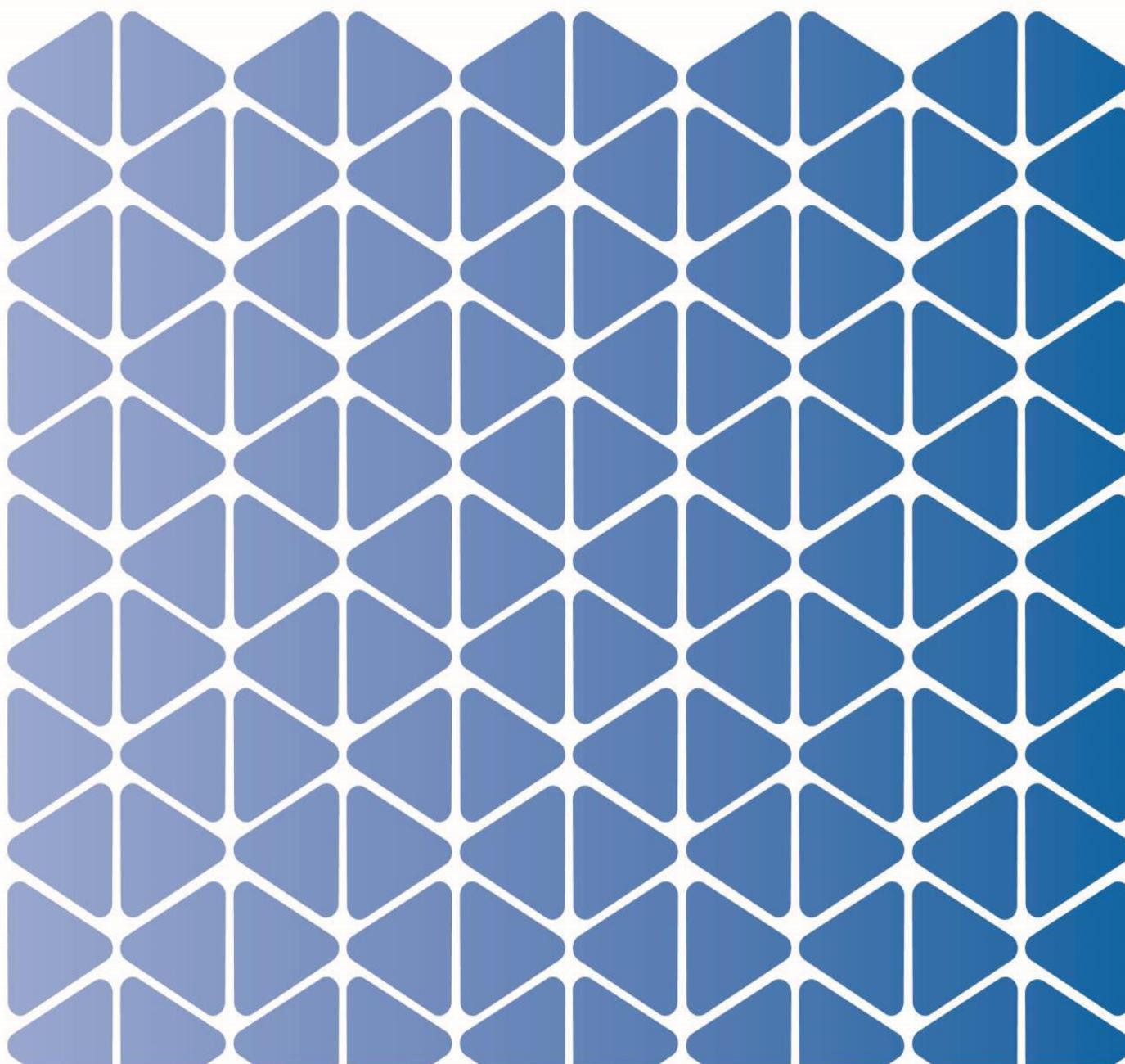


RENAL DIALYSIS UNIT

Welcome Leaflet



Welcome to Renal Dialysis Unit at Kidderminster Hospital and Treatment Centre (RDU KTC).

Kidderminster Hospital houses the Kidderminster Treatment Centre, which offers outstanding clinical facilities and patient accommodation for a wide range of day case, short stay, and inpatient procedures. Facilities offered at KTC are a nurse-led minor injury unit, an out-patient clinic which includes a cancer treatment centre, a Renal Dialysis Unit, an Endoscopy Unit, and MRI and CT scanners.

The KTC Renal Dialysis Unit is a nurse-led Satellite haemodialysis unit managed by Worcestershire Acute Hospital NHS Trust (WAHT), which dialyzes patients on behalf of the Dudley Group of Hospitals (DGOH). We have 20 dialysis stations with AM and PM sessions daily. We are open 6 days a week (Monday – Saturday) for 12 hours and are staffed between 7:00 am and 7:30 pm.

Each patient is allocated a “Named Nurse” who will supervise their dialysis needs. We also offer a dietitian service, which regularly reviews your blood results and provides personalised advice on your nutritional intake. Dialysis patients need to be independently mobile and/or able to transfer from one chair to another independently. Our lead Renal Consultant is from Russell Hall Hospital (our parent Hospital), and regularly visits the unit and does clinics. The team meets monthly to review your progress.

Dialysis Session

You will be allocated your weekly dialysis session on Monday, Wednesday, and Friday (M-W-F) or Tuesday, Thursday, and Saturday (T-Th-S), with either a Morning (AM) or Afternoon (PM) session. Morning sessions start at 07:00 am and Afternoon sessions at 1:00 pm. We do a 15-minute interval in admitting patients during each session. This helps us manage the patient traffic flow. Each dialysis session typically lasts 4 hours, as prescribed by the Renal Consultant. If you have any other questions regarding your Dialysis treatment, please feel free to ask any member of the team or your Named Nurse. We are available to discuss your specific treatment.

FACILITIES

The unit has a Television facility that you can access during your stay. You will be allocated your own headset for your convenience. You are allowed to bring your own gadget/tablet as long as it is a handheld device.

FOOD

The unit will provide hot and cold drinks, as well as biscuits. You are welcome to bring your own food.

TRANSPORT

The hospital is serviced by a regular bus 300,303,333, and X33.

You can arrange for hospital/renal unit transport if you have no other means of transportation. Please inform the team about your transportation needs.

If you are unable to attend your allocated dialysis session, inform one of the team members and we will try to allocate you another day and time.

CAR PARKING

The trust operates 'Pay and Display' car parks. Ask our Ward Administrator for a concessionary parking fee.

RELIGIOUS SUPPORT

Chaplains from all denominations can visit upon request or your own regular chaplain or representative of your own faith can be contacted at your request.

Chapels are always open for the use of anyone of any faith for silence, prayer and thought. They are located in C Block.

HOSPITAL FACILITIES

RDU can be accessed from the main hospital, located on the 1st floor. Public toilets are located on the ground floor of the building.

There is a restaurant located on the ground floor of the main reception, which serves drinks, sandwiches, snacks, etc., and is open Monday to Friday, 9.00 am to 4:00 pm. On the main corridor to the old block is the League of Friends café. Vending Machines are located on the ground floor of the hospital.

A regular bus service operates between the Hospital and Kidderminster City Centre. There are bus stops around the Hospital site, and timetable information is available at the main entrance.

- ❖ If you have a concern about any aspect of the unit, please feel free to speak to any member of the team. The Ward Manager is always available to address any concerns you may have.

Contact Details:

Clarisa Marquez (Ward Manager) 01562 826371

Mini Isaac (Matron) 01905 763333 ext 30550 bleep 0788

Debbie Sheldon (Ward Administrator) 01562 826371

If your symptoms or condition worsens, or if you are concerned about anything, please call your GP, 111, or 999.

Patient Experience

We know that being admitted to hospital can be a difficult and unsettling time for you and your loved ones. If you have any questions or concerns, please do speak with a member of staff on the ward or in the relevant department who will do their best to answer your questions and reassure you.

Feedback

Feedback is really important and useful to us – it can tell us where we are working well and where improvements can be made. There are lots of ways you can share your experience with us including completing our Friends and Family Test – cards are available and can be posted on all wards, departments and clinics at our hospitals. We value your comments and feedback and thank you for taking the time to share this with us.

Patient Advice and Liaison Service (PALS)

If you have any concerns or questions about your care, we advise you to talk with the nurse in charge or the department manager in the first instance as they are best placed to answer any questions or resolve concerns quickly. If the relevant member of staff is unable to help resolve your concern, you can contact the PALS Team. We offer informal help, advice or support about any aspect of hospital services & experiences.

Our PALS team will liaise with the various departments in our hospitals on your behalf, if you feel unable to do so, to resolve your problems and where appropriate refer to outside help.

If you are still unhappy you can contact the Complaints Department, who can investigate your concerns. You can make a complaint orally, electronically or in writing and we can advise and guide you through the complaints procedure.

How to contact PALS:

Telephone Patient Services: 0300 123 1732 or via email at: wah-tr.PALS@nhs.net

Opening times:

The PALS telephone lines are open Monday to Friday from 8.30am to 4.00pm. Please be aware that you may need to leave a voicemail message, but we aim to return your call within one working day.

If you are unable to understand this leaflet, please communicate with a member of staff.