used to help improve the services we provide to all our patients.

Our Friends and Family Test survey asks you the question, **“Overall, how was your experience of our service?”**

If you would like to leave feedback, please complete our survey and post it in the box provided. Thank you.

Additional 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 _____

Useful Contact Details

Harlow Haemodialysis Unit 01279 278205 / 973125

Other Useful Telephone Numbers

Ward 6B, Nephrology Ward, Lister Hospital	01438 285063
Bedford Haemodialysis Unit	01438 286750
Lister Haemodialysis Unit:	01438 285657 / 284152
Chiltern Kidney Centre	01438 288851
St Albans Haemodialysis Unit	01727 897588
Renal Dietitian	01438 285533
Renal Social Worker and Psychologists	01438 284957
Patient Advice and Liaison Service (PALS)	01438 285811

Further Information

National Kidney Federation: www.kidney.org.uk Helpline 0800 1690936

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