



## Renal PFAC Tillsonburg Satellite Visit Report

On September 19, 2017 representatives from the Renal PFAC visited the Tillsonburg Satellite Hemodialysis Unit.

### Goals

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

### Attendees

- Emma Klotz, Bob Barnicoat, Betty Clinton, Angela Andrews
- Tillsonburg Satellite RN's, Jodi Edwards, Director of Clinical Services and Joanne Twinem, Nursing Lead
- 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 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.

- 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.
- 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, and a PFAC poster were left for the unit to display

### 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.