

The Kidney Patient Reported Experience Measure October 2021

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
1st November – 12th December



The link to the Kidney PREM survey online

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 Patient Reported Experience Measure (PREM) survey for 2021 in your unit and satellite clinics.

2021 is the fifth year of the validated Kidney PREM. 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.

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.

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

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 2021 (this document)	POST AND EMAIL	
2.	A4 laminated 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 if you are missing any of the above.

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Supporting patients to take part

We need your support in ensuring all patients have the opportunity to 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 and / or;***
- During the last half of October and throughout November, 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 November, encourage patients to complete the survey online using their smart phone whilst in the waiting room, or receiving dialysis
- Help patients to type the URL into a web browser on their phone, or scan the QR code on the business card using their camera or QR code scanner to bring up the survey.



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

- Have the PREM 2021 survey link bookmarked within your browser so it is easy to find
- Offer those without access to a smart-phone the option of completing the survey whilst in-centre using the unit’s tablet or lap-top, ensuring you clean the device after each use in line with local infection control policy
- Remind patients that they can receive help to complete the survey from a friend or 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 November
- 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

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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 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 renalregistry@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 to complete the survey
- All patients being treated in your renal unit and satellites should be encouraged to take part. **All patients are eligible to participate, regardless of their CKD stage or treatment modality, with the exception of children (16 or younger)**
- Patient can choose to complete the survey in the waiting room, during their dialysis or at home.

Completing the survey

The survey is anonymous

- This is important because patients need to know they should be completely honest in their responses and that there is nothing that can identify them in the survey
- Patients should be encouraged to ask family, friends or other patients to help them complete the online survey if they need support to do so. To protect anonymity, it's 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 12th December 2021. After this date, the online survey will be closed and the results analysed.

PREM Survey results

Once the analysis is complete (Spring 2022), 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

www.ukkidney.org/kidney-patient-reported-experience-measure

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Checklist and timescales for PREM 2021

Date	Activity	Suggestions re what happens next?	Done?
September	Clinical Directors and PREM champions informed of timescale for Kidney PREM 2021	Kidney units prepare and start to talk about Kidney PREM	
September	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	
October	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	
November	Kidney units raise awareness of PREM 2021 within their unit with staff/ patients/ carers/ volunteers	Use clinic letters, text messages, business cards and posters to ensure everyone knows PREM is happening and when	
November-December	Run the survey across all your clinics for six weeks	Keep momentum going to ensure a good response	
12 th December	Deadline for submission of online surveys	Take down posters, remove business cards and take link out of letters	
December	Work begins on analysis of results		
Spring 2022	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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