



Oxford University Hospitals
NHS Foundation Trust

WELCOME TO STOKE MANDEVILLE RENAL UNIT

Information for patients



Oxford Kidney Unit

Stoke Mandeville Renal Unit is part of Oxford Kidney Unit, run by Oxford University Hospitals NHS Foundation Trust.

We provide haemodialysis treatment for the Buckinghamshire area. We also provide outpatient clinics for haemodialysis 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

7.00am - 12.00 midnight

Tuesdays, Thursdays and Saturdays

7.00am - 7.30pm

Reception:

01296 316 996

8.00am - 4.00pm Monday to Friday

For appointments and general enquiries

Out of hours, please leave a message on the answerphone

Nurses' Station:

01296 316 691 / 997

Renal Ward, Churchill Hospital:

01865 225 780

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 12 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.

If you are dialysing in the morning please arrive by 7.30am

If you are dialysing in the afternoon please arrive by 1.00pm

If you are dialysing in the evening please arrive by 6.00pm

When you arrive

Please write your name and arrival time on the patient arrival sheet in the waiting area.

Please weigh yourself on the scales in the waiting area and keep the printed weight. 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.
- Do not wear tight clothing on your fistula arm.
- If you have any soreness or oozing, contact the Stoke Mandeville 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. We have televisions with built-in DVD players at each treatment station and a library of DVDs. 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

There is a disabled toilet near the main dialysis unit and another toilet for patients to the left of the reception desk as you enter.

Clinics

Dialysis, Transplant and Pre-dialysis clinics run on Tuesdays, 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 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 beep if there is a problem, to alert the nurses.

The unit comprises 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.

On certain days there will be a doctor in the unit, to help with any dialysis problems. If we are worried about your health we may ask a doctor from Stoke Mandeville Hospital to see you, or advise you to go to the Emergency Department.

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.

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 social worker; if you would like to see the social worker, please ask a nurse to arrange a meeting for you.

Parking / transport

There is free parking for dialysis patients in the car park at the front of the unit. We will give you a parking permit card to place on your windscreen, as the car park is pay and display. We also give you a mileage allowance to cover the cost of travel to the unit.

Hospital transport is available for patients 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 in advance before you start dialysis.

If you use hospital transport you may have to wait for a short period to be taken home after your dialysis.

Religion

If you have any religious concerns regarding your treatment, please talk to your named nurse or another nurse in our team. We will do all we can to help.

Hospital admissions

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

1. Ask them to inform Stoke Mandeville Renal Unit that you have been admitted to hospital
2. Remind staff you have a fistula, and they should not take your blood pressure or any blood from this.
3. Tell staff about your fluid and dietary restrictions
4. 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.

Useful websites

Oxford Kidney Unit

Information about Oxford Kidney Unit for patients and carers

www.ouh.nhs.uk/oku

Kidney Patient Guide

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

www.kidneypatientguide.org.uk

Kidney Care UK

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

www.kidneycareuk.org

PatientView

This shows your latest blood results

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 also support both Oxford and the satellite units by fundraising. There is a group in Aylesbury which meets regularly at the Charter Restaurant. They are always happy to welcome new members.

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.

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 Gicana, Unit Manager
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Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information

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