

Patient Reported Experience of Kidney Care in the UK 2019

Putting patient views first

National findings

Kidney PREM is the annual survey which gives you the chance to have a say about your experience of kidney care and help drive improvements in local services.

- Nationally patients continue to rate their overall experience of care highly, 6.3 out of 7
- Variation in care experience is being reviewed at national and local levels
- Some specific aspects of care remain unchanged since 2017
- Efforts to focus on understanding and improving patient experience in the lowest rated areas is needed

How do we compare to national findings?



16,469

kidney patients responded from **70** adult centres across UK



kidney patients from took part in the survey

Patients reported overall experience:



Nationally

6.4



	Nationally	
Privacy & dignity	6.4	
Access to the team	6.3	
Patient information	6.3	
Needling	5.8	
Sharing decisions about your care	5.5	
Transport	5.5	

Our quality improvement plans

www.kidneycareuk.org/2019prem

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