

Scan for more guidance

WE NEED YOUR SUPPORT!

Help patients and parents/carers take part in the annual Kidney PREM survey



Do you send out patient letters?

- Include the URL link to the online PREM survey at the bottom of **all clinic letters**. It can read: *"Share your experience of kidney care. Follow this link to have your say and help us improve: kidneycareuk.org/prem"*
- Throughout September and October, slip a **business card** in with all letters being sent out to kidney patients from your unit.

Does the patient or parent/carer have a smartphone?

- Throughout September and October, encourage patients and parents/carers to complete the survey online using their smartphone while in the waiting room or receiving dialysis.
- Please help patients type the URL into a web browser or **scan the QR code on the business card** using their camera to bring up the survey.



Is there access to a tablet or laptop at your unit?

- Offer your unit's tablet or laptop to those without access to a smartphone.
- Have the Kidney PREM 2024 survey link **bookmarked in your browser** so it is easy to find.
- Remind participants that they **can receive help** to complete the survey from a friend, family member, or a volunteer if available. More than one parent or carer can complete the survey.



Does your unit use a patient text messaging service?

- Send the online Kidney PREM survey link out to patients **via text** during September and 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"*



In-centre or at home - you can help patients in a number of ways!

Survey open from 16th September - 11th November 2024