

# The Kidney Patient Reported Experience Measure 2022

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## Renal Unit Guidance

*Everything you need to help you implement the Kidney PREM survey  
successfully in your renal unit and satellite clinics*



**The online survey will be live for six weeks from  
1<sup>st</sup> October – 12<sup>th</sup> November 2022**



The link to the Kidney PREM survey online

[www.kidneycareuk.org/prem](http://www.kidneycareuk.org/prem)

## Introduction

This document is the Renal Unit Guidance (RUG) and contains everything you need to help you successfully run the Kidney **P**atient **R**eported **E**xperience **M**eaure (PREM) survey for 2022 in your unit and satellite clinics.

2022 is the sixth year of the validated Kidney PREM. This year, we welcome young people aged 12 years and above, and parents/carers of children of any age receiving treatment for chronic kidney disease to complete the survey. The survey will be primarily digital this year, with a limited number of paper surveys and direct return envelopes available for patients to complete the Kidney PREM on paper if they prefer.

This document provides an overview of the kidney PREM and what you can do in your unit to support data collection.

## About the Kidney PREM

The Kidney PREM has been developed by professionals, patients and carers and has had input from kidney patient charities such as the National Kidney Federation, Kidney Care UK, and the UK Renal Registry (UKRR) Patients' Council.

We are delighted to announce that, with the support of the British Association for Paediatric Nephrology, this year's Kidney PREM is a truly national event and has been extended to all thirteen Paediatric Centres, allowing the collection of views from young people (aged 12 years or older) and parents/carers of children of any age who are receiving treatment for chronic kidney disease. **The data collection this year in paediatrics is a pilot which will help us develop and improve this measure for future use.**

The national Kidney PREM strategy and data collection aims to:

1. Facilitate benchmarking of kidney patient experience
2. Inform service improvement for individual kidney teams

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## The resource pack

Each kidney service will be sent:

	Resource	Delivery	Received?
1.	The RUG document which details what to do to get organised and run PREM 2022 (this document)	POST AND EMAIL	
2.	A4 posters for public areas or waiting rooms (2 per site)	POST AND EMAIL	
3.	Business cards to distribute to patients (amount based on unit size)	POST	
4.	Limited number of Kidney PREM paper surveys for those who do not wish to complete the survey online (estimated amount based on your unit size)	POST	
5.	Pre-paid return envelopes for patients to post their completed survey directly back to the UK Renal Registry (1 per survey)	POST	

*Please contact [kquip@renalregistry.nhs.uk](mailto:kquip@renalregistry.nhs.uk) if you are missing any of the above.*

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## Supporting patients and parents/carers to take part

We need your support in ensuring all patients and parents/carers can take part in the annual survey, whether being cared for in-centre or at home. You can do this in a number of ways, depending on the resources available at your local unit.



### If you are sending out patient letters

- During the last half of October and throughout November, include the [URL link](#) to the online PREM survey at the bottom of all clinic letters. The footnote could read: ***“Share your experience of kidney care: Follow this link to have your say and help us improve: [kidneycareuk.org/prem](http://kidneycareuk.org/prem) and / or;***
- During October, slip a business card in with all letters being sent out to kidney patients from your unit.



### If a patient has a smart phone

- Throughout October, encourage patients to complete the survey online using their smart phone whilst in the waiting room, or receiving dialysis.
- Please help those willing to take part to type the URL into a web browser or scan the QR code on the business card using their camera to bring up the survey.



### If there is access to a tablet or laptop at your unit

- Have the PREM 2022 survey link bookmarked within your browser so it is easy to find.
- Offer your unit’s tablet or laptop to those without access to a smart-phone.
- Remind participants that they can receive help to complete the survey from a friend, family member, or a volunteer if available.



### If your unit has a patient text messaging service

- Send the link to the online Kidney PREM survey out to patients via text during October.
- Your text could read:

***“Share your experience of kidney care by taking part in the national PREM survey: Follow this link to have your say and help us improve: [kidneycareuk.org/prem](http://kidneycareuk.org/prem)***

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## What to do with the PREM

### When you receive the resource pack – rally the troops and make it available!

- Familiarise yourself with the contents and distribute the surveys, envelopes, posters and business cards across your unit, clinic areas. and satellite units
- Identify a PREM champion at each site – you will need to determine who in your unit can help patients and staff members, advising how and where to complete the survey and the importance of doing so.
- **Each satellite unit will need their unique UKRR code written on the blank surveys before they are handed out.** Your unique codes will have been emailed to your PREM champion or Clinical Director/Lead.
  - If you don't have this information, email [kquip@renalregistry.nhs.uk](mailto:kquip@renalregistry.nhs.uk)
  - Get as many people involved as possible! It is important to engage your team so that everyone knows about it and can encourage patients and families to complete the survey.
  - All patients being treated in your unit should be encouraged to take part. **All patients are eligible to participate, regardless of their CKD stage or treatment modality.**
  - Patient can choose to complete the survey anywhere.

## Completing the survey

### The survey is anonymous

- This is important because participants need to know they should be completely honest in their responses and that there is nothing that can identify them in the survey. At the end of the survey, participants are asked to tick a box if they are happy for any comments about their experiences to be shared anonymously with their named unit, to help improve local care.
- We encourage participants to ask family, friends, or volunteers to help them complete the online survey if they need support to do so. To protect anonymity, it is important that staff do not help patients complete the survey.
- Staff can help the patients access the online link and use their digital devices, but not complete their answers to the Kidney PREM questions.
- The survey can be completed by entering the URL link into a web browser, or by scanning the QR code if patients have smart phones.
- **It is important that patients select the correct renal unit from the drop-down menu on the first page of the online Kidney PREM.**
- **The online survey is available to complete in English, Welsh, Urdu or Gujarati.**

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## After the survey – what happens next?

**The deadline for completed surveys is 12<sup>th</sup> November 2022.** After this date, the online survey will be closed and the results analysed.

## PREM Survey results

Once the analysis is complete (Spring 2023), unit results will be available on the UK Kidney Association and Kidney Care UK websites. A national report on the results will be produced.

The results data should be used as the basis for each unit team to discuss their findings and start to develop an action plan for areas requiring change or improvement.

When you have received this analysis it is important that you give feedback on the results to your patients. You can do this in many ways. These might include:

- A “you said...we did....” board describing the findings and the actions you are taking
- A leaflet, handout or poster. Your communications team may be able to help you with this

**Examples of what will be available to you when results are published are:**

- [A template poster for you to complete with your local results](#)
- [A template slide-deck for you to use when sharing and discussing your results with your team and patient groups](#)
- [A patient information leaflet](#)
- [Info-graphics of the Kidney PREM results](#)

**All resources will be published on the UK Kidney Association and Kidney Care UK websites.**

[www.kidneycareuk.org/prem](http://www.kidneycareuk.org/prem)

[www.ukkidney.org/kidney-patient-reported-experience-measure](http://www.ukkidney.org/kidney-patient-reported-experience-measure)

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## Checklist and timescales for PREM 2022

Date	Activity	Suggestions re what happens next?	Done?
August 2022	Clinical Directors and PREM champions informed of timescale for Kidney PREM 2022	Kidney units prepare and start to talk about Kidney PREM	
August 2022	Clinical Directors and PREM champions sent list of Kidney unit names	Kidney units to ensure all satellite units are listed correctly on the online drop-down menu	
September 2022	PREM resource pack sent to nominated leads of all Kidney centres in the UK.	Main centre to distribute posters and business cards to satellite units. Preparation and plans in place and agreed. Units start to raise awareness of PREM 2022 within their unit with staff, patients, carers, and volunteers	
October 2022	Units start to raise awareness of PREM 2022 within their unit with staff, patients, carers, and volunteers.	Use clinic letters, text messages, business cards and posters to ensure everyone knows PREM is happening and when	
October-November 2022	Run the survey across all your clinics for six weeks	Keep momentum going to ensure a good response	
12 <sup>th</sup> November 2022	Deadline for submission of online surveys	Take down posters, remove business cards and take link out of letters	
December 2022	Work begins on analysis of results		
Spring 2023	Unit results and national report published	Review results at your unit, discuss and share with patients, decide on an action plan	

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