

Renal Department

Patient Information for the Norfolk and Norwich Kidney Centre (NNKC)

Welcome to the Norfolk and Norwich Kidney Centre, Francis Way, Bowthorpe.

This leaflet is designed to provide you with information about the Norfolk and Norwich Kidney Centre (NNKC). We aim for a friendly and relaxed atmosphere and patients are encouraged, where possible, to participate in their treatment.

The NNC is an outpatient kidney unit, treating patients with chronic kidney disease. The centre is a purpose built, off site centre working in partnership with Daiverum UK Renal services. It has been treating patients since March 2020.

There is free parking at the centre with easy access.

Our philosophy is to provide individualised and sensitive care and treatment of the highest standard, by specialist renal staff, using modern, efficient and safe procedures in a friendly environment.

Our facilities

- The unit is open from 07.00 to 22.30 Monday to Saturday.
- There are 3 shifts of patients dialysing in the morning, afternoon and evening.
- Dialysis sessions last from three to four and a half hours, depending on individual needs.
- There are eight dialysis bays each with 4 dialysis machines.
- There are 4 isolation rooms for dialysis.
- Each room has its own team of nurses which is supported by nursing assistants.
- You will usually dialyse in the same bay each session, but you may occasionally be changed to another bay if necessary.
- A named nurse from your team will be allocated to oversee your care, 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.
- There are television and radio services available for dialysis patients. The centre is fully equipped with wi-fi and we have iPads for patients to use whilst here for their treatment.

Dialysis appointments

New patients are allocated regular dialysis appointments. If these are not suitable for you, please speak to one of your team nurses. We try to meet patients' needs whenever we can, but we may need to ask you to wait for different slots to become available. There are also times when we may ask you

to change your time in order to enable another patient to attend an appointment. If you need a change due to an appointment or important social event, it should be possible if we are given at least 2 weeks' notice.

The unit closes on Christmas Day and New Year's Day so it opens on the Sunday of those weeks, which means that some patients will need to attend for dialysis on different days for those 2 weeks.

Many patients rely on hospital transport to attend dialysis. This may involve some waiting time and/or extended travelling time as you will be travelling with other patients. Should you need to cancel or amend this in any way, please speak to a nurse in your team **giving at least 2 weeks' notice**.

If you live nearer to the James Paget, Cromer, Ipswich or Bury St Edmunds dialysis units, you will be transferred there as soon as slots become available.

Please wait in the waiting area when you arrive at the unit and a member of staff will call you when your machine is ready.

Your appointment time is your time of arrival at the unit; we aim to start your dialysis within 30 minutes of this time.

Occasionally the start of your dialysis may be delayed. We apologise in advance for this, but we sometimes have unavoidable problems that cause delays.

Home Therapies Department

Dialysis at home is also available for patients who are interested in having haemodialysis or peritoneal dialysis.

Medical staff

There are 5 kidney Consultants, one of whom will always be on call. However, if you need to see a doctor while dialysing, it may be one of the specialist registrars or a junior doctor that sees you.

Medical problems

If you have a kidney problem, please inform the nurses looking after you at the beginning of dialysis. Depending on the nature of the problem the nurses will advise accordingly or refer for medical advice.

If you have a kidney problem at home, please contact either your GP or the NNKC or, if we are closed, please telephone Langley ward (24 hour service). Please see below for telephone numbers.

Please contact your GP for non-kidney problems.

Going on holiday

Funding is currently available for dialysis for up to two holidays per year in the UK and/or Europe (please note that the situation for Europe may change).

Patient information

An information evening is held monthly for patients, families and carers. There are also information leaflets, books and videos to borrow on the unit. Feel free to ask your nurses anything you need to know about your dialysis.

Contact details

In office Hours

Kidney Centre reception 01603 288240 Ext 4240

Blickling 1 01603 288252 Ext.4252

Holkham 1 01603 288829 Ext 4829

Blickling 2 01603 288532 Ext.2532

Holkham 2 01603 288251 Ext 4251

Felbrigg 01603 288285 Ext. 4285

Senior Sister 01603 288296 Ext 4296

Renal Matron 01603 647686

Home Therapies 01603 287070 Ext 3070

Out of Hours

Langley Ward 01603 287069

Hospital Switchboard 01603 286286

You can obtain the contact details for the Consultants' Secretaries, Social Worker, Counsellor, Specialist Nurses or Dietitians through any of the nurses. Please feel free to ask us.

