

An Introduction to Cromer Dialysis Unit

What do we do?

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 department at the Norfolk and Norwich Hospital as well as the Norfolk and Norwich Kidney Centre in Bowthorpe.

Our facilities

The unit is open from 06:45 to 21:00 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.

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 laptop/electronic device. 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, please find a carpark ticket within this pack for you to use in your car when parking onsite.

On arrival at the Cromer Dialysis Unit

You will be met by a member of staff who will call you through from the waiting room once your bedspace is available. 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.

Once on the unit and orientated to your bedspace, you will be asked to remove any heavy items of clothing and can make your way to the weighing scales.

A member of staff will then help you to take your blood pressure and document this alongside your weight. Once you are comfortable on the bed, a trained member of staff will begin to prepare your access for your dialysis treatment.

Medical staff

A Renal Consultant visits the Dialysis Unit regularly 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

If you suspect you may have an infectious complaint (such as diarrhoea or vomiting or COVID) 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 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. Referrals to the Renal Counsellor can also be arranged.

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

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

