

# Welcome to our dialysis units

The aim of this leaflet is to give you some information about our dialysis units.

You may already have been given information about your treatment or you may be starting dialysis without knowing much about your condition and possible treatment. Whatever your situation, our staff are always happy to help answer your questions.

## How can I get to the unit?

A full list of all our dialysis units can be found on pages 10–11 of this booklet together with contact details and locations.

Most of our community dialysis units have some car parking available. Please ask the staff for details if you plan to drive to the unit.

All of our units are close to public transport services.

We can provide transport if your medical condition means that you are unable to use public transport. The transport assessment team will assess your needs. For more information please contact the transport department on **020 7188 2888**.

Further travel information is also on our website at **[www.guysandstthomas.nhs.uk](http://www.guysandstthomas.nhs.uk)**

## Will I dialyse at the same time each session?

The units run on an allocated appointment system with several time slots throughout the day. Some of our units also offer appointments in the evenings.

Dialysis duration can vary for each person. You will usually dialyse for between four and five hours.

Patients dialyse on either:

- Monday, Wednesday, Friday

**or**

- Tuesday, Thursday, Saturday

There are no sessions on Sundays.

We will try to give you an appointment time that meets your needs. However, this may not always be possible, as some times are more popular than others. If you would like a specific time, we will add you to a waiting list for that time.

In some units you may have more flexibility around your appointment times if you learn to self-care as then you will not be dependant on nursing time. Please see page 7 for more information or speak to your nurse.

**My dialysis days are:**

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**My dialysis appointment time is:**

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## When will I be able to see my doctor?

Your consultant is Dr \_\_\_\_\_

You will see him / her within a month of starting dialysis and about every three months after this, usually on your dialysis day. **Please bring a list of your medicines with you.** In this appointment your doctor will review your medicines, dialysis treatment and kidney care.

## Will I have a named nurse?

Yes. Each patient has a named nurse who is the main nurse responsible for your care. However, all the staff are happy to answer your questions.

**My named nurse is:**

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**My nursing team is:**

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## Will I need to have blood tests?

We will ask your permission to take blood when you first arrive at the unit. We will also take a small sample of your blood at the beginning of every month. This allows us to monitor the effectiveness of your treatment and your general health. Your named nurse will discuss the results with you. If there is anything you don't understand, please ask.

You can also see your results on the PatientView website at **www. patientview.org**. This secure website gives you a convenient and easy way to access your own information about your kidney condition and treatment. If you would like more information on how to enrol and register on the website, please ask us for the **PatientView** leaflet.

## Will I see a dietitian?

Dietitians visit all the units regularly. Ask to speak to him/her if you have any questions or concerns.

## What should I bring with me?

We strongly recommend that you **bring a packed lunch or snack with you**. It can be a long day and it may mean you miss mealtimes. Tea, toast or biscuits are available. You may also want to bring a book or magazine to pass the time and a small blanket to feel more comfortable.

## What can I do during dialysis?

Each dialysis station has a television that you can watch with personal headphones (please note that there is a charge for this on the Guy's site). If you wish to use your own personal music or DVD player please bring headphones so that you do not disturb other patients. All our dialysis units have free WiFi for use with your laptop, tablet or smartphone, please ask the staff for details.

## **Exercise during dialysis:**

Exercise can improve the efficiency of your dialysis by assisting in the removal of toxins (poisons) from the blood. It helps to remove substances such as urea and creatinine, which are waste products from the liver and muscles. This is especially important when you are on dialysis because your kidneys are unable to remove these effectively on their own. Kidney disease makes muscles weak so it is important to maintain muscle strength and exercise tolerance.

Exercise will help you to carry out your everyday activities and stay as independent as possible. Please ask the nurses or the physiotherapist for more information.

## **Can family and friends visit me in the dialysis unit?**

There are no set visiting times so please check with the staff on the unit for advice on visiting

## **Can I transfer to a dialysis unit nearer home?**

If you are not already dialysing in the unit nearest to your home, you may wish to ask about transferring. If you would like more information about our other dialysis units please ask the staff. You may need to wait for a space to become available before you can move to another unit.

If you would find it more convenient to transfer to a dialysis unit managed by King's College Hospital or another NHS Trust, please discuss this with your Consultant or Matron.

## Can I learn to do my own dialysis?

Self-care dialysis is when patients learn how to do some or all of their own dialysis treatment. It can also involve learning more about living with kidney disease and staying healthy. Self-care dialysis can offer you:

- more independence
- flexibility
- reduced waiting times.

Please ask your named nurse for more information about the self-care learning programme. You may wish to see the self-care DVD **Living Life to the Full on Dialysis**, which is available in the unit.

## Will I be able to go on holiday?

Please talk to a doctor or nurse at least two months before you plan to travel and before making any plans. We can then make sure you are fit enough to travel and have enough time to help you arrange your holiday dialysis.

Please see our leaflet **Dialysis Away From Base** for information about holiday dialysis in the UK and abroad.

More information can be found here:

[www.nhs.uk/NHSEngland/Healthcareabroad/Pages/Healthcareabroad.aspx](http://www.nhs.uk/NHSEngland/Healthcareabroad/Pages/Healthcareabroad.aspx)

Or call the Overseas Healthcare Team on **0191 218 1999**

## How to get help: emergency contact information

In an **emergency** it is vital that you receive treatment as soon as possible. If you suddenly become seriously ill for any reason, you should immediately:

- **call your GP** or
- **dial 999 for an ambulance.**

It is helpful if a relative or friend can let us know if you are admitted to hospital.

If you have a less serious problem or concern which you think is directly related to your dialysis treatment, please contact the unit for advice. The doctor or nurse may advise you to see your GP or go to your local Accident and Emergency (A&E) department if they are not sure what is causing the problem.

If you have less serious problems not related to your dialysis, for example coughs and colds, you should contact your GP. You can also contact the unit for advice but depending on the nature of the problem, we may ask you to contact either your GP or local Accident and Emergency (A&E) department.

When your dialysis unit is closed please ring **Patience Ward** on **020 7188 8838** for advice.



## Who can I speak to for further information or support?

If you have any questions or if there is anything you don't understand, please speak to your named nurse or the nurse in charge of the dialysis unit.

Matron will visit the unit regularly and is contactable most days. Please ask if you wish to speak to him / her about any aspect of your care.

We can also put you in contact with other members of the kidney team such as the:

- dietician
- social worker
- psychologist
- physiotherapist
- pharmacist
- peer supporters.

## How can I make a comment or complaint?

Your views are very important in helping us to improve our services. We will invite you to take part in surveys from time to time to provide information about the quality of our services.

If you have any comments or concerns about any aspect of your care please talk to the nurse in charge or Matron. Please also see our leaflet: **Making a Complaint**; available in all of our units.

## **Guy's and St Thomas' dialysis units:**

### **Astley Cooper Dialysis Unit:**

5<sup>th</sup> Floor, Borough Wing, Guy's Hospital, Great Maze Pond, London SE1 9RT

**Tel:** 020 7188 8816

**Opening hours:** 7am – 8.30pm, Monday to Saturday

**Public transport links:** London Bridge rail/bus station.

### **Borough Kidney Treatment Centre:**

46 Long Lane, London SE1 4AU

**Tel:** 020 7188 5188

**Opening hours:** 7am – 11pm, Monday to Saturday

**Public transport links:** London Bridge rail/bus station and Borough underground station.

### **Camberwell Dialysis Unit:**

Chartwell Business Centre, 61–65 Paulet Road, London SE5 9HW

**Tel:** 020 7738 5604 or 020 7188 9833

**Opening hours:** 7am – 8.30pm, Monday to Saturday

**Public transport links:** Denmark Hill or Loughborough Station; local buses run close to the unit.

### **Forest Hill Dialysis Unit:**

107-113 Stanstead Road, Forest Hill, SE23 1HH

**Tel:** 020 8699 7330

**Opening hours:** 7am – 11pm, Monday to Saturday

**Public transport links:** Forest Hill Station; local buses run close to the unit.

### **New Cross Gate Dialysis Unit:**

Unit A Ewen Henderson Court, 40 Goodwood Road. New Cross Gate SE14 6BL

**Tel:** 020 7188 7092

**Opening hours:** 7am – 8.30pm, Monday to Saturday

**Public transport links:** New Cross and New Cross Gate stations; local buses run close to the unit.

**Sidcup Dialysis Unit:**

Queen Mary's Hospital, Frognal Avenue,  
Sidcup, DA14 6LT

**Tel:** 020 8300 5320

**Opening hours:** 7am – 11pm, Monday to Saturday

**Public transport links:** Sidcup station; local buses run close to the unit.

**Tunbridge Wells Dialysis Unit**

Abbey Court, 7-15 St. Johns Road, Tunbridge Wells,  
Kent, TN4 9TF

**Tel:** 01892 531645 (dialysis unit)

020 7188 0842 (outpatient clinic)

**Opening hours:** 7am – 8.30pm, Monday to Saturday

**Public transport links:** Tunbridge Wells station; local buses run close to the unit.

We are continually developing our dialysis services so please check with staff for updates.

- For further information about our kidney services please visit: **[www.gstt.nhs.uk/services/kidney](http://www.gstt.nhs.uk/services/kidney)**
- For information about kidney related care please visit **[www.mykidney.org.uk](http://www.mykidney.org.uk)**

## Contact us

**Patient Advice and Liaison Service (PALS)** – To make comments or raise concerns about the Trust's services, please contact PALS. Ask a member of staff to direct you to the PALS office or:

**t:** 020 7188 8801 at St Thomas' **t:** 020 7188 8803 at Guy's **e:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**Knowledge & Information Centre (KIC)** – For more information about health conditions, support groups and local services, or to search the internet and send emails, please visit the KIC on the Ground Floor, North Wing, St Thomas' Hospital.

**t:** 020 7188 3416

**Language support services** – If you need an interpreter or information about your care in a different language or format, please get in touch using the following contact details.

**t:** 020 7188 8815 **fax:** 020 7188 5953

**NHS Direct** – Offers health information and advice from specially trained nurses over the phone 24 hours a day.

**t:** 0845 4647 **w:** [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**NHS Choices** – Provides online information and guidance on all aspects of health and healthcare, to help you make choices about your health.

**w:** [www.nhs.uk](http://www.nhs.uk)

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