

Havant Dialysis Unit
Patient's Guide

RENAL SERVICES
INDEPENDENT DIALYSIS



CENTRES

"Inspired patient care"

Havant Dialysis Unit



Renal Services is an independent dialysis company offering an alternative to the traditional large dialysis chains and product companies. We work in partnership with the NHS and its health care professionals in order to deliver the highest level of care in the most comfortable and holistic of environments.



Our aim is to provide a high quality service to all patients in line with their individual needs and treatment prescriptions ensuring that care is delivered in line with Renal Association and National Institute for Health and Clinical Excellence standards. We have a proven track record for patient safety, comfort, treatment

Havant Dialysis Unit

Address

Dialysis Centre
Block C
Langstone Gate
Solent Road
Havant,
Hampshire
PO9 1TR

Opening Hours

Monday: 07:00 – 23:00 hrs
Tuesday: 07:00 – 23:00 hrs
Wednesday: 07:00 – 23:00 hrs
Thursday: 07:00 – 23:00 hrs
Friday: 07:00 – 23:00 hrs
Saturday: 07:00 – 23:00 hrs
Sunday: CLOSED

Contact Details

T: 0239 247 9300
F: 0239 247 9190
E: havant@renalservices.com
W: www.renalservices.com

Registered Manager

Sue Hoare
T: 0239 247 9300
F: 0239 247 9190
E: sho@renalservices.com



Access to Langstone Gate

Havant dialysis unit is situated in Block 300 within Langstone Gate Business Park. If you are driving access to the car park is via a remotely controlled barrier and '11' will connect you to the Dialysis Unit. Please park in the allocated **bays 59 - 70**.

Access to the Unit

Entrance to Block C is through the security door to the left and the access code is '11'.

Out of Hours

In the event of a medical emergency (depending on the severity of the situation) please ring 999 for an ambulance or Queen Alexandra Hospital on 02392 286 000 and ask to be put through to the renal blood holder.

Statement of Purpose

- The dialysis unit will provide renal replacement therapy to patients with chronic kidney disease and other relevant outpatient services such as low clearance, access and transplant clinics;
- The dialysis unit has 22 treatment stations, including two side rooms;
- All treatment will be delivered by specialised renal trained nurses and Renal Services operational policies and procedures will be adhered to at all times;
- Renal Services will provide services in compliance with part 3 of the Disability Discrimination Act 1995;



- The patient's privacy and dignity will be maintained at all times during treatment in line with our local policy;
- We are always open to suggestions on how to improve our services and would appreciate all patients filling out the patient satisfaction questionnaires;

Terms and Conditions

- Referrals of patients for treatment will be accepted as per local policy and if all relevant paperwork has been received by the referring NHS trust/hospital;

- For maximum comfort the Unit is furnished with electrically operated reclining chairs, and each patient is provided with a television set and headphones on request. Patients will also be provided with light refreshments during treatment;



- Treatment appointment dates and times will be confirmed with the patients. Occasionally treatment time maybe changed or delayed **due to unavoidable circumstances and patients' will be kept informed at all times during these changes;**



- **The unit operates on a 'Zero' tolerance policy on physical and verbal abuse. Abusive behaviour from either a patient or relative will result in the discontinuation of treatment;**

Consent

All patients are required to sign an informed consent form prior to the commencement of treatment;

Complaints Procedure

- If a patient or carer wishes to make a complaint they need to speak to the Senior Sister of the dialysis unit in the first instance. The Senior Sister will endeavour to resolve the problem quickly;
- In the event that the Senior Sister is unable to resolve the problem it will be referred to the modern matron of the relevant NHS trust and to the Director of Operations of Renal Services;
- All complaints that are not resolved locally at unit level will be sent a written acknowledgement within 2 working days of receipt, unless a full response can be sent within 5 working days. A full response will be sent within 20 working days, or a letter stating the reasons for delay. Please refer to the Complaints procedure policy for further details;
- Alternatively complaints can be made formally in writing to the responsible individual for Renal Services:

Kathy-Anne Lloyd
Director of Operations
Renal Services (UK) Ltd,
22A Ives Street
London
SW3 2ND

If having gone through the stages of the complaints procedure the patient/carer is dissatisfied with the way it has been handled they may write directly to the Parliamentary and Health Service Ombudsman. The Ombudsman is completely independent of both the NHS and Government. The address is:

Millbank Tower
Millbank
London
SW1P 4QP
T: 0345 015 4033

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