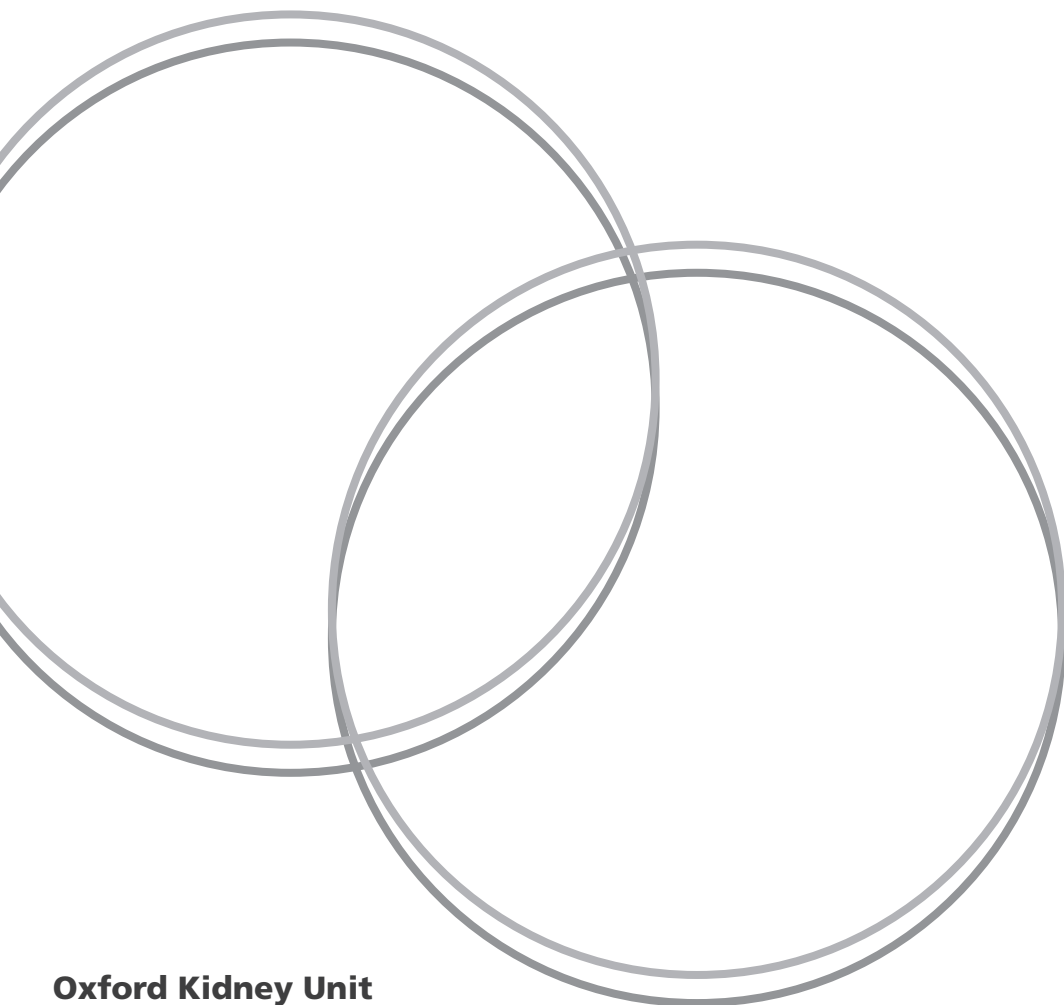




Oxford University Hospitals  
NHS Foundation Trust

# Welcome to Milton Keynes Renal Unit

**Information for patients  
and carers**



**Oxford Kidney Unit**

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

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

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

We are a relaxed and friendly team, 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 to 12.00am

Tuesdays, Thursdays and Saturdays

7.00am to 7.30pm

### **Reception**

Telephone: 01908 996 487 or 01908 996 488

Monday to Friday, 8.00am to 4.00pm

### **Appointments and General Enquiries**

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

### **Nurses' Station**

Telephone: 01908 996 496

### **Peritoneal Dialysis**

Telephone: 01908 996 495

Monday to Friday, 8.00am to 4.00pm

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

If you need emergency treatment contact the:

### **Oxford PD Unit**

Telephone: 01865 225 792

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

Telephone: 01865 225 780

24 hours, including weekends and Bank Holidays

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

Telephone: 01908 996 489

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

## **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.

## **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.

## About your haemodialysis

When you start haemodialysis 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 16 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 haemodialysis slot is based on an appointment time. You need to take a number from the machine at the entrance to the renal unit when you arrive. Please wait in the reception area. Your dialysis nurse will call you in for dialysis once your machine is ready.

If you have haemodialysis in the morning, please make sure you are in the unit by 8am.

If you have haemodialysis in the afternoon, please make sure you are in the unit by 1pm.

If you have haemodialysis on the twilight, please make sure you arrive in the unit by 6pm.

## **When you arrive**

When you first arrive in the unit please weight yourself and take your blood pressure. The scales and blood pressure monitor are in the waiting area. There is a pen and paper to write down the readings. Don't worry if you are unable to do your weight or blood pressure as there will always be someone to help you.

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 or graft, please wash both your hands and fistula or graft with soap and water before your haemodialysis treatment begins. There is a poster showing the steps to follow in washing your hands by each wash basin. Hand hygiene is important to keep you safe from infection in the dialysis unit. If you are unable to get to the wash basin, we can provide hand wipes.

We will do our best to make sure that you start dialysis at your appointment time. We try not to delay your dialysis as we recognise that time is important to you. However, there are situations that happen such as emergencies or machine breakdowns. We will always let you know what is happening.

## **How to help your condition**

Haemodialysis 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 (haemodialysis).

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

Most people have a vascular access created in their 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. If your veins are fragile you may need a graft (a small plastic tube placed inside your arm), this is joined to an artery and vein.

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

- If you have a fistula or graft keep the dressing on overnight after haemodialysis.
- Never allow anyone to take your blood pressure using your fistula or graft arm.
- Never have an injection or have blood taken from your fistula or graft arm unless a nurse or doctor has advised you otherwise.
- Do not wear tight clothing on your fistula or graft arm.
- If you have any soreness or oozing, contact Milton Keynes HD Renal Unit or the Renal Ward immediately. Check your fistula daily: you should feel a buzzing when it is touched lightly.
- If you have a Tesio line, we will give you a separate leaflet to help you care for it.

**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 haemodialysis**

You may wish to bring in something to read or a tablet or laptop. If you want to use any of your devices, please bring in some personal headphones, to avoid disturbing other patients.

A relative or friend is welcome to sit with you during your treatment. Please check with the nurse-in-charge before your haemodialysis.

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

## **What to expect during haemodialysis**

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.

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 haemodialysis 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.



## **Emotional support**

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 also help them.

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 tips on how they have coped with kidney failure.

The Kidney Charities (at the end of this leaflet) also have lots of information about coping on dialysis, both practical and financial advice.

## **Shared Haemodialysis Care**

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.

Some people on haemodialysis do their own treatment at home. If this is something that you would like to consider, please speak to your named nurse or consultant.

## **Screening and testing**

If you are on haemodialysis your dialysis nurse will take blood samples at the beginning of the month as you start dialysis. Your named nurse will talk to you about this.

The multidisciplinary team will review your results to make sure your dialysis is working well.

We carry out regular screening to control and aid infection prevention. This may be a blood sample, or a swab from somewhere on your body.

Your dialysis nurse can answer any queries you may have.

## **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.

## **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 to 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, graft 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.

You will need to organise the holiday. The Kidney Charities at the end of this leaflet have details of haemodialysis units that offer holiday treatment. Please make sure you have organised your haemodialysis before you book a holiday. Please give at least two months' notice so we can complete the necessary paperwork and take the required blood tests.

Holidays for people on peritoneal dialysis are organised through your PD nurse. PD fluid can be delivered to most destinations. Please check with your PD nurse before you book a holiday. This is so we can check how many weeks or months are needed for the company to deliver to the holiday destination.

Not all countries are able to support APD and may only have access to a limited supply of PD fluid.

We are unable to organise a holiday if you do not provide the PD team with the correct notice time.

## **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**

Lots of information about the Oxford Kidney Unit for patients and carers.

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

### **UK Kidney Association**

Patient information leaflets and advice

Website: [www.ukkidney.org/patients/information-resources/patient-information-leaflets](http://www.ukkidney.org/patients/information-resources/patient-information-leaflets)

### **Kidney Patient Guide**

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

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

### **Kidney Care UK**

A charity which has lots of practical support and information for people with kidney disease.

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

## **Six Counties Kidney Patients Association**

The SCKPA is run for patients by patients or family members. They offer support to people suffering from kidney disease or who are on dialysis. They work closely with the Oxford Kidney Unit and have branches in Oxfordshire, Northamptonshire, Buckinghamshire, and Milton Keynes, and parts of Wiltshire, Gloucestershire and Berkshire.

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

## **National Kidney Federation**

A charity which has lots of practical support and information for people with kidney disease.

Website: [www.kidney.org.uk](http://www.kidney.org.uk)

## **OUH Patient Portal**

### **Health for Me**

Please ask a member of the renal team to sign you up to the patient portal.

Website: [www.ouh.nhs.uk/patient-guide/patient-portal](http://www.ouh.nhs.uk/patient-guide/patient-portal)

## **Shared Care**

A website promoting information about shared care for everyone.

Website: [www.shreddialysis-care.org.uk](http://www.shreddialysis-care.org.uk)

**Please ask a member of the renal team to sign you up to the patient portal.**



## Further information

If you would like an interpreter, please speak to the department where you are being seen.

Please also tell them if you would like this information in another format, such as:

- Easy Read
- large print
- braille
- audio
- electronic
- another language.

We have tried to make the information in this leaflet meet your needs. If it does not meet your individual needs or situation, please speak to your healthcare team. They are happy to help.

Author: Evelyn Nadurata – Manager, Milton Keynes Renal Unit  
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Oxford University Hospitals NHS Foundation Trust  
[www.ouh.nhs.uk/information](http://www.ouh.nhs.uk/information)



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