

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 you 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. Some of the community dialysis centres have 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.

Will you 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 4-5 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. 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 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

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When will you be able to see your doctor?

Your consultant is

You will see your consultant about 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 you 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 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 an easy way to access information about your own 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 you 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 you bring with you?

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 mobile device or something to help pass the time

Dialysis can make you more susceptible to feeling cold, so you might want 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 you 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 or friends visit you in the dialysis centre?

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

Can you transfer to a dialysis centre nearer home?

If you are not already dialysing in the centre nearest to your home, you can 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 this could be dangerous.

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

Will you 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 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
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 an 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 your GP or Emergency Department.

When your dialysis centre is closed please ring Patience Ward, t: 020 7188 8838, for advice.

Who can you 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 can be contacted most days. Please ask if you want 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.

Giving feedback

We will invite you to complete a short survey three times a year. Your views are important to us and we would be grateful for any feedback and comments that may help us to improve our services. The information you provide will be treated confidentially.

Please speak to the nurse in charge or matron if you have any queries or concerns about any aspect of your care.

Starting dialysis

Most of our patients start dialysis at The Borough Kidney Treatment Centre in the 'new starter' area. This is so that you can be reviewed by the consultant and the kidney care team, and together they can plan your care for the next few months.

You should expect to stay in the new starter area for **two weeks** before moving on to your local Guy's and St Thomas' dialysis centre. If a space is not available at your local centre we will arrange a space at another centre in the short term. The dialysis matrons will talk to you about this.

Guy's and St Thomas' dialysis centres

Astley Cooper Dialysis Unit

5th 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 (including the new starter area)

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.

Lewisham Dialysis Centre

University Hospital Lewisham, Lewisham High Street,
London, SE13 6LH

t: 020 8699 7330

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

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

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, Frognal 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

12th 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

For information about kidney related care, please visit **w:** 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

t: 020 7188 3514 (complaints)

e: 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

Leaflet number: 3023/VER6

Date published: June 2020

Review date: June 2023

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A list of sources is available on request