



Renal News

ISSUE 12



Dr Clara Day
Lead Consultant for Haemodialysis

Welcome to Renal News

Welcome to Renal News – our renal dialysis service bulletin.

We want to share our news with you and keep you updated on some of the forthcoming developments in our dialysis service.

We hope you find this information useful, however please do get in touch should you have any questions or concerns.

We wish you a very happy and healthy festive period.

Clara Day

Dr Clara Day
Lead Consultant for Haemodialysis

University Hospitals Birmingham
NHS Foundation Trust

Renal dialysis flu vaccination scheme is a first for England

The Queen Elizabeth Hospital's dialysis service is the first in the country to offer its patients the flu jab at their unit.

This year, to help protect renal patients, Dr Clara Day and Lead Satellite Liaison Nurse Anne-Marie Phythian, have worked in conjunction with NHS England to roll out flu vaccinations at dialysis units.

For healthy people flu is an unpleasant but usually self-limiting disease. However, patients with kidney failure are more likely to become seriously unwell if they contract flu.

Flu is highly contagious and therefore easily spread from person to person. Because dialysis patients are in regular close contact with other patients, both while undergoing dialysis treatment and during transportation to and from dialysis, they are at an increased risk of catching and spreading the disease.

Dr Day said: "We know that dialysis treatment is time-consuming and tiring with many patients spending three days a week undergoing treatment and recovering from it.

"We therefore felt that providing the vaccine at our satellite dialysis units would be more convenient for patients than making a separate trip to their GP surgery."



"We are pleased to say our dialysis units are the first in England to offer this service to patients and we are delighted that this programme has been well received.

"In total nearly 85% of dialysis patients have had a flu vaccine this year, which means nearly 400 patients have had the vaccine at their dialysis unit.

"Of those who didn't have their vaccine at their unit, many told us they had already attended their GP surgery to get the vaccine, but they would be fully supportive for the vaccine to be administered at the dialysis unit next year. This is fantastic news."

Your views – patient satisfaction survey results

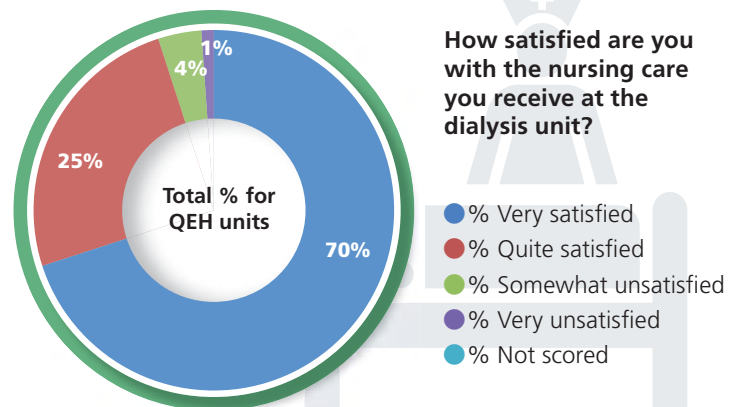
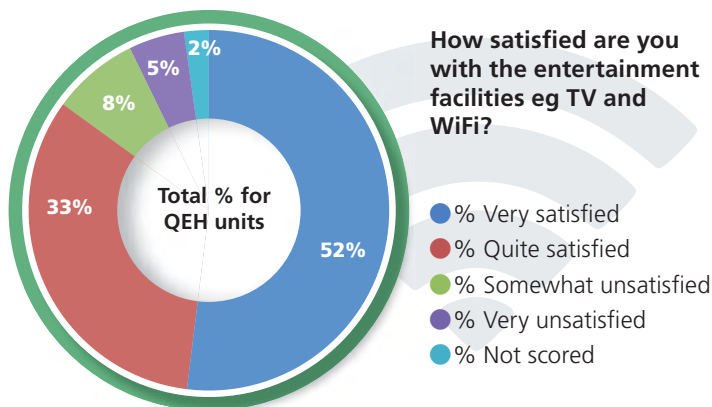
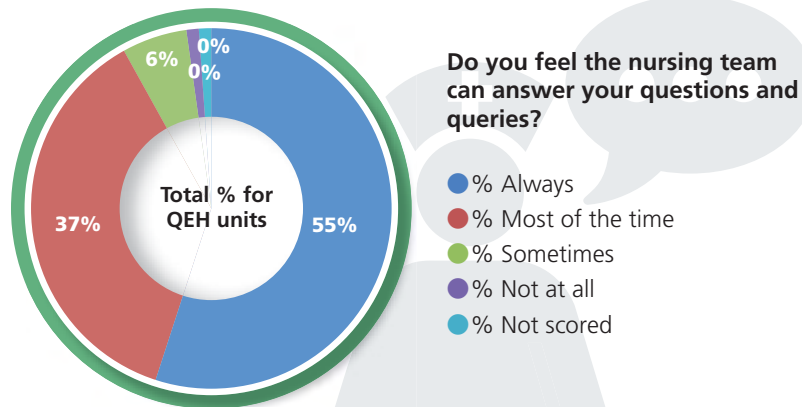
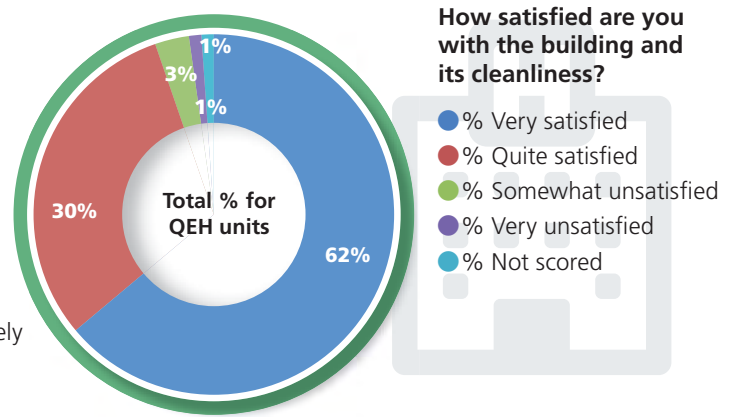
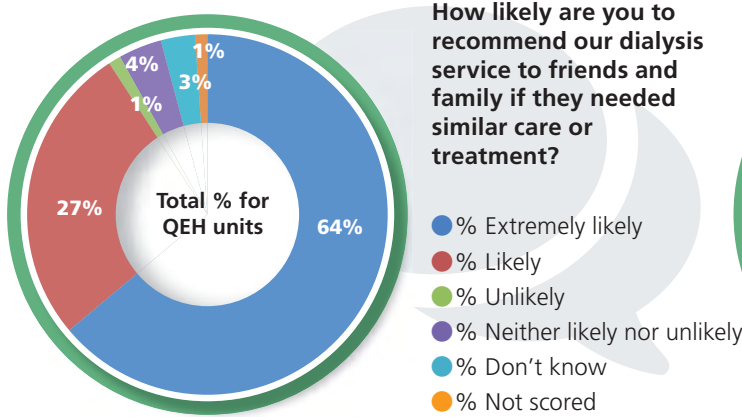
In September we asked you to take part in our patient satisfaction survey at our satellite dialysis units. We know that sometimes it must feel that we ask you to fill in surveys all the time but it is important to us to hear from our patients about the services which are provided, and get your views on what works well and where we could make improvements.

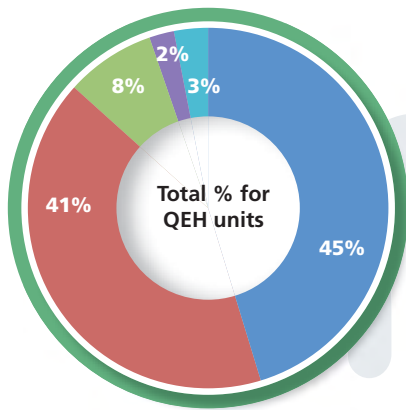
We are particularly grateful to all of those who added written comments on their survey form. These comments are very useful and it is always really nice for the staff to get some good feedback as well as suggestions for improvement.

We will be providing feedback to each unit and looking at the particular suggestions and comments that you

made to see how we can develop our service. Please look out for our 'you said; we did' posters in the units.

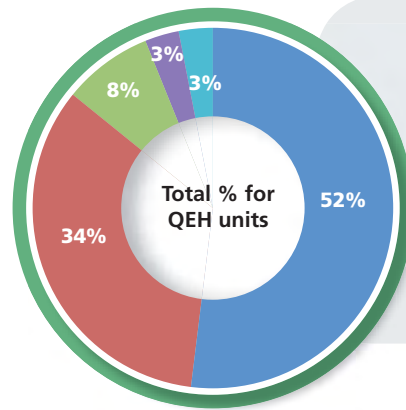
Four in 10 patients kindly completed the survey (39%) and these charts show the overall responses to the survey. We have also shared your responses about transport with West Midlands Ambulance Service.





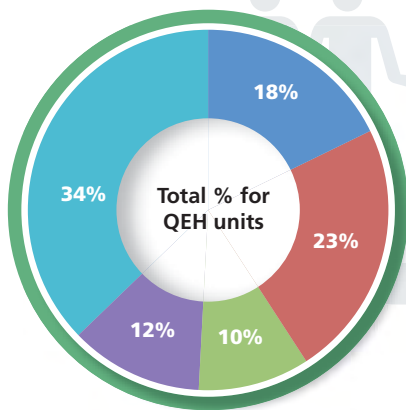
How satisfied are you with the care you receive from your kidney doctor at the dialysis unit?

- % Very satisfied
- % Quite satisfied
- % Somewhat unsatisfied
- % Very unsatisfied
- % Not scored



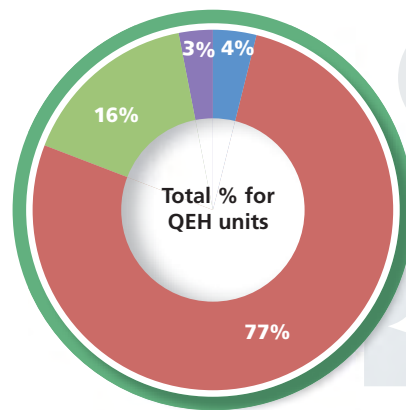
How satisfied are you with the care you receive from your dietician at the dialysis unit?

- % Very satisfied
- % Quite satisfied
- % Somewhat unsatisfied
- % Very unsatisfied
- % Not scored



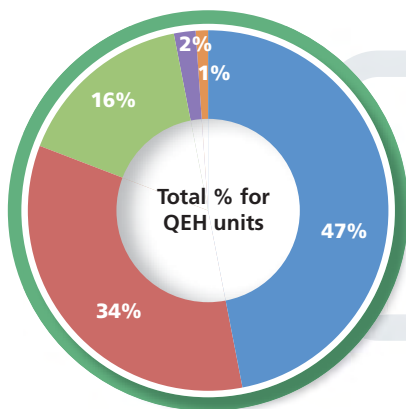
How satisfied are you with the care you have received from your social worker?

- % Very satisfied
- % Quite satisfied
- % Somewhat unsatisfied
- % Very unsatisfied
- % Not scored



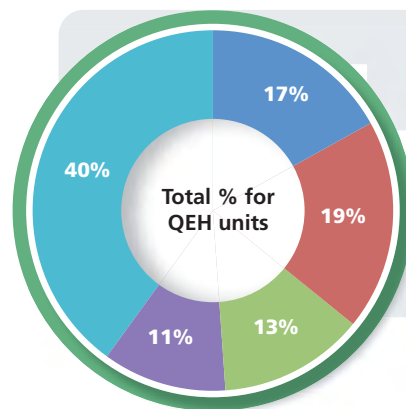
Do you have enough information about kidney failure and dialysis treatment?

- % Too much
- % About the right amount
- % Not enough
- % Not scored
- % Not scored



How would you rate your overall care at your dialysis unit?

- % Excellent
- % Very good
- % Good
- % Fair
- % Not scored
- % Poor



If you use transport by the NHS, how satisfied are you with the service?

- % Very satisfied
- % Quite satisfied
- % Somewhat unsatisfied
- % Very unsatisfied
- % Not scored

DID YOU KNOW



The average adult kidney is about 10–15cm long

DID YOU KNOW



A healthy kidney weighs 160g, that's nearly 6oz!

DID YOU KNOW



Our kidneys filter around 180 litres of blood every day!

Renal colleagues celebrated at Best in Care Awards

In a night of celebration and thanks, patients, relatives and colleagues came together to recognise the hard work, dedication and commitment of staff and volunteers who go above and beyond to deliver the best in care.

The eighth annual Best in Care Awards, which took place on Thursday 24 November, recognised innovation and achievement and applauded those who go the 'extra mile' to provide excellent care.

The worthy winners received certificates and prizes presented by a host of famous faces including Olympic gymnast and current European champion Kristian Thomas, broadcaster Sarah Falkland, and local poet and broadcaster Charlie Jordan

Amongst those recognised for their achievements were a number of the renal team staff including nursing assistant Jackie Wills who made it to the final.



Left to right: Dave Clarke, Nick Flint and Charlie Jordan

Many of you will remember Jackie who has worked in Renal Outpatients at the QE for many years and will have your own memories of the support she gives to kidney patients, as well as her ability to take blood from anyone! Well done to Jackie on her achievements.

A surprised Chairman of the QE Kidney Patients' Association, Nick Flint, was crowned UHB's 'Member of the Year' at the ceremony.

Nick underwent a kidney transplant himself over 15 years ago and has worked tirelessly ever since to improve the lives of those patients with chronic renal failure for many years.

He works behind the scenes for you in many ways and is often seen in the dialysis units checking on the service and raising any issues with the QE and the dialysis companies. He is a peer supporter and takes phone calls from patients who need a friendly ear.

As Chairman of the QE KPA committee, Nick is known to man stalls in the hospital atrium to raise awareness about kidney matters to staff and visitors and puts together the newsletters from the KPA. He also works as a patient representative in various projects to improve patient care in the region and works very hard to keep renal patients' interests represented in regards to transport.

His passion for supporting renal patients and their relatives has also resulted in him raising over forty thousand pounds for the Queen Elizabeth Hospital.

Congratulations to Nick – a very worthy winner – and thanks to all those nominated.



Jackie Wills

Jackie Wills, Nursing Assistant, Renal Outpatients; Patricia Taylor Award for Excellence in Service – Finalist

"For working above and beyond her role, supporting the team in running clinics efficiently. She is recognised as a friendly face for the kidney patients, providing them with information in a supportive way. She is caring, and has a calming effect on their wellbeing in highly emotional circumstances."

Dr Hewins



Nick Flint

Nick Flint, Chairman of QE Kidney Patients' Association; Member of the Year Award – Winner

"Be it transport issues, treatment matters, supplying mince pies at Christmas, or simply listening; Nick can always be relied upon for support. This is all much appreciated by the patients. He has been the driving force behind the Kidney Patients' Association for 20 years and has raised thousands for the QE."

Carolyn Moldrik

In the Hot Seat - Anne-Marie Phythian

We caught up with Anne-Marie Phythian, Lead Satellite Liaison Nurse, and put her 'in the hot seat' so you can get to know her a little better.

Tell us about yourself?

I have worked in the Renal Unit at the Queen Elizabeth Hospital – including ward West 3, the former renal dialysis unit (RDU), ward E4A and North 4 Dialysis Unit – since 1992 and have seen many changes over the years.

In the early nineties there were no satellite dialysis units and all of the patients had to travel up to the Queen Elizabeth Hospital for dialysis from as far as Hereford. As the number of patients increased so did the number of dialysis units so patients were able to have their treatment close to their homes.

Since 2010, I have been Lead Satellite Liaison Nurse and my main job is to support new patients starting haemodialysis and ensure a smooth transition to their nearest satellite dialysis unit.

What's your biggest achievement?

In 2015 I qualified as an Independent Non-



Anne-Marie Phythian and her partner Troy

Medical Prescriber, which means I am able to assess patients new to haemodialysis and prescribe dialysis treatment and the drugs associated with that treatment. As a nurse prescriber I am also able to support the very busy satellite units and renal consultants to ensure there are no delays in treatment.

Where is your favourite place?

I love to spend time in my caravan and every year my family and I take the van to Cornwall for as many weeks as we can. We love to camp near the beach and explore the rugged and beautiful

countryside. This year a new addition to the family will be coming with us, Milo, the Cockerpoo puppy.

What makes you laugh?

Every Friday night, my daughter and I love to sit down on the sofa together and roar with laughter at Gogglebox. I wonder whether my family, our two cats and our puppy would be as entertaining if the cameras were in our lounge!

A lot of people don't know this but...

I have no secrets.

Welfare Services – Auriga Assist

Living with a chronic condition, such as kidney failure, can be difficult for patients and their families to deal with, and for many, the financial burden of their illness can make life more difficult.

We know how important it is to you and your families that you are able to access advice on available benefits and other financial issues. We also understand that in the past this help has not always been that easy to access.

That's why we have been working with Auriga Assist since May 2016 to help provide this vital support. The feedback from patients who have used the service over the last six months has been positive.

Some of the areas in which Auriga supports patients include;

- Housing support
- Carers' grants
- Blue badges
- Holiday grants
- Utility charge reductions
- Personal Independence Payments (PIP) and appeals with regards to Disability Living Allowance changes
- Travel costs
- Occupational therapy referrals
- Daily living aids



If you feel you may benefit from speaking to a member of the team at Auriga, please speak to your dialysis nursing team. Alternatively contact Auriga Assist via telephone direct on **0800 111 4894**, or email Auriga.uhb@nhs.net.



Patient transport service

Patient transport services across Birmingham are run by the local clinical commissioning groups (CCGs) – the clinically-led statutory NHS bodies responsible for the planning and commissioning of health care services.

The local CCGs in Birmingham have recently renegotiated their contact with West Midlands Ambulance Service to provide patient transport and the new contract will come into effect in spring.

Although the QE's renal services do not run the transport contract themselves, the team do meet very regularly with West Midlands Ambulance to raise any concerns that you or the staff at the units have brought to our attention.

The Renal Team along with Nick Flint, Chairman of the QE Kidney Patients'

Association, have also been working closely with the CCG in drawing up the new contract to ensure dialysis patients' needs were considered.

West Midlands Ambulance Service will continue to provide your transport in this new contract. If there are to be any changes that will affect you, we will let you know as soon as we become aware.

In the meantime you can raise any issues regarding your transport with the nurses at your units or directly with West Midlands Ambulance Service.



Date for your diary

On 9 March 2017, we will be celebrating World Kidney Day (WKD) at the Queen Elizabeth Hospital Birmingham.

The theme for the 2017 awareness campaign is 'Kidney Disease and Obesity' which will examine the relationship between increased bodyweight and renal health. Look out for information on the WKD events to be held at the hospital.



Date for your diary

Interested in kidney conditions? Why not come along to a free health talk on 23 March 2017 at the Queen Elizabeth Hospital Birmingham.

Join us from 10:00–12:00, Lecture Theatre 3, Education Centre, Level 1, QEHB. Refreshments will be available on arrival.

» CONTACT US

If you have any questions or queries regarding dialysis services, please get in touch.

University Hospitals Birmingham NHS Foundation Trust

Dr Clara Day
Dr Simon Ball (Clinical Service Lead)
✉ kidneypatient@uhb.nhs.uk

Fresenius

Gail Cater, Area Head Nurse
✉ Gail.Cater@fmc-ag.com

Diaverum

Kim Beak
✉ Kim.Beak@diaverum.com
☎ 07872 150327

Assure Dialysis Services

Gabby Kelly – Lead Nurse
☎ 0121 371 8321
✉ Contact@assuredialysis.co.uk



WE'RE ON FACEBOOK!

The Queen Elizabeth Hospital Birmingham has its own Facebook page. To be part of this online community, simply search for QEHBofficial and 'like' our page. Assure Dialysis Services also has a page for Smethwick Dialysis Centre.