

An Introduction to Cromer Dialysis Unit

This leaflet has been designed to give renal patients general information on the facilities within the Cromer Dialysis Unit, and how the unit and your care is organised. If you have specific questions please ask one of the nurses who will be happy to advise you.

What is the unit for?

The Cromer Dialysis Unit is an outpatient haemodialysis unit, treating patients who need dialysis treatment as their kidneys no longer function. It is a nurse-led unit which is linked to the main renal unit at the Norfolk and Norwich Hospital.

Our facilities

The unit is open from 06.15 to 22.15 Monday to Saturday. There are three sessions a day (Monday – Saturday) in the morning, afternoon and evening. Dialysis sessions last from 3 to 4 and a half hours, depending on individual needs.

Because of the layout of the ward careful consideration is made by the nursing staff as to where patients are dialysed within the Unit. We will advise you at the beginning of each session the station where you will be cared for. A named nurse will be allocated to you, but any member of staff may look after you, depending on who is on duty.

Drinks are served during dialysis or you may bring your own. Patients are advised to provide their own light snacks. There is a free television service - alternatively you may wish to bring in your own DVD player or lap top computer. Please arrange for one of the nurses to have them tested for electrical safety prior to using. We ask all patients to wear their own headphones to listen to devices used please.

Dialysis appointments

New patients are allocated regular dialysis appointments, and most patients will eventually require treatment three times per week. Your nurses and doctors will discuss this with you when they interpret your blood results and assess your general wellbeing each month. We endeavour to be as flexible as possible with appointments to meet all patients' wishes. Please be advised that this may be restricted due to demand.

If there is a clinical need, hospital transport can be arranged. However patients are encouraged to use their own transport to travel to their appointments where possible. Patients who have a low income may be entitled to receive some financial support for this. There is dedicated free patient parking for renal patients at Cromer Hospital.

On arrival at the Cromer Dialysis Unit

You will be met by a member of the nursing team, have your temperature taken and asked a few Covid screening questions. All patients are asked to sanitise their hands and wear face masks. We make every attempt to start your dialysis within 30 minutes of your appointment time – the nursing staff will inform you if there is an unexpected delay beyond this time. Your relatives and hospital car drivers will be asked to wait outside the waiting area, unless other arrangements have been made with the nurse-in-charge. This is to protect the privacy of all patients dialysing on the unit and minimise risk of infection.

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Medical staff

A Renal Consultant visits the Dialysis Unit each week and there is a haemodialysis clinic at Cromer Dialysis Unit where patients are reviewed annually as a minimum. If patients need to be seen regarding a specific health issue this can be arranged.

Medical problems

You must not attend the unit if you have any symptoms of Covid 19. Alternative arrangements for isolated dialysis at Norwich would be arranged

If you suspect you may have an infectious complaint (such as diarrhoea or vomiting) please phone the unit prior to attending as it may be necessary to arrange for you to be nursed in isolation.

If the Cromer unit is closed please contact Langley ward 01603 287069 for telephone advice (open 24 hours).

Repeat medication must be obtained via your GP.

Please contact your GP for all non-renal problems. Your GP will liaise with us if he/she feels further specialist intervention is required.

Patient information

There are information leaflets to take away and books and videos to borrow on the unit - the nursing staff are always happy to discuss with you any queries you have regarding your treatment. The Matron visits the department frequently.

If you wish to discuss a confidential matter then arrangements can be made for private conversations in the consulting room - please ask.

If you wish to attend an information evening, specifically aimed at new renal patients, then contact our Pre Dialysis Nurse on 01603-288920

Some websites that you may also find useful are www.kidney.org.uk (website of the National Kidney Federation); www.kidneypatientguide.org.uk (interactive guide to kidney failure); www.nkrf.org.uk (National Kidney Research Fund).

Contact details

Hospital Switchboard NNUH	01603 286286	Cromer Unit	01603 646155
Matron	01603 647686	Langley Ward	01603 289069
Senior Sister	01603 646160		

