



# Renal PFAC Stratford Satellite Visit Report

On May 1, 2016 representatives from the Renal PFAC visited the Stratford 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 join the PFAC

## Attendees

- Fred McInnis, Angela Andrews, Betty Clinton
- 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: The patients who require transport to dialysis use various services. In general patients were happy with this service to get to Stratford, however did express some problems with the cost and availability of the service to get to London. They mentioned that many of the patients are on a limited income and the cost associated with travel to and from dialysis 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.

- Appointment Times: some patients discussed getting to early appointments in London for dialysis catheter changes in radiology (at either VH or UH) could be a problem.
- WIFI: the patients have access to free WIFI, as well as free television.
- Social Work and Dietitian: Some patients mentioned that the social worker and dietitian are very good at following up with them by phone, and they are able to have their needs met that way. Other patients thought more frequent in person clinic visits with the dietitian and social worker would be more likely to meet their needs.
- One individual shared a powerful story of his health care journey and was interested in the satellite representative role

### Actions

- PFAC brochures, the letter to patients and staff, and PFAC business cards were left with the unit
- Information was sent to one patient about joining the PFAC as a satellite representative, and encouragement was given regarding story telling

### 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