

## **Relocation of PRH Renal Unit to Hollinswood House in Telford in March 2023**

### **Q&A from our stakeholders and patients – updated with further questions October 2022**

The move of the renal dialysis unit to a new off site location in Hollinswood House is due to complete in March 2023. We continue to engage with our patients and staff to ensure that they are fully involved and informed of the changes to our service and the impact it may have on them. Following additional questions asked by our staff and patient groups we have updated the information below which can be read in conjunction with the previous questions found on our internet page.

#### **How much car parking is available?**

There are 120 places allocated to the building which will accommodate our renal dialysis unit and a community diagnostic centre. There is enough spaces for patients, visitors and staff and there will be dedicated ambulance bays for patients arriving with our patient transport services. There is no charge for car parking at this site for staff, patients or visitors.

#### **Will there be Bicycle Huts for staff?**

We are exploring this so that we can provide these for anyone arriving at the site in line with the Trust Bikes for Staff scheme. The scheme is part of the government's Green Travel Plan, to encourage employees to ride a bicycle to work and help reduce congestion and environmental pollution.

#### **Will masks still be required?**

The site will comply with current infection prevention guidance and therefore if masks are deemed necessary due to high levels of respiratory infection then these will be provided and staff and patients asked to wear them unless exempt. This is likely to be a dynamic position in future.

#### **Are there lifts?**

The site has 3 lifts, one of which is a lift that can take a stretcher for less ambulant patients or those transported by our patient transport service who cannot use a chair. The other lifts are suitable for wheelchairs.

#### **Will the unit have chairs and beds?**

The new unit is much larger than the current ward and there is space for both beds and chairs. We could increase the number of available beds available if needed.

**Is there Wi-Fi available?**

There will be free NHS Wi-Fi available for all patients and staff

**Will the reception have cover all day?**

There is a renal reception area that will have administrative support for the times that patients are receiving treatment. It is based on the floor below the actual dialysis unit and will have a waiting area and departure area.

**Will the current Televisions be transferred across from PRH and will there be TV's in the waiting area?**

All existing TV's Will move across to the new unit and be mounted and available for patients. In addition, there will be wall mounted TV's in each waiting room

**Is there air conditioning?**

There is a system of air changing in place which will ensure clean air at all times without the coolness of air conditioning which many of our patients find uncomfortable.

**Will hot meals be provided for diabetic patients?**

There is not provision on site for the preparation and delivery of a hot food service. Cold sandwiches will remain an option for our patients and will be provided fresh every day from our canteen and served by our housekeeping staff.

**What if I become unwell, will an ambulance come to me quickly?**

All of the trained nursing staff are undergoing additional enhanced training to support patients if they become unwell and to administer advanced care when an ambulance may be required. Although a healthcare setting the ambulance service will prioritise the call according to the reported condition and be aware that the department does not operate for 24 hours.

We will be identifying a pathway that means unwell patients not requiring immediate emergency care can go directly to the acute renal unit at the Royal Shrewsbury Hospital rather than going to the Emergency Department. Those requiring emergency care will be taken to the nearest Emergency Department.