



Oxford University Hospitals  
NHS Foundation Trust

# **WELCOME TO MILTON KEYNES RENAL UNIT**

**Information for patients  
and carers**



**Oxford Kidney Unit**



**Milton Keynes Renal Unit** is part of **Oxford Kidney Unit**, run by Oxford University Hospitals NHS Foundation Trust.

We provide haemodialysis and peritoneal dialysis treatment for the Buckinghamshire area.

We also provide outpatient clinics for haemodialysis and peritoneal dialysis patients, pre-dialysis patients, and patients who have had a kidney transplant.

We have a very relaxed and friendly approach, and hope that you will feel comfortable and at ease when you visit us. We are here to help you have a positive experience throughout your treatment.

If you have any questions after reading this leaflet, please speak to a member of our staff.

# Opening hours

## **Mondays, Wednesdays and Fridays**

7.30am - 12.00am

## **Tuesdays, Thursdays and Saturdays**

7.30am - 7.30pm

### **Reception:**

Tel: **01908 996 487/8**

8.00am - 4.00pm Monday to Friday

### **For appointments and general enquiries**

Out of hours, please leave a message on the answerphone

### **Nurses' Station:**

Tel: **01908 996 496**

### **Peritoneal Dialysis:**

Tel: **01908 996495**

8.00am - 4.00pm Monday to Friday

Out of hours, a message on the answerphone will advise you who to contact

### **Renal Ward, Churchill Hospital:**

Tel: **01865 225 780**

24 hours, including weekends and Bank Holidays

### **Renal Specialist Nurse (Outpatients):**

Tel: **01908 996 489**

Out of hours, please leave a message on the answerphone  
24 hours, including weekends and Bank Holidays

# About your dialysis

When you start dialysis you will meet your 'named nurse', who will oversee your treatment. If one of our dialysis nurses cares for you, they will report back to your named nurse.

We have 19 haemodialysis stations, and you may have your dialysis on a bed or a chair. Our chairs are very flexible and have a remote control, so you can make adjustments for your comfort. The chairs can fully recline.

You will need to come three times a week, although some people only need dialysis twice a week.

Three times a week dialysis takes place on either Monday, Wednesday and Friday, or Tuesday, Thursday and Saturday. You will usually spend about five hours in the unit. We try our best to give you the days that you would like; this may involve a short wait until a slot becomes available.

Your dialysis slot is based on an appointment time. Your dialysis nurse will let you know when you should arrive for dialysis.

If you are dialysing in the morning you will be given a time between 7.30-8.30am

If you are dialysing in the afternoon you will be given a time between 1-2pm

If you are dialysing on the twilight you will be given a time between 6-7.30pm

## **When you arrive**

If you are able to please weigh yourself on the scales in the waiting area and write on the paper provided. You can then give your weight to your nurse when you begin your treatment. Don't worry, you will be shown how to do all this when you come for your first treatment.

Please stay in the waiting area until we call you for your treatment. Sometimes patients are called in a little early if their condition makes this necessary.

If you have a fistula, please wash both your hands and fistula with soap and water before your dialysis treatment begins. By each wash basin there is a copy of the hand hygiene washing procedure that you should follow. If you are unable to get to the wash basin, we can provide hand wipes.

Sometimes your treatment may be delayed due to circumstances beyond our control, but we do our best to start your dialysis as soon as we can.

# How to help your condition

Dialysis treatment is effective, but you will also need to make some changes to your diet and the amount of fluid you drink. Before you start dialysis, a dietitian will talk with you and provide information to help you with this. It is important that you follow the advice about diet and how much you drink, as this increases the effectiveness of your treatment and will be better for your long term health.

Your dialysis nurse will tell you what to expect over the next few weeks as your body adapts to HD. There is also a leaflet available. Please ask your dialysis nurse for a copy if you have not been given one.

You may start having dialysis using a line (thin tube) inserted into your chest (Tesio line).

Eventually, you will have a vascular access created in your arm, known as a 'fistula'. A fistula is created by joining a vein and an artery together (during an operation). This creates a larger vein, into which the needles can be inserted for dialysis (they are removed at the end of the dialysis treatment session). These needles are connected to the dialysis machine.

It is important that you take good care of your fistula.

- Keep the dressing on overnight after dialysis.
- Never allow anyone to take your blood pressure using your fistula arm.
- Never have an injection or have blood taken from your fistula arm unless a nurse or doctor has advised you otherwise.
- Do not wear tight clothing on your fistula arm.
- If you have any soreness or oozing, contact Milton Keynes HD unit or the Renal ward immediately.
- Check your fistula daily: you should feel a buzzing when it is touched lightly.
- Make sure you know what to do in an emergency if your fistula or graft won't stop bleeding. Your dialysis nurse will give you a pack which has more information.

## **During your dialysis**

You may wish to bring in something to read and/or your tablet or laptop. If you want to watch TV, please bring in some personal headphones with a long lead, so as to avoid disturbing other patients.

A relative or friend is welcome to sit with you during your treatment.

We provide sandwiches, biscuits and a hot drink free of charge about halfway through your treatment.

## **Toilets**

A disabled toilet for patients use is located near the waiting room, additional disabled toilet facilities are located directly outside the unit.

## **Clinics**

Dialysis, Transplant or Pre-dialysis clinics run on Mondays, Wednesdays and Thursdays.

Please make appointments at the reception desk. The same consultant will usually see you each time. This helps them to become familiar with you and how well your treatment is going.

Your dialysis nurse will take blood samples at the beginning of the month whilst you are having dialysis. This is so we can make sure that your dialysis is working well. It is also possible to see a dietitian if you have any queries about your diet or fluid intake. Please ask a nurse if you would like to see a dietitian.



# What to expect during dialysis

The unit can be noisy, especially during connection and disconnection of the dialysis machines. The machines also bleep if there is a problem, to alert the nurses.

The unit has a mixed bay, where men and women have dialysis together.

Please wear loose comfortable clothing, so your nurse can easily gain access to your fistula or Tesio line.

Your nurse may talk to you about Shared Haemodialysis Care, which is about involving you in your dialysis treatment. There is a leaflet that explains this in more detail; please ask your dialysis nurse for a copy.

Most people feel fine during dialysis, but you might experience the following:

- headache
- sickness
- cramp
- low blood pressure
- dizziness
- tiredness.

If you experience any of these symptoms, please talk to your dialysis nurse.

If you have a problem with your dialysis the nursing staff can contact a renal doctor. For other medical problems you should contact your GP. If you are in doubt, speak to a member of the nursing team for advice.

Living with kidney failure can be stressful, and we understand that you may sometimes need help or feel overwhelmed.

We are always happy to discuss your concerns and can offer practical as well as emotional support. Please speak to your nurse or

the manager during your treatment or, if you prefer, privately before or after your treatment.

We are also here to support family members or friends who may be providing you with help or care. If they are worried about anything, please let them know we can help them, too.

Support is also available from a kidney patient advisor. If you would like to see them please ask a nurse to arrange a meeting for you. We also have a Clinical Psychologist who you can talk to. Please ask your nurse if you would like to see them.

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 with kidney problems. They may be able to give you on how they have coped with kidney failure.

## **Peritoneal Dialysis**

There is a PD nurse available in the unit most weekdays. If they are not available you may need to contact Oxford. A PD nurse will also visit you at home for training and some appointments.

## **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 if you are on certain benefits.

Hospital transport is available for people who have no other means of transport, or are unable to drive. Please talk to a nurse if you need transport, so that it can be arranged before you start dialysis. You may have to wait for a short period to be taken home after your dialysis, as transport will take more than one person to and from the hospital.

## **Religion**

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. Ask your dialysis nurses to contact the Chaplain. This service is for people of all faiths and none.

## **Chapel**

There is a chapel on the first floor which is open seven days a week, where you are welcome to go and sit for some peace and quiet.

## **Hospital facilities**

In the hospital main entrance reception area you will find:

- toilets
- a seating area
- a Friends of Milton Keynes Hospital shop selling food, drink, newspapers, cards, gifts etc.
- a coffee bar
- a hairdresser
- free WiFi

## **Restaurant**

The restaurant on the ground floor is open 7.45am - 7.30pm for hot and cold meals, snacks and drinks.

# Hospital admissions

If you are admitted to hospital, it is important that the steps below are taken.

1. Ask them to inform Milton Keynes Renal Unit that you have been admitted to hospital
2. Remind staff you have a fistula, or a Tesio line, and they should not take your blood pressure or any blood from this.
3. If you are on PD, ask the ward staff to phone a PD nurse
4. Tell staff about your fluid and dietary restrictions
5. Tell staff you are on dialysis

# Holidays

Although you have to attend dialysis treatment regularly, you may still take holidays in the UK and abroad. Before arranging a trip, gain permission from the Unit Manager and your consultant, to ensure you are fit enough and to arrange treatment for you while you are away. Please give at least two months' notice so we can complete the necessary paperwork and take the required blood tests. We have leaflets about holiday dialysis and our nurses can also provide you with information.

Holidays for people on peritoneal dialysis may be slightly different so please speak to your PD nurse.

# Code of Conduct

During your time at the Renal Unit we will explain your treatment, and how to raise any concerns so we can resolve them quickly. Milton Keynes Hospital and Oxford Kidney Unit have a zero tolerance policy for any form of verbal or physical abuse, and your treatment will be deferred or relocated if this becomes necessary.

# Useful websites

## **Oxford Kidney Unit**

Information about Oxford Kidney Unit for patients and carers

[www.ouh.nhs.uk/oku](http://www.ouh.nhs.uk/oku)

## **Kidney Patient Guide**

Information for patients with kidney failure and those who care for them

[www.kidneypatientguide.org.uk](http://www.kidneypatientguide.org.uk)

## **Kidney Care UK**

A charity providing practical support and information for people with kidney disease

[www.kidneycareuk.org](http://www.kidneycareuk.org)

## **PatientView**

This shows your latest blood results

[www.patientview.org](http://www.patientview.org)

## **Six Counties Kidney Patients Association (SCKPA)**

A friendly group of kidney patients, friends and relatives who meet up and work hard to support each other. They are always happy to welcome new members.

[www.sixcountieskpa.org.uk](http://www.sixcountieskpa.org.uk)

## **Viva**

A quarterly magazine giving news and views of all things kidney-related and some not related. Members of the Six Counties Kidney Patients Association receive a free copy. Copies are available in the Unit reception area for you to look at. If you wish to join, details can be found within the magazine. There are also details on the notice board at the reception waiting area.

# Notes

# Notes

If you need an interpreter or would like this information leaflet in another format, such as Easy Read, large print, Braille, audio, electronically or another language, please speak to the department where you are being seen. You will find their contact details on your appointment letter.



Author: Evelyn Nadurata Manager, Milton Keynes Renal Unit  
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Oxford University Hospitals NHS Foundation Trust  
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