



Renal News

ISSUE 8



Dr Clara Day
Lead Consultant for Haemodialysis

Welcome to Renal News

Welcome to the eighth edition of Renal News – our renal dialysis service bulletin. We aim to keep you up-to-date with developments in our dialysis programme and how you can find more information about our new units. I am delighted to say that the Smethwick Dialysis Centre opened on time on 3 June (see page 1–2) and we are now working towards transferring patients from the dialysis unit at City Hospital to Smethwick at the beginning of August. We also have made some important decisions about dialysis provision in the Redditch and Bromsgrove area, which will see us extending our services to provide care for patients who live south of Birmingham. We hope you find this information useful however, please do get in touch should you have any questions or concerns.

Clara Day

Dr Clara Day
Lead Consultant for Haemodialysis

University Hospitals Birmingham
NHS Foundation Trust

Smethwick opens its doors to first patients



Pictured: Mr Harjit Dhillon with healthcare assistant Leanne Scott (left), and dialysis nurse Naomi Saunders (right), after completing his first dialysis session at the new Smethwick Dialysis Centre

After months of meticulous planning, building work and training, Smethwick Dialysis Centre opened its doors to its first patients on 3 June.

Among the first patients to dialyse on opening day were Shashi Patel, Harjit Dhillon, Yvonne Layton and Tejinder Panesar.

Shashi Patel, officially the first person to dialyse at Smethwick, spoke of her first experience of Smethwick's care: "So far everything is going just fine," said Shashi who has been dialysing for nearly 20 years. "It's quite a big unit so I haven't met many of the staff yet but all the healthcare assistants I have seen seem very nice.

"I arrived here and I was the first person to be put onto the machine. In fact it was the nurse in charge Gabby, who I have known for years, who put me on the machine. I have a schedule of what I like to watch on the TV – all my regular

shows, so I'm just getting myself settled in, get nice and warm and watch the TV for a few hours."

Gabby Kelly, Lead Nurse for Assure Dialysis Services which runs Smethwick Dialysis Centre, cared for Shashi while working as a dialysis nurse in Wolverhampton.

Gabby said: "It has been a wonderful to see everything come together and finally see the patients here. We are extremely proud of this new facility as it will mean patients can access high quality dialysis care right in the heart of their community here in Smethwick – exactly what patients have told us they want."

And Gabby is right. Many of the patients spoke of how convenient the location of the new centre is.

Yvonne Layton, who has been dialysing for around five years said: "I'm going to save a lot of time by coming here. I have always relied on patient transport, which



Pictured: Smethwick Dialysis Centre Unit

could take about an hour to get to me to my previous dialysis unit, but because there are bus stops just by the entrance to this centre, I will now be able to get the bus from right outside my house."

Dr Clara Day, Lead Consultant for Haemodialysis at University Hospitals Birmingham said: "The facilities at Smethwick Dialysis Centre are fantastic - a great deal of consideration has been given to factors such as heating and lighting, as well as the quality of the furnishings such as chairs – which we know has a significant impact on the patient's experience."

"It is not just the state of the art facilities which will benefit our patients, historically those who live in the Smethwick area have had to travel to other areas to access dialysis care. Now, not only will our patients receive their dialysis treatment much closer to home, we will also be able to provide outpatient appointments for patients not yet on dialysis at Smethwick Dialysis Centre."

The centre opened for 12 patients on each shift but gradually over time this can increase to a maximum 40 patients per shift. These dialysis stations are spread over 4 bays of eight and eight

isolation rooms. In addition there are, specialist research facilities, a bespoke home haemodialysis training suite, a large meeting room and free patient parking.

 **We're on Facebook!**

You can also join Smethwick Dialysis Centre's Facebook page to receive regular messages and keep in touch with other patients. To be part of this online community, simply 'like' Assure Dialysis Services.



Patient: Tejinder Panesar at Smethwick Dialysis Centre



Patient: Yvonne Layton on first day

City patients to move to Smethwick

On 3 August, patients currently dialysing at City Hospital will transfer to the new Smethwick Dialysis Centre.

In addition to patients, nursing staff will also move to the Smethwick centre.

Gabby Kelly, Lead Nurse at Smethwick Dialysis Centre said: "We are really looking forward to welcoming the patients and staff who will be joining us from the City unit."

“ This will be the first expansion of the activity at Smethwick so it will be a very exciting time for me and the rest of the team ”

Gabby Kelly



Transferring to Smethwick Dialysis Centre

We understand that transferring to a new dialysis unit can be daunting therefore we have put together this guide to explain what will happen.

It is important to remember that for you, the only part of your care that will change is the location. We have a detailed plan to ensure that all the necessary arrangements are carried out so there is a smooth transfer from your current dialysis unit to Smethwick Dialysis Centre.

Your last shift at the old unit

Before leaving the unit, you will need to ensure you take all your personal belongings with you such as blankets, any clothing or shoes or books.

You will be given an appointment time for your first dialysis shift at Smethwick. This is the time when you need to arrive at the dialysis centre by. If you come by Patient Transport, we will inform them of your appointment time.

Your medications, prescriptions and any clinical items you will need will all be transferred by our staff – you do not need to worry about this.

Your first day at the new unit

Your first dialysis session at Smethwick Dialysis Centre will either be on a Monday 3 August or Tuesday 4 August, depending on your shift pattern.

On arrival, you will be greeted by the Assure nursing team. If you have dialysed on Ward 301 or visited the Smethwick Dialysis Centre, the staff may already be familiar to you however there may be some new faces. All the staff will do their best to make you feel as comfortable as possible. The nursing staff will provide you with a welcome pack and show you around the dialysis centre. The staff will also show you to your chair and explain how to use the entertainment facilities. Your dialysis machine will be set up ready for you to dialyse as normal.

What should I bring with me?

This should be like any other dialysis session so please bring anything you want to make you more comfortable such as a blanket or activities to help pass the time. You may bring your own headphones for use with the TV if you have them.

Who will be able to answer my questions?

If you have any questions on the day, please speak to a member of the Assure nursing team and they will be happy to answer any queries. Members of the QE team will be on site throughout the first few weeks to support the Assure team.

What will happen to my clinic appointments?

Your future clinic appointments will also take place at your new unit therefore we

will provide you with dates for your clinic appointments once you have settled into the Smethwick Dialysis Centre.

What if I can't find Smethwick Dialysis Centre?

We will provide you with details of the postal address. If you make your own way to the unit or are driven by a relative or friend, we recommend that you familiarise yourself with the location of Smethwick Dialysis Centre in advance. This will make the journey to your first dialysis shift more relaxed. If you have a Sat Nav system, it may be useful to programme the post code (B66 2NN) in well in advance.

Moving: important information about you

In order to ensure your dialysis care is seamlessly transferred to Assure Dialysis Services we would like to share with them vital information about you and your dialysis needs before you transfer under their care – information such as your name, contact details, date of birth and dialysis prescription. This will allow Assure to enter such details onto their computer systems and dialysis machines so that this is all ready and available for when you first go to the new units.

If you have any concerns about this, please contact us via kidneypatient@uhb.nhs.uk or you can leave us a message by calling 0121 371 5767.



Star cleaner marks special anniversary

Angela Jenkins, a housekeeping assistant on

Ward 301, has celebrated her 25th year in the NHS. Angie and her colleague Sharon Rose won a Best in Care Award in 2012 for their outstanding work.

Angela and Sharon are renowned for their attitude to cleaning and take great pride in scoring full marks in their ward environmental audits.

Liz Simpson said: "Angie is most put out if her audit result is anything less than 100% - both her and Sharon strive for nothing less than perfection.

"To maintain such high standards for that length of time should be commended. It is so easy to take what they do for granted yet they are both such a huge part in ensuring our infections are so low on 301."



Pictured: Dave Clarke, Angela Jenkins, Sharon Rose and Kay Fawcett

Aston's Mabel celebrates 90th birthday

Mabel Orme celebrated her 90th birthday in March, making her one of the oldest patients undergoing haemodialysis.

Staff presented her with a birthday cake and friends at the QE Kidney Patients' Association surprised her with a bouquet to make the occasion.

Congratulations Mabel!



Pictured: Mabel enjoys her birthday celebrations

» 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)
Liz Simpson (Matron)

 kidneypatient@uhb.nhs.uk


Assure Dialysis Services

Gabby Kelly – Lead Nurse
 0121 371 8321

Diaverum

Rachel Hucknall, Area Manager
 Rachel.Hucknall@diaverum.com
 07713 709806

Fresenius

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