

Your name: _____



Renal Unit Name: _____

Date checklist completed: _____

Renal Haemodialysis Patient Checklist

Dear Patient,

Your Renal Unit, the National Kidney Federation and your local Kidney Patient Association (KPA) all want your experience of dialysis to be as good as possible. However, we recognise that sometimes things could be better. As a person with kidney disease, you have the right to:

- Understand your treatment options.
- Be part of the decision to choose the treatment that works for you.
- Ask questions.

We have created a checklist of questions that you should ask of yourself from time to time – perhaps only once a year. The checklist covers aspects of care that patients tell us are particularly important.

Please take a moment to answer the questions in the checklist. If your answers highlight areas you do not understand or changes that would improve your experience of dialysis, please discuss with a nurse, doctor, or your local Kidney Patient Association (KPA).

You are under no obligation to complete this checklist and if you do, you can keep it and you don't need to share the answers with anyone.

If you do not know how to contact your local KPA, then ring the National Kidney Federation (NKF) Helpline on:

0845 601 02 09

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Introduction

This checklist encourages you to look at the following key areas and ask yourself if you are receiving a good quality service and, if not, to seek appropriate help to make it better. If you answer No to any of the questions, please find out what action could be taken by your renal unit or KPA to make things better.

Section 1 - *Your treatment*

It is important to know about all the treatment options you have and importantly the advantages and disadvantages of each option. When a decision is made on your treatment, it is important that your lifestyle is considered. Some questions you may want to ask your nurse or doctor about the contents of your care plan include:

- Can I change my treatment to meet my lifestyle?
- Am I suitable for home haemodialysis?
- Has a kidney transplant been considered and have I been placed on the transplant list?
- What type of vascular access (this is the route by which the haemodialysis machine is connected to enable dialysis) can I have?

Section 2 - *Your environment*

It is important that your renal unit is pleasant, always clean and good practice is followed to reduce the risk of hospital acquired infections. You also spend quite some time at the unit so it is important that you can use the time to do something you like doing.

Section 3 - *Transport*

Transport is very important to haemodialysis patients who dialyse in main or satellite units. An efficient transport system enables the patient to receive treatment at the right time and prevents unnecessary delays. For patients who drive in to the units it is important that adequate and reasonable provision is made for parking.

Section 4 – *Dialysis away from base unit for example holiday dialysis*

It is important you are aware of how to get this arranged, who to see in your local unit, what you are entitled to and who to contact for help.

Asking the right questions

Knowing the right questions to ask your nurse/doctor/social worker/dietician etc when you meet could be sometimes difficult.

It is important you prepare or think about the questions that you will like to ask before the actual meeting. You can ensure you get the right information/answers by writing down your questions beforehand.

Please answer the following questions. If you answer No to any of the questions or Yes to question 10, please explain why in the comments box.

	Yes	No	Your comment
Section 1 - Your treatment			
1. Do you have a treatment plan (also known as a care plan)?			
2. Has some one discussed your treatment/care plan with you in the last twelve months?			
3. Were you offered a choice of day and time for your dialysis session?			
Section 2 - Your environment			
4. Was it easy for you to wash or sterilise your hands on entering the unit?			
5. Did staff wash or sterilise their hands before attending to you?			
6. Is the dialysis unit clean?			
7. Is the dialysis unit comfortable?			
8. Does your unit have a friendly atmosphere?			
9. Do you have the opportunity to do things you enjoy during dialysis (e.g. eating, watching TV, listening to music).			
10. Have you had an unexplained delay in receiving dialysis in the last month?			
Section 3 - Transport			
Question 11 is for patients who receive NHS-provided transport. If you don't receive this service, please jump to question 12.			
11. Is your experience of NHS transport to or from dialysis good?			
12. If you drive yourself to the unit are there adequate parking spaces?			
Section 4 – Dialysis away from base unit for example holiday dialysis			
13. If you need to dialyse in a different dialysis unit (for example on holiday) is this easy to arrange?			

What three questions would you like answers to that could improve the quality of your dialysis experience. Please discuss with your unit nurse, doctor or your KPA, as appropriate.

- a) _____

- b) _____

- c) _____

Please note here any action or changes made after discussion with the relevant person(s)

Please keep this completed form for your own records. You may want to complete this checklist again in a year's time to review any changes to your dialysis service.

More help and additional copies can be found on the following websites:

National Kidney Federation <http://www.kidney.org.uk>

Department of Health <http://www.dh.gov.uk/Renal>

British Renal Society <http://www.britishrenal.org>

For further help or additional information, please ring the National Kidney Federation (NKF) Helpline on:

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