

# Improving kidney care

## A proposal for kidney services at St Helier and St George's hospitals

The way we provide some care for our kidney (renal) patients could change from 2025.

We want to hear your comments, questions and concerns on a proposal from the renal clinicians at St Helier and St George's hospitals to improve kidney care.

To help you answer the questionnaire, more information is available in our proposal engagement document which is available in print or online. Other relevant information is also signposted in the questionnaire.

### Please tell us if you are a...

- kidney patient
- family or carer
- member of the public
- member of staff from St Helier or St George's Hospital
- member of a voluntary, community or faith organisation
- Other (please specify):

#### Improving Kidney Care:

Epsom and St Helier University Hospitals NHS Trust  
Frimley Clinical Commissioning Group  
NHS England & Improvement - Specialised Commissioning  
South West London Clinical Commissioning Group  
St George's University Hospitals NHS Foundation Trust  
Surrey Heartlands Clinical Commissioning Group



# 1 The Proposal

Renal (kidney) clinicians at St Helier and St George's hospitals have put forward a new proposal to improve care for their kidney patients. Instead of continuing to have inpatient renal care at two hospitals, they would like to bring this more specialist care together in a **single new £80m unit at St George's Hospital**.

The main changes would affect about five percent of patient's contact with renal services:

## **Kidney patients needing inpatient (overnight) care**

- You would go to the new kidney unit at St George's for treatment for surgery, transplants and acute kidney injury.

## **Some patients who need more specialised outpatient support**

- Patients who may need extra support and advice, for example after a transplant, would go to St George's.
- Some outpatient appointments would move to St Helier, such as training for home dialysis.

## **There will be no changes to other kidney services.**

- 95 percent of a patient's contact with kidney services will remain the same.
- No changes to existing dialysis services and kidney clinics in local hospitals, units or at home.

For example, if you receive support within the community for your kidney treatment, this will continue.

### **1a) Please tick a box to tell us what you think about this proposal:**

- This is a very good proposal
- This is a good proposal
- This is neither a good or poor proposal
- This is a poor proposal
- This is a very poor proposal

**Please tell us a little more about the reasons for your answer in the space below.**

Before answering the next question, we would recommend that you read section 2 of the engagement document <https://swlondonccg.nhs.uk/important-documents/>

**1b) To what extent do you think this suggested way of delivering kidney care will mean better care and recovery for patients than at present?**

Highly unlikely       Unlikely       Unsure       Likely       Highly Likely

**Please tell us a little more about the reasons for your answer in the space below.**

**1c) To what extent do you think this suggested way of delivering kidney care will ensure better recruitment of staff (e.g. doctors/nurses/health care assistants) than at present?**

Highly unlikely       Unlikely       Unsure       Likely       Highly Likely

**Please tell us a little more about the reasons for your answer in the space below.**

**1d) Do you feel there is a better alternative to the proposal?**

Yes       No       Don't know

**Can you tell us a little more about the reasons for your answer in the space below.**

## 2 Current service

**Thinking about the services you use now or have used in the past, tell us what has worked well.**  
This will help us understand what is working well when we are designing the new unit.

## 3 Travel and transport

The proposal is for a new kidney unit to be built at St George's Hospital in Tooting. If a visit to the unit is needed, this may mean a longer journey for you or someone you care for. More information on travel times can be found online at <https://swlondonccg.nhs.uk/important-documents/>.

**How do you think your journey might be affected if the new unit is built at St George's Hospital?  
Do you think your journey will be...**

Much longer     Longer     No difference     Better     Much better

**Please tell us a little more about the reasons for your answer in the space below**

**If you have concerns, what could we do to address them?**

## 4 The new unit – design and environment

If we were to build this new kidney unit at St George’s Hospital, how could we design the unit and the service to make your visit or stay as comfortable and stress-free as possible?

## 5 Access to services

Please read section 4 in the proposal document for more information on how the proposal would reduce delays and bring expertise together to improve care.

**The proposal would bring together specialist kidney care services under one roof. We believe this would improve patient experience.**

**4a) Do you (or someone you know) currently experience any problems accessing treatment or support for your kidney care?**

Yes

No

**If yes, what could we do to make it easier for you to get the help and support you need with your kidney care.**

## 6 Anything else about this proposal?

Do you feel these proposed changes to kidney care services would be better or worse for patients who use the service compared to now?

Much worse

Worse

No difference

Better

Much better

Please tell us a little more about the reasons for your answer in the space below

## 7 Any additional comments

Is there anything else you would like to tell us about how we could change or improve kidney care or services where you live?

Please return this survey in the freepost envelope provided.

Any questions please do get in touch via email [SWLrenal@swlondon.nhs.uk](mailto:SWLrenal@swlondon.nhs.uk) or by calling 020 3574 8659

# Equalities Monitoring

The information captured in this form helps us to make sure we are engaging with all parts of the local community. The individual information on this form will be kept confidential.

**8. Borough:**  **9. First part of postcode:**

**10. Ethnicity** (Please tick the box that best describes your ethnic group)

**White**

English/Welsh/Scottish/Northern Irish/British Irish

Gypsy or Irish Traveller

Any other White background, please describe

**Mixed/  
Multiple  
ethnic groups**

White and Black Caribbean  White and Black African

White and Asian

Any other Mixed/Multiple ethnic background, please describe

**Asian/Asian  
British**

Indian  Pakistani  Bangladeshi  Chinese

Any other Asian background, please describe

**Black/African/  
Caribbean/  
Black British**

Black British  African  Caribbean

Any other Black/African/Caribbean background, please describe

**Other ethnic  
group**

Arab

Any other ethnic group, please describe

**11. Sex** (Please tick the box that best describes you)

Male  Female  Other

**12. Is your gender the same as the sex you were registered at birth?**

Yes  No  Prefer not to say

**13. Religion or Belief** (Please tick as appropriate)

<input type="checkbox"/> Christian	<input type="checkbox"/> Muslim	<input type="checkbox"/> Jewish	<input type="checkbox"/> Buddhist	<input type="checkbox"/> Hindu
<input type="checkbox"/> Sikh	<input type="checkbox"/> Rastafarian	<input type="checkbox"/> Jainism	<input type="checkbox"/> No Religion	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Other (please specify):	<input type="text"/>			

**14. Sexual orientation** (Please tick the box that best describes your sexual orientation)

<input type="checkbox"/> Heterosexual	<input type="checkbox"/> Bisexual	<input type="checkbox"/> Gay	<input type="checkbox"/> Lesbian	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Other (please specify):	<input type="text"/>			

**15. Pregnancy and maternity** (Please tick one box)

**Are you pregnant?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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**Have you had a baby in the last 12 months?**

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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**16. Marriage or Civil Partnership/Marriage** (Please tick one box)

<input type="checkbox"/> Single	<input type="checkbox"/> Married	<input type="checkbox"/> Co-habiting	<input type="checkbox"/> In a same sex civil partnership/marriage
<input type="checkbox"/> Separated	<input type="checkbox"/> Divorced	<input type="checkbox"/> Widowed	

**17. Age** (Please tick one box)

<input type="checkbox"/> 16-17	<input type="checkbox"/> 18-20	<input type="checkbox"/> 21-24	<input type="checkbox"/> 25-29	<input type="checkbox"/> 30-44	<input type="checkbox"/> 45-59
<input type="checkbox"/> 60-64	<input type="checkbox"/> 65-74	<input type="checkbox"/> 75-84	<input type="checkbox"/> 85-89	<input type="checkbox"/> 90 and over	

**18. Disability**

Under the Equality Act 2010, a person is considered to have a disability if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. However, in order to be able to identify and respond to your specific needs, it is important that we know what kind of disability you have.

**Do you have any of the following conditions that have lasted or are expected to last for at least 12 months?**

<input type="checkbox"/> Deafness or partial loss of hearing	<input type="checkbox"/> Blindness or partial loss of sight	<input type="checkbox"/> Learning disability
<input type="checkbox"/> Developmental disorder	<input type="checkbox"/> Mental ill health	<input type="checkbox"/> Long term illness or condition
<input type="checkbox"/> Physical disability	<input type="checkbox"/> Other disabilities	<input type="checkbox"/> Not applicable

**19. Are you a carer?** (for a friend or family member)

<input type="checkbox"/> Yes	<input type="checkbox"/> No
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