

# Your Renal Clinic appointment by telephone or video

**i** **Information for patients**  
Sheffield Kidney Institute (Renal Unit)



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SHEFFIELD TEACHING HOSPITALS NHS FOUNDATION TRUST





## **Your clinic appointment by telephone or video**

Due to COVID-19, Sheffield Kidney Institute (SKI) looked at different ways of managing outpatient clinics. One of the changes we introduced was to expand our use of 'Telephone Clinics' where patients had their condition safely monitored by telephone appointment, without having to come to a hospital clinic appointment.

We are now able to offer video call appointments as well as by telephone. You might hear these appointments called the 'Remote Monitoring Service'.

## **How do these types of clinic appointments work?**

You will be sent a letter that explains that your clinic appointment will be by telephone or video.

You will be given a time and date when the telephone or video clinic appointment will happen. You may be called up to one hour before this time or up to one hour after, just as hospital clinic appointments don't always run exactly to time.

## How do I get my blood tested?

You can get your blood tested by:

- Going to the '**drive-through' blood testing service**. You can read about the service in the leaflet you were sent with this one.
- Booking a blood test at the Renal Assessment Unit (RAU) at the Northern General Hospital if you can't use the "drive-through" service.
  - Please call 0114 271 5320 to book the blood test.
- Using the blood testing service in your local area, for example your local hospital.
- Going to your GP. You **must** check to see if this service is available at your GP surgery.

If you are prescribed anti-rejection medication (tacrolimus, adoport, ciclosporin or sirolimus) you **must** have a blood test in the morning.

- **Don't** take your anti-rejection medication before you have your blood test.
- Make sure you have your anti-rejection medication with you so you can take it once you have had your blood taken.

**You must not go for a blood test if you or anyone in your household has had the following symptoms in the last 14 days:**

- **A temperature (fever)**
- **Persistent cough**
- **Difficulty breathing**
- **Loss of sense of taste or smell**

## What will happen at the telephone or video clinic appointment?

The Doctor or Nurse Specialist will:

- Review the results of your blood tests - they will be able to see these on their computer.
- Ask you about your health and how you are feeling.
- Discuss your medications. If any changes are made you will have to get your new prescription and medications from your GP.
- Ask you for your blood pressure readings and discuss the results with you.
- Discuss when your next telephone or video appointment will be arranged.

Your doctor may decide if a face-to-face appointment at the Northern General Hospital is needed in your case.

If you feel you need a face-to-face appointment please call the renal administration coordinators on:

- **0114 271 5326** or **0114 271 5327**

They will pass your message on to your renal doctor who will review your case and book you into a face-to-face clinic when one is available and depending on how urgent it is.

## How do I get the best out of my Telephone Clinic appointment?

Below are some tips to help you get the best out of your Telephone Clinic appointment:

- Check you know what time the Telephone Clinic appointment will take place.
- Make sure that we have your correct contact details: landline and mobile number, postal address and email address.
- Allow enough time for the telephone call. Remember that as with any appointment there may be a delay.
- Plan, so that you avoid being interrupted while you are having your conversation. Examples of possible interruptions are:
  - animals and children
  - visitors
  - leaving the oven on
  - TV, radio, social media
- Make sure you have your blood pressure results ready nearby.
- Have a list of the medication you are taking ready nearby.
- Think about any questions you may want to ask before your conversation. Writing them down can help.

There are other leaflets that may help you get the most from the Telephone Clinic Service.

- My blood pressure and weight record card
- Ask 3 questions
- Patient View: Online access to your renal healthcare information

If you would like a copy of this information you can ask for them to be sent to you, either by email or by post.

## **What are the benefits to me of a telephone or video appointment?**

Some of the benefits to you may be:

- Reduced or no travelling time to the Northern General Hospital
- Reduced or no travelling or parking costs
- No waiting time at the clinic

## **What are the possible drawbacks of a telephone or video appointment?**

Some of the drawbacks people have found are:

- Difficulty focusing on the appointment because of distractions at home or work
- Finding it difficult to communicate clearly on the phone, for you and the doctor
- More difficult to ask questions

Some people have found it takes a few telephone or video appointments to get used to this way of being looked after.

## **Contact details**

Renal administration coordinators:

- **0114 271 5326**
- **0114 271 5327**



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