

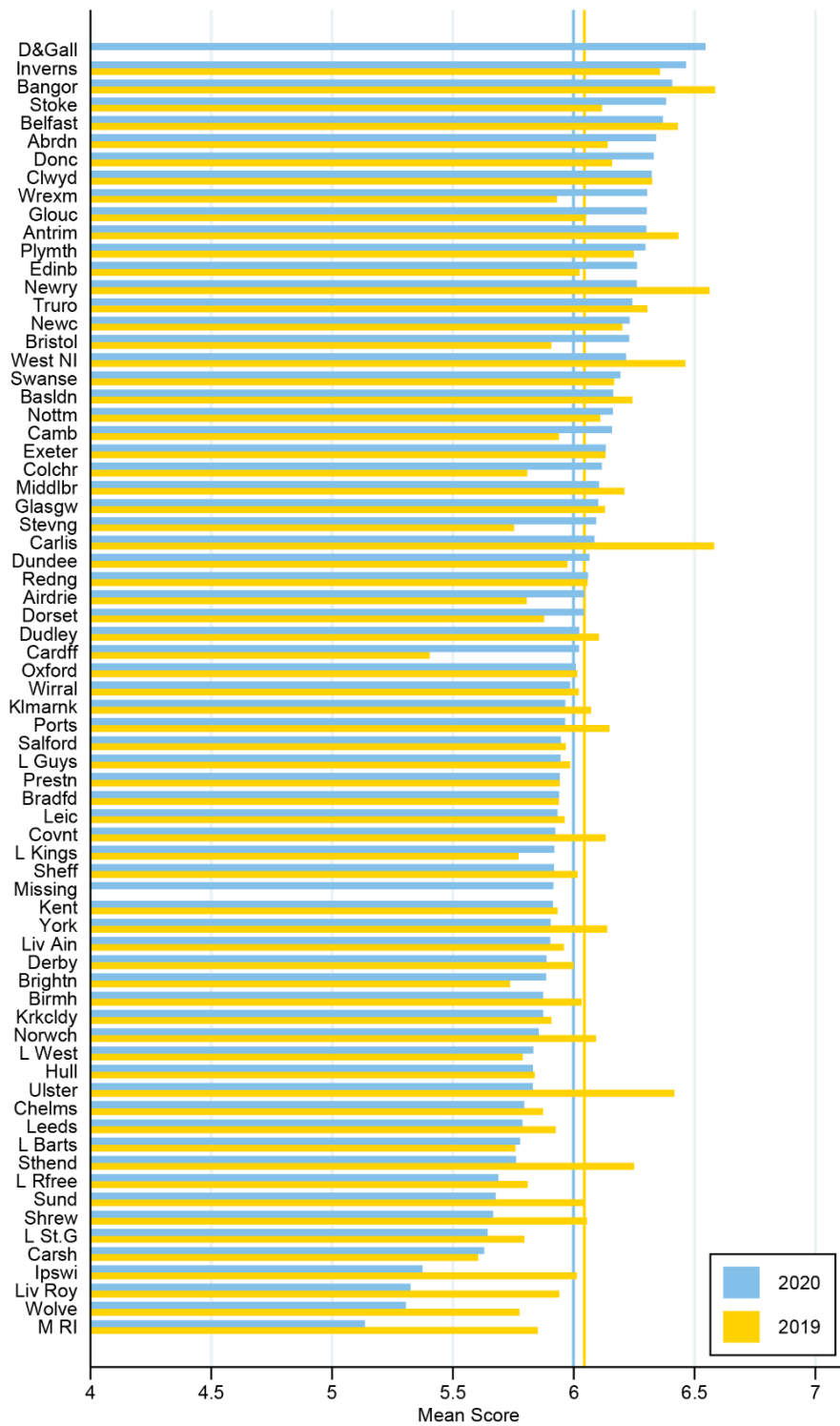
## Kidney PREM 2020/19 Theme Comparisons by Centre

These plots show mean centre scores in 2020 and 2019, with the vertical lines showing the overall mean of the centre scores for each year. Differences may be due to variation of people responding, or to the number of people responding in each year. The number of responses for each centre in 2020 and 2019 are shown in the tables of Appendix A.

Centre scores could be estimated if at least 7 responses were received. This year we have included a variable 'missing', comprising patients for whom a centre could not be attributed (from what they typed in the 'Renal Unit' free text box). This usually scored in the middle of the centre averages, suggesting no difference between these patients and those who provided a legible treating centre. For most themes, centre scores are mostly within a small range. However, each theme's graph shows a tail of outliers at the bottom, where centre scores were lower than others.

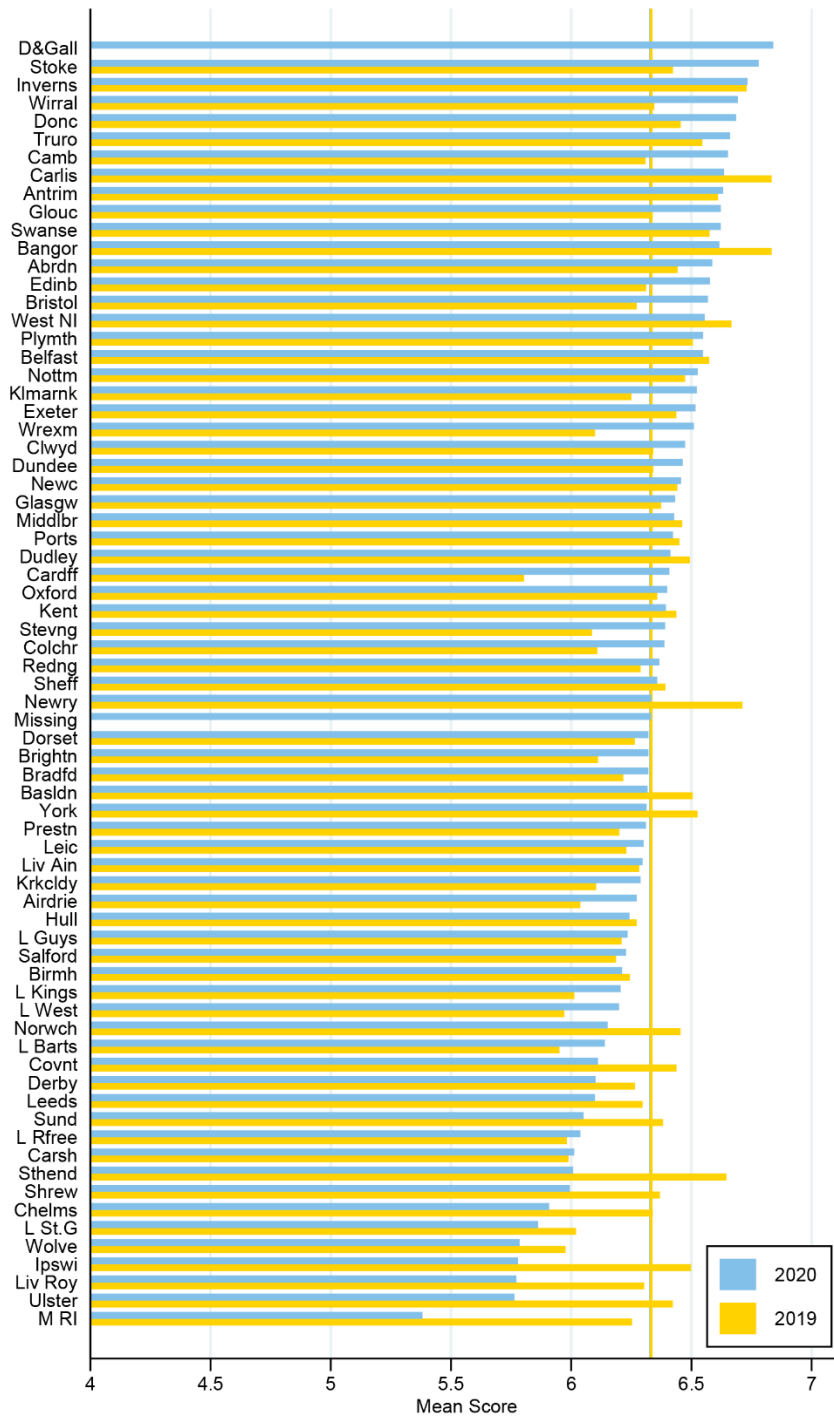
Transport and Needling themes are only applicable to in-satellite and in-centre haemodialysis patients. These themes therefore have fewer centre scores, since a minimum of seven patients were needed to calculate these in order to preserve patient anonymity.

Scale Total: Responses across all themes

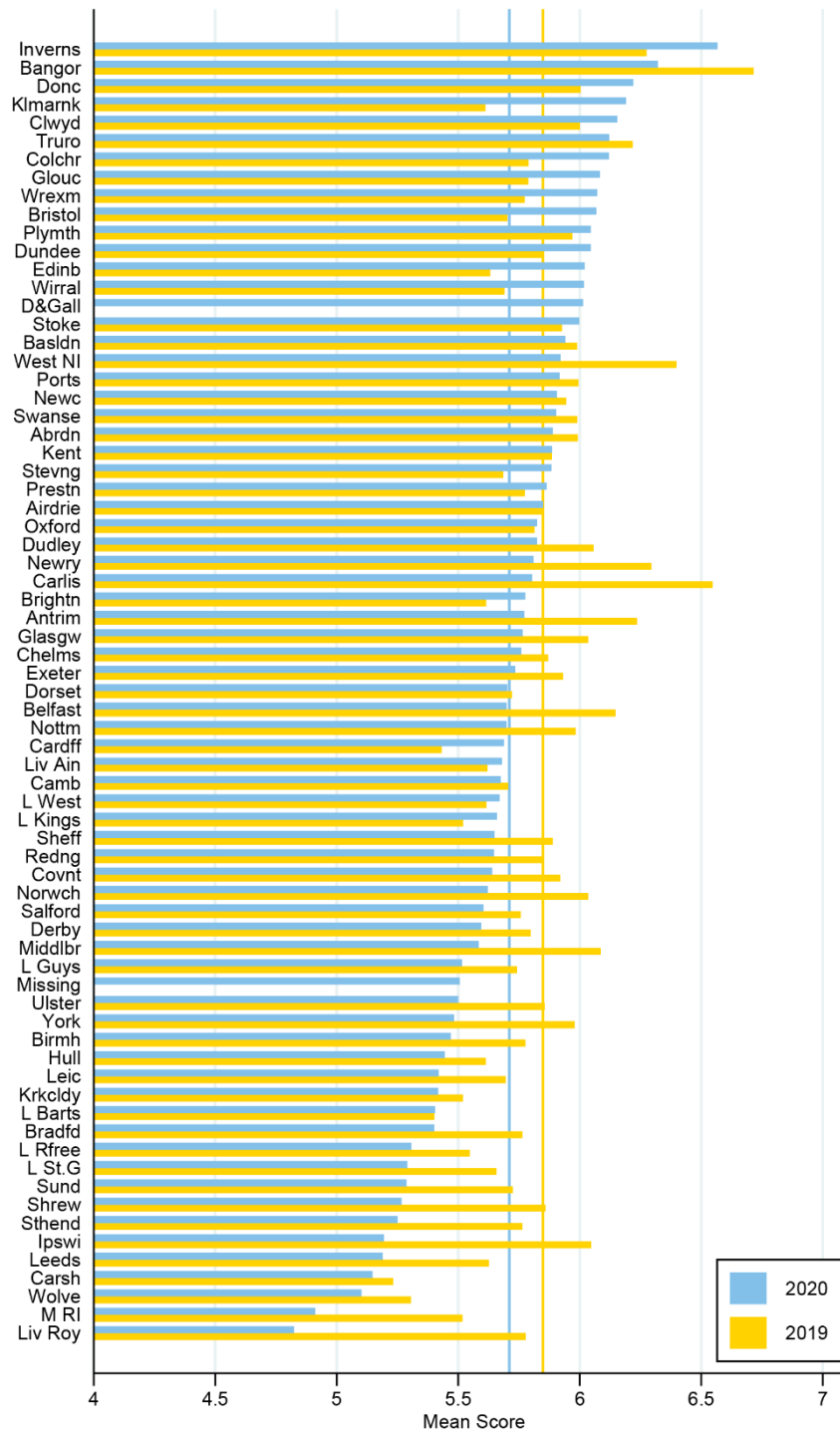


Scale total calculated across all theme scores.

## Section 1: Access to the Renal Team


**Theme questions**

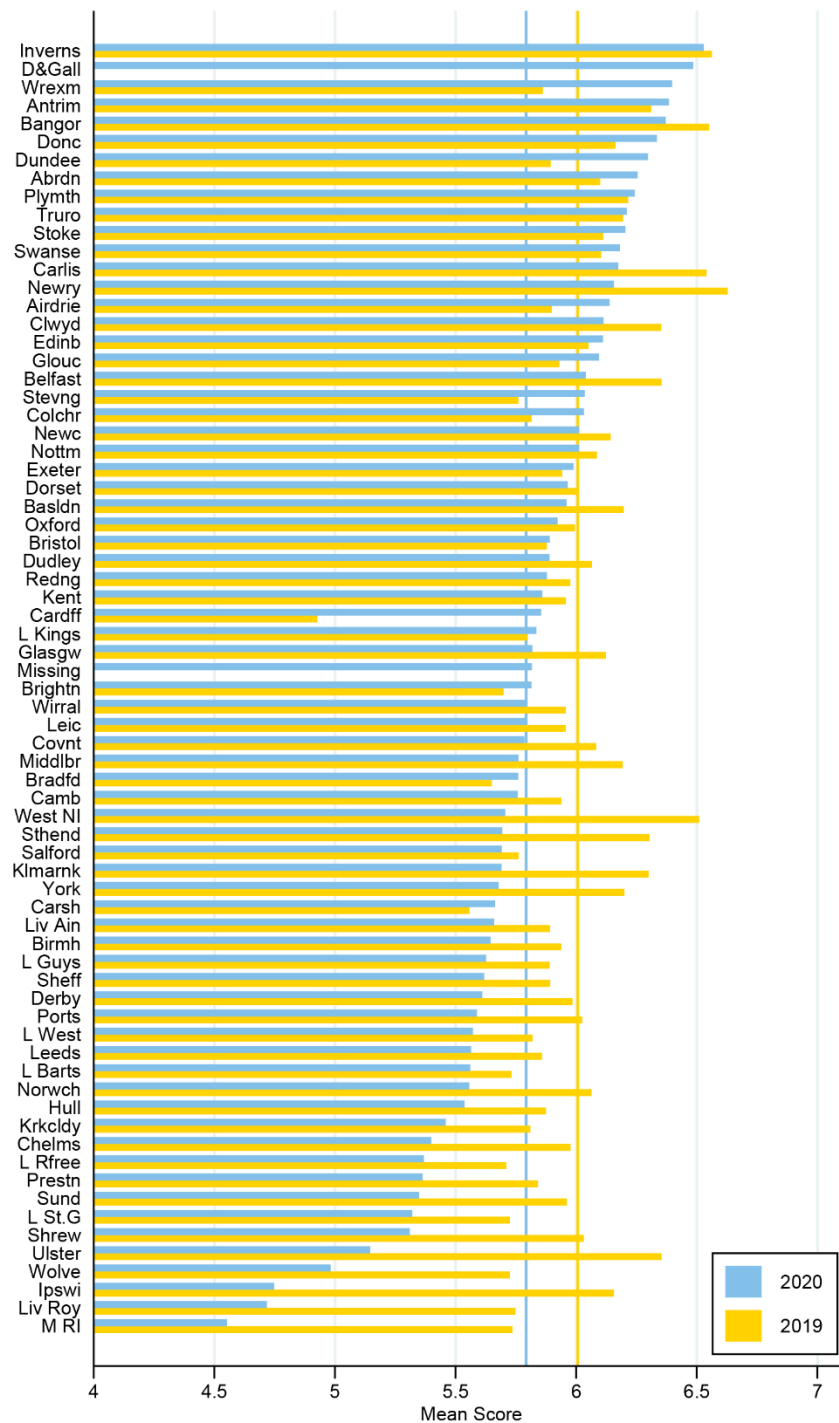
1. Does the renal team take time to answer your questions about your kidney disease or treatment?
2. Would you feel comfortable to contact the unit from home if you were anxious or worried?
3. Would you feel able to ask for an additional appointment with your kidney doctor if you wanted to?



Theme questions

Does the renal team help you to get the support you want with:

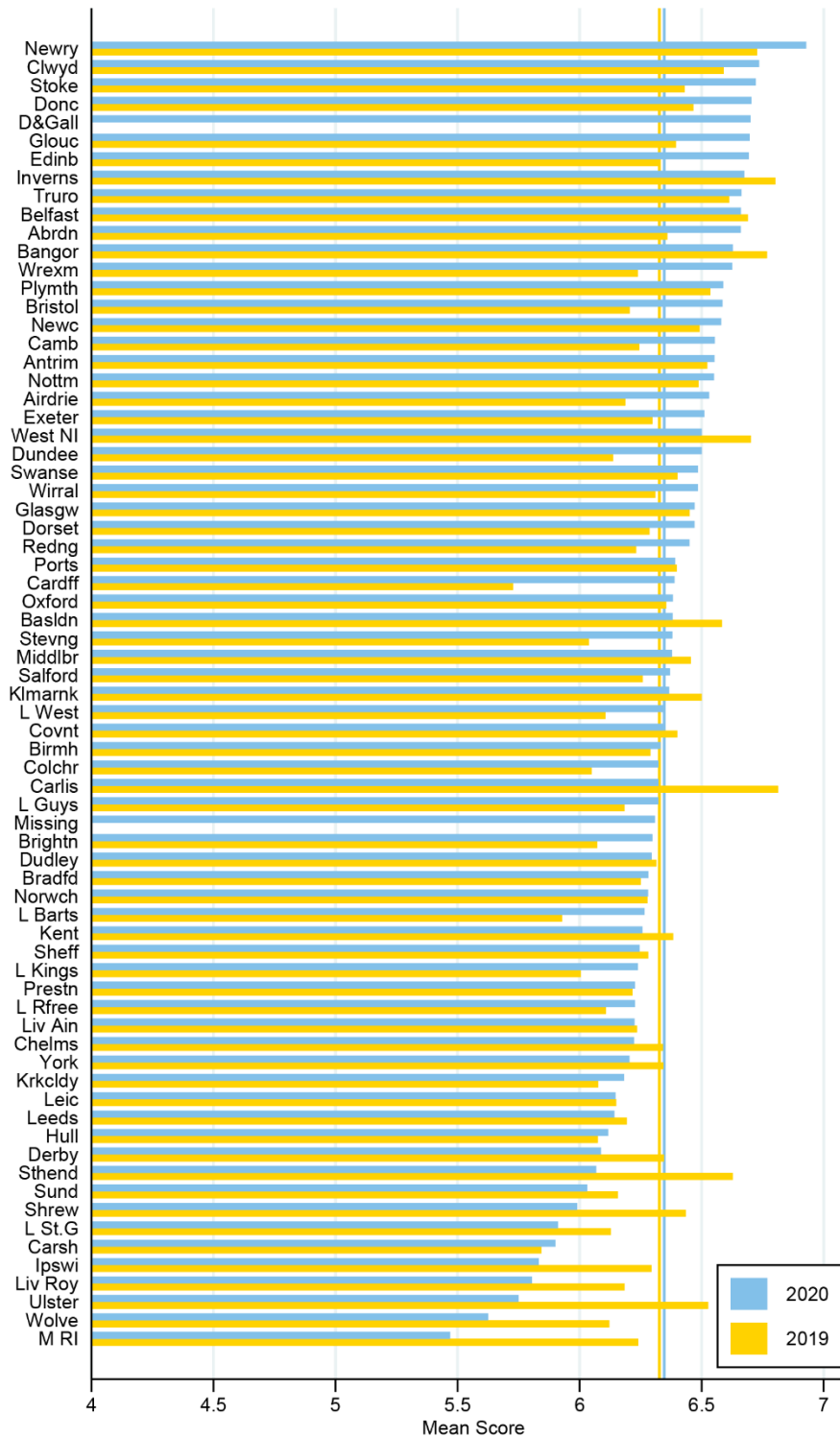
4. Medical issues resulting from your kidney disease?
5. Any other concerns or anxieties resulting from your kidney disease or treatment?
6. Accessing patient support groups such as Kidney Patient Associations (KPA)?



### Theme questions

Do you think there is good communication between:

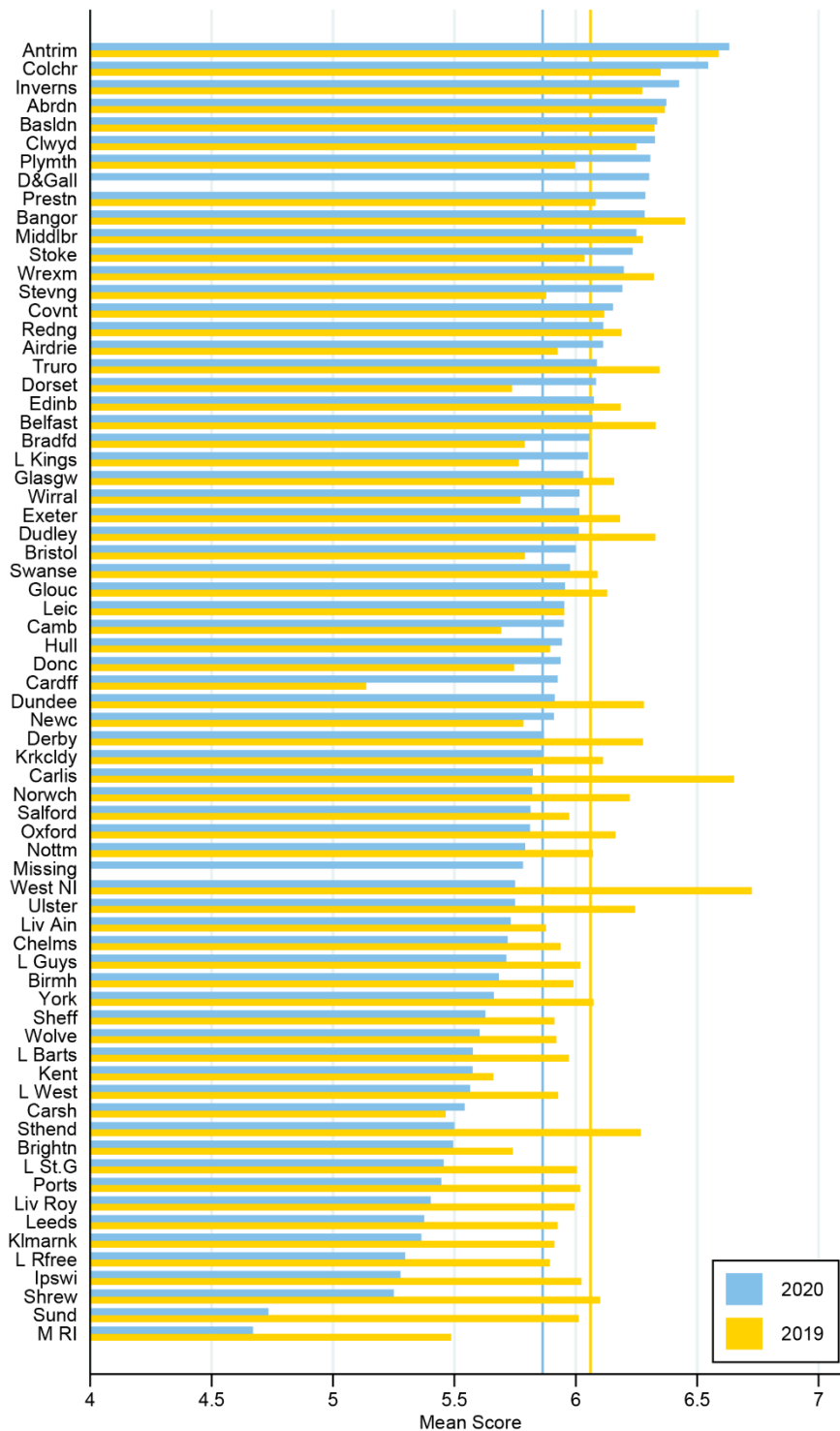
7. You and your renal team?
8. Members of the renal team?
9. Your GP and the renal team?
10. The renal team and other medical specialists?
11. The renal team and other non-healthcare services if you need them, such as social work or housing?



**Theme questions**

Does the renal team:

- 12. Explain things to you in a way that is easy to understand?
- 13. Give you as much information about your kidney disease or treatment as you want?



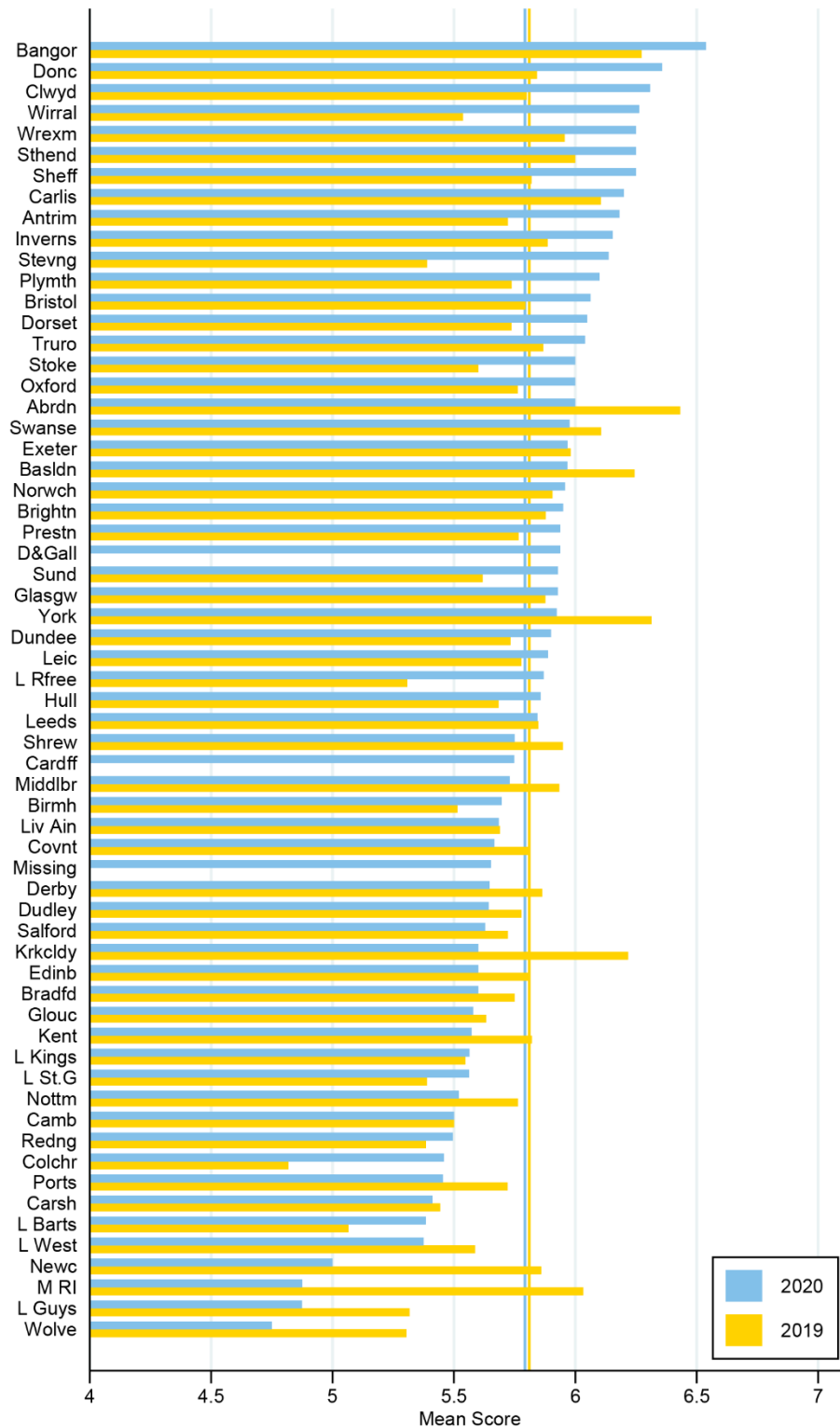
**Theme questions**

Thinking about the advice you are given about fluid intake:

14. Does the renal team give you clear advice on your fluid intake?

Thinking about the advice you are given about diet:

15. Does the renal team give you clear advice on your diet?

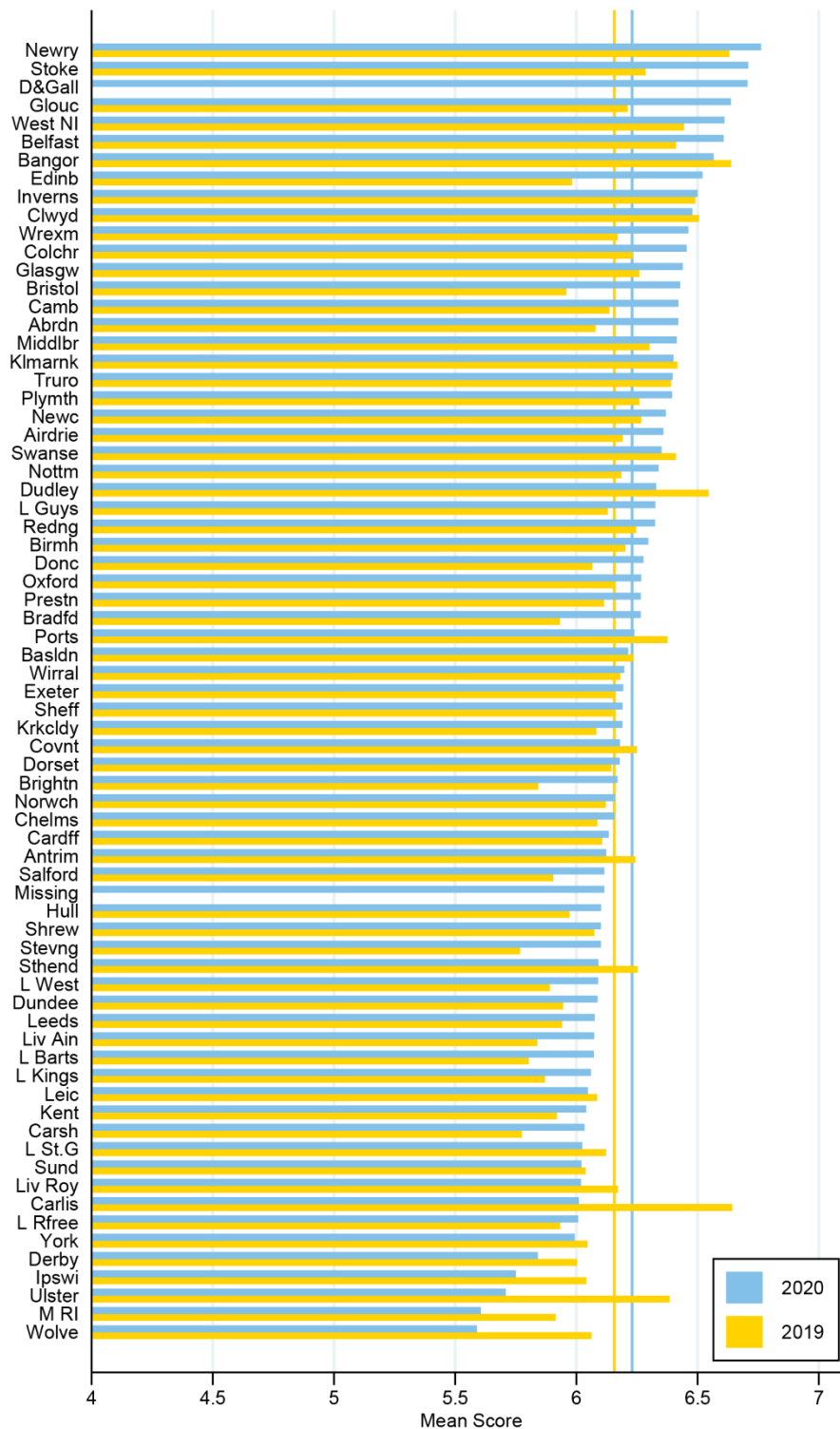


Theme question

If you are on in-hospital or in-satellite haemodialysis:

16. How often do the renal team insert your needles with as little pain as possible?

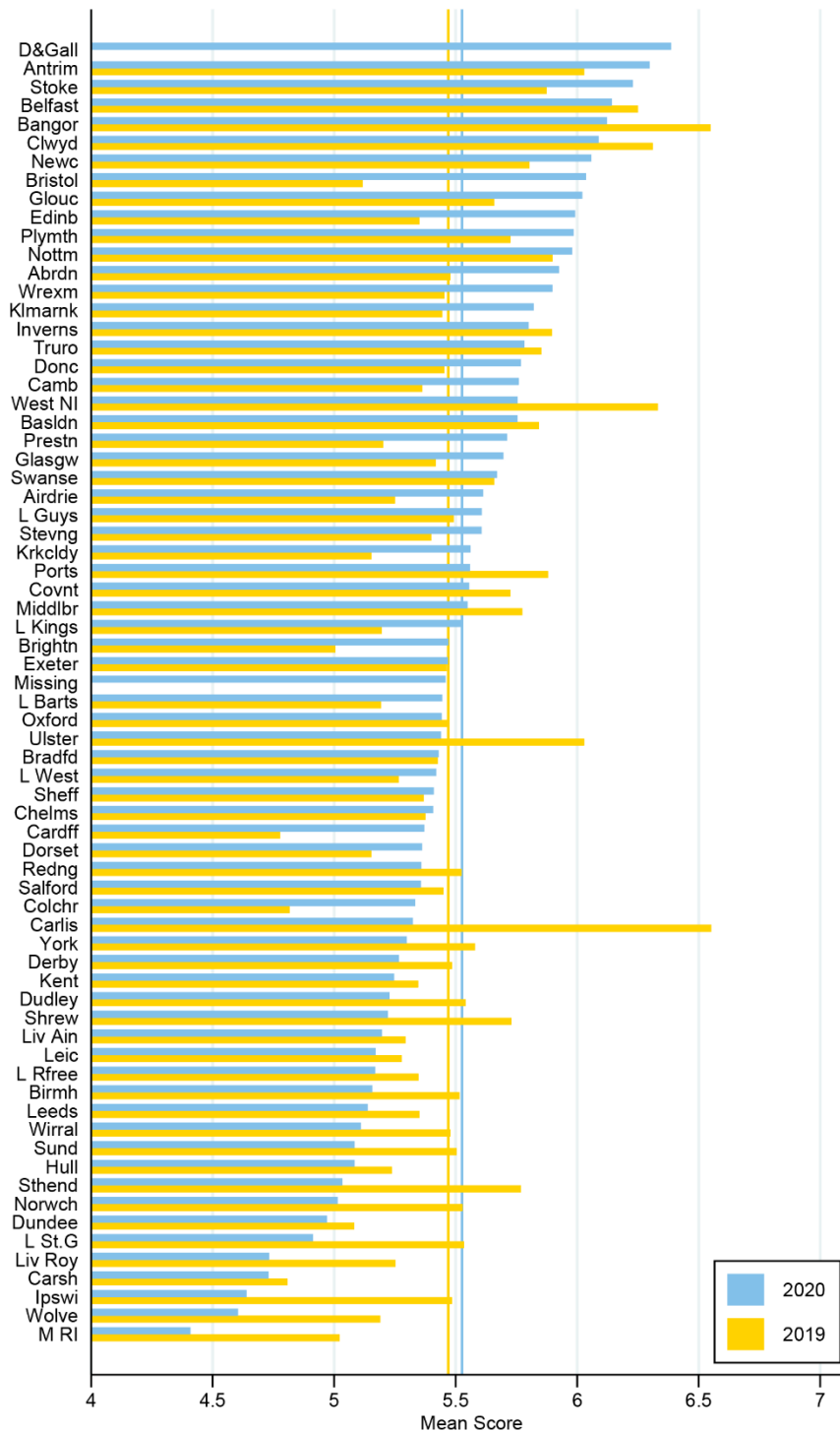




#### Theme questions

17. Do you understand the reasons for your tests?
18. Do you get your test results back within an acceptable time period?
19. Do you understand the results of your tests?

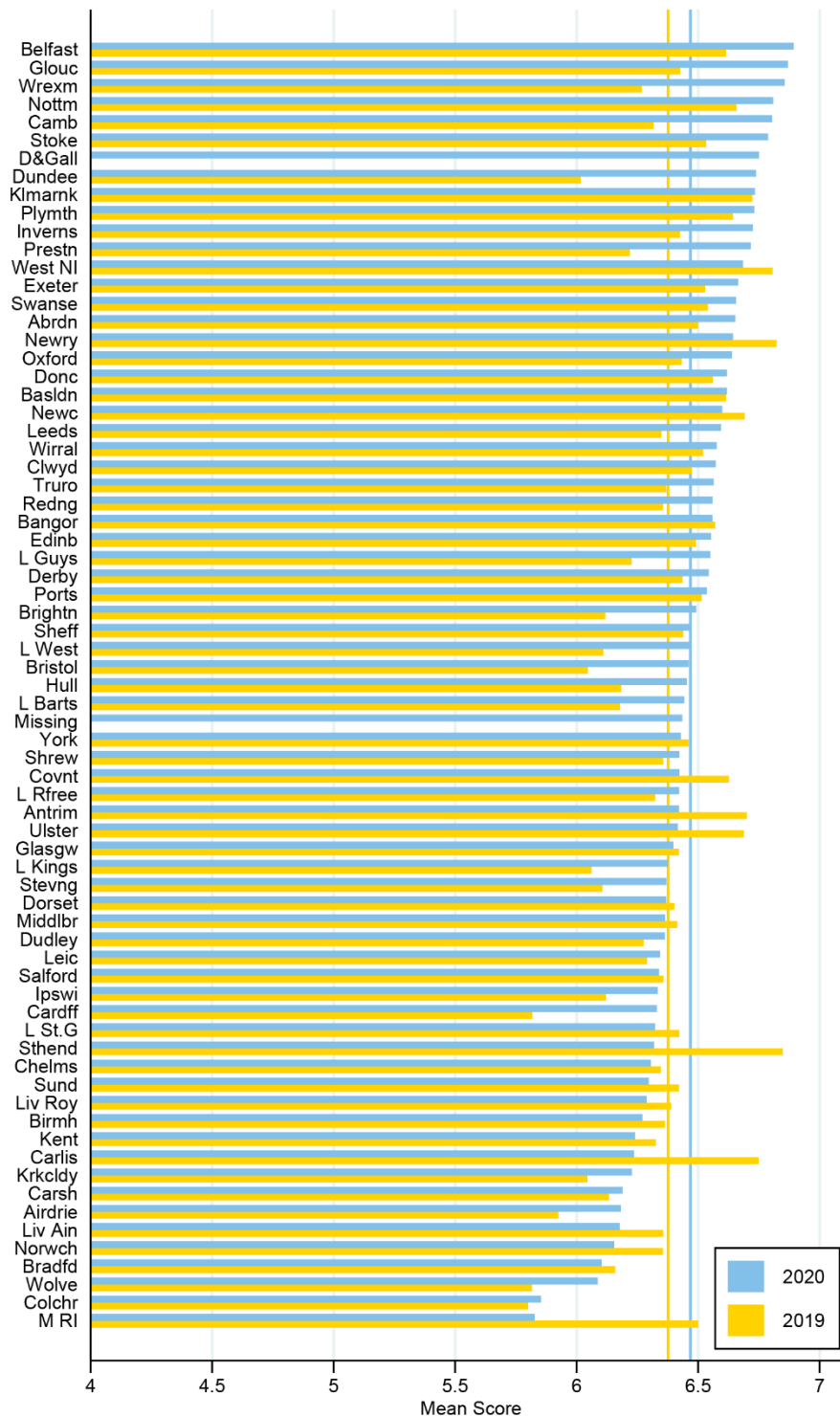
Section 8: Sharing Decisions about your Care



**Theme questions**

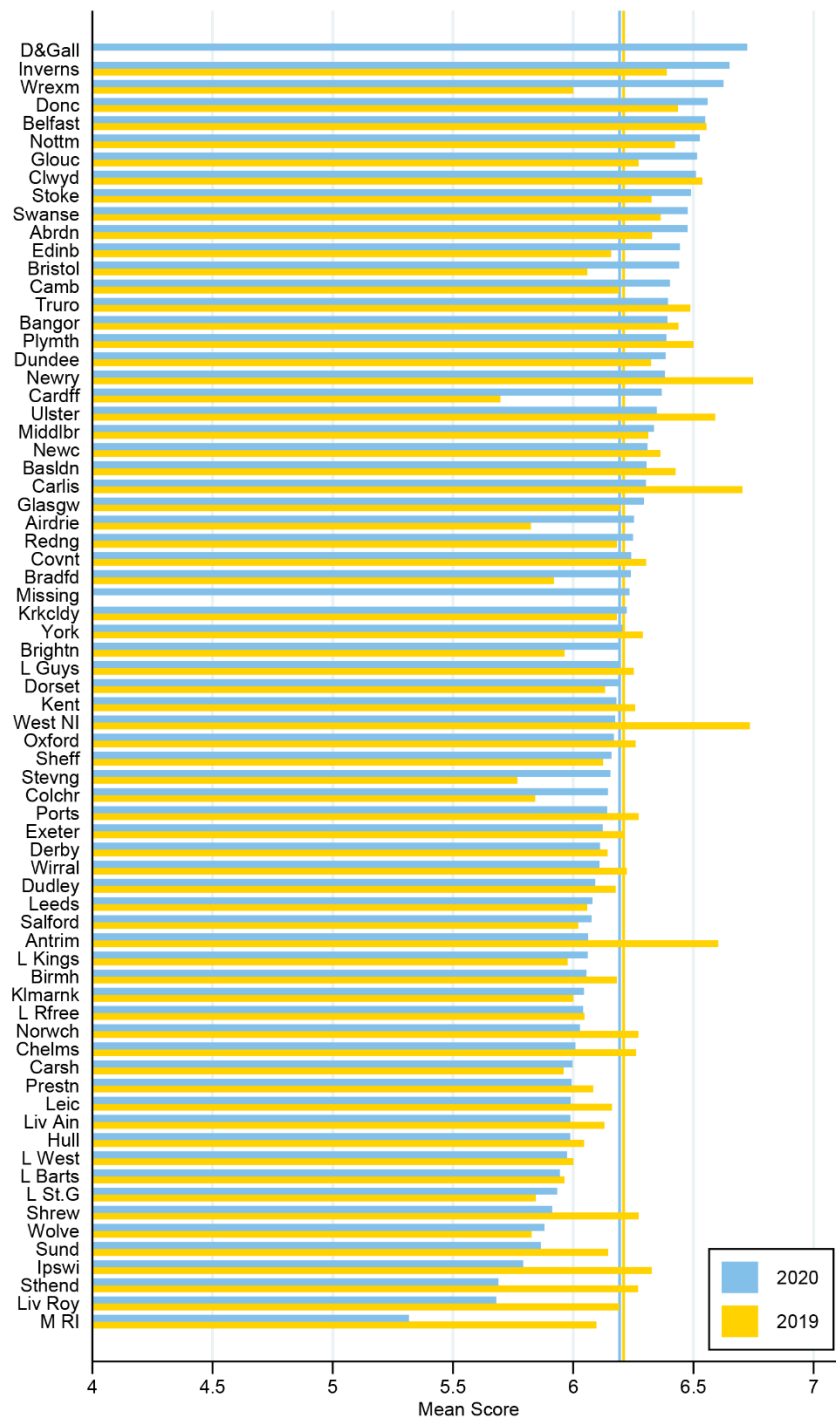
Does the renal team:

- 20. Talk with you about your treatment and life goals?
- 21. Enable you to participate in decisions about your kidney care as much as you want?
- 22. Talk to you about taking a more active role in managing your own kidney care?



Theme questions

- 23. Are you given enough privacy when discussing your condition or treatment?
- 24. Is your dignity respected during visits and clinical examinations?



**Theme questions**

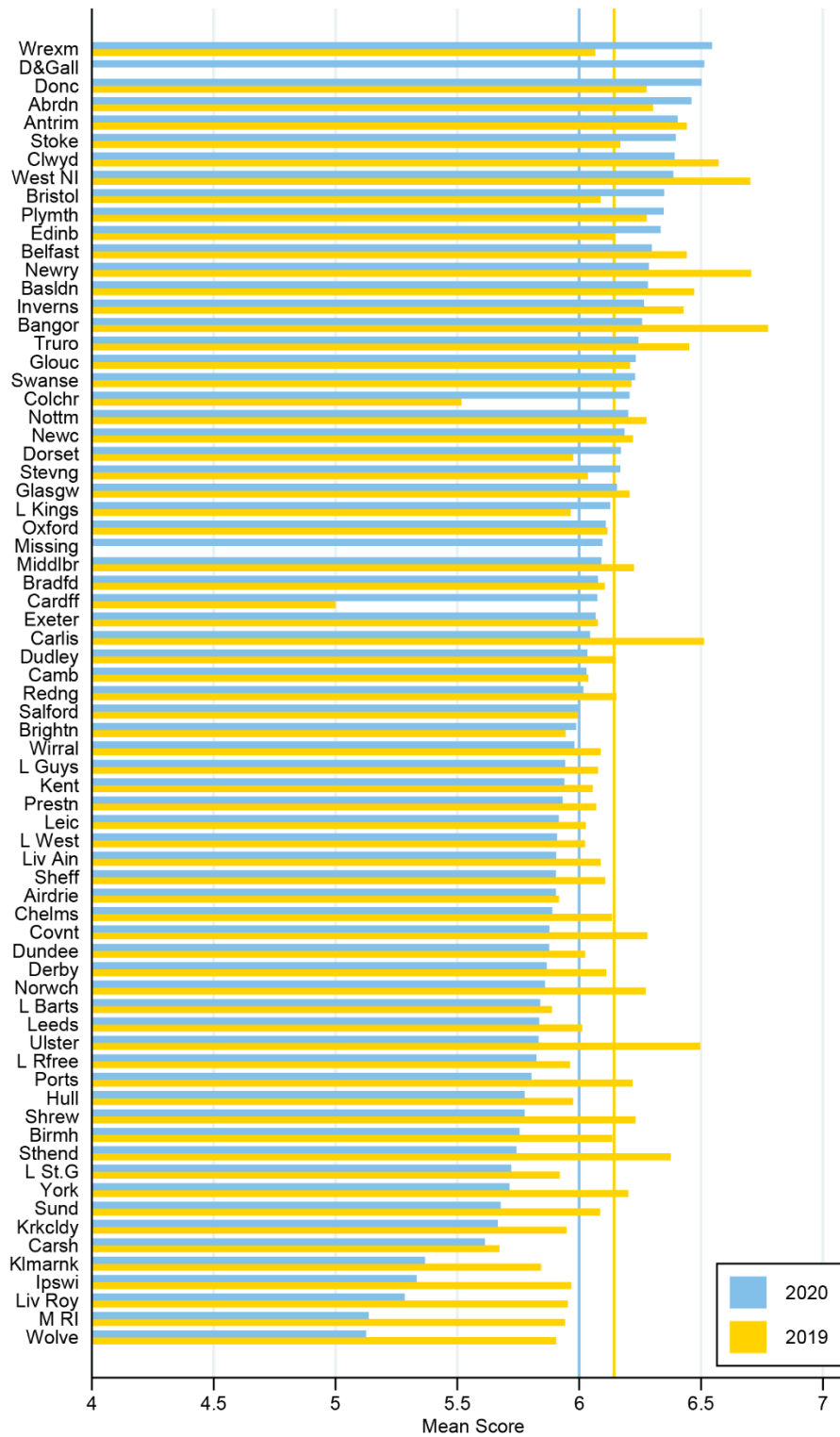
25. Can you change your appointment times if they are not suitable for you?

26. Do you feel your time is used well at your appointments relating to your kidneys?

If you have blood tests done at an outpatient clinic or GP surgery:

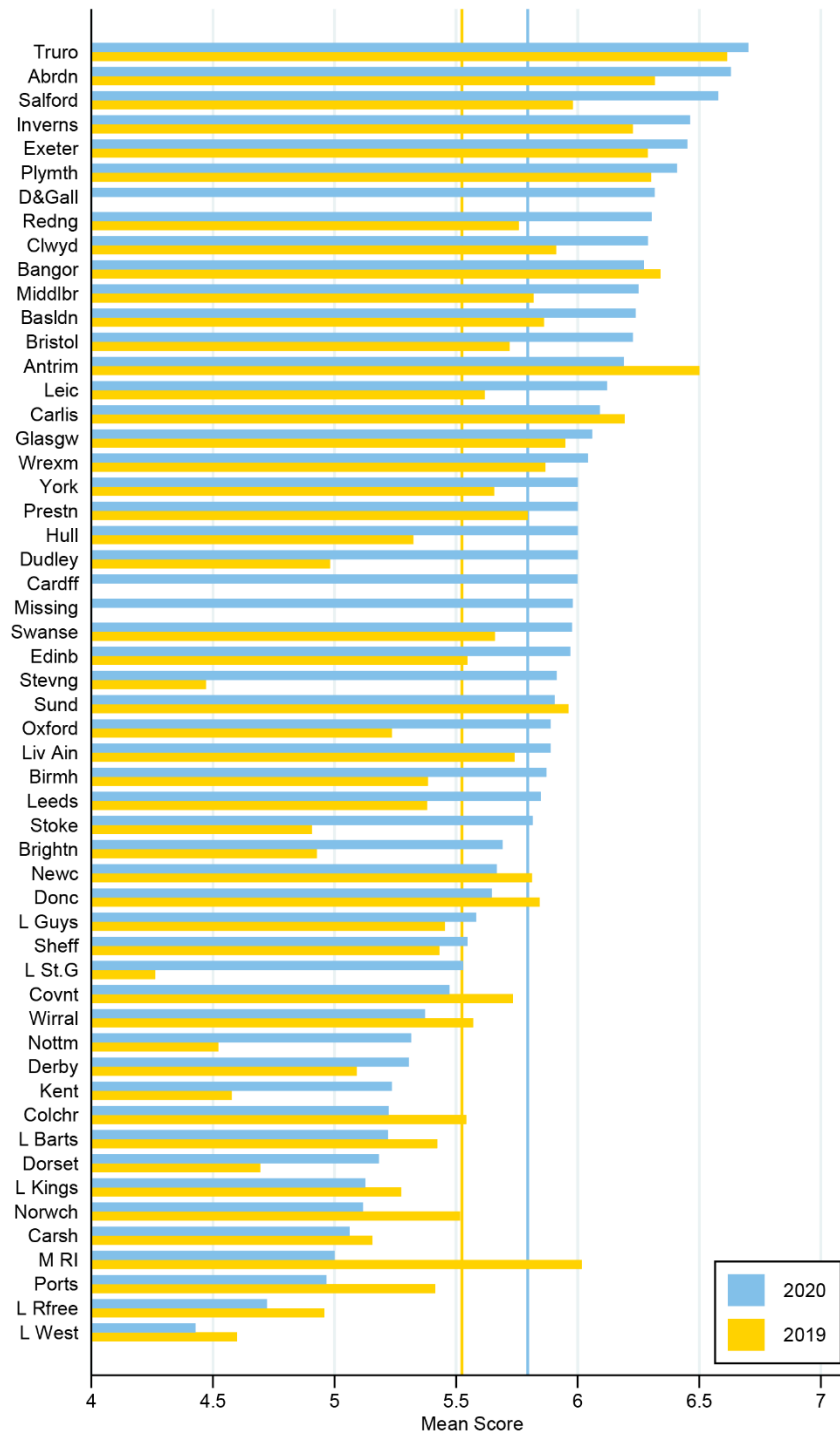
27. Are the arrangements for your blood tests convenient for you?

Section 11: How the Renal Team Treats You



**Theme questions**  
 Thinking about how the renal team treats you, do they:

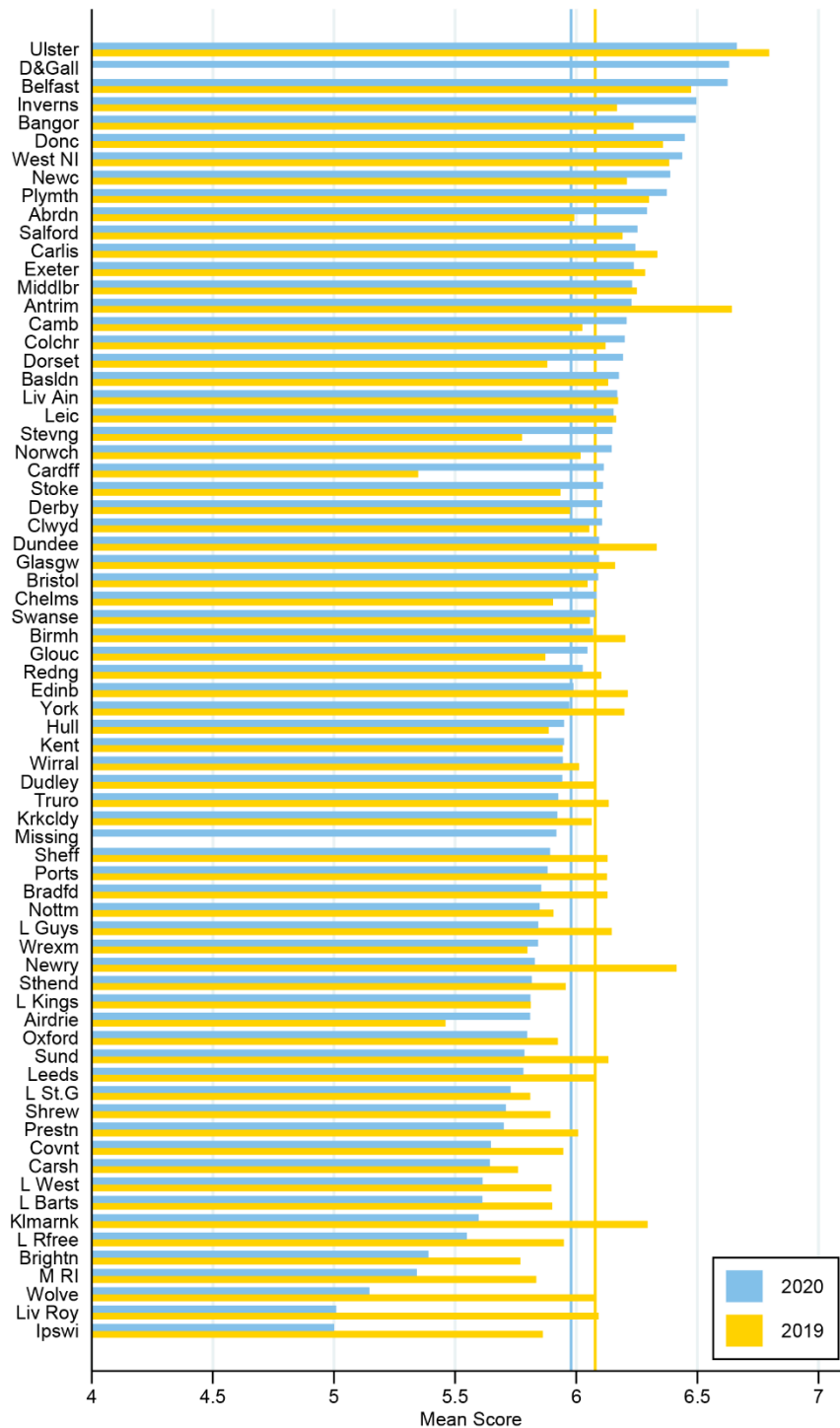
- 28. Take you seriously?
- 29. Show a caring attitude towards you?
- 30. Ask you about your emotional feelings?



### Theme questions

If the renal unit arranges your transport:

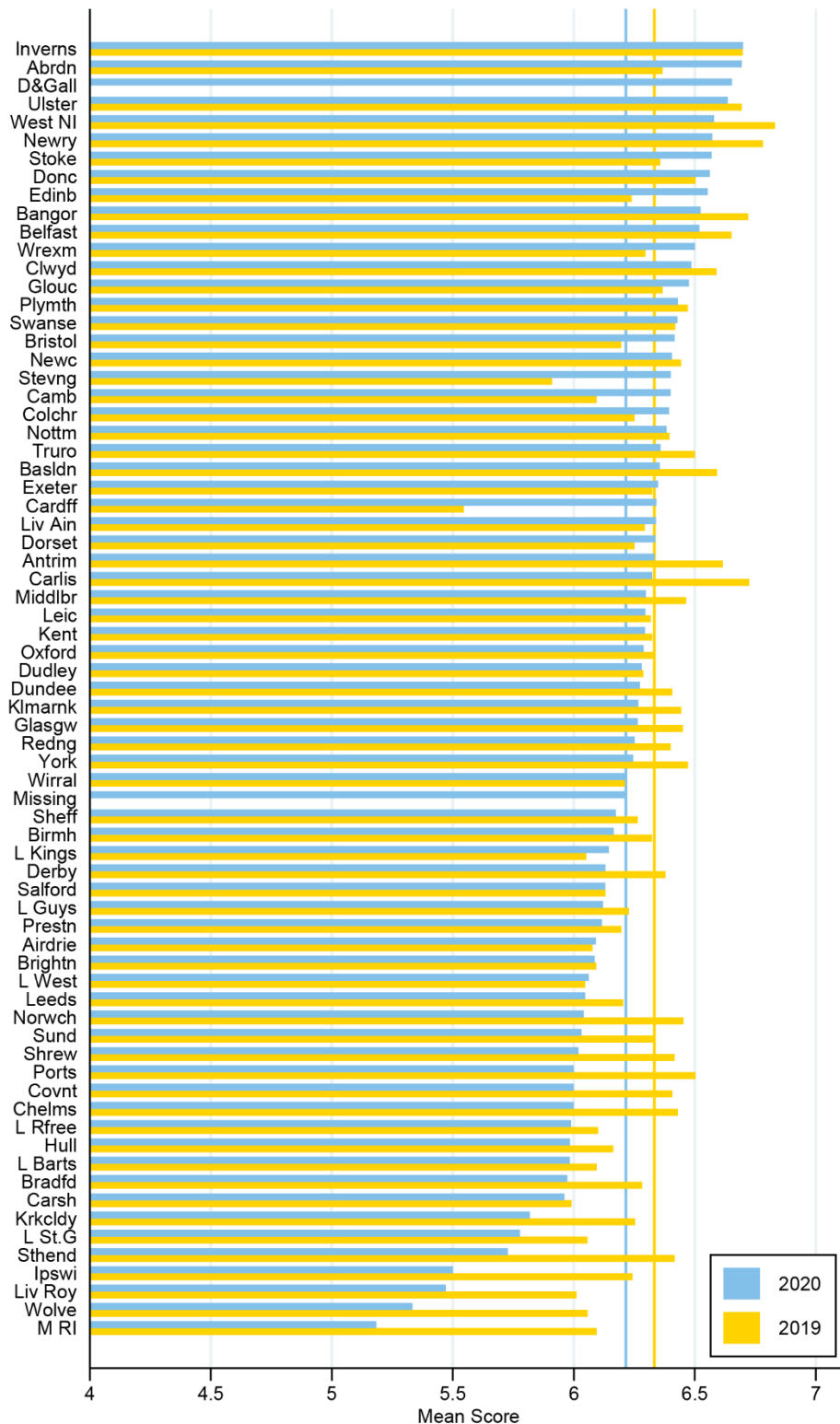
31. Is the vehicle provided suitable for you?
32. Is the time it takes to travel between your home and the renal unit acceptable to you?
33. Once your visit to the renal unit is finished and you are ready to leave, are you able to leave within less than 30 minutes?



### Theme questions

When you attend the renal unit, how would you grade:

34. Accessibility (e.g., lifts, ramps, automatic doors)?
35. Comfort?
36. Cleanliness?
37. Waiting area?
38. Parking?



Theme question

39. How well would you grade your overall experience of the service provided by your renal unit on a scale from 1 (worst it can be) to 7 (best it can be)?