

# University Hospital Birmingham

NHS Foundation Trust

## Department of Renal Medicine

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Dear Patient

We are writing to update you on our response to the staffing changes that are being proposed by Fresenius Medical Care (FMC) at the satellite unit where you undergo dialysis treatment.

We have now met with the senior UK management team of FMC on two occasions and have expressed detailed concerns both verbally and in writing about the proposed changes. The concerns that we have expressed have included the issues that you have identified in the letters and emails that you have written to us. We share many of the views that you express and have repeatedly stated this to FMC.

Due to these concerns we have formally asked FMC to suspend any proposed staffing changes for a period of 6 months. We requested that during this time they work with us and you (the patients) on assessing the impact of the proposed staffing changes on three specific areas:

1. Infection control
2. Dialysis start and completion time
3. Communication and supportive care

We have now received a letter from FMC stating that they were proceeding with their proposed staffing changes. We replied in detail and restated our requests, and the reasons for them, and are awaiting their response.

In the meantime, please accept our strongest assurance that the doctors, nurses and senior managers at UHB who are involved in your care at the satellite units are committed to maintaining the quality of your care in this period.

To try to ensure this happens the consultants responsible at each unit will meet with FMC to identify how the quality of care is maintained at each unit during this period of uncertainty. We are also ensuring that FMC are and will remain fully compliant with the contract that we hold for them for the care that they deliver at these satellite units.

UHB will also be talking to all of the Healthcare Assistants put at risk by FMC to see if we are able to find suitable direct employment with the hospital trust.

We will inform you once we have further information from FMC. In the meantime please continue to tell us of any concerns that you have so we can ensure that we are doing our best to address these.

Yours sincerely



Dr Paul Cockwell  
**Consultant Nephrologist**  
**Clinical Service Lead Renal Medicine**



Dr Clara Day  
**Lead Haemodialysis Consultant**