

Remote kidney care: New and emerging opportunities for quality improvement

Session 3 - Equity, diversity and
inclusion: Meeting everyone's needs

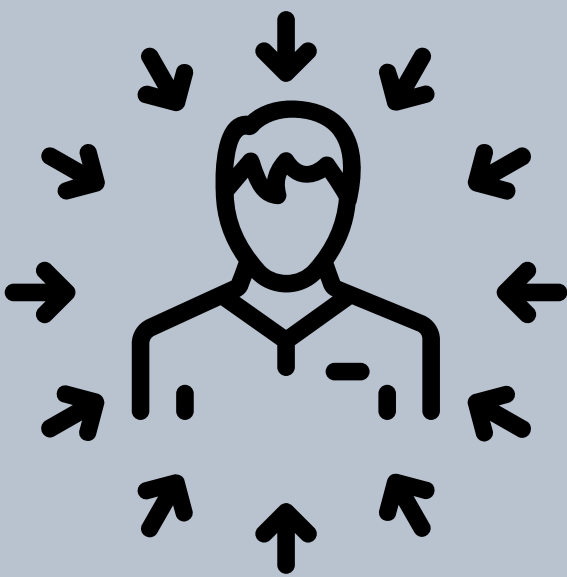
Professor Gurch Randhawa

"go out to the community to discuss the
pathway to engage with the whole
community"



Individualised care to suit everyone's needs

- Not everyone can use apps/internet/wifi
- Who does the patient want to speak to?
- Allowing time for setting up and during the consultation
- Building trusting relationships
- Making use of the whole MDT



Flexibility

- Offer remote care in a variety of ways
- Telephone, video, apps, etc
- Work in collaboration with IT to deliver the best for patients
- Allow extra time
- Assess patient competencies and adapt for them



Engage with the whole community

- Faith groups
- Health and wellbeing boards
- Whole hospital involvement
- Empowering patients to have a voice
- Don't make assumptions based on age and background



Save the date: 4th March 2021
Communication for remote kidney care