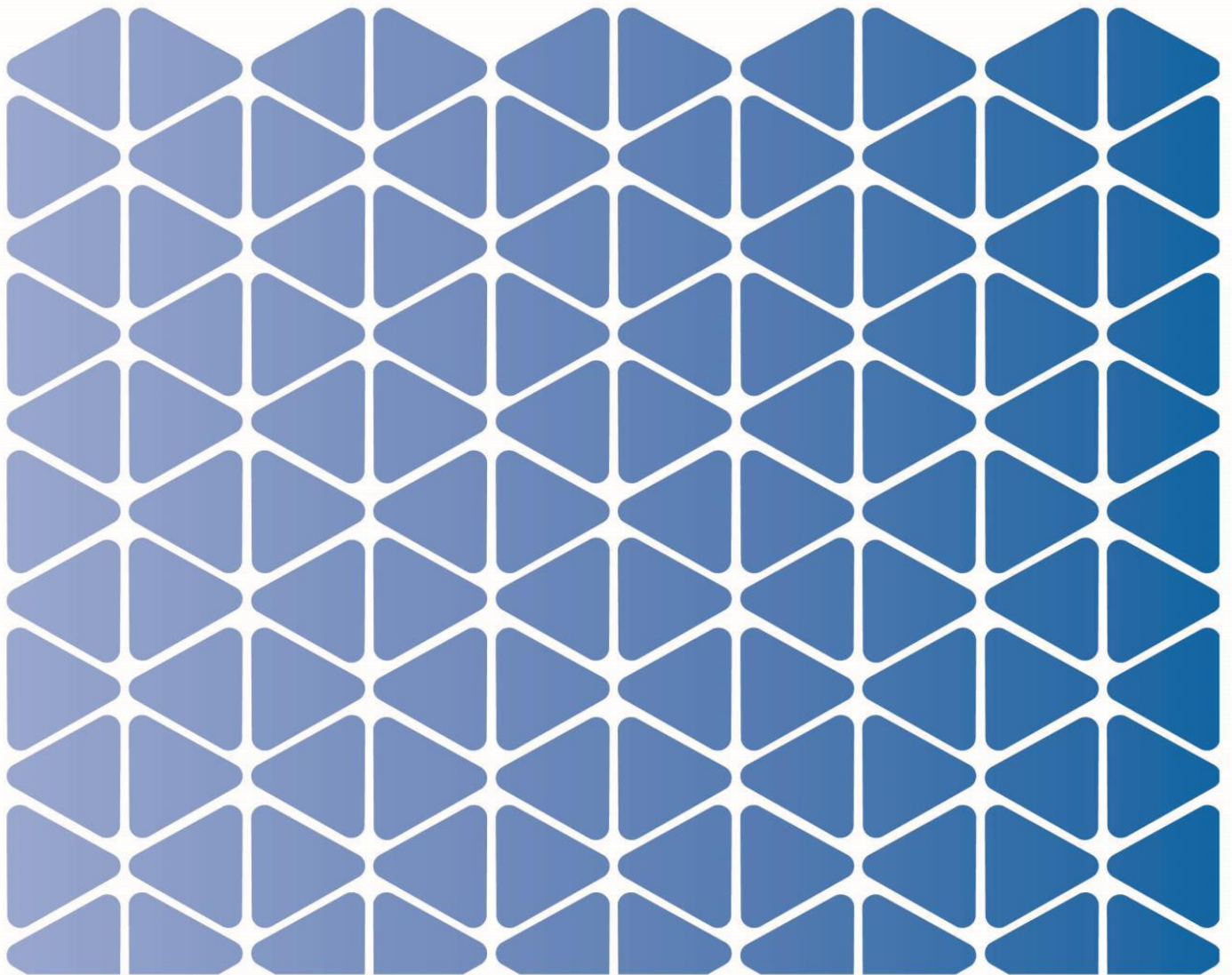




PATIENT INFORMATION

# 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, Endoscopy Unit- MRI and CT scanners.

KTC Renal Dialysis Unit is a Nurse led Satellite haemodialysis unit managed by Worcestershire Acute Hospital NHS Trust (WAHT), dialysing patients on behalf of the Dudley Group of Hospitals (DGOH). We have 20 dialysis stations having 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” that will supervise your dialysis need. We also have a dietitian service, they regularly check your blood results and give you the best advice on your nutritional input. Dialysis patients need to be independently mobile and or able to independently transfer from chair to chair. Our lead Renal Consultant is from Russell Hall Hospital (our parent Hospital), and regularly visits the unit and does clinics. The team meets on a monthly basis to check on your progress.

### **Dialysis Session**

You will be allocated your weekly dialysis session Monday-Wednesday-Friday (M-W-F) or Tuesday-Thursday-Saturday (T-Th-S), 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 control the traffic flow of patients. Each dialysis session normally lasts for 4 hours per Renal Consultant prescription. Any other questions regarding your Dialysis treatment, 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 hand held device.

### **FOOD**

The unit will provide hot and cold drinks and biscuits. You can bring your own food if you prefer.

## **TRANSPORT**

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

You can have hospital/renal unit transport if you have no other means of transport. You have to inform the team regarding your transport need.

If you are unable to attend your allocated dialysis session, inform one of the team and 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; it is 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, they serve drinks, sandwiches, snacks etc. that is open Monday to Friday 8.00 am to 7.30 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 of your concerns.

### **Contact Details:**

Clarisa Marquez (Ward Manager) 01562 826371

Vikki Aston (Matron) 01905 76333 ext 33628 bleep 0721

Debbie Sheldon (Ward Administrator) 01562 826371

We value feedback and would welcome the opportunity to address any concerns or issues as soon as possible.



**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](mailto:wah-tr.PALS@nhs.net)**

### **Opening times:**

The PALS telephone lines are open Monday to Thursday from 8.30am to 4.30pm and Friday: 8.30am to 4.00pm. Please be aware that a voicemail service is in use at busy times, but messages will be returned as quickly as possible.

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