The **Renal Service Patient Directory** has been designed for individuals who make use of renal services at University Hospitals Coventry & Warwickshire NHS Trust including the renal satellite units. The aim of this directory is to give individuals and their family or carers:

- Clear information on the role of each department within renal services.
- Contact details and availability information for each renal department.
- Information and education sources currently recommended by renal healthcare professionals and the Department of Health.
- Information to enable individuals to better manage their condition, through access to information, education, healthcare professional guidance and advice.
Contents

• Pre-Dialysis Nursing Team
• Renal Dietetics Team
• Health Information Centre
• Renal Research Team
• Renal Ward
• Haemodialysis
• Peritoneal Dialysis
• Transplant Team
• Renal Clinical Psychology
• Renal Social Work
• Renal Day Unit
• Haemodialysis Satellite Units
• Renal Consultants & Secretaries
• Local Kidney Patients Association
• Renal Websites
Pre-Dialysis Nursing Team

Scope of Care

• Education regarding treatment options.
• Clinical reviews.
• Preparation/ planning of dialysis access.
• Referrals to Access, Transplantation, Social Work, Psychology Services & Day Case Unit.
• Anaemia management.
• Management of Supportive Care patients.
• Support & review of CAPD & Home Haemodialysis patients.
• Liaison with Primary Care Trust teams.
• Advice, support & education for Health Care Professionals.

Groups

• Clinic
• HD
• PD
• Transplant
• Relatives

Contact

Phone: 024 7696 7786 (answer phone call back service)

Address:
Pre-dialysis Clinical Nurse Specialists
5th Floor, East Wing, next to Renal Dialysis Unit
University Hospitals Coventry & Warwickshire NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Availability

Mon-Fri 9.00am-5.00pm: 024 7696 7786
Out of hours Emergency: 024 76962 8256 (Ward 50)
Scope of Care
• The renal dietician specialises in assessing nutritional requirements and food intake to renal (kidney) patients.
• Individually tailored advice is provided based on blood results, whether a patient is receiving dialysis or not and medical condition.
• Dieticians work with patients who have kidney problems to keep them in the best nutritional status possible, in times of both health and illness.
• The renal dietician works to reduce or remove the risk of malnutrition.
• Renal diets are complex and require patient education.
• An experienced renal dietician is required for the development of effective patient information.
• The dietician works as part of the multidisciplinary team, this enables referrals to be made to other professionals (e.g. doctors, nurses, social workers and counsellors) who are involved with other aspects of patient care in order to achieve nutritional requirements.

Contact
Phone: 024 7696 6151
Address:
Renal Dietetics, 2nd Floor Rotunda
University Hospitals Coventry & Warwickshire NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Availability
Mon-Fri 09.00am-5.00pm: 024 7696 6151
Out of hours Emergency: 024 769628 256 (Ward 50)
Health Information Centre

Scope of Care

• Provides access to reliable information on a comprehensive range of conditions, treatments, procedures, NHS services and other health related issues.

• Information provision in a variety of formats; Leaflets, books, DVD’s, CD’s, internet sites.

• Identification and provision of multi-lingual and alternative information formats.

• Health related policies and guidelines.

Contact:
Phone: 024 7696 6051
E-mail: health.information@uhcw.nhs.uk
Address:
Health Information Centre
University Hospitals Coventry & Warwickshire NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Availability
Mon-Fri 09.00am-5.00pm: 024 7696 6051

GROUPS
• Clinic
• HD
• PD
• Transplant
• Relatives
• Staff
Renal Research Team

Scope of Care
- Day-to-day management of trial participants.
- Trial participant safety.
- Clinical trial/study appointments.
- Clinical trial/study recruitment.
- Clinical trial medication provision and advice.
- Clinical trial/study related queries.
- Research study co-ordination.
- Conducting research for patient benefit.

GROUPS
- Clinic
- HD
- PD
- Transplant
- Relatives

Contact
Phone: 024 7696 5101
Address:
Renal Research Offices, Opposite Ward 53
University Hospitals Coventry & Warwickshire NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Availability
Mon-Fri 09.00am-5.00pm: 024 7696 5101
Out of hours Emergency: 024 76962 8256 (Ward 50)
Renal Ward

Scope of Care

• The 24 bedded ward provides the day-to-day care and management of renal in-patients.
• Provision of holistic care for all renal patients.
• Liaison with family and carers.
• In-patient admission for renal investigations and access surgery.
• Renal replacement therapy in an emergency situation.
• Training for peritoneal dialysis therapy.
• Palliative care for renal patients.
• To promote independence and confidence in renal patients.
• Liaison with other healthcare professionals to ensure safe discharge from the ward and post discharge support as required.

Contact:
Phone: 024 76968256
Address:
Ward 50, East Wing
University Hospitals Coventry & Warwickshire NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Availability
24 hours a day, every day.

GROUPS
• Clinic
• HD
• PD
• Transplant
• Relatives
Haemodialysis

Scope of Care

• Day to day care, management and treatment of haemodialysis patients.
• Care of acute renal failure patients requiring haemodialysis.
• Care of home haemodialysis patients.
• Home haemodialysis training programme.
• Self care training for patients.
• Holiday dialysis organisation.
• Monthly blood review with patients for quality assurance.
• Plasmapheresis.
• Plasma Exchange.
• Haemodiafiltration.
• Emergency haemodialysis on-call cover.

Contact:
Phone: 024 7696 7777
Address:
Haemodialysis Unit, Fifth Floor
University Hospitals Coventry & Warwickshire NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Availability
Mon-Sat 07.00am-midnight: 024 76967 777
Out of hours Emergency: 024 7696 8265 (Ward 50)
Peritoneal Dialysis

Scope of Care

• Day to day care, management and treatment of peritoneal dialysis patients.
• Training programme peritoneal dialysis and automated peritoneal dialysis self-care.
• Home visits to peritoneal dialysis patients.
• Provision of assisted peritoneal dialysis.
• Holiday dialysis organisation.
• Monthly blood review with patients for quality assurance.
• Emergency peritoneal dialysis on-call cover.
• Maintenance of peritoneal dialysis during in-patient stays.

Contact:
Phone: 024 7696 8308
Address:
CAPD Fifth Floor East Wing, opposite Ward 50
University Hospitals NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Availability
Mon-Fri 09.00am-5.00pm: 024 7696 8308
Out of hours Emergency: 024 7696 8265 (Ward 50)

GROUPS
• PD
• Clinic
• Relatives
Transplant Team

Scope of Care
• Day to day care, management and treatment of patients on the transplant list, awaiting live donor transplantation and post-transplantation.

• The work up of live donors progressing to kidney donation surgery.

• Care of both donor and recipient treated for antibody incompatible transplantation.

• Follow-up care of transplant recipients.

• Follow up care of transplant donors.

• Emergency on-call cover for transplantations.

• Patients education regarding transplantation.

• Promotion of transplantation to the public.

Contact: (New referrals by consultant only)
Current Patients Phone: 024 76967744 / 7750 / 7790
Recipient post surgery/transplant care 024 76977746

Address:
Renal Transplant Team, Fifth Floor East Wing
University Hospitals NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Availability
Mon-Fri 09.00am-5.00pm: 024 7696 7750
Out of hours Emergency: 024 7696 8265
Renal Clinical Psychology

Scope of Care

The Clinical Psychologist offers psychological assessment and intervention for renal patients, their carers and families who have difficulties in the psychological adjustment to illness, or significant and sustained distress arising from illness, including:

- Anxiety
- Depression
- Specific phobias
- Trauma reactions
- Difficulties in adjusting to and coping with care regimes and treatments
- Associated behavioural and habit problems
- Assessment of difficulties, followed by signposting to appropriate services, advice to individual or team, and in some cases one-to-one psychological intervention
- In addition, clinical supervision, consultation, and training is provided for direct care staff, as well as conducting research, audit and service evaluation.

GROUPS

- Clinic
- HD
- PD
- Transplant
- Relatives

Contact: Referral by consultant or nurse specialist

Address:
Renal Clinical Psychologist
Renal Unit, Fifth Floor East Wing
University Hospitals Coventry & Warwickshire NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Availability
Referral only
Out of hours Emergency: 024 76962 8256 (Ward 50)
Renal Social Work

Scope of Care

• Hospital discharge planning.
• Benefits and finance.
• Grants and charities.
• Holiday grants.
• Referrals to Community Occupational therapists for aids and adaptations.
• Help at home with personal care, meals on wheels and personal alarm service.
• Residential and nursing home care.

Contact:
Phone: 024 76968263 or 024 76968302
Address:
Renal Social Worker, Renal Services Department
University Hospitals Coventry & Warwickshire NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Availability
Mon-Fri 09.00am-5.00pm: 024 7696 8263 or 024 7696 8302
Out of hours Emergency:
• Social Services START Hospital Team 024 7696 5600
• Social Services START Community Team 024 7683 3003
Renal Day Unit

Scope of Care

• Blood Tests
• Intravenous Iron Therapy.
• Minor Procedures
• Blood transfusions.
• Vascular catheter insertions.
• Vascular catheter removals.
• Maintenance of vascular access, including Urokinase infusions.
• Renal & Transplant Biopsies
• Renal Angiograms
• Intravenous medication administration.

Contact:
Phone: 024 7696 7703
Address:
Renal Day Unit, Ward 50A
University Hospitals Coventry & Warwickshire NHS Trust
Clifford Bridge Road
Coventry
CV2 2DX

Availability
Mon-Fri 09.00am-5.00pm: 024 7696 7703
Out of hours Emergency: 024 7696 8256 (Ward 50)
<table>
<thead>
<tr>
<th>Location</th>
<th>Phone</th>
<th>Address</th>
<th>Out of Hours Emergency</th>
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</thead>
<tbody>
<tr>
<td><strong>Nuneaton:</strong></td>
<td><strong>024 7686 5692</strong></td>
<td>Lucy Dean Dialysis Unit&lt;br&gt;George Elliot Hospital NHS Trust&lt;br&gt;Nuneaton&lt;br&gt;CV10 7DJ</td>
<td><strong>024 7696 8256 (Ward 50)</strong></td>
</tr>
<tr>
<td><strong>Rugby:</strong></td>
<td><strong>01788 545236</strong></td>
<td>Ash Dialysis Unit&lt;br&gt;Hospital of St Cross, Rugby&lt;br&gt;Barby Road&lt;br&gt;Rugby&lt;br&gt;CV22 5PX</td>
<td><strong>024 7696 8256 (Ward 50)</strong></td>
</tr>
<tr>
<td><strong>Stratford Upon Avon:</strong></td>
<td><strong>01789 264192</strong></td>
<td>Stratford upon Avon Dialysis Unit&lt;br&gt;Stratford Hospital&lt;br&gt;Arden Street&lt;br&gt;Stratford upon Avon&lt;br&gt;CV37 6NX</td>
<td><strong>024 7696 8256 (Ward 50)</strong></td>
</tr>
<tr>
<td><strong>Whitnash:</strong></td>
<td><strong>01926 470309</strong></td>
<td>The Whitnash Satellite Renal Unit&lt;br&gt;Heathcote Lane&lt;br&gt;Leamington Spa&lt;br&gt;CV34 6SR</td>
<td><strong>024 7696 8256 (Ward 50)</strong></td>
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</tbody>
</table>
Renal Consultants & Secretaries

**Dr Waqar Ayub**  
Secretary, Jayne Palmer 024 7696 8287

**Dr David Bennett-Jones**  
Secretary, Doreen Callaghan 024 7696 8288

**Dr Simon Fletcher**  
Secretary, Tara Watson 024 7696 8294

**Dr Rob Higgins**  
Secretary, Pauline Mayne 024 7696 8296

**Dr Davey Ip**  
Secretary, Jas Sahota 024 7696 8289

**Dr Andrew Short**  
Secretary, Doreen Callaghan 024 7696 8288

**Dr Andy Stein**  
Secretary, Louise Ford 024 7696 8290

**Dr Daniel Zehnder**  
Secretary, Jas Sahota 024 7696 8289

**Modern Matron**  
Jo-Anne Deane 024 76968265

**GROUPS**
- Clinic
- HD
- PD
- Transplant
- Relatives

**Contact**

**Address:**  
Renal Secretaries, Fifth Floor, East Wing  
University Hospitals NHS Trust  
Clifford Bridge Road  
Coventry  
CV2 2DX

**Availability:**  
Mon-Fri 09.00am-5.00pm
Local Kidney Patients Association

Scope of Care
• The National Kidney Patients Association is a kidney patient charity, run by patients for patients. www.kidney.org.uk

• Walsgrave Hospital Kidney Patient’s Association (WHKPA) is a support group for renal patients and their family, carers and friends, to give support and a listening ear to people who have discovered that they have kidney problems.

• A friendly chat with people going through similar experiences, so that the patient does not feel on his or her own.

• Ideas and information to help people to help themselves to live with a lifelong problem.

• Opportunities to socialise, go on outings and attend events with new found friends.

• Please see the first page of the Kidney Kourier for more information.

Contact
E-mail: info@WHKPA.org.uk
Phone: 024 7638 4061, Mrs Vivien Dodds (Secretary)
Address: 51 Magyar Crescent
            Nuneaton
            CV11 4SQ

Charity Commission Registration Number 508587
Renal Websites

**Patient Associations**
- [www.patients-association.com](http://www.patients-association.com)  Renal Patients Association
- [www.britishkidney-pa.co.uk](http://www.britishkidney-pa.co.uk)  British Kidney Patients association
- [www.aakp.org](http://www.aakp.org)  American Kidney Patients Association

**Patient Blood Results**
- [www.renalpatientview.org](http://www.renalpatientview.org)  Renal Patient View (Due to be available to UHCW patients)

**Renal Information Sites**
- [www.nkrf.org.uk](http://www.nkrf.org.uk)  Kidney Research UK
- [www.edren.org](http://www.edren.org)  Edinburgh Renal Unit
- [www.eurodial.org](http://www.eurodial.org)  Eurodial Guide to Dialysis Centres
- [www.globaldialysis.com](http://www.globaldialysis.com)  Global Guide to Dialysis Centres
- [www.kidney.org.uk](http://www.kidney.org.uk)  UK National Kidney Federation
- [www.kidneypatientguide.org.uk](http://www.kidneypatientguide.org.uk)  Kidney Patient Guide
- [www.kidneyresearchuk.org](http://www.kidneyresearchuk.org)  Kidney Research UK
- [www.kidneywise.org](http://www.kidneywise.org)  Kidney Wise American Site
- [www.nephron.com](http://www.nephron.com)  The Nephron Information Centre
- [www.renalinfo.com](http://www.renalinfo.com)  Baxter Renal Information Site
- [www.renalpatients.co.uk](http://www.renalpatients.co.uk)  Royal Cornwall Hospitals Units (Diet section)

**Renal Diet & Nutrition Sites**
- [www.davita.com](http://www.davita.com)  Kidney Disease & Dialysis Information (Extra Links)
- [www.kidneypatientguide.org.uk](http://www.kidneypatientguide.org.uk)  Kidney Patient Guide Diet Section
- [www.kidney.org.au](http://www.kidney.org.au)  Kidney Health Australia, Diet Section

**Transplantation**
- [www.argonet.co.uk/body](http://www.argonet.co.uk/body)  British Organ Donor Society
- [www.uktransplant.org.uk](http://www.uktransplant.org.uk)  NHS Organ Donation Register

**Discussion & Support Groups**
- [NKF Talkline](http://www.kidneypatientguide.org.uk/site/BB.php)  National Kidney Federation Discussion Board
- [www.renalinfo.com](http://www.renalinfo.com)  Baxter Renal Information Patient Forum Site

**Other Conditions**
- [www.diabetes.org.uk](http://www.diabetes.org.uk)  Diabetes UK
- [www.bhf.org.uk](http://www.bhf.org.uk)  British Heart Foundation
- [www.nras.org.uk](http://www.nras.org.uk)  National Rheumatoid Arthritis Society UK
- [www.pkdccharity.co.uk/index](http://www.pkdccharity.co.uk/index)  Polycystic Kidney Disease Charity
This document has been produced by a multi-professional and patient, Action Research Group at University Hospitals Coventry & Warwickshire NHS Trust.
Contact Number: 024 76965101 (Nurse Researcher Kate McCarthy)
The trust has access to interpreting and translating services. If you need this, we will do our best to meet your needs. This directory is available on-line at ...............and can be viewed in large print.

**Document History**
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**Department:** Renal Research Team, University Hospitals Coventry & Warwickshire NHS Trust  
**Contact Telephone:** 024 7696 5101  
**Published:** August 2010  
**Review:** August 2012  
**Reviewers:** Kate McCarthy, Kay Wilkinson  
**Version:** 1.0  
**Reference Number:** HIC/LFT/1098/10