We would like to take this opportunity to welcome you to the Milton Keynes Renal Unit. We aim to offer a friendly and informal atmosphere and we hope you will soon feel at ease with us.

This booklet is mainly designed for patients who are starting haemodialysis or peritoneal dialysis, but some information may be helpful to those attending clinics.

We will probably not cover every question you may have, so please be assured that you can approach us with any query or concern and we will do our best to help.

The Milton Keynes Renal Unit is a satellite unit which comes under the “umbrella” of the Oxford Renal Services at the Churchill Hospital, Oxford.

**The Unit provides:**
- Haemodialysis
- Peritoneal Dialysis
- Outpatient clinics for patients at all stages of kidney disease and for patients a year or more after transplantation.

The unit is located in the main hospital building on the first floor. Just follow the signs which are posted throughout the hospital. You may take the stairs or there are lifts available.

The renal unit team consists of a Nurse Manager and 3 Senior Staff Nurses, each leading a team of nurses and care assistants caring for patients on haemodialysis. There is also a Senior Staff Nurse who looks after patients on CAPD. In addition we have a patient administrator and an assistant to cover the administrative and clerical work.

The consultant nephrologists are:
Dr Phil Mason
Dr Packiam Shenbagaraman (who prefers to be known as ‘Ram’)

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# Opening times / contact numbers

**The Unit is open from:**
07.15 - 23.00 on Mondays, Wednesdays and Fridays and
07.15 - 19.15 on Tuesdays, Thursdays and Saturdays.

You may contact us on these numbers:

<table>
<thead>
<tr>
<th>Number</th>
<th>Service</th>
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<tbody>
<tr>
<td>01908 243283</td>
<td>Office / reception for queries</td>
</tr>
<tr>
<td>between 8am and 4pm</td>
<td>about appointments and all general enquiries</td>
</tr>
<tr>
<td>Monday to Friday</td>
<td></td>
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<tr>
<td>01908 243277</td>
<td>Fax</td>
</tr>
<tr>
<td>01908 243280 * / 243272</td>
<td>Nurses station</td>
</tr>
<tr>
<td>01908 243273</td>
<td>Peritoneal Dialysis</td>
</tr>
<tr>
<td>between 8.30am and 4pm</td>
<td>Monday to Friday</td>
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*There is an answer-phone service on this number outside these hours if you wish to leave a message.

If you need medical advice when the Unit is closed you should contact the Renal Ward at the Churchill

Tel: 01865 - 225780/91.
Section 1 – Haemodialysis patients

Named nurse
When you start dialysis you will be allocated a named nurse who takes a special interest in you and your treatment. If you find that they are not on duty when you have a particular query then please approach one of the other nurses.

Clinics
Outpatient clinics are run by the medical staff on Tuesdays to Fridays; appointments are made through reception. The doctors like to see you every 2 - 3 months so if you have not had an appointment for a while, please let us know!

If you have a problem directly associated with your kidney failure the nursing staff can consult the renal doctors. For any other medical problems you should contact your G.P. If you are in any doubt, speak to a member of the nursing team for advice.

A dietitian is also available on clinic days. Please ask the nurses about this, or contact reception if you would like an appointment. There is also a diet helpline open between 08.00 - 16.30 Monday to Friday on 01865 225061.

Transport / car parking
If you drive yourself in by car you are entitled to free car parking and a mileage allowance. If you use public transport you may be able to claim a refund of fares.

Hospital transport is only available for those who have no other means of transport. If you are able to make your own arrangements for travel to and from the unit this will help us to direct scarce resources to those who really need transport. Please talk to the staff if you feel you need hospital transport as it needs to be arranged in advance. If you then need to change the arrangement, or have any problems, please tell a member of staff.

We now have a dedicated transport service for the renal unit. The drivers aim to transport two to three people at a time in
order to make the best use of these resources. Please note that sometimes you may need to wait for other patients whose treatment takes longer than yours.

Each patient is allocated an arrival time and we always do our best to keep to this arrangement. However, if you arrive early, or if we are experiencing delays (as happens from time to time), we greatly appreciate your patience. When you arrive please take a seat in reception and we will call you as soon as your dialysis area is ready.

**Entertainment**
There are portable DVD players and a selection of DVDs to borrow while you are on dialysis. There are also shared televisions in the dialysis bays.

**Refreshments**
The following refreshments are provided free of charge while you are having your haemodialysis:
- Sandwiches, dessert and tea when you are on dialysis
- Build-up drinks if prescribed by the dietitian.

N.B. It is important that you monitor your fluid intake as this will affect your dialysis treatment. Nursing staff can advise you on this. If you have a particular dietary requirement please let us know. Alternatively, you may wish to bring your own food in.

**Care of fistula**
1. Keep the dressings, which are put on after dialysis, on overnight.
2. Never have your blood pressure taken on this arm.
3. Do not wear tight clothing.
4. If there is any soreness or oozing, contact the Unit or Oxford immediately.
5. Feel your access daily – it should buzz! We will show you how to do this.
**Haemodialysis self management**

We like to encourage our patients to be involved in their treatment as much as they wish. Listed below are some of the things our patients like to do for themselves and you might like to give some thought to anything that interests you. Remember, a member of the nursing team will always take responsibility and check what you have done. We won’t put on pressure on you to do these things – your degree of involvement is up to you:

- Record your weight
- Fetch a blanket if required
- Set up your dialysis area
- Put information into the machine
- Insert your own needles

You may feel if you are new to dialysis that you would like to be looked after by trained staff. If, after a while, you would like to participate, please let us know. We will give you all the training and support you need and a member of the nursing team will always be on hand if you need a bit of help.

**Holidays**

It is possible for you to take holidays both in this country and abroad. **You must get permission before you book your holiday** from the Unit Manager and the Consultant: to confirm that you are medically fit and to confirm payment for your treatment.

Please give us at least two months notice so that we can complete the necessary paperwork and carry out the required blood tests.

We have patient information leaflets giving details of holiday dialysis and your named nurse will be happy to discuss this with you.
Section 2 – Peritoneal Dialysis (PD)

There is a dedicated Senior Staff nurse who is responsible for the care of patients on peritoneal dialysis. She is assisted by two staff nurses who will be available in her absence to handle any of your PD issues. Training for PD may either be carried out here in the Milton Keynes unit or in your home if it is feasible and you would prefer this. Your care after this will be carried out at Milton Keynes, unless you have an emergency after 3pm or at the weekend, in which case you may be referred to Oxford.

Transport
Transport is available for those who qualify for it according to the new hospital transport policy. Please tell us if you feel you need transport when you need to come in for any PD treatment or clinic appointments.

Refreshments
Tea and sandwiches will be provided if you come in for treatment lasting a few hours.

Holidays
The Baxter Travel Club can assist with transport of supplies to holiday destinations. The nursing staff can give you information about this.
Section 3 – For all patients

Whether you have peritoneal dialysis or haemodialysis it does not have to be just the nursing team looking after you; it is a partnership where we work together to overcome any difficulties and give you the best treatment and quality of life possible.

Living with kidney failure can be complicated and stressful and we understand that there may be times when you have problems that you need help with. Any member of the team will be pleased to talk things over with you and will try to offer practical help and emotional support. We appreciate that sometimes these problems may be of a personal nature. You can discuss things privately before or after your dialysis session and be assured of confidentiality.

When someone suffers kidney failure it affects friends and family too. If you have someone who is involved in your care, there may be times when they are worried about things or have questions. Please let them know that we are here to help them as well.

We have a supply of leaflets and a couple of books written for patients if you would like more information.

It may also help to talk to other patients. When you come for haemodialysis, to see the PD nurse, or when you attend clinics, you will have the opportunity to meet up with others who face the same kind of problems. They may be able to offer ‘tips’ on dealing with some of the issues relating to kidney failure.

NB. Medical problems should always be referred to nursing staff as each individual is different and what is right for one patient is not necessarily right for another.
Section 4 – General Information

Toilets
Gents / disabled and ladies toilets for patient use are located next to the general office in reception. Additional disabled toilet facilities are located directly outside the Unit.

Social worker
Sometimes there are problems that the nursing team cannot deal with. We have the services of a renal social worker who usually visits the unit once a fortnight, but is also contactable by phone. She is based in Oxford.

Religion
We respect a patient’s right to follow the religion of their choice. If you have any concerns about conflicts with your treatment please talk to your named nurse or another member of the team.

Admission to hospital
If you are admitted to a ward in this or any other hospital, certain care must be taken. Wards in Milton Keynes hospital have been issued with a booklet on how to treat renal patients. Even so, staff may still be unaware or forget.

If you are able to:
1. Ask them to tell the renal unit that you have been admitted.
2. Never let anyone take a blood sample or carry out I.V. procedures from your fistula or tesio-catheter.
3. Never let anyone take your blood pressure on your fistula arm.
4. Tell them about your fluid / dietary requirements.
5. If you are on PD and are unable to perform your own bag changes, ask the staff to tell the unit here or at Oxford.
Facilities within Milton Keynes Hospital

Main entrance
The facilities here are:
• Reception desk for general information and directions
• Gents and ladies toilets
• Payphone
• Hairdressers
• A Friends of Milton Keynes hospital shop selling food, drink, newspapers, cards, gifts, etc.
• An area where you can sit and have your refreshments or just wait.

Restaurant
There is a restaurant located on the ground floor which is open to everyone between the hours of 07.30 - 20.00. They sell hot and cold meals, snacks and drinks. There is also a coffee lounge.

Chapel
There is a chapel located on the first floor which is open seven days a week where you are welcome to sit if you would like a quiet place to go.

The hospital has a chaplaincy service and if you would like to talk to one of the chaplains they are happy to meet with you. You can leave a message in the chapel. This applies to people of all faiths and to those who are non-religious.

Six Counties Kidney Patients Association (SCKPA)
This is a friendly group of kidney patients, friends and relatives who meet up and work hard to support each other and support both Oxford and the satellite units by fund-raising. There is a group in Milton Keynes which meets regularly at local venues. They would give you a warm welcome, so why not join?
**Viva**
This is a quarterly magazine giving all the news and views on the kidney scene. Members of the above association receive a free copy but you will also find copies in the unit reception area. This will provide all the contact numbers you need to join the association.
If you need an interpreter or need a document in another language, large print, Braille or audio version, please call 01865 221473 or email PALSJR@orh.nhs.uk

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