



Renal PFAC Hanover Satellite Visit Report

On October 28, 2015 representatives from the Renal PFAC visited the Hanover Satellite Hemodialysis Unit.

Goals

- Promote Renal PFAC
- Meet satellite patients, and rural PD, Home Hemo and CKD patients from the area
- Gather feedback and suggestions from the rural patient population
- Generate interest from satellite patients who might be interested in joining council

Attendees

- George Goodlet, Don Smith and Angela Andrews, PFAC
- Julie McConnell, Charge RN, Hanover Dialysis
- satellite unit patients and family members

Process

When we arrived we made introductions with Julie the Charge RN, and as we arrived just as patients were coming off the machine, we stayed in the waiting room and talked to patients as they were leaving the unit. We then returned and visit the unit to talk to the 2nd shift patients after they were connected on the machine.

Findings

In general, the patients stated that they were very happy with the care from the satellite unit, and the renal program. They felt because the unit was small, they developed good relationships with the staff, and felt they could tell the staff if they had problems with their care.

- Transportation: the biggest issue that most of the patients, and the staff discussed was around transportation. Two main themes emerged, some patients were unhappy with transportation and associated costs to get them to Hanover dialysis, and others were experiencing many issues with transportation and associated costs to and from London when they were either on the waiting list for Hanover dialysis, or for other clinic appointments. They said that there was little or no support for transport costs, and felt that there should be, especially since it was not their choice to travel the long distance. They only travelled the distance because dialysis (or other treatments/appointments) were not available for them in their own community
- Local Access: some of the patients expressed a need for more clinics to visit the Hanover site (for example, the CKD clinic or PD clinic would come to them and bring in patients from the nearby area instead of patients travelling to London)
- Appointment times: some patients and families mentioned that when they were travelling to London for dialysis (be it long-term while on the Hanover waiting list, or for single appointments) or appointments from other areas, they were often booked in for an early morning appointment. They felt this was not fair to have to be in London for a 7:30 am appointment when the drive is 2.5hours long. They felt a later spot was more appropriate.
- Virtual clinics: one PD patient mentioned that a virtual appointment with the PD clinic or other physicians would be helpful for him, that as long as he was feeling well and not experiencing any complications, he felt it was a waste of his time to travel all the way to London for a 1 hour appointment

Actions

- PFAC brochures, the letter to patients and staff, and PFAC business cards were left with the unit

Common Themes

The overall impression of the visit was that patients in this satellite unit were generally happy with their care. None of the patients expressed any concern with the Hanover dialysis unit itself. The greatest concern was around cost, availability and length of travel to London. The patients felt there should be more financial support available if they are required to travel to London, since the care is not available in their own community.