

# Welcome to our dialysis centres

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

**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 centre?

A full list of all our dialysis centres can be found at the end of this leaflet with contact details and locations. Most community dialysis centres have some car parking available. Please ask the staff for details if you plan to drive to the centre.

All of our centres 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, **t:** 020 7188 2888.

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

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

The centres run on an allocated appointment system with several time slots throughout the day. Some of our centres 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 certain 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 centres 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:**

.....

**My dialysis appointment time is:**

.....

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

Your consultant is Dr .....

You will see your consultant every three months, 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. You will also have a nurse allocated to you for each treatment session.

**My named nurse is:**

.....

## Will I need to have blood tests?

We will ask your permission to take blood when you first arrive at the centre. 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 nurse will discuss the results with you. If there is anything you don't understand, please ask.

You can also see results on **w:** [www.patientview.org](http://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, please ask us for the **PatientView** leaflet. A smartphone app is also available.

## Will I see a dietitian?

Dietitians visit all the centres regularly. Please let your dialysis team know if you have any questions or concerns about your diet.

## 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, magazine or mobile device to pass the time.

Dialysis can make you more susceptible to feeling cold so you may wish to wear warm clothes. Many people like to bring a small blanket to feel more comfortable. It is important for us to be able to clearly see your dialysis access (fistula, graft or line) while you are having dialysis so that we can check for bleeding or disconnection so please don't cover your access with clothing or blankets during your treatment.

## **What can I do during dialysis?**

The community dialysis centres have televisions with personal headphones. All our dialysis centres have free Wi-Fi for use with a mobile device, please ask the staff for details. Please bring headphones so that you do not disturb other patients.

## **Exercise during dialysis**

Exercise programmes are offered at all of our dialysis centres. This may include cycling and/or the use of weights. Exercise can improve the efficiency of your dialysis by assisting in the removal of toxins (poisons) from the blood. 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. A physiotherapist visits the dialysis centres regularly, please ask them for more information about exercise during dialysis.

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

There are no set visiting times so please check with the staff at the centre for advice on visiting.

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

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

If you would find it more convenient to transfer to a dialysis centre 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?**

Learning how to do some or all of your dialysis treatment can give you more independence and reduce your waiting times. Please ask the dialysis team about our shared care learning programme.

Please do not reset any machine alarms until you have been trained and assessed as competent to do so as this could be unsafe.

You may wish to view our dialysis film online. This film features kidney patients talking about shared care and home dialysis. **w:** [www.guysandstthomas.nhs.uk/our-services/kidney/patients/patients.aspx](http://www.guysandstthomas.nhs.uk/our-services/kidney/patients/patients.aspx)

## 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 on the NHS website, **w:** [www.nhs.uk/using-the-nhs/healthcare-abroad](http://www.nhs.uk/using-the-nhs/healthcare-abroad)  
You can also call the NHS Overseas Healthcare Team, **t:** 0191 218 1999

## Can I stop dialysis?

There might come a time when you feel you want to stop dialysis. You might feel that it is no longer maintaining or improving your quality of life. Please talk to your dialysis team and your loved ones before making a final decision.

If you are thinking about stopping dialysis because of treatment or other medical problems, we might be able to make some changes to improve your situation.

You may find the information leaflet **Choosing to stop dialysis** helpful. Please ask us for a copy.

## 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 centre for advice. The doctor or nurse may advise you to see your GP or go to your local emergency department (A&E) 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 centre for advice but depending on the nature of the problem, we may ask you to contact either your GP or local emergency department (A&E).

When your dialysis centre is closed please ring Patience Ward, **t:** 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 dialysis team.

Your matron will visit the centre regularly and is contactable most days. Please ask if you wish to speak to them about any aspect of your care.

We can also put you in contact with other members of the kidney team, including:

- dietitian
- 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 centres. Alternatively you can contact the Patient Advice and Liaison Service (PALS). Contact details are at the end of this leaflet.

## Guy's and St Thomas' dialysis centres

### Astley Cooper Dialysis Unit

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

**t:** 020 7188 8816

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

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

### Borough Kidney Treatment Centre

46 Long Lane, London SE1 4AU

**t:** 020 7188 5188

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

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

### Camberwell Dialysis Centre

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

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

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

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

### Forest Hill Dialysis Centre

107-113 Stanstead Road, Forest Hill SE23 1HH

**t:** 020 8699 7330

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

**Public transport links:** Forest Hill station; local buses run  
close to the centre.

This service is moving to University Hospital Lewisham in  
spring 2019: University Hospital Lewisham, Lewisham High  
St, Lewisham SE13 6LH

### **New Cross Gate Dialysis Centre**

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

**t:** 020 7188 7092

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

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

### **Sidcup Kidney Treatment Centre**

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

**t:** 020 8300 5320

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

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

### **St Thomas' Dialysis Centre**

12<sup>th</sup> floor, North Wing, St Thomas' Hospital, Westminster  
Bridge Road, London SE1 7EH

**t:** 020 7188 7188, ext 55467 or 54277

**Opening hours:** Monday to Saturday, 7.30am-8.30pm

This facility provides dialysis for inpatients only.

### **Tunbridge Wells Kidney Treatment Centre**

Abbey Court, 7-15 St. John's Road, Tunbridge Wells, Kent  
TN4 9TF

**t:** 01892 531 645 (dialysis centre)

**t:** 020 7188 0842 (outpatient clinic)

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

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

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

For further information about our kidney services, please visit **w:** [www.gstt.nhs.uk/services/kidney](http://www.gstt.nhs.uk/services/kidney)

For information about kidney related care, please visit **w:** [www.mykidney.org.uk](http://www.mykidney.org.uk)

## Contact us

### Pharmacy Medicines Helpline

If you have any questions or concerns about your medicines, please speak to the staff caring for you or call our helpline.

**t:** 020 7188 8748, Monday to Friday, 9am-5pm

### Your comments and concerns

For advice, support or to raise a concern, contact our Patient Advice and Liaison Service (PALS). To make a complaint, contact the complaints department.

**t:** 020 7188 8801 (PALS)      **e:** [pals@gstt.nhs.uk](mailto:pals@gstt.nhs.uk)

**t:** 020 7188 3514 (complaints) **e:** [complaints2@gstt.nhs.uk](mailto:complaints2@gstt.nhs.uk)

### Language and accessible support services

If you need an interpreter or information about your care in a different language or format, please get in touch.

**t:** 020 7188 8815      **e:** [languagesupport@gstt.nhs.uk](mailto:languagesupport@gstt.nhs.uk)

### NHS 111

Offers medical help and advice from fully trained advisers supported by experienced nurses and paramedics.

Available over the phone 24 hours a day.

**t:** 111

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A list of sources is available on request