

Changes to how Nephrology (kidney) Services are provided in South East London

Your GP has referred you to the specialist nephrology services run by King's College Hospital and Guy's and St Thomas' Hospitals. We will be making some changes to how patients access these services.

How will the new Nephrology Services work?

In Southwark, if your GP thinks you may have a kidney condition that needs specialist input they will refer you to the Nephrology Service at either King's College Hospital or Guy's and St Thomas' Hospitals, depending on your location. A kidney specialist will review information provided by your GP and suggest how we can best manage your kidney care.

Depending on your condition this may be:

- a virtual appointment, in which a specialist reviews the notes held by your GP and suggests a treatment plan for you. This will include reviewing results of blood tests, any medications you may be taking and other clinical information to provide your GP with a detailed plan of how your condition can be safely managed without you coming to the hospital.
- referral to a hospital for a face-to-face appointment with a nephrologist (kidney doctor).
- advice to your GP on other services that may be better to manage your care.

What happens next?

Once your referral has been reviewed and is agreed to be managed by either of the first two options above, you will be contacted by the appropriate department to let you know the next steps in your care. The service will contact you within 10 working days by a letter in the post or a telephone call.

If it is suggested that an alternative service should be considered for your care, your GP will contact you to discuss next steps.

What if I am not contacted about the outcome of my referral?

If you have not been contacted within 10 working days, please get in touch with the appropriate hospital as advised by your GP. Please do not contact the hospital until 10 working days have passed, as the review of your referral will not have taken place. Contact details are:

- King's College Hospital, **e:** kch-tr.renal@nhs.net or **t:** 020 3299 6244.
- Guy's and St Thomas' Hospitals, **e:** RenalOutpatientClinic@gstt.nhs.uk or **t:** 020 7188 8820.

Phone lines are open Monday to Friday, 9am-5pm. Please leave a message with your name and contact details if your call is not answered. Someone will contact you within two working days. If you are contacting the hospital by email, please include your full name, address and date of birth and someone will be in touch with you within 2 working days.

If you would like further information about early stage kidney disease, you can visit this website which has information about the condition, **w:** www.mykidney.org/KidneyDisease/ChronicKidneyDisease.aspx

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