

**Response to Healthwatch Wandsworth Report: Colliers Wood Dialysis Unit provided by Fresenius Medical Care Renal Services**

Recommendations	Response
Ensure the provision of enough comfortable pillows and cushions for patients.	<p>The comfort of our patients is important to us, and there is a monthly governance and operational meeting between St George’s Hospital (SGH) and the owners of Colliers Wood Dialysis Unit (Fresenius). The provision of pillows and cushions have been discussed in the past, and we will ensure this recommendation is discussed at our next meeting scheduled for Wednesday 19<sup>th</sup> July 2017</p> <p>Some of our patients prefer to bring their own pillows, cushions and comfort aids, and where this is required, staff encourage patients to do so.</p>
Review the comfort of the chairs and consider renewing some of those that are worn, and whether there is a higher specification that would provide greater comfort.	The SGH Renal Unit have undertaken a review of the chairs at Colliers Wood Dialysis Unit, and highlighted to Fresenius where chairs are worn. Fresenius have replaced cushions on chairs that were felt to be below standard. This work is on-going, and will again be addressed through our monthly governance and operational meeting with Fresenius.
Consider how nurses might be encouraged to talk more to patients when attaching them to machines, and at other times during a session.	Since the time of the Healthwatch review, there is a more stable/substantive nursing workforce at the Colliers Wood Dialysis Unit. This has allowed for better rapport and relationships to build between staff and patients. Where identified, we will work with Fresenius to ensure staff attend communication and customer service training.
Consider if the role and responsibilities of the ‘named nurse’ should be clarified for patients.	This will be discussed with the provider at the next governance meeting scheduled for Wednesday 19 <sup>th</sup> July 2017
Ensure that there is always a supply of information leaflets in languages other than English in the reception area.	As part of the London Peer Review, SGH is working with other providers across London to review patient literature across the region. The aim of this work is to ensure patients receive appropriate and consistent information. This work is underway, and should be completed within the next three to five months.
Review whether TVs could be sited differently, especially for those with limited sight.	The TV’s at Colliers Wood Dialysis Unit cannot be moved due to inflectional control reasons. The TV’s are positioned to allow curtains to be drawn around patients bays when privacy is required.

	<p>The Colliers Wood Dialysis Unit does have free Wi-Fi/internet access, and where possible, patients are encouraged to bring their own devices. Staff are on hand to support patients in setting up their devices if needed.</p>
<p>Review arrangements for organising the provision of headphones and remote controls, for the benefit of people who cannot provide their own to ensure that everyone who wishes to have them can do so.</p>	<p>Headphones and remote controls are provided and can be requested from staff at the unit. However, some patients prefer to bring their own headphones and universal remote controls which staff can help set up if required.</p>
<p>Ensure that the current constraints on resources does not compromise the principle of allocating patients between St George's and units such as Colliers Wood according to clinical need and, wherever possible, patient preference.</p>	<p>All patients are assessed on the basis of clinical need prior to commencing dialysis. Patients are allocated to units that meet the Renal Association guidelines on journey times. Where patients cannot be allocated their preferred session/slot time, patients are placed onto a waiting list in line with clinical priority, and every effort is made to support requests.</p>
<p>Consider whether any additional resources can be made available to relieve the heavy demands on consultant time, in order to provide regular reviews and reassurance to patients at satellite units such as Colliers Wood.</p>	<p>As the demand across the sector grows and as part of annual business planning, the service will continue to review and align its workforce in line with patient needs.</p>
<p>Consider whether the arrangements for patient transport at Colliers Wood with two separate companies can be rationalised, so giving management the discretion to deal with the Unit's regular transport company in the interest of patients.</p>	<p>The Trust currently has a transport contract with two providers, however, when these contracts expire, we will review the best option for our service users. We aim to support the needs and interests of our patients, and have regular contract performance meetings with both providers to highlight and act upon the views, concerns and comments of our patients.</p>