



Proposed relocation of PRH Renal Dialysis Services to an offsite location

Q & A from Stakeholder events on 18th & 19th January 2022 (via Microsoft Teams)

Will the new unit be wheelchair accessible?

Yes. The building will conform to current building regulations and will be wheelchair accessible throughout.

Where is the nearest bus stop to the unit?

Hollinswood House is situated in Stafford Park 1, Telford and there are bus stops at the railway station and on Telford Way (A5) heading towards Telford town centre. There are bus stops very close to the Unit (few minutes' walk) and the main bus station is 0.7 miles away.

Will doctors be available when the unit moves off site?

Our ambition is to deliver safe and effective treatment which needs clinical input for patients, nursing staff and doctors.

In line with nurse-led satellite units nationally, our Ludlow Unit and indeed PRH now, there will not always be a doctor on site every day but there will be doctor presence. There are consultation facilities being built into the Unit and it is planned that it will be co-located with the Community Diagnostic Hub with other clinicians on-site.

As part of our consultant's job planning we are looking to implement regular "ward rounds" on the renal dialysis unit. In addition we are planning to recruit new consultants to the renal team.

All patients are risk assessed and only patients who are clinically deemed suitable will attend dialysis at the satellite unit. High risk patients will attend Royal Shrewsbury Hospital (with the inpatient facility) but may transfer back to a satellite site once their risk decreases.

The model of dialysis delivered on a satellite site is widely used across the country and led by highly skilled nurses. We are also looking at providing additional training for some of our nurses and this would upskill them to also become nurse prescribers.

Patients who become unwell and require transfer to the acute site during their treatment will be prioritised by the emergency ambulance service.

Will the new facility provide both beds and chairs for patients while they are having dialysis?

We haven't gone into any detail about the beds/chairs in the planning yet and are currently having discussions about new lifts for the building. We understand that the



issue of comfort for patients is very important while they receive dialysis and we are have raised this with the design team.

Please note: We currently have a survey running for patients and carers and one of the questions we ask is if patients would prefer to receive dialysis in a bed or a chair and the results of the survey will be used to inform the layout of the unit.

****14 June 2022**** Following an update at a patient/public meeting, the renal service advised that it is trialling new renal chairs which will provide more space and greater comfort for patients whilst receiving dialysis.

We are currently gaining feedback from patients at RSH where these chairs are being trialled

Shropshire Kidney Patient Association raised a number of concerns about leadership and staffing on the renal unit, in particularly the lack of visible doctor presence on the unit.

The issues of around the delivery of the current renal dialysis service is outside of the scope of the relocation of renal services, however the issues raised by patients are really important. As a result of these concerns being raised in the stakeholder meetings, it was agreed that a separate meeting would be arranged between Shropshire Kidney Patient Association and clinical/operation renal leads to listen to and address the concerns raised.

Will this move impact patients from Powys?

No. Currently only high risk patients from Powys are treated at RSH. Most Powys patients receive dialysis locally.

The new renal unit is planned to be relocated with the new Community Diagnostic Hub, would the Community Diagnostic Hub be available to Powys patients?

The diagnostic hub will be provided by Shropshire Community Health and it is therefore unlikely that it would be available to Powys patients.

Medications are currently prescribed on the unit whilst on dialysis and usually collected within a couple of hours. How will this work with the new unit?

Medications such as anti-coagulation, intravenous iron and other drugs used during dialysis will continue to be delivered by pharmacy and will be available on the unit.

If there are changes to the drugs prescribed by GP, we will continue to advise the patient's surgery as we do now, and the patient will be able to pick these prescriptions up from their local pharmacy.

The plan is to implement electronic prescribing a part of the implementation of the full electronic patient record



A lot of patients on the unit have more than one condition and there is an opportunity for patients to see more than one specialism while they are being dialysed. Has this been considered?

This will be something that we will look at during the planning phase if the service change goes ahead. As part of this process we will look to have patient and carer input. However some of the service mentioned (podiatry etc) are not provided by SATH as they are community services, but this may be something that could be considered when the Community Diagnostic Hub is opened.

Will issues relating to the Trust's carbon footprint be taken into account in the new building?

The NHS works to the latest building standards and given that the NHS as a whole is committed to becoming carbon neutral, the building will be refurbished to meet the required Building standards and the achievement of at least a "Good" classification of the refurbishment works.

How will you ensure that communication between the satellite site and the main site is robust?

The current process is that if a patient is transferred between sites, the nurses do a handover and ensure that all the patient information is passed across. Patient details are held in an electronic record in addition to the physical notes, and if there are any issues, information can be taken from there.

Will patients be visible to staff when on dialysis on the new unit (e.g. will there be a good line of sight) in the same way that they are now?

Staff having good visibility of all patients on the unit is really important, and the layout of the new unit ensures that all patients on dialysis can be seen by the staff, including the position of nurses' stations so that patients can be seen.

Will there be any impact on patient transport services?

We are working with the current non-emergency patient transport services (E-Zec Medical Transport and they are aware of and involved in our planning) so there will be no impact on patients

How do you quantify acute and non-acute patients?

Acute renal patients are those who suddenly develop kidney problems as a result of infection etc. They require dialysis in the short term but their kidney problems may resolve when the underlying cause is addressed.

Non-acute, or chronic renal patients are patients whose symptoms last for longer than 3 months and whose kidneys will never recover enough function to be free of dialysis. They require ongoing treatment.

I am concerned that the parking areas have Sleeping Policeman (speed bumps), particularly when arriving via patient transport. There are often 4



patients in the vehicle (some in wheelchairs) and going over these could be very uncomfortable.

It is correct that there are sleeping policemen and these will remain (as they have been installed by the landlord for safety reasons). We will ensure that patient transport are aware of these and take appropriate precautions.

Is there a covered area over the entrance, because of coming off the patient transport, sometimes waiting outside until being taken in. Worries regarding open to the elements.

This is a requirement under HBN07 and will be installed before the unit opens.

Will there be somewhere to purchase food (for staff).

Not within the building. We are looking at installing vending machines, and there are other options locally such as sandwich vans and a Greggs within walking distance.

Will patients still have their sandwiches and drinks?

Yes, the provision of refreshments for patients will continue.

Televisions are currently provided at the site for the patients whilst on dialysis. Will this still be available at the new site?

We plan to install patient entertainment systems including televisions in the new unit.

How many beds will be made available at PRH by this move?

There will be an additional 20 beds available at PRH and there are ongoing discussions about how we can best use them but they will be used for service provision.

What are the timescales for this move?

If the plans to move the service are approved, we hope to move to the new location later in 2022. Following the move, the current renal unit will be refurbished and converted making the additional bed capacity available at PRH before next winter.

Will patient transport become better when this move takes place?

Laura Graham, Centre Manager and Rachel Webster, Deputy Divisional Head of Nursing meet with the provider (E-zec Medical Transport) monthly to share patient feedback with them and this will continue. Patient Transport will be discussed further at the planned meeting with Shropshire Kidney Patient Association.

Will the lifts be kept in good working order?

The estates team have a Planned Preventative Maintenance (PPM) programme for lifts and lifts in the new building will be included as part of this programme.

Will patient records be kept electronically so that information can be transferred more easily?



We are currently preparing to install a new Therapy Monitor (TMon) system which enables data exchange between the dialysis machine and the electronic renal patient record. This takes away the need for manual data entry.

What happens if a Shrewsbury patient refuses to transfer to the new unit?

There are a number of patients currently attending RSH who have a Telford postcode and we will be having conversations with these patients first to see if they would like to transfer closer to home.

Is there a café on site at the new unit, for relatives and carers to use when waiting for patients on dialysis?

There is no café on site, although we are looking at providing vending machines in the waiting area. There are several food outlets (such as Greggs) that are close to Hollinswood House.

Is there free parking at Hollinswood House?

Yes, the parking at Hollinswood House is free, we are also looking to mark out allocated parking for renal patients.

Why is there an increase in the number of people requiring dialysis?

Over the years the treatment for patients on dialysis has improved and so patients are living longer whilst on dialysis. There are a number of patients that due to their age and health would not be suitable for a kidney transplant and so they remain on dialysis.

Why has north Shropshire not got a satellite dialysis unit?

The majority of patients in north Shropshire are on dialysis at either RSH or PRH. Due to the rurality and the low number of patients requiring dialysis in the north, it would not be feasible to have a unit in north Shropshire.