



Renal PFAC Stratford Satellite Visit Report

On January 31, 2018 representatives from the Renal PFAC visited the Stratford Satellite Hemodialysis Unit.

Goals

- Promote Renal PFAC
- Meet satellite patients and their families
- Gather feedback and suggestions from the rural patient population
- Generate interest from satellite patients who might join the PFAC

Attendees

- Betty Clinton, Don Smith, Angela Andrews
- Stratford Satellite RN's
- satellite unit patients

Findings

In general, the patients stated that they were very happy with the care from the satellite unit, and the renal program. They were happy to be close to home for dialysis, and grateful they didn't have to regularly travel to London.

- Transportation: In general patients were happy with the transportation services available in the Stratford area, but did express some concerns with the cost and availability of the transport service to get to London. They mentioned that travel costs to and from London is a huge burden.
- Parking: for patients who drive themselves and park at the hospital, there is a \$25 per month charge. Patients were very unsatisfied with this, they mentioned that it costs less to park in London, and they are also able to claim a trip to London on their income taxes due to the distance they must travel for health care. They are unable to claim the yearly \$300 parking fee in Stratford since they are close to the hospital. Patients felt they should have this fee further subsidized or totally covered since it's an on going cost.

- WIFI: the patients have access to free WIFI, as well as free television.
- Social Work and Dietitian: most patients were generally satisfied with the dietitian and social work being available mainly over the phone.
- Storage: there are small lockers available for patients to keep personal items which seems to work well for the current patients

Actions

- PFAC brochures were left with the unit

Common Themes

- The overall impression of the visit was that it went well, and patients in Stratford are generally happy with their care
- The theme continues to emerge around patient transportation, in that it is either difficult to obtain, or the burden of cost is too high for patients who are on a limited income.
- Some patients are satisfied with phone calls with social workers and dietitians, but others felt that more frequent, in person visits to satellite units would be more likely to suit their needs
- Patients are interested in having free WIFI