

16<sup>th</sup> March 2016

Dear Patient,

At the end of last year the London Renal Clinical Network conducted a survey of more than 500 dialysis patients, including some from St George's. The survey asked about patients' experiences of their renal care and a few main themes emerged. Whilst the majority of patients commented on the care and compassion they had received, they highlighted a number of areas for development. As a result of this, we have decided to focus on the three main areas as below:

**1) Patient peer support**

We are in the process of setting up a renal peer support system at St George's. We have identified a number of patients from different areas, including haemodialysis, peritoneal dialysis and renal transplant, who will be available as peer supporters in the department. Peer support models have been offered in a range of different settings, and have been shown to be effective for patients with different conditions, including diabetes, heart disease or cancer. Peer support has also been shown to be effective for patients with kidney disease. There are different ways in which peer support may be beneficial, including helping adjustment to living with a chronic health condition, decreasing feelings of isolation and depression, increasing well-being and survival, and encouraging better self-management. It may also improve the well-being and health of the peer supporter.

**2) Care plans (written)**

In line with the expectation for delivering person-centred care, every patient should have an individualised care plan. The patient should be involved in writing this care plan, and it should be reviewed regularly.

**3) Patient information**

We would like to improve access to relevant and appropriate information and some members of the renal team are looking at ways to do this.

We hope to implement changes in these areas over the next six months. We will keep you updated with any progress, but please also feel free to contact Fiona Sinclair, Haemodialysis Nurse Practitioner on 0208 725 0222 or Marie-Louise Turner, Young Adult worker on 0208 725 1919 if you require further information on the above.