

Introducing Northern Renal Alliance co-production team. Cementing the future for the renal service user at South Tyneside and Sunderland NHS Trust.

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In 2018 The department of Renal medicine at a NE hospital formed Northern Renal Alliance (NRI). The group consists of renal staff, representatives from the Trusts operational department, renal patients experiencing different aspects of care, and representatives from a local and a national renal charity.

Initially, a meeting was arranged to discuss how patients could develop an independent peer support service. At the meeting it became apparent that there was an opportunity for the group to meet every 3 months and look at ways to improve the service as a team and cement co-production into the fabric of the organisation for future staff and service users.

NRI has continued to meet 3 monthly since 2018 in this short time the group have worked together on projects to improve awareness on renal replacement therapies and related treatment options, low clearance education days for patients and carers (monthly), education days (300+ attendees), home dialysis road shows (200+ attendees), the dialysis unit environment, information leaflets, recipe books. Staff update the group on developments within the service and have supported a dedicated space for patients to provide drop in sessions for all renal patients. Through feedback surveys the group review organised events to improve on in the following years.

As a group we have learned to understand how representatives perceive the organisation and have different priorities depending on their roles.

Future Aspirations:

The option of peer support for patients and families during clinics.

Future education days involving multiple hospitals within the region.

Out of hours self-care spaces for haemodialysis service users.

Improving the renal environment, especially in waiting areas.

Encourage patient feedback on planned service changes and related equipment purchases.

Expanding the home therapies service.

Continuation of shared care.

We aspire to introduce new members to the group to promote sustainability and widen opportunities for patients to be at the epicentre of the service.