



Renal PFAC Hanover Satellite Visit Report

On May 31, 2018 representatives from the Renal PFAC visited the Hanover Satellite Hemodialysis Unit.

Goals

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

Attendees

- Betty Clinton, Anne Hutchison, Don Smith, Terri Chanda and Angela Andrews, PFAC
- Charge RN, and nursing staff at Hanover Dialysis
- satellite unit patients and one family member

Process

When we arrived we made introductions with the nursing staff, and then broke into groups of 2-3 to chat with patients

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: previously the patients at the Hanover dialysis unit discussed difficulty and cost with transportation for dialysis. The cost of transportation remains very high. One individual that we spoke to is usually

driven to dialysis by his wife. In the near future, his wife will be having surgery and won't be able to drive him. He looked into using the local patient transportation service, which was going to cost approximately \$400 to \$500 per month for the service. This is a cost that is much too high for a patient who is on a limited income/pension to absorb.

- Most patients we spoke to did not wait longer than 3-4 months to get to the Hanover dialysis unit
- The staff in the unit mentioned that they felt distance patients had to travel from the Owen Sound and Hanover areas are much further than some of the other areas in the London Regional Renal program, and the weather can be much worse in this area. They felt that distance travelled to get to dialysis should be accounted for in the waiting list process as well as when considering expansion in the units.

Actions

- PFAC brochures and a PFAC poster 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 of transportation and length of travel to London. The patients felt there should be more financial support available if they are required to use a travel service for dialysis, be it in London or Hanover.