



Renal News

ISSUE 3

Birmingham star supports QEHB transplant campaign

Birmingham-born actor Adil Ray, most famous for starring in the hit BBC series Citizen Khan, has teamed up with the Queen Elizabeth Hospital Birmingham to front a campaign to boost the number of people on the organ donor register.

A passionate supporter Adil, said:

"As a Brummie, a British Pakistani and a Muslim I cannot think of anything better to do than join the register.

"Did you know that there are more British Pakistani Muslims on waiting lists for organ or stem cell transplants than there are registered donors? Imagine being one of them? Just stop and think about that – knowing that someone out there could save your life.

"This happens across the United Kingdom but in cities like Birmingham, with a large British Pakistani Muslim community, the problem of this mismatch is clear and leads to longer waiting times for life saving treatment.

"We all must embrace organ, stem cell and blood donation and encourage such virtuous behaviour – there cannot be any transplants or transfusions without willing donors.

"As British Pakistanis we are brought up to treat everyone as one of our own but what about where it really matters?



Adil Ray

"Imagine saving a life. What could be more dutiful than that? Come on, join me – the feeling's great!"

As part of the campaign doctors and nurses at the Queen Elizabeth Hospital Birmingham have been working with Birmingham Central Mosque and local community centres to raise awareness of the need for Asian donors and provide religious guidance on donating organs.

For more information about supporting the campaign, contact Louise Hulse via the details below.

**Email: Louise.Hulse@uhb.nhs.uk
Telephone: 0121 371 6485**



Dr Clara Day
Renal Consultant

Welcome to Renal News

Welcome to the third edition of Renal News – our renal dialysis service bulletin. There is currently a lot going on in our haemodialysis programme and through this monthly newsletter we'll be keeping you up-to-date with all the changes and how you can get more information about the various moves.

Over the last month we have had lots of feedback from patients, who are finding the drawings and plans interesting, and a few questions which we hope to have answered in this month's edition.

One important decision that has been made over the last few weeks is what the new Diaverum units will be called. The four units located in Aston, Great Bridge (Tipton), Kings Norton and Hereford will be called Kidney Treatment Centres, to distinguish them from the old units.

We will be updating our website with more images over the coming weeks as work progresses, so do take a look if you can. www.uhb.nhs.uk

Clara Day

Renal Consultant –
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Hereford Kidney Treatment Centre

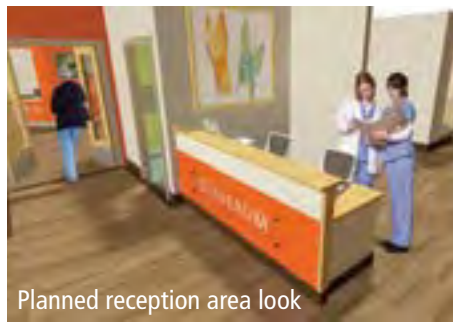
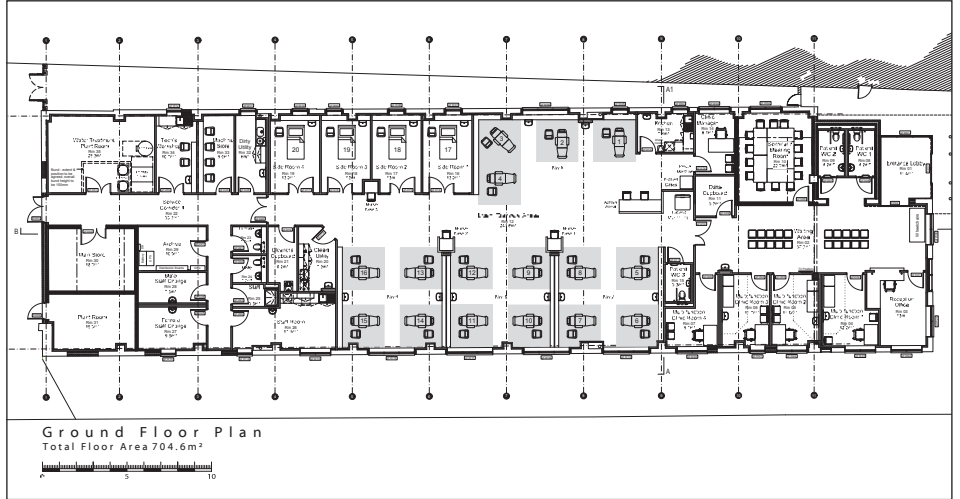
The Hereford centre is one of four units being relocated to newly refurbished premises and will be called the Hereford Kidney Treatment Centre, when it opens in November. Building work is already underway at the site which is located at 67 Mortimer Road, Hereford, HR4 9SP.

The new dialysis centre will have 20 dialysis stations – 4 of which will be in side rooms - 4 clinic rooms as well as a spacious waiting area, meeting rooms and staff facilities and training rooms.

The treatment areas all have external windows and patients will also benefit from new dialysis equipment, TV units in the bed space and Internet access.

Kim Beak, project manager for Diaverum said: "It's less than four months until we open the new unit at Hereford, so naturally we are very busy but we do enjoy this process and are looking forward to the new unit being ready to receive its first patients.

"The building in Hereford required quite a lot of demolition work to be done and re-building of the external walls. This has now been completed and a new roof has been added to the building.



"Last week work began on the construction of the internal walls as well as the installations for the electrical components to the units so we are very pleased with progress so far."



Improving appointment times

For years patients have been telling us that they wish they had more of an idea when their dialysis would start as this would help them to plan their lives better.

So in order to help give patients the reassurance they want, we are working with Diaverum and NHS transport providers to plan how we can deliver dedicated appointment slots.

This will mean that in the future, patients who attend the new units will be given an appointment time when they will go onto their machine rather than the broader shifts that are currently in use.

It is hoped that specific time slots will allow patients to be more independent and give patients the flexibility to travel to appointments with relatives should they wish to.

Dr Day said: "We are currently in the process of planning how scheduled

appointments will work, however the fact that we are able to offer this to patients is a real step forward.

"We hope it will help to alleviate some of the frustrations patients have and reduce the amount of time patients wait by making it easier to plan journeys to and from the units.

"We are only in the early stages but we will keep you informed and involved in our plans."



We are only in the early stages but we will keep you informed and involved in our plan

Dr Clara Day, Renal Consultant, UHB



Patient feedback

Over the coming weeks we will be asking patients for their feedback on what dialysis care means to them.

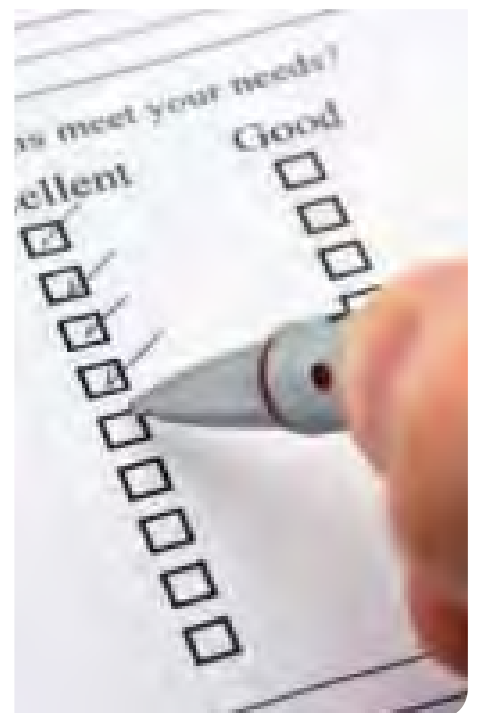
This will take place in two different ways. Firstly we will be sending out a short confidential survey to all our haemodialysis patients. This should be completed and put into the provided envelope and then into the boxes at the dialysis units. This is for the QE to assess your satisfaction with care and will not be seen by your dialysis unit. It also has a comments section that will help us start to put together a Patient Charter.

A second piece of work is also being undertaken at a selection of the units and will involve the QE Communications Team

coming out and talking to patients about what they expect from good care. This will help us with the branding and naming of the new UHB Smethwick unit.

Fiona Alexander, Director of Communications at UHB, explains: "The views of our patients are extremely important in terms of shaping the future of the dialysis service we provide. "We believe that patients should be at the heart of everything we do, therefore developing a Patient Charter in partnership with our patients will help us to provide the quality patient-centred care they deserve."

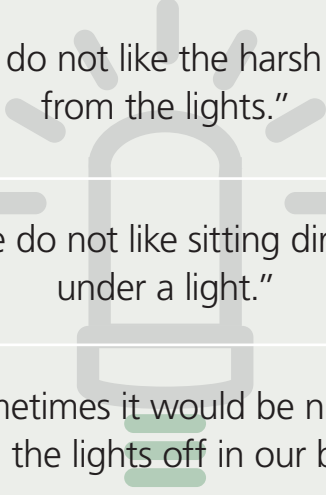
Look out for members of the UHB Communications Team who will be visiting the units shortly.



Lighting: You said, we did

A number of patients have raised concerns about the position and style of lighting in the units saying it would give off an uncomfortable glare when lying in the bed.

Diaverum have worked with the architects and building contractors to address your points.

You Said	We Did
 <p>"We do not like the harsh glare from the lights."</p>	Lighting specifications have changed considerably over the last 12 months. The lights on the new units will be filtered in an upwards direction for an even distribution of light across the area, without the "glare"
<p>"We do not like sitting directly under a light."</p>	Working with our building teams we have repositioned the lights in the treatment area so that wherever possible patients are not directly under a light.
<p>"Sometimes it would be nice to turn the lights off in our bay."</p>	The lighting will be in sections so that each bay can be operated independently. The light switch for the bay will be located at the single nurse station at the end of the bay.

New names for new centres

To help patients identify the new units, new names are on the horizon as Kim Beak explains: "We have spent a long time considering what to call the new units. As I am sure you can appreciate the name needs to be clear for a signposting perspective so patients, staff and the delivery drivers can find us."

"The name of the unit is also used countless times for reporting, so it is important that the geographical location of the unit is in the name."

"All of our Diaverum units across the world are called Kidney Treatment Centres. It also supports our long-term strategy for patients to be treated by a range of multi-disciplinary professionals whilst attending for their dialysis."

The names for the new units will be:

- Aston Kidney Treatment Centre
- Kings Norton Kidney Treatment Centre
- Hereford Kidney Treatment Centre
- Great Bridge Kidney Treatment Centre

>> CONTACT US

 If you have any questions or queries regarding dialysis services, please get in touch.

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