2021 National Findings
Patient reported experience of kidney care in the UK

12,416 people with kidney disease took part, with all 68 adult centres and 297 units across the UK represented.

Impact of COVID-19 on patient experience of care
For four in five patients, their overall experience of kidney care stayed the same or was better during the last 12 months. People with a transplant and those with CKD not receiving KRT are more likely than those on dialysis to report a worse experience.

Areas of experience scoring highest
Score out of 7
- Privacy & Dignity 6.40
- Patient Information 6.35
- Access to the Kidney Team 6.34

Areas of experience scoring lowest
Score out of 7
- Transport 5.75
- Support 5.73
- Sharing Decisions 5.54

Patient comments and feedback
3,877 people provided comments about their experience of kidney care. These comments reveal, on a centre level, what matters to them most and has been shared with Clinical Directors to review.

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