

Patient Reported Experience of kidney care in the UK 2020

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.

- Encouragingly, despite the global pandemic, patients continue to rate their **Overall Experience** by their renal centre highly.
- Patient reported experience of **Support** and **Sharing Decisions About Your Care** fell in 2020.
- Patient reported experience of **Transport** improved for in-centre and in-satellite haemodialysis patients in 2020.
- The experience of **patients living with CKD but not receiving renal replacement therapy** notably decreased in 2020 compared to 2019, particularly for **Overall Experience, Support and How the team treats you.**

How do we compare to national findings?



9,645

kidney patients responded from all 70 adult centres across UK



kidney patients from our unit took part in the survey

Patients reported overall experience:



Nationally **6.2**



At our unit

	Nationally	At our unit
Privacy & dignity	6.47	
Patient information	6.35	
Access to the team	6.33	
Communication	5.79	
Support	5.71	
Sharing decisions	5.49	

Our quality improvement plans

www.kidneycareuk.org/2020prem

f kidneycareuk.org @kidneycareuk @kidneycareuk



©Kidney Care UK 2021. Kidney Care UK is the operating name of the British Kidney Patient Association. A charitable company limited by guarantee. Registered in England and Wales (1228114). A charity registered in England and Wales (270288), and Scotland (SCO48198).

© Renal Association. The Renal Association is registered in England & Wales as Company 2229663, limited by guarantee and registered as charity number 800733.

www.renal.org

@RenalAssoc

