

Salford Virtual Kidney Clinic

An information guide



Salford Virtual Kidney Clinic

Introduction

Northern Care Alliance are improving the service for their patients with kidney disease using new technology.

What is the Salford Virtual Kidney Clinic?

Your kidney consultant has decided that your kidney condition is stable and you are already receiving the optimal treatment. Your consultant has offered you a Virtual Kidney Clinic follow up.

Every 4 to 6 months you will be asked to have your blood tests done as normal using a blood form provided to you through the post.

You will be sent a text message with a link to a form. On that form you will be asked 5 questions relating to:

- Your blood pressure (recorded at home or by your GP recently),
- Your weight (recorded on your home scales or at your GP recently),
- If you have any new health issues,
- If you have recently attended a hospital,
- Any new concerns about your kidneys.

A renal consultant will review your answers and your blood and urine test results.

They will decide if you can carry on being reviewed virtually or need a telephone or face to face consultation.

Why offer the Salford Virtual Kidney Clinic?

Attending regular outpatient appointments can cause unnecessary anxiety if your condition is stable.

It takes time to travel, park and wait for your appointment. Many patients/carers often miss a day of work or have to take annual leave to come to their appointments.

This virtual service offers patients a convenient way to communicate with their clinical team using their mobile phone. This helps to ensure you only attend hospital when you need to.

This clinic also supports patients to manage their kidney condition themselves. For example, home blood pressure readings are a better way of recording blood pressure.

Who can use Salford Virtual Kidney Clinic?

Your consultant will decide if your kidney condition is suitable to be managed using the Salford Virtual Kidney Clinic.

They will check that you have access to a home blood pressure machine and ideally a set of weighing scales at home.

Our team will also check that you have a smartphone with access to the internet.

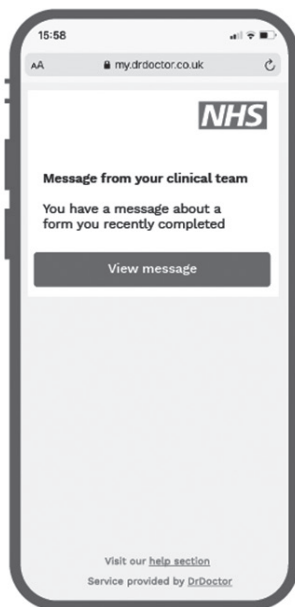
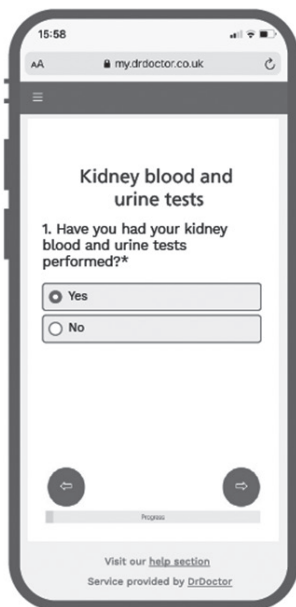
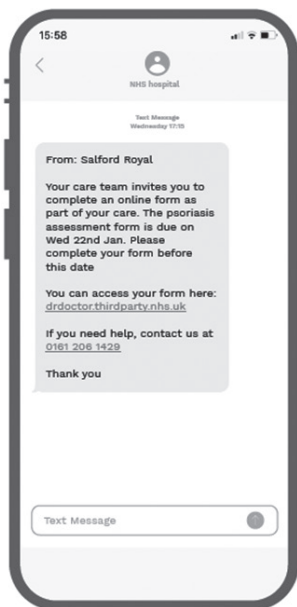
What information you'll need to answer your assessment

It is useful to keep a note of the dates of any new health related problems that have arisen since your last Salford Virtual Kidney Clinic review.

You will need your blood pressure readings (mandatory) and your weight.

How do I use Salford Virtual Kidney Clinic?

- 1.** You will receive a blood form in the post prior to your consultant reviewing all of your information. Please follow the instructions on how to get your blood (and urine tests) done locally.
- 2.** A few days before your consultant reviews all of your information we will send you a text message (07860 039092) which contains a link to your Salford Virtual Kidney Clinic assessment.
- 3.** Click the link in your text message and log in to our secure DrDoctor portal using your last name, date of birth and postcode. You will need your weight and your blood pressure readings to insert into the form.
- 4.** Click 'Complete assessment'.
- 5.** Please answer all the questions as accurately as you can so your clinical team can fully understand how you are doing. Please report all symptoms and medical issues. It should take 5 to 10 minutes to complete. You must complete the assessment yourself.
- 6.** When you have finished, click 'Submit' so your clinical team can see your answers. You can log in and view your answers at any time.
- 7.** Once your clinical team have reviewed your answers, we will send you a text message letting you know the details of the type of your next follow up appointment.
- 8.** Log in to our secure DrDoctor portal to view the message from your consultant.



Frequently asked questions

What happens if I need to speak to my medical team?

You can contact your care team about treatment queries, 0161 206 1429.

What should I do if I feel unwell?

For **urgent** medical issues contact your GP or nearest Emergency Department (A&E).

If your local medical team needs information about your current treatment they can contact us directly on 0161 206 1429 or if out of hours then can contact the on call renal doctor through out hospital switchboard.

Does using this service change anything else in my care?

No. Your care remains under the renal department at the Salford Care Organisation. If you have any issues regarding your condition or treatment you can contact us on 0161 206 1429.

I take erythropoietin injections for my renal anaemia. Does this service alter how my prescriptions will come?

No. The renal anaemia service will continue to run as normal. You must have your bloods done for your erythropoietin injections as normal and when requested by the erythropoietin team.

I can't log in to the patient portal to complete my assessment form.

To login to our secure patient portal, we need your correct:

- Last name.
- Date of birth.
- Postcode.
- Mobile number.

If you cannot log in please contact us on 0161 206 1429 to check we have your correct details.

Can I complete the assessment form on a tablet or computer?

You can access and complete your form on any device by visiting nhs.my/salford. When logging in we will send a one-time code to your mobile number for safety. Once online navigate to the 'Online Care' tab and complete your assessment form.

Where is my information held?

By completing this questionnaire, you agree that your information can be held on the DrDoctor system and accessed by your healthcare team at Salford Care Organisation.

This is a secure system and has been approved by our information governance department. For more information on how we use your records please see www.srft.nhs.uk/for-patients/information/

What if I have a problem completing or submitting the form?

If you cannot complete the questionnaire, please contact your care team on 0161 206 1429.

Can I change my mind and go back to having scheduled clinic appointments?

Yes. If you would like to return to scheduled telephone appointments, please contact us on 0161 206 1429.

Will this service cost me anything?

Sending information via a mobile network will incur standard data charges. Sending information via Wi-Fi will be subject to any data limits.

If English is not your first language and you need help, please contact the Interpretation and Translation Service

Jeśli angielski nie jest twoim pierwszym językiem i potrzebujesz pomocy, skontaktuj się z działem tłumaczeń ustnych i pisemnych

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو مدد کی ضرورت ہے تو ، براہ کرم ترجمانی اور ترجمہ خدمت سے رابطہ کریں

Dacă engleza nu este prima ta limbă și ai nevoie de ajutor, te rugăm să contactezi Serviciul de interpretare și traducere

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إذا لم تكن الإنجليزية هي لغتك الأولى وتحتاج إلى مساعدة ، فيرجى الاتصال بخدمة الترجمة الشفوية والتحريرية

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To improve our care environment for Patients, Visitors and Staff, **Northern Care Alliance NHS Group** is Smoke Free including buildings, grounds & car parks.

For advice on stopping smoking contact the Specialist Stop Smoking Service on 01706 517 522

For general enquiries please contact the Patient Advice and Liaison Service (PALS) on 0161 604 5897


For enquiries regarding clinic appointments, clinical care and treatment please contact 0161 624 0420 and the Switchboard Operator will put you through to the correct department / service

The Northern Care Alliance NHS Group (NCA) is one of the largest NHS organisations in the country, employing 17,000 staff and providing a range of hospital and community healthcare services to around 1 million people across Salford, Oldham, Bury, Rochdale and surrounding areas. Our Care Organisations are responsible for providing our services, delivering safe, high quality and reliable care to the local communities they serve.

The NCA brings together Salford Royal NHS Foundation Trust and the hospitals and community services of The Royal Oldham Hospital, Fairfield General Hospital in Bury, and Rochdale Infirmary (currently part of The Pennine Acute Hospitals NHS Trust).

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