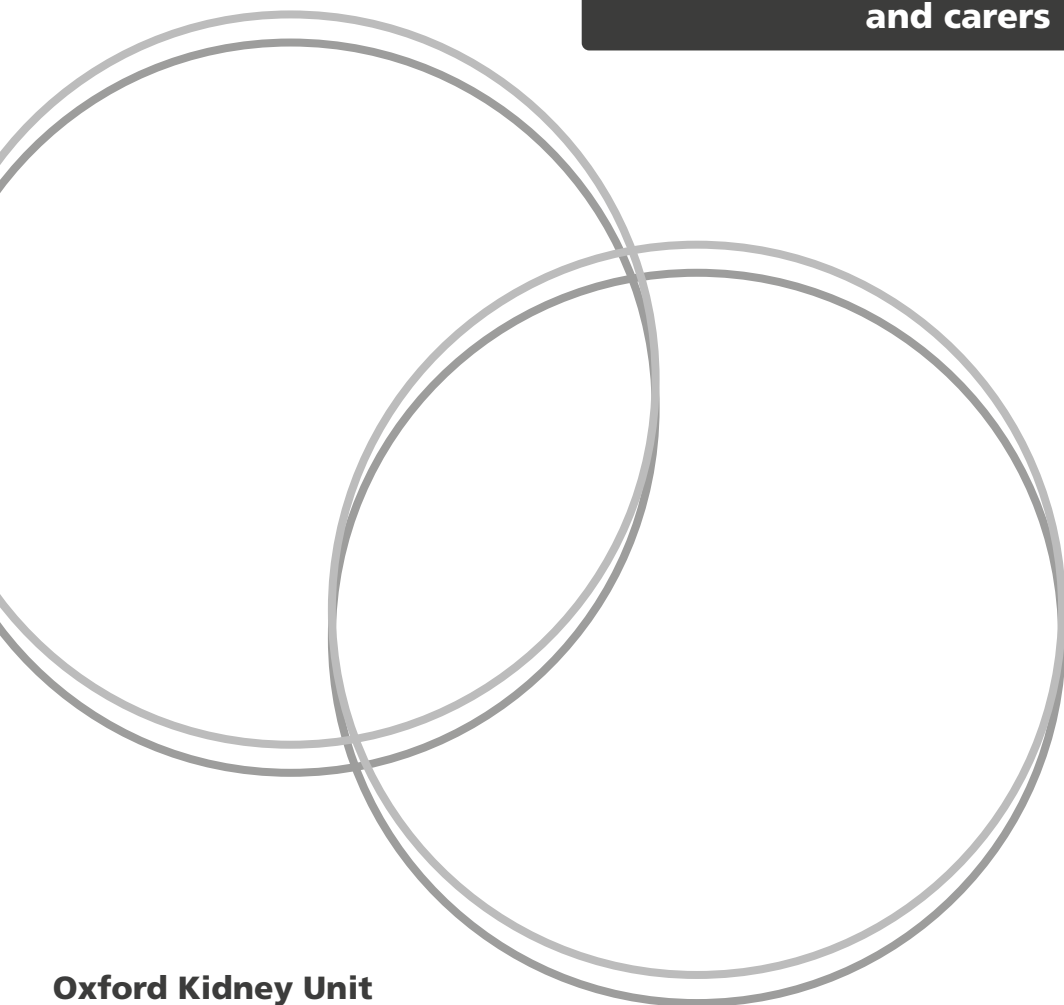




Oxford University Hospitals
NHS Foundation Trust

Welcome to Wycombe Renal Unit

**Information for patients
and carers**



Oxford Kidney Unit

Wycombe 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 patients 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.

Opening hours

Mondays, Wednesdays and Fridays
7.00am to 12.00am

Tuesdays, Thursdays and Saturdays
7.00am to 7.30pm

Telephone: 01494 426 352

Reception

Telephone: 01494 426 347

Monday to Friday, 8.00am to 4.00pm

Appointments and general enquiries

Unit Manager: Telephone: 01494 426 350

Peritoneal Dialysis: Telephone: 01494 426 349

Monday to Thursday, 8.00am to 5.30pm

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

Renal Ward, Churchill Hospital

Telephone: 01865 225 780

24 hours, including weekends and Bank Holidays

Clinics

On Mondays, alternate Tuesdays, Wednesdays and Thursday we run dialysis, transplant or pre-dialysis clinics.

If you are on haemodialysis or peritoneal dialysis a consultant will oversee your care. We will make an appointment for you to see the consultant every 3 to 4 months. If you do not have an appointment our reception staff can help you.

If you are on haemodialysis a consultant will see you on your haemodialysis session, to avoid having to come in an extra day.

A Dietitian is available on some Mondays and Thursdays during clinic. The Dietitians can be contacted in Oxford at other times. Telephone: 01865 225 061.

If you have any queries about your diet or fluid intake it is also possible to see a dietitian. Please ask a nurse if you would like to see one.

Pre-dialysis nurse

A pre dialysis nurse is a specialist who will talk to you about the different types of dialysis, transplantation or conservative management. They are also able to advise you about vaccinations.

Peritoneal Dialysis (PD)

There is a PD Nurse available in the unit 4 days each week (Monday to Friday). There may be some variation in these days, but there is always an answerphone available or the phone will be transferred to the Haemodialysis Unit, where a nurse can advise you.

If they are not available you may need to contact the Oxford PD Unit or the Renal Ward. A PD nurse will also visit you at home for training and some appointments.

Transport / car parking

You are entitled to free car parking and a mileage allowance if you drive yourself. If you use public transport you may be able to claim a refund of fares if you receive financial support.

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 a short period for transport home after your dialysis.

Hospital facilities

In the hospital main entrance reception area you will find:

- toilets
- a seating area
- a small shop selling food, drink, newspapers, cards, gifts etc.
- free WiFi
- a post box.

Toilets

There are two accessible toilets for patients near Reception.

Cafe

There is a cafe behind the main entrance. It is open Monday to Friday until 8pm.

There is also a snack bar open Monday to Friday until 4pm.

About your dialysis

When you start dialysis we will allocate you to either the **Yellow**, **Red**, **Blue** or **Green** team. Each team is led by a Deputy Sister / Charge Nurse. You will also have a 'named nurse' who will be responsible for your continuing care.

We have 16 haemodialysis stations, and you will have your dialysis on a bed.

Haemodialysis takes place 3 times a week.

Most people need haemodialysis three times a week, either on Monday, Wednesday and Friday, or on Tuesday, Thursday and Saturday. We try our best to give you the days that you would like. This may involve a short wait until a slot becomes available.

Each dialysis session takes a about 4 hours, you will need time to be connected and disconnected from the machine. This can take up to 5 hours.

You will be given an appointment time for your dialysis treatment.

If you are having dialysis in the morning we will give you an arrival time between 7.00am and 8.30am.

If you are having dialysis in the afternoon we will give you an arrival time between 1.30pm and 2.30pm.

If you are having dialysis in the evening (twilight) we will give you an arrival time between 5.30pm and 6.30pm.

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.

If you dialyse in the morning, please come straight into the haemodialysis unit. If you dialyse in the afternoon or twilight session, please tell us when you arrive and will we let you know when to come into the haemodialysis unit.

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

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.

During your dialysis

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

Electrical equipment must be checked by the hospital before being used in the unit, unless it is new. We will arrange to have this done when you first arrive. We are unable to accept responsibility for any items you bring into the unit.

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. You are welcome to bring your own sandwich or snack. If you are taking a phosphate binder, such as Calcichew, Calcium acetate, Renagel or Lanthanum, please remember to bring these with you, so you can have them when you eat.

What to expect

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

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

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

Most people feel fine during haemo 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.

We have a doctor in the unit most days (not the weekend). They may see you on dialysis if needed.

For any other medical concerns you will need to see your GP. If you are in doubt, speak to a member of the dialysis nursing team for advice.

Shared haemodialysis care

Shared Haemodialysis Care gives you the opportunity to participate in any aspect of your dialysis treatment. This is done with guidance and support from the nursing staff. Shared Haemodialysis Care enables you to choose which aspects of your care you would like to undertake. This could be a small task such as taking your own blood pressure and weight, to preparing your dialysis machine. Shared haemodialysis care provides you with the skills and confidence with your dialysis.

What aspects of my care can I take part in?

With your nurse you can decide which skills you want to learn and how involved you want to become. Initially you may decide just to learn one or two basic skills and then at a later stage move on to advanced skills such as inserting your dialysis needles. Your dialysis nurse will teach you how to do the tasks and ensure you are safe and confident before you perform the task independently.

Shared Haemodialysis Care is not compulsory, but most people agree that it helps them to maintain some independence over their treatment.

We have a leaflet on Shared Haemodialysis Care, if you would like one please ask one of the renal team.

Screening and testing

If you are on haemodialysis your dialysis nurse will take blood samples at the beginning of the month just as you start dialysis. The multidisciplinary team will review your results to make sure your dialysis is working well. They will let you know if you need to make any changes to your treatment or medications.

We also 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 questions you may have.

If you need to change your treatment day, please speak to a Unit Manager, Deputy Sister / Charge Nurse or Shift Co-ordinator.

Please give as much notice as possible, and we will do our best to help you.

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 named nurse will tell you what to expect over the next few weeks as your body adapts to haemodialysis.

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 Wycombe Renal 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.

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 Unit 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.

We have a Kidney Patient Advisor who can help with practical problems and a Clinical Psychologist who can help with emotional problems.

There are also charities who provide financial support, expert advice (advocacy and patient support) and free renal counselling. You can find more information on the websites at the back of this leaflet.

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 advice on how they have coped with kidney failure.

Spiritual and pastoral care

The hospital has a Multi-faith and Belief Team, which works with local faith and belief groups, as well as a Humanist Pastoral Carer. If you would like to speak to a member of the team, ask your dialysis nurse to contact them, or call.

Telephone: 01494 425 072

Multi-faith prayer room

There is a multi-faith prayer room on the ground floor, open seven days a week 6.00am to 10.00pm, where you are welcome to go and sit for some peace and quiet.

Hospital admission

If you are admitted to hospital, it is important that you:

- Ask the hospital staff to inform Wycombe Renal Unit that you have been admitted to hospital.
- Remind the staff you are on haemodialysis and that if you have a fistula or graft you must not have your blood pressure or any bloods taken from the limb.
- If you have a Tesio line the staff must not use this. It is only for haemodialysis use.
- If you are on PD, ask the ward staff to phone a PD nurse.
- Tell staff about your fluid and dietary restrictions.

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 to travel. You will need to organise the holiday by speaking to a unit that is near your holiday destination.

The Kidney Charities at the end of this leaflet have a list of haemodialysis units that accept patients for holiday haemodialysis. They also have very useful information about what to do when organising a holiday.

Please allow at least two months' notice so we can complete the necessary paperwork and take the required blood tests.

Holidays for people on peritoneal dialysis may be different, so please speak to your PD Nurse if you are on peritoneal dialysis you will need to speak to a PD nurse. They will need to find out if the PD company is able to organise a delivery of PD fluid to your destination and the lead time needed for the booking. Please do not organise a holiday without speaking to a PD nurse. We are unable to support a holiday without the correct time notice.

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.

Wycombe 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

UK Kidney Association

Patient information leaflets and advice

Website: 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

Kidney Care UK

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

Website: 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

National Kidney Federation

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

Website: 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

Shared Care

A website promoting information about shared care for everyone.

Website: www.shreddialysis-care.org.uk

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: Mirjam Moscovici, Ward Manager's Assistant.
April 2024
Review: April 2027
Oxford University Hospitals NHS Foundation Trust
www.ouh.nhs.uk/information



Making a difference across our hospitals

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OXFORD HOSPITALS CHARITY (REGISTERED CHARITY NUMBER 1175809)

