



**University
Hospitals Sussex**
NHS Foundation Trust

Welcome to the Sussex Kidney Unit Outpatient Department

Renal

Patient information

What is this information about?

This information is about the different outpatient clinics held at the Sussex Kidney Unit Outpatient Department. It tells you what each clinic is for, what to expect when you arrive for an outpatient appointment, and how to prepare for them.

It also includes a list of places where you can book blood tests, and further resources for support and advice.

You may not be seen at the Sussex Kidney Unit. Some of the clinics are held at different hospitals, but what will happen in the clinic, and how you prepare for your appointment, is the same.

Why have I been given this information?

You have been given this information to help you know what to expect at your outpatient appointment.

It is important you read this carefully, as there are things that you need to do to prepare for your appointment. **This includes:**

- asking your GP for access to your Summary Care Record
- registering with Patient Knows Best
- a list of things to bring with you to your appointment.

Keep this information in a safe place so that you, and anyone looking after you, can refer to it when needed.

Where is the Sussex Kidney Unit?

The Sussex Kidney Unit (SKU) Outpatient Department and Day Case is located on Level 8, Sussex Kidney Unit, Royal Sussex County Hospital, Eastern Road, Brighton, BN2 5BE.

Parking is available, for a charge, in the multi-storey car park. There is also on-street parking around the hospital.

There is public transport access via Brighton and Hove Buses which stop at the front of the hospital. You then walk uphill to the Kidney Unit, or you can access it through the hospital via the Louisa Martindale Building.

What are the opening hours?

The department is open Monday to Friday 8am to 5.30pm.

Outside of these hours, you can contact the renal ward on **01273 696955 Ext. 65047** for specific kidney care advice.

If you are experiencing a medical problem that is not related to your kidney disease, please contact your GP surgery.

If you are experiencing a medical emergency, please call **999** or contact **NHS 111** for urgent advice.

Who will I see at the SKU outpatient department?

The outpatient department is made up from several different groups of health care professionals and allied health professionals.

This includes:

- reception staff
- bookings and administrative staff
- kidney nurses
- kidney doctors
- pharmacists
- dietitians
- counsellors
- welfare advisor.

There may also be nursing or medical students observing clinic as part of their learning. You will be given the opportunity to say if you would prefer not to have students present.

Will I always come to the SKU for my appointments?

This depends on which clinic you are attending.

Many of the clinics are held at hospitals across Sussex.

This includes:

- Conquest Hospital
- Princess Royal Hospital
- Worthing Hospital
- Crawley Hospital
- Polegate Diaverum Dialysis Unit.

These include clinics with renal (kidney) doctors, nurses, counsellors and dietitians.

We will try to arrange appointments at one of these locations if they are closer to your home. However, some clinics are only able to be held at Brighton.

Can I have a chaperone (someone else with me) at my appointment?

Yes. Please tell one of the nursing team if you would like a chaperone present during your appointment.

What clinics are held at the SKU Outpatient Department?

The department holds a variety of clinics for patients with kidney problems.

These clinics may be with kidney consultants, specialist kidney registrars (a doctor who has finished basic training and is learning more to become a specialist), or specialist kidney nurses.

They include:

General nephrology clinic

This is for people who have been referred to the Kidney Unit by their GP for specialised tests and treatments by hospital doctors. The main aim of the general nephrology clinic is to investigate and prevent kidney problems from getting worse.

Pre-transplant clinic

These clinics provide information about having a kidney or a kidney and pancreas transplant. They are run by specialist nurses. They cover the transplant process for both recipients and donors, what testing will be required, and the associated risks and benefits. You will meet with transplant surgeons who are based in London but run clinics at the Sussex Kidney Unit.

Post transplant clinic

These are specialist clinics for people who have received a kidney or a kidney and pancreas transplant and need lifelong follow-up. They are run by both specialist nurses and doctors.

These clinics are essential to improve the long-term survival of both the transplanted kidney and the person. To start off with, you will need to attend clinic appointments several times per week after transplantation and then less often as the kidney function settles.

Advanced kidney care clinic

This is for people whose kidneys are no longer working effectively.

Advanced Kidney Care Clinics are for people who have reached stages 4 and 5. There are a total of 5 stages of Chronic Kidney Disease.

eGFR levels and stages of chronic kidney disease

Stage 1

eGFR remains within a normal range, but other test results suggest signs of kidney damage

Stage 2

Slightly reduced kidney function with other tests suggesting kidney damage

Stage 3

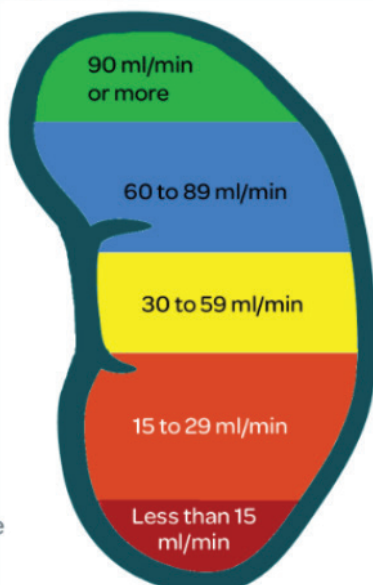
Moderately reduced kidney function

Stage 4

Severely reduced kidney function

Stage 5

Very severe or end-stage kidney failure



Courtesy of Kidney Care UK. <https://kidneycareuk.org/>

The Advanced Kidney Care Clinic provides support, advice, and information about dialysis therapy options. They also provide conservative management for those who choose not to have dialysis treatment.

These clinics are often run by specialist nurses, and appointments will usually alternate between the specialist doctors and nurses. They will also refer you to other members of the team such as dietitians and vascular access.

Hypertension clinic

This is a clinic for people with high blood pressure. The kidneys help to control blood pressure. When blood pressure is high, this can affect kidney function.

This clinic is for people who require specialist tests to help find the cause of their high blood pressure. The clinic provides advice about possible treatment with different types of blood pressure medication.

Immunosuppression clinic

These clinics are held for people who have diseases which produce an autoimmune response which damages the kidney. Such diseases may be treatable with immunosuppressive drugs and steroids to help protect and improve kidney function.

Follow up appointments and blood tests are required as these drugs need to be closely monitored.

Vascular access clinic

This is a clinic for patients who require a vascular access created before starting haemodialysis or during their haemodialysis treatment. Vascular access means creating a way to enter someone's bloodstream with a small tube called a catheter.

You will be seen by specialist nurses, have scans of your blood vessels and be seen by the vascular surgeons to discuss the options for you.

Genetic clinic

This is a clinic for people who have inherited (are born with) types of kidney disease. The aim of this clinic is to provide information about diagnosis and treatments to help protect and improve kidney function.

Transition clinic

The Young Person Transition Clinic is held for 16-25-year-olds, some of whom will be transferring from paediatric (children's) to adult services.

These clinics are held with a consultant, specialist nurse, and a renal counsellor to provide support for the patient and their families.

What should I do if I cannot attend my appointment?

We hope you will be able to attend your appointment, but if you are not able to and know in advance, please contact the renal booking team on:

uhsussex.renal.bookers@nhs.net.

If you are unable to attend on the day, please contact renal reception by phone:

Renal reception 01273 696955 Ext. 67624

We will try and arrange a phone appointment for that day if it is appropriate.

Be aware

In 2025, we plan to send fewer appointment letters by post. Instead, we will share appointment details through Patients Know Best (see below to sign up).

What do I need to do before I have an appointment?

- Please can you ask your GP surgery to allow access to your Summary Care Record (this is the record held by GP practices). This helps us to be able to work more efficiently and share information with them.
- We are encouraging all patients to register with Patients Know Best.



PATIENTS KNOW BEST®
THE PATIENT'S COMPANY

This is an online technology platform supported by the NHS to help bring patient information together in an accessible way for patients.

Patients Know Best allows you to see blood test results and letters from clinics. This helps you to monitor and look after your health at home.

To register under the Brighton Kidney Team, please scan the QR code or email:

romulo.taccola@nhs.net.



Can I get help with transport to and from my appointment?

Sussex Kidney Unit is not routinely able to book non- emergency patient transport for any outpatient appointments.

Please try and make your own way to appointments, asking help from family or friends if you can. If you are unable to do this and require hospital transport, please book your own transport.

From April 2025 EMED Patient Care is our provider for all non-emergency patient transport services.

For information including FAQs and eligibility criteria please visit:

EMED Group www.emedgroup.co.uk/sussex

To book transport please call **0300 777 4444**.

What should I bring with me to my appointment?

- An up-to-date medication list.
- A written list of questions you might want to ask in the clinic.
- Blood pressure recordings if you have been asked to monitor your blood pressure at home.
- A drink and snack (especially if you have diabetes or if you have an all-day appointment in Stirling Day Case Unit).

What will happen during my appointment?

A relative or friend is welcome to attend with you and be there during your appointment if you wish them to be.

If your appointment is at the Sussex Kidney Unit, please book in at the reception desk which is on the right-hand side as you enter level 8.

The receptionist will ask you to provide a urine (wee) sample and will direct you to the toilets. Most people will be asked to do this every time they attend clinic.

The nursing staff will take you to be weighed and have your height measured and then ask you to wait in the waiting room for your appointment.

After your appointment, you may be asked to have a blood test taken on the day. You also may be given blood forms to have your bloods checked at a future date between or before your next clinic appointment.

What should I do if I need to have a blood test and I am not a kidney transplant patient?

You need to inform us, either by phone or email, when you have had a blood test taken so your blood results can be reviewed.

Please call (leave message on the answering machine) or email and include:

- your full name
- date of birth
- hospital number
- date your bloods were taken.

01273 664559

uhsussex.renal.opd@nhs.net

It is important that you arrange to have blood tests taken at the time requested by the doctor or nurses to monitor your progress.

You may be able to arrange these at the GP's surgery or at the alternative following locations:

East: Eastbourne/Bexhill/Hastings

There are three locations you can book blood tests:

- **Eastbourne Phlebotomy:** Eastbourne District Hospital, Kings Drive, Eastbourne, BN21 2UD
- **Bexhill Phlebotomy:** Bexhill CDC, 16 Beeching Road, Bexhill-on-Sea, TN39 3LJ
- **Conquest Phlebotomy,** Conquest Hospital, The Ridge, St Leonards-on-Sea, TN37 7RD

Book online anytime for any of the places:

Swiftqueue www.swiftqueue.co.uk/

Book by phone:

Monday to Friday 8.30am to 4.30pm **0300 131 5560**

Central: Brighton/Haywards Heath

You could have your blood tests done in the renal department in Brighton, between your medical appointments

Sussex Kidney Unit, Royal Sussex County Hospital

Book by phone ideally please call in the afternoon.

01273 696955 Ext. 67624 Monday to Friday 8:00 am to 4:00 pm.

Otherwise, you can use the phlebotomy departments in Brighton in the Royal Sussex County Hospital or Princess Royal Hospital, Haywards Heath, sites:

- **Royal Sussex County Hospital Phlebotomy** in the main hospital outpatient department: Royal Sussex County Hospital Outpatient department, Eastern Road, Kemptown, Brighton, BN2 5BE
- **Princess Royal Hospital Phlebotomy:** Princess Royal Hospital, Lewes Road, Haywards Heath, RH16 4EX

Book online:

Blood tests www.uhsussex.nhs.uk/services/blood-tests/services-at-royal-sussex-county-princess-royal-and-alex-childrens-hospital

Book by email and phone:

uhsussex.east.phlebotomy@nhs.net 01273 092907

West: Shoreham/Worthing/Chichester

You can use the phlebotomy departments at the following three hospitals sites:

- **St Richards Hospital Phlebotomy:** St Richards Hospital, St Richards Pathology Department, 1st Floor, South Wing (Orange Zone), Spitalfield Lane, Chichester PO19 6SE
- **Worthing Hospital Phlebotomy:** Worthing Hospital, Worthing Pathology Department, 1st Floor, North Wing (Pink Zone), Lyndhurst Road, Worthing BN11 2DH
- **Southlands Phlebotomy:** Southlands Hospital, Bay 4, Southlands Hospital Outpatients Department, Upper Shoreham Road, Shoreham-by-Sea BN43 6TQ

Book online:

Blood tests www.uhsussex.nhs.uk/services/blood-tests/services-at-worthing-st-richards-and-southlands-hospital

Book by phone: 01903 285149

Monday to Friday 9:00 am to 4:00 pm

North: Crawley/Horsham/Redhill

There are phlebotomy department at the following three sites:

- **Crawley Hospital**, West Green Drive, Crawley, RH11 7DH
- **Horsham Hospital**, Hurst Road, Horsham, RH12 2DR
- **East Surrey Hospital**, Canada Ave, Redhill RH1 5RH

There is no longer a walk-in phlebotomy service at these sites and you must book in advance.

Book online anytime for any of the places:

Swiftqueue www.swiftqueue.co.uk

Book by phone: **0300 613 4117**

What should I do if I need blood tests and I am a kidney transplant patient?

Please contact the team using Patients Know Best. This is done via the correspondence section of Patients Know Best.

The kidney transplant nurses will use Patients Know Best to inform you of dose changes, when blood tests are due and any other information regarding your care. If you do not have access to **Patients Know Best**, please phone **01273 067529**.

What happens in the Stirling Day Case Unit?

The Stirling Day Case Unit is also on Level 8 Sussex Kidney Unit and is part of the SKU Outpatient Department. It is run by experienced nurses with medical support.

You may attend for 1 to 2 hours for medical reviews, certain infusions or a specific blood test or you may need to stay longer for other procedures. You should be told this when we are booking you into these slots.

Treatments include:

- Day case kidney biopsy
- Antibiotic infusions
- Iron infusions
- Rituximab infusions
- Pre and post (before and after) dialysis access surgical care
- Pre and post dialysis line insertion care
- Blood transfusions
- Urgent medical reviews
- Specific blood tests.

Is there a support group I can join?

Yes. Kidney Patient Support Group (KPSG) is a group run by kidney patients, for kidney patients.

KPSG is a compassionate community who offer support, exchange experiences, lend a caring ear and provide information and resources to each other.

The group meets on the first Friday of every month 11am to 1pm on Level 9 Seminar Room, Sussex Kidney Unit. Please contact them on KPSGsussex@gmail.com

Who can I contact for support and advice?

Many of these numbers can only be contacted if you ring the hospital [01273 696955](tel:01273696955) and then dial the correct extension.

Outpatient reception [Ext. 67624](tel:0127369624)

Outpatient nurses office [Ext. 64559](tel:0127364559)

Outpatient team uhsussex.renal.opd@nhs.net

Pre transplant nurses Ext. 67478
Post transplant nurses Ext. 67529
uhsussex.renal.post-transplant.nurses@nhs.net

Advanced kidney care nurses 01273 067579

Stirling day case unit Ext. 62294

uhsussex.renal.opd@nhs.net

Renal (Trafford) ward Ext. 64057

Renal welfare advisor: Ext. 67886

Renal outpatient manager Ext. 67616

You can get more information from the groups below:

Please visit Kidney Care UK's website for patient information about all aspects of living with chronic kidney disease.

Kidney Care UK is the UK's leading kidney patient support charity:

Kidney Care UK

<https://kidneycareuk.org>

National Kidney Research Fund

0300 303 1100

www.kidneyresearchuk.org

South Eastern Kidney Patients Association (SEKPA)

www.sekpa.org

National Kidney Foundation

www.kidney.org

The British Kidney Patient Association

www.thinkkidneys.nhs.uk/ckd/information-for-the-public/attachment/bkpa

What should I do if I have a complaint?

We are part of the University Hospital Sussex NHS Foundation Trust (UHSussex). We aim to provide care and treatment to the highest standard.

If you are unhappy about any aspect of the care you have received, we want to know as soon as possible as concerns can often be sorted out very quickly. We want to make it easy for you to tell us about any problems you have experienced so that we can do our best to resolve them, learn from any mistakes and improve the way we do things in the future. Most complaints can be resolved by speaking to the Outpatients Nurse in Charge.

If you are not happy with our NHS service, you can also make a complaint to the Patient Advice and Liaison Service (PALS). They offer a confidential service who will help you raise your concerns to the right people. PALS provides information and on-the-spot help for patients, their families and carers, working to resolve concerns quickly by liaising between you and the hospital staff. PALS can also provide advice and information should you wish to pursue matters more formally.

PALS advisers can be contacted by telephone and email. For help and information regarding your care at our Brighton based hospitals please call **01273 664973** or **01273 664511**.

The PALS team can be contacted by email at: uhsussex.pals@nhs.net

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information-for-patients-and-public](http://www.uhsussex.nhs.uk/research-and-innovation/information-for-patients-and-public)**
or scan the QR code



This leaflet is intended for patients receiving care in Brighton and Hove and Haywards Health.

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