



## Renal PFAC Tillsonburg Satellite Visit Report

On May 16, 2016 representatives from the Renal PFAC visited the Tillsonburg 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

- George Goodlet, Bonnie Field, Angela Andrews, Betty Clinton, Nikki Anderson
- Tillsonburg Satellite RN's, Hospital Director of Clinical Service, April Mullen and Clinical Leader Susan Crann
- 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. The staff mentioned how thankful patients were to the fundraising committee and in particular Ed DeSutter for making a dialysis unit in Tillsonburg possible.

- Transportation: The patients who require transport to dialysis use various services. In general patients were happy with the services to get to Tillsonburg, however they did express concern over the cost of transport. Problems with the cost and availability of transportation to get to London for other renal related appointments or dialysis were mentioned also.

- Parking: for patients who drive independently and park at the hospital, the parking is free and located close to the dialysis unit. Patients were very satisfied with this.
- 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 do not have access to WIFI, hospital IT is looking at this, but it may not be possible due to the hospital network. Television is provided at no charge.
- 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.
- Dialysis Chairs: the unit just purchased a number of new, comfortable chairs for dialysis. Most of the patients were very happy with this.

### 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

### Common Themes

- The overall impression of the visit was that it went well, and patients in Tillsonburg 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, others felt more in person visits would be more likely to suit their needs