

Making Complaints Count

Improving communication and engagement for our
home haemo dialysis patients at Leeds.

Designing our services for them!



Our Home haemodialysis patients

- » Large dialysis service at LTHT. Over 700 patients having in center haemodialysis
- » We have 27 patients having haemodialysis at home
- » Patients and their careers are trained to complete their own dialysis at home
- » Supported remotely by the home haemo dialysis nursing team




It all started with a PALS....



- » Patient had a machine leak over the weekend and discovered the renal technicians were on industrial action
- » Phone call resolution to apologise for the lack of communication and to explain how this had happened
- » Conversation led to learning about her lived experience.....

Initial response

- » Quarterly newsletter created by the teams staff nurse.
Focus on wider service changes and introducing new team members
- » Folder created for our main inpatient unit.
To give the nurses info about our home haemo patients so when our home patients ring the main unit they don't feel like strangers



NHS
The Leeds
Teaching Hospitals
NHS Trust

HOME HAEMODIALYSIS
NOVEMBER NEWSLETTER

Hello and welcome to our quarterly newsletter, in this edition we would like to introduce our team, provide information on upcoming changes and introduce you to our peer support champion.

Can you spare a couple of minutes to help us to improve our services?

We will be sending out surveys via text message. These surveys will help us to analyse our performance and gain insight into your experience to provide you and future patients with the best service and smooth transition home.

The surveys are optional, they will take a few minutes and we would be very grateful if you could provide us with your honest feedback. All results will be anonymous. Please do get in contact if you have any problems accessing the surveys and we will be happy to help.

🎄🎅🎁 May I take this opportunity to wish you all a very Merry Christmas and all the best for the new year 2024. 🎊🎉

Upcoming changes

Dialysis over Xmas & New Year 2023

The Home haemodialysis team will be working as normal up to 22/12/2023, we will then open 24th, December and we will be off 25th & 26th December. We will be working as normal 27th to 29th as well as 31st December. The unit will be closed on 1st January and back to normal from 2nd January.

If assistance is needed out of these dates, please contact J48 (0113 2069148) or R&S ward (0113 2063885)

Home dialysis Peer Support Service


The Peer Support team includes Matron Helen Biggs, Senior Sister Angela Hardy and the peer support champion Louise Illingworth who has been a renal patient for over 33 years.







Peer Support offers home dialysis patients and carers the opportunity to chat either one to one with Louise Illingworth our Peer Support Champion, or with a group of patients on a What's app chat. This is a great way to discuss experiences, concerns or share general day to day information with others that have lived similar life experiences and understands the lows and the highs of living with Chronic Kidney Failure.

The group is there to give support, share experiences and bring people together. The Peer Support service is a new service, and we are hoping to grow the group so we can arrange social events for home dialysis patients.

Going forward there will be a newsletter produced every 3 months, this will be printed and posted to all the Home Haemodialysis patients. It will include any information we need to know about changes to renal services and staff within the trust. There will be regular online meet ups and we are hoping to arrange a face to face meet up at Seacroft soon. If you would like to be added to the group and join in the events, please message or call Louise on 07504346886. If you have any concerns, problems or need advice or support, Louise is also available for one-to-one chats.

We look forward to welcoming you to the exciting new service.



<p>Angela - Senior Sister</p> <p>Joined Leeds Renal Services 1996. During this time worked at St James Hospital then across several of the Satellite units, spending many years managing Halifax satellite unit. Became the Home Haemodialysis sister in 2017.</p>	
<p>Jordan - Sister</p> <p>Hi everyone, I'm Jordan - I have previously worked 7 years in acute medicine at Huddersfield Royal Infirmary. I then transferred to renal - working at Huddersfield renal satellite unit for just over 3 years. I have recently joined the Home Haemodialysis team this past summer and I have really enjoyed becoming a part of the home haemodialysis team and getting to know you all!</p>	
<p>Mary - Staff Nurse</p> <p>Hi, I'm Mary the newest addition to the team. I have 34 years experience within the healthcare industry of which 12 years are within the NHS. I have 6 years experience within renal services on R&S Ward and 4 years nursing experience. I am a qualified mentor for students and new staff therefore, I am excited to train patients to transition home as this will be very rewarding for me. It has been lovely meeting you, everyone has been very welcoming and I am looking forward to meeting those who I am yet to meet.</p>	
<p>Abbie - Senior Clinical Support Worker</p> <p>I have worked in Home Haemodialysis for 3 years I have previously worked at J48 and Pontefract unit. I have been in renal for 8 years.</p>	
<p>Janet - Senior Clinical Support Worker</p> <p>I started Renal Dialysis in 1981. I worked at St. James' for 30 years. During this time I dialysed both Acute and Chronic adult and paediatric patients. I have dialysed away from base on wards and holiday destinations. I moved to a satellite unit in 2010 and remained there until moving to Home haemodialysis permanently. I have worked on H.H.D. for 5 years.</p>	
<p>Faye - Clinical Support Worker</p> <p>Hi I'm Faye I have worked in Renal for 16 years and Home Haemodialysis for 1 year. Previously I have worked on R&S ward and B ward.</p>	

Momentum of change

- » 2 patient surveys created
- » 1 for our new patients focusing on training and transitioning to home
- » 1 for our long term patients about communication and level of support

- » Further service changes:
 - » Updated our problem solving booklet that we provide so it is more user friendly. The home haemo team have added more problem solving scenarios to this.

 - » The team now message the patients with the outcome of the monthly MDT. The team usually do this if there are any changes but now they will send a message to all patients even if the plan is to continue.

Lessons to share

- »» Being curious!
- »» Using the enthusiasm of new team members to lead on a mini project
- »» Using a bespoke survey
- »» Liaising with our Patient experience team
- »» The small things are the big things