

Haemodialysis service



Information for patients attending King's College Hospital main and satellite haemodialysis units

Welcome to the King's haemodialysis service. This booklet will help you to understand the service and know what to expect. It also contains practical information such as contact details for dialysis centres and advice on what to do if you are unwell, so please keep this somewhere safe.

Confirming your identity

Before you have a treatment or procedure, our staff will ask you your **name** and **date of birth** and check your **ID band**. If you don't have an ID band we will also ask you to confirm your address.

If we don't ask these questions, then please ask us to check.

Ensuring your safety is our primary concern.

Quality statement

We aim to provide the best haemodialysis care for you at King's renal unit. You will be offered four hours of haemodialysis three times a week through a fistula (as recommended by the UK Renal Association) unless there is a medical reason that prevents us from giving you this treatment.

We will help you to get involved in your own haemodialysis care as there are many benefits to your health and well-being when you are able to take part in your own treatment.

What is haemodialysis?

Haemodialysis cleans your blood of the toxins and excess fluid that build up when your kidneys are not working properly. You will start your haemodialysis treatment in our main haemodialysis unit, usually receiving haemodialysis here for one – two weeks before being transferred to one of our satellite units.

What happens when you start haemodialysis?

The first person you will meet on our main unit is a member of our nursing team. They will show you to the bed or chair on which you will dialyse and explain what to expect over the next few weeks, while you are getting used to your treatment. Before and after each haemodialysis session, we will measure your weight, blood pressure and temperature and the nursing team will carefully monitor you throughout your dialysis. As soon as you are ready to be involved, we will show you how to do your dialysis.

You will be reviewed by a doctor during one of your first haemodialysis sessions. They will discuss your treatment with you including review of your medical problems, medications, vascular access for haemodialysis (fistula or line), and how you are coping



and feeling. Please discuss any questions or concerns that you have with your doctor or nurse.

You will also be reviewed by one of our dieticians who will help you understand any changes that are needed to your diet. If you are receiving haemodialysis through a line, you may also be seen by our vascular access team who will discuss better long term options, such as a fistula (the joining of two blood vessels in your arm).

We understand that having dialysis can be difficult, so we offer counselling support- please call our counsellors on **020 3299 6132/6760** for more information.

Satellite haemodialysis

Once you have had at least three haemodialysis sessions at the main unit, your care can continue in one of our six satellite haemodialysis units. These are based in various sites around south east London. Please note we are only able to provide haemodialysis for patients with specific medical conditions at King's main unit.

King's satellite units:

Bromley Satellite Unit, Ringers Road, Bromley BR1 1HX

Dartford Satellite Unit, Darent Valley Hospital, Dartford DA2 8DA

Dulwich Satellite Unit, Dulwich Hospital, Dulwich SE22 8PT

Dulwich Mobile Unit, Dulwich Hospital, Dulwich SE22 8PT

Sydenham Satellite Unit, Worsley Bridge Road,
Sydenham SE26 5BN

Woolwich Satellite Unit, Queen Elizabeth Hospital,
Woolwich SE18 4QH



We will try to make sure that you are allocated the satellite unit closest to where you live. Due to the popularity of some satellite units, this may not be possible straight away and you may need to dialyse at a unit further away from your home to begin with. We will move you to your nearest unit as soon as possible.

As you will need haemodialysis treatment three times per week, your unit will offer you a slot on Mondays, Wednesdays and Fridays OR Tuesdays, Thursdays and Saturdays. Most people dialyse for 4 hours per session, starting either in the morning (around 7.30am), early afternoon (around 1pm), or late afternoon (around 5pm). We will try to give you the day and time that suits you but, if this is not possible, we will place you on a waiting list for your preferred day and time. Please ask a nurse for more details.

Travel to the haemodialysis units

Most of our dialysis units have car parking available and all are close to bus routes or train stations. Most people can travel to and from their dialysis themselves. A small number of people have medical conditions that mean they are unable to use public transport. If you feel this is the case, please ask to be assessed for hospital transport. To find out if you are eligible for a disabled badge, please see your GP (home doctor).

Satellite unit doctors

Each satellite unit has a King's kidney doctor who visits the unit. They will review you (during your haemodialysis session) every three months unless you need to be seen more often. Please bring a list of your medicines with you to this appointment and ask your doctor any questions you have about your treatment and medications. Please ask if you would prefer to be seen by your doctor in a private clinic room.



Nursing staff

You will have a named nurse who is the main nurse responsible for your care. They will talk you through your treatment, blood results, clinic letters, medications and they can help you with any questions or concerns that you may have.

Each unit also has an overall nurse manager and there is a nurse-in-charge during each shift. You can request to speak to them at any time. If you are not satisfied and would like to raise any concerns then you can also contact our haemodialysis matrons who lead the haemodialysis service on **020 3299 1633/6491**.

Other team members

As well as doctors and nurses, many other members of our team will be there to support you. You will be reviewed regularly by our dieticians (at least every six months) and our vascular access team will help with any line or fistula problems. Other members of our team include pharmacists, physiotherapists, social workers, counsellors, transplant coordinators, peer supporters (experienced patients trained to help and support other patients) and dialysis technicians.

Understanding the medicines you are taking

It is important that you are aware of the medicines you are being given and understand what they are for. As well as the tablets you take at home, we will routinely prescribe medication for you during your haemodialysis treatment – for example, EPO and iron. If you notice that your medicine dose has changed or you are given a new or different one, please ask a member of the nursing team or pharmacy team about it.



The pharmacy team:

King's Pharmacy dispensary: 020 3299 5710

Fisk and Cheere ward reception: 020 3299 1209

Blood testing and other laboratory samples

With your permission, we will take blood tests and swabs at your first appointment at the unit and then at regular intervals thereafter. This allows us to monitor the effectiveness of your treatment and to screen for infections. Your dialysis doctor, dietician and nurse will review your blood results every month and make adjustments to your treatment on the basis of these blood test results. Your named nurse will discuss the results with you. Please do ask if you have any questions.

You can also see your results on the Renal Patient View website at **www.renalpatientview.org**. This secure website gives you a convenient and easy way to access your medical records. If you would like more information on how to register, please ask for the Renal Patient View leaflet or ask your named nurse.

Hand hygiene and infection control

We are committed to providing a safe and clean environment. On arrival we ask that all staff, patients and visitors wash their hands with soap and water. If you have a fistula, you should also wash this area of your arm. Staff will wear gloves and aprons to care for you to help prevent the spread of infection. They won't be offended if you ask if they have washed their hands but do speak to the nurse-in-charge if you are concerned.



What can you do during dialysis, and on non-dialysis days, to keep fit and strong?

Kidney disease weakens muscles so regular exercise will help maintain muscle strength and help you carry out your everyday activities. Exercising during dialysis using a special exercise bike is a good idea and is available in some of the satellite units. There is also a supervised renal rehabilitation and exercise class that is run at Dulwich Hospital. This is free of charge and is specifically for renal patients. It runs on four days of the week. Please ask the nurses or the physiotherapist for more information.

Other suggestions for activities during dialysis

Some dialysis units have televisions that you can watch, or you can bring your own ipods/DVD players but please bring personal headphones so that you do not disturb other patients. You may also want to bring a book or magazine to help pass the time. Most units do not have internet access. We recommend that you bring a packed lunch or snack with you as it can be a long day and you may miss mealtimes. Tea and biscuits are available free of charge. We welcome family and friends to visit you on dialysis - there are no set visiting times.

King's is involved in many research studies and improvement projects. You may be asked if you want to help us with these, for example by filling in a survey while you dialyse.

Doing your own dialysis: Shared care and self-care

We expect that you will take part in your haemodialysis treatment - for example, we will show you how to weigh yourself and take your blood pressure. Taking part in your treatment will help you feel more in control of your treatment as well as give you more flexibility. Patients that place their own needles have less complications and



less need for access surgery on their fistulas. You can build up what you do at your own pace. Some of our patients become confident enough to do their dialysis entirely on their own either at their satellite unit or at home. Equally, we understand that not everyone is able to take part in their treatment, in which case we are happy to provide all the support that you need.

Your named nurse will talk to you about sharing your dialysis care but please do not hesitate to ask for more information. You may wish to see the self-care DVD “Living Life to the Full on Dialysis”, which is available in our units.

Emergency care

If you are unwell and it is your dialysis day, please attend your dialysis as usual or call your unit for advice. If you are unwell and it is not your dialysis day or your unit is closed, you should contact either your GP or local Emergency department (ED). If you are seriously ill, for example, you have chest pain, you should immediately dial 999 for an ambulance. Please contact your GP for problems not related to your dialysis. It is helpful if a relative or friend can let us know if you are admitted to hospital.

Going on holiday

We do encourage you to go on holiday, but you need to plan ahead. At least two months before you wish to travel, talk to your named nurse or the unit holiday link nurse. We can then make sure you are well enough to travel and have enough time to help you arrange your holiday dialysis. **Please do this before you book your tickets.**

When you go on holiday you should continue to dialyse three times per week, so you will need to identify a dialysis unit at your



holiday destination that is able to accommodate you. You should then provide your King's dialysis unit with the name, address and contact details of the unit you plan to visit. Please note that if you go overseas your dialysis will probably need to be paid for. Please ask your named nurse or the unit holiday dialysis link nurse for more details.

When you return from holiday you may need to be dialysed on the last session of the day with infection control precautions for up to three months (unless you were dialysed in an isolation room when on holiday, in which case you will return to your normal time). If you were away for up to two weeks then you will go back to your original dialysis time slot after three months. If you go on holiday for more than two weeks you may lose your original time slot and need to join the waiting list for the dialysis time of your choice. This is because our dialysis slots are in very high demand and we have to make best use of all of them.

Compliments and complaints

We very much value your feedback, good or bad, as we continue to try to improve our services. Please do take the time to feedback your experiences to us.

If you have concerns about any aspect of our service, please approach one of the nurses or doctors and we will try to put things right as soon as we can. You can also make comments or raise concerns by contacting the Patient Advice and Liaison service (PALS). Please see the end of this booklet for more details.

We treat every complaint seriously and we will try to resolve it as quickly and as fully as possible.



If you have any queries or concerns

If you have any questions or if there is anything you don't understand, please speak to your named nurse, the nurse-in-charge or the consultant of the dialysis unit. The matron will visit the unit regularly and is contactable most days. Please ask if you wish to speak to her about any aspect of your care.

You can email any member of the kidney team through the secure NHS mailing system. Please ask your nurse or doctor for details of email addresses.

Telephone numbers:

Haemodialysis matrons: **020 3299 1633/6491**

Kidney consultants (via the kidney secretaries): **020 3299 6233**

Vascular access Team: **020 3299 6776**

Dieticians: **020 3299 6250**

Social worker: **020 3299 2801**

Counsellors/Psychotherapists: **020 3299 6132/6760**

Physiotherapists: **020 3299 6332**

Pharmacists: King's Pharmacy dispensary: **020 3299 5710**

Fisk and Cheere ward reception: **020 3299 1209**

Transplant coordinators: **020 3299 5803/5804**

Kidney patient peer supporters: **020 3299 1564**

Finally, the King's Kidney Patients' Association is a charity run by kidney patients, their families, friends and carers, and the staff at King's College Hospital NHS Foundation Trust Renal Unit. This charity supports kidney patients in the King's renal unit. To get involved or join the patient forum, please speak to one of our matrons.



King's Haemodialysis unit addresses and contact numbers

Acute Dialysis (Acute Team)

Location: Fisk & Cheere Wards; 1st Floor Cheyne Wing;
King's College Foundation Trust NHS Hospital, Denmark Hill,
London SE5 9RS

Tel: 020 3299 3298, 020 3299 4275

Fax: 020 3299 3825

Opening Times: 8.00am – 8.00pm, Monday to Saturday

Public Transport Links:

British Rail: Denmark Hill and Loughborough Junction stations

Buses: 35, 36, 40, 42, 68, 176, 185, 345, 436, 468, 484

King's Main Renal Dialysis Unit

Location: Ground Floor Cheyne Wing; Kings College Foundation
Trust NHS Hospital, Denmark Hill, London SE5 9RS

Tel: 020 3299 6243, 020 3299 6779, 020 3299 6247

Fax: 020 3299 6438

Opening Times: 7.00am – 10.00pm, Monday to Saturday

Public Transport Links:

British Rail: Denmark Hill and Loughborough Junction stations

Buses: 35, 36, 40, 42, 68, 176, 185, 345, 436, 468, 484



Bromley Dialysis Satellite Unit

Location: 1 Ringers Road, Bromley Kent BR1 1HX

Tel: 020 3299 7510, 020 3299 7511, 020 3299 7513

Fax: 020 3299 7519

Opening Times: 7.00am – 10.00pm, Monday to Saturday

Public Transport Links:

British Rail: Bromley South station

Buses: 61, 119, 126, 138, 146, 162, 208, 246, 261, 269, 314, 320, 336, 358, 352, 367, 638, N3, and N199

There are several car parks situated around the Bromley shopping complex and parking bays in front of the unit. In all of these you have to pay for parking or display a disabled badge.

Dartford Dialysis Satellite Unit

Location: Darent Valley Hospital, Darenth Wood Road, Dartford Kent DA2 8DA

Tel: 01322 428 861, 01322 428 855, 01322 428 854

Fax: 01322 421272

Opening times: 7.00am – 10.00pm, Monday to Saturday

Public transport Links:

British Rail: Dartford station

Buses: Fast track 1B, 2B, 422 from Dartford and Gravesend, 428 from Erith, 433 from New Ash Green and 477 from Orpington.

Car parking is available free of charge.



Dulwich Dialysis Satellite Unit

Location: Dulwich Community Hospital, East Dulwich
Grove SE22 8PT

Tel: 020 3299 6042, 020 3299 6052

Fax: 020 3299 6062

Opening times: 7.00am – 10:00pm, Monday to Saturday

Public transport links:

British Rail: East Dulwich Station

Buses: 36, 37, 176, 185, 436.

Car parking is available free of charge on nearby roads.

Dulwich Mobile Satellite Unit (Temporary Unit)

Location: Dulwich Community Hospital, East Dulwich
Grove SE22 8PT

Tel: 020 3299 6157

Fax: 020 3299 6062

Opening times: 7.00am – 10:00pm, Monday to Saturday

Public transport:

British Rail: East Dulwich Station

Buses: 36, 37, 176, 185, 436.

Car parking is available free of charge on nearby road.



Sydenham Dialysis Unit

Location: 9E Worsley Bridge Road Lower Sydenham,
London SE26 5BN

Tel: 020 3 299 7761

Fax: 020 8461 3471

Opening times: 7.00am – 10:00pm, Monday to Saturday

Public transport:

British Rail: Lower Sydenham Station

Buses: 194, 202, 352, and 356.

Car parking is available free of charge on nearby roads.

Greenwich Satellite Dialysis Unit:

Location: Queen Elizabeth Hospital, Stadium Road
London, SE18 4QH

Tel: 020 8836 6842, 020 8836 6840

Fax: 020 8836 6841

Opening times: 7.00am – 10:00pm, Monday to Saturday

Public transport:

British Rail: Charlton, Woolwich Dockyard and Woolwich Arsenal are
a short bus ride away from the hospital

Buses: 161, 178, 244, 291, 386, 469 and 486.



Sharing your information

We have teamed up with Guy's and St Thomas' Hospitals in a partnership known as King's Health Partners Academic Health Sciences Centre. We are working together to give our patients the best possible care, so you might find we invite you for appointments at Guy's or St Thomas'. To make sure everyone you meet always has the most up-to-date information about your health, we may share information about you between the hospitals.

Care provided by students

We provide clinical training where our students get practical experience by treating patients. Please tell your doctor or nurse if you do not want students to be involved in your care. Your treatment will not be affected by your decision.

PALS

The Patient Advice and Liaison Service (PALS) is a service that offers support, information and assistance to patients, relatives and visitors. They can also provide help and advice if you have a concern or complaint that staff have not been able to resolve for you. The PALS office is located on the ground floor of the Hambleton Wing, near the main entrance on Bessemer Road - staff will be happy to direct you.

Tel: **020 3299 3601**

Email: **kch-tr.PALS@nhs.net**

You can also contact us by using our online form at
www.kch.nhs.uk/contact/pals

If you would like the information in this leaflet in a different language or format, please contact PALS on 020 3299 1844.



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