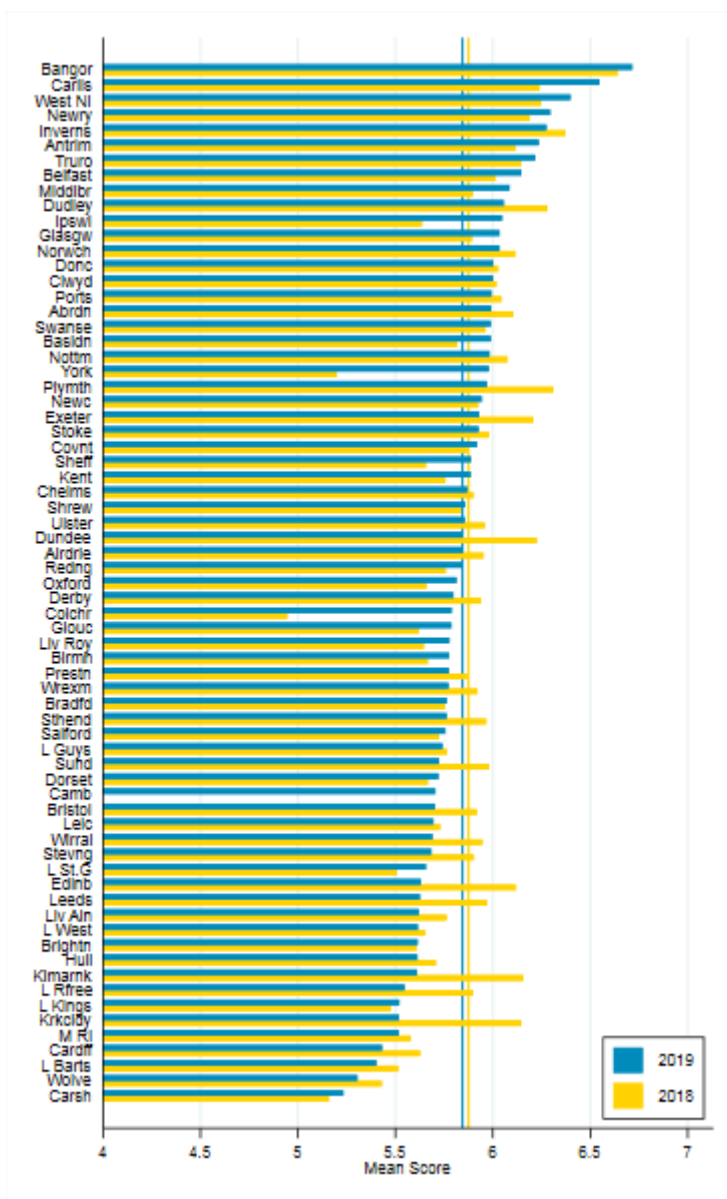




**Section 2: Support**

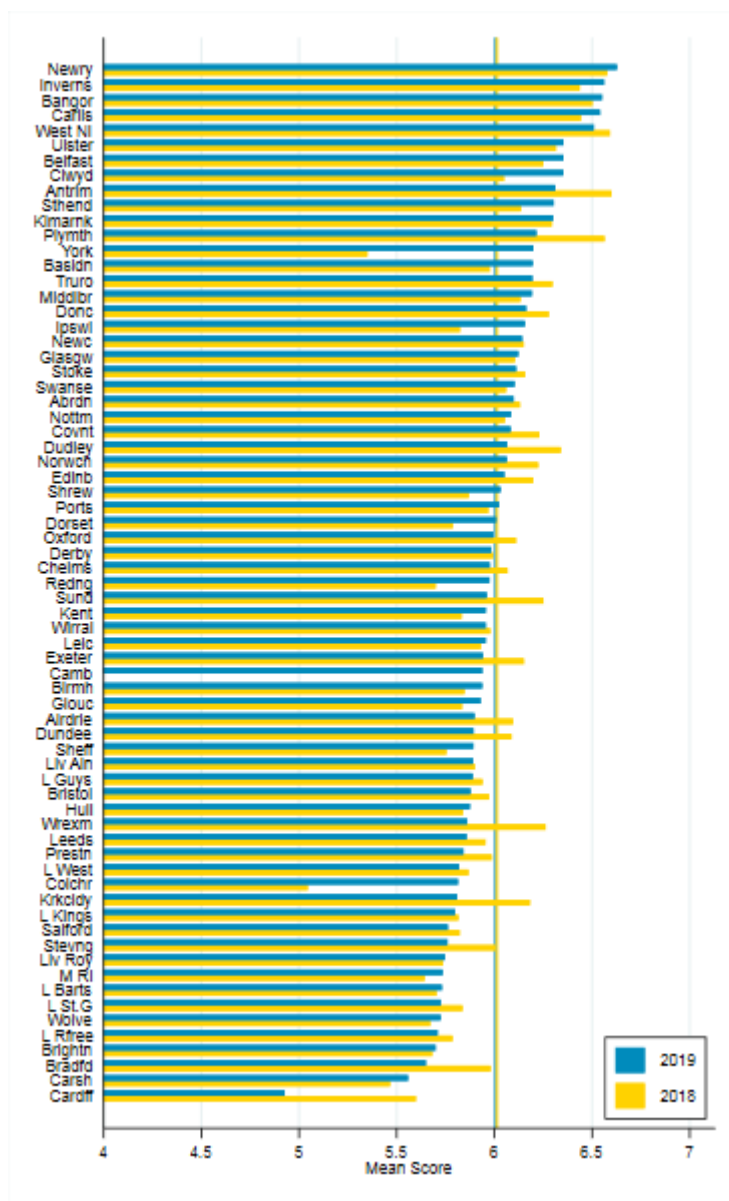


Theme mean calculated from patient scores for the following items:

Does the renal team help you to get the support you want with:

4. Medical issues resulting from your kidney disease?
5. Any other concerns or anxieties resulting from your kidney disease or treatment?
6. Accessing patient support groups such as Kidney Patient Associations (KPA)?

**Section 3: Communication**

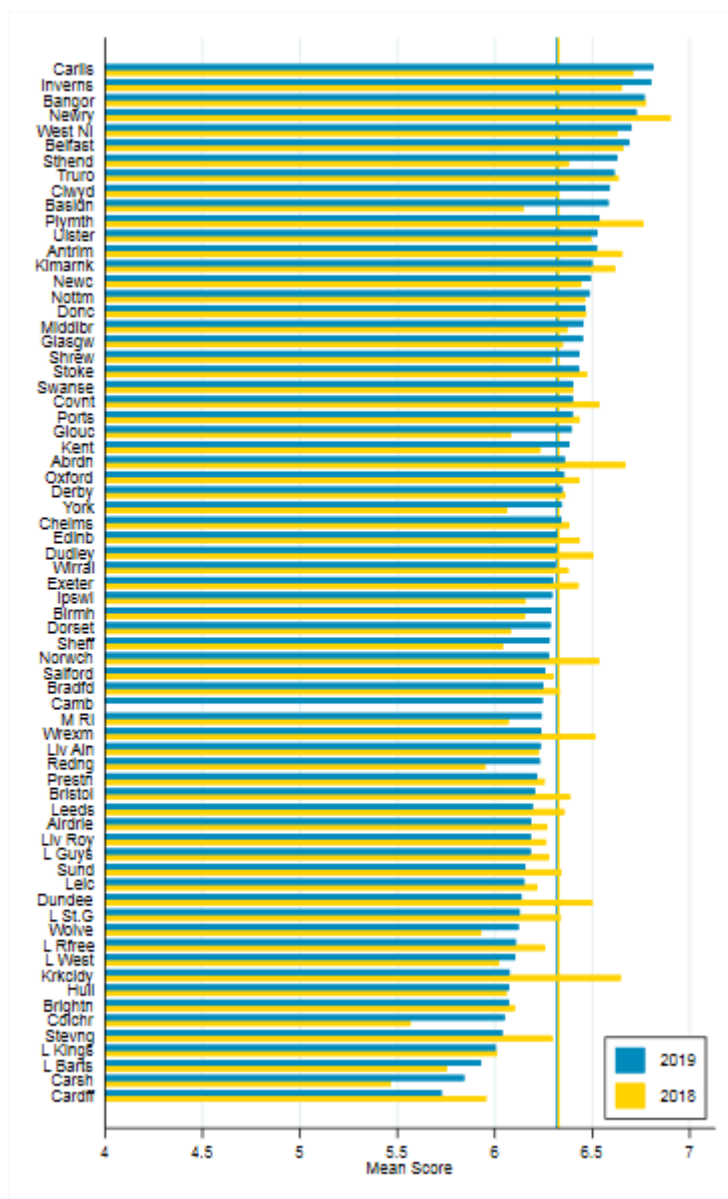


Theme mean calculated from patient scores for the following items:

Do you think there is good communication between:

7. You and your renal team?
8. Members of the renal team?
9. Your GP and the renal team?
10. The renal team and other medical specialists?
11. The renal team and other non-healthcare services if you need them, such as social work or housing?

**Section 4: Patient Information**

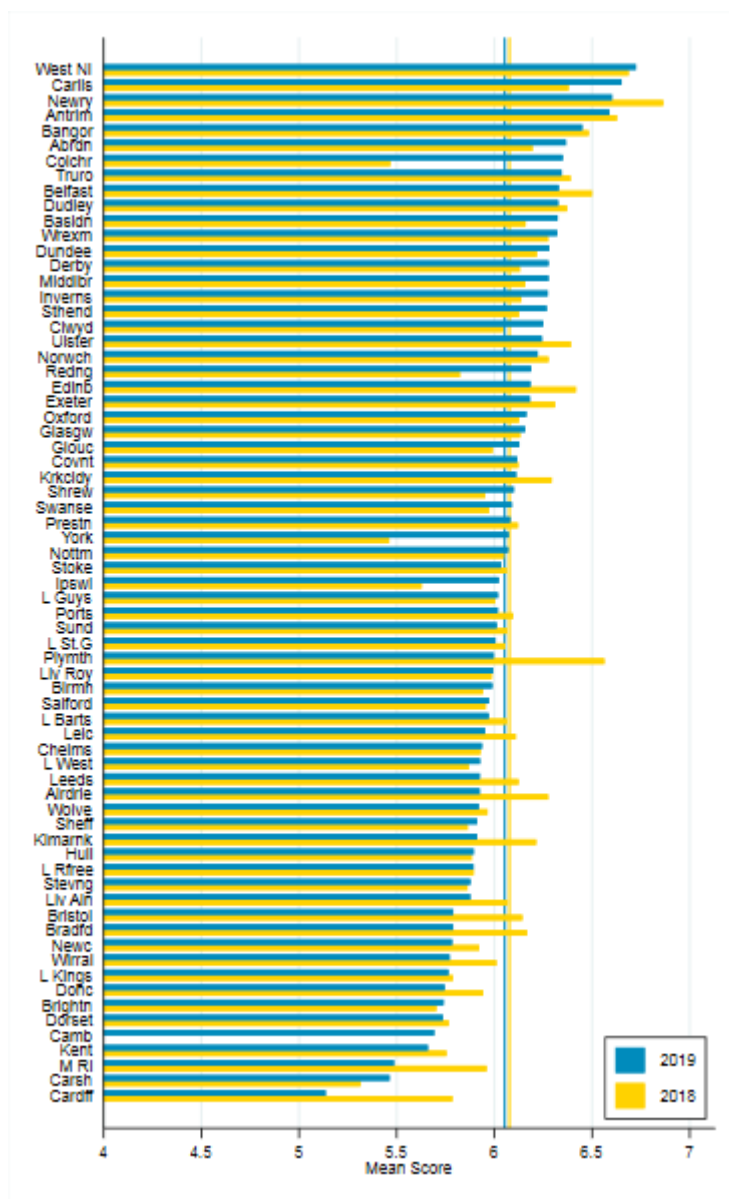


Theme mean calculated from patient scores for the following items:

Does the renal team:

- 12. Explain things to you in a way that is easy to understand?
- 13. Give you as much information about your kidney disease or treatment as you want?

**Section 5: Fluid Intake and Diet**



Theme mean calculated from patient scores for the following items:

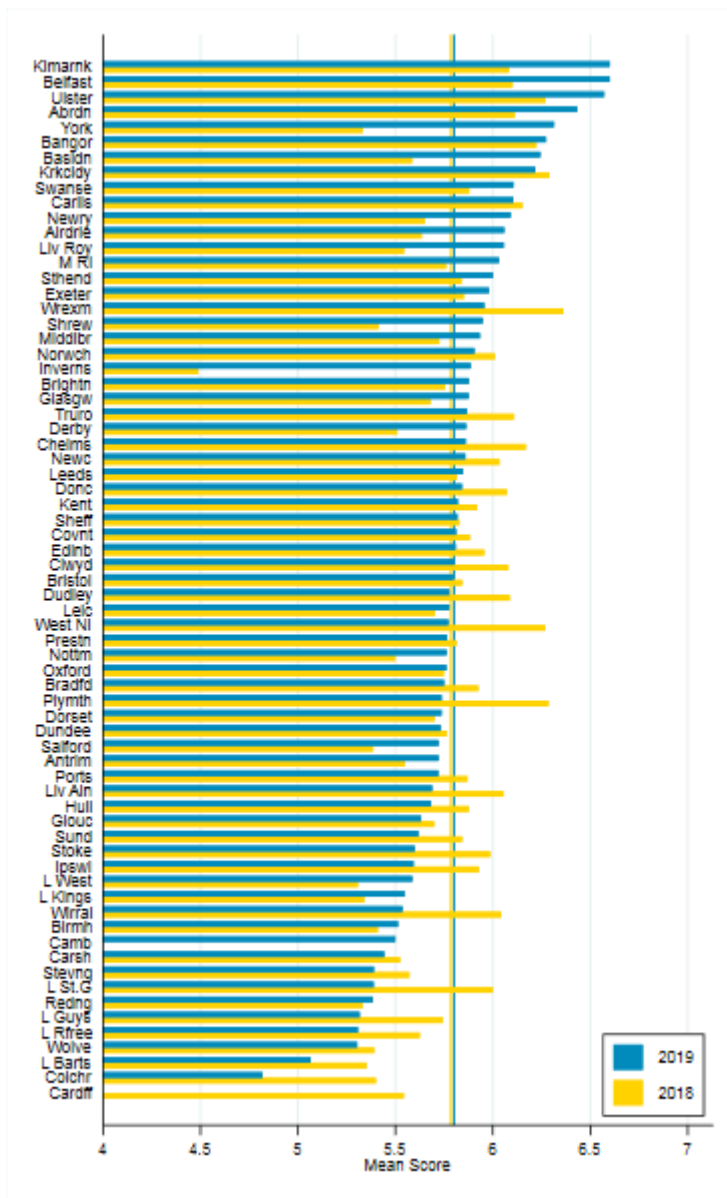
Thinking about the advice you are given about fluid intake:

14. Does the renal team give you clear advice on your fluid intake?

Thinking about the advice you are given about diet:

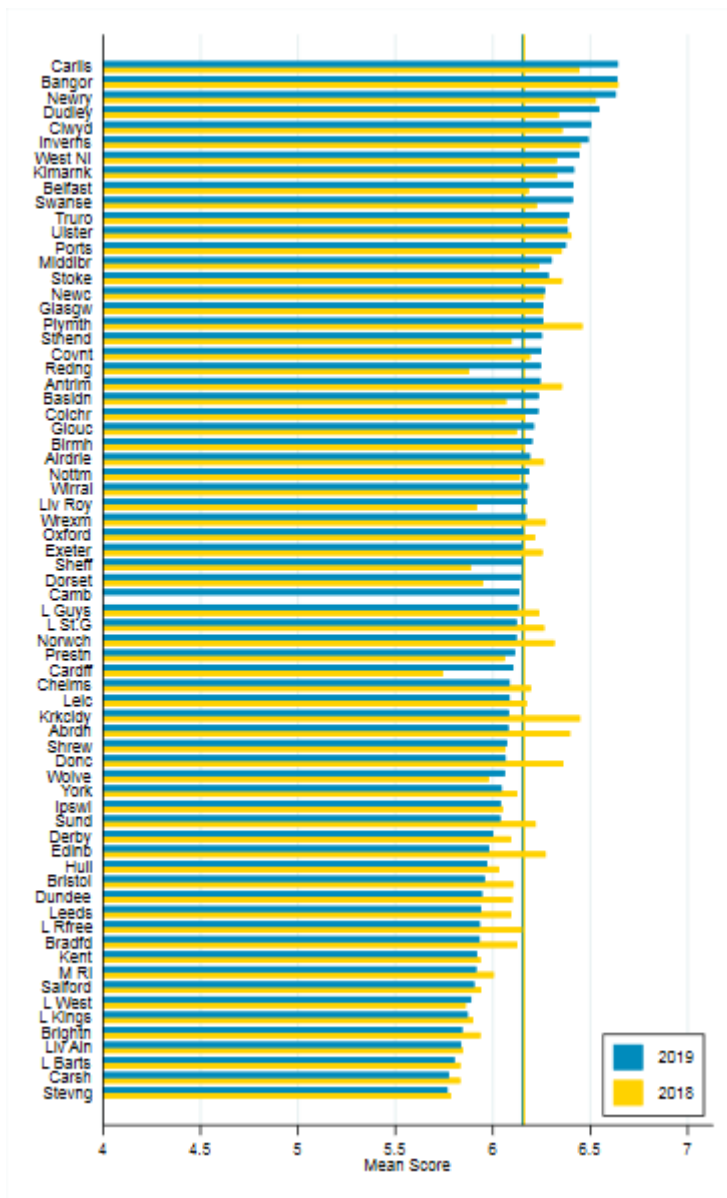
15. Does the renal team give you clear advice on your diet?

Section 6: Needling



If you are on in-hospital or in-satellite haemodialysis:  
 16. How often do the renal team insert your needles with as little pain as possible?

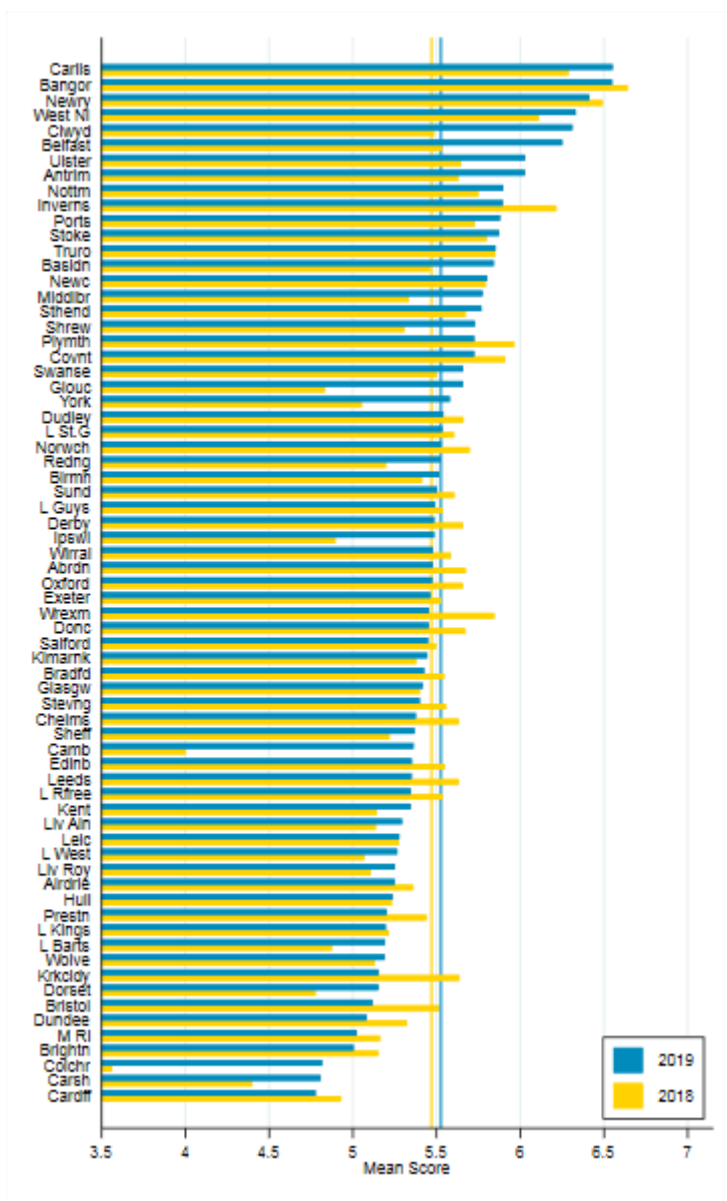
Section 7: Tests



Theme mean calculated from patient scores for the following items:

- 17. Do you understand the reasons for your tests?
- 18. Do you get your test results back within an acceptable time period?
- 19. Do you understand the results of your tests?

**Section 8: Sharing Decisions about your Care**



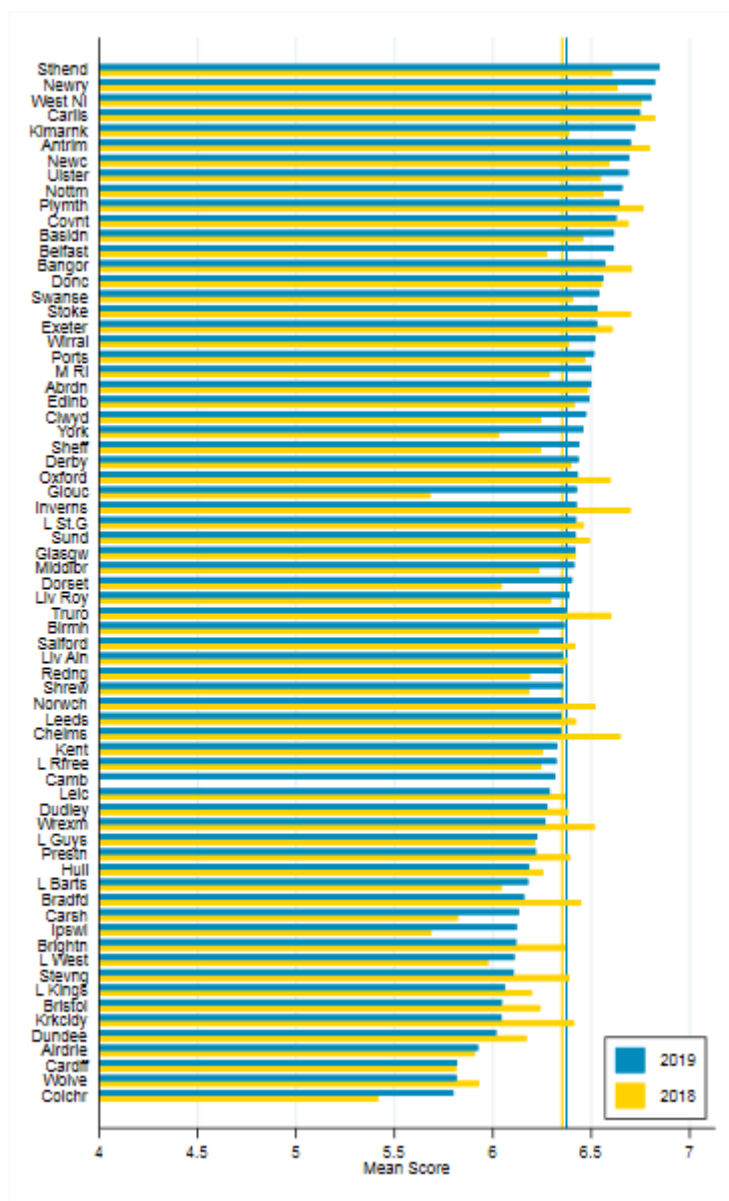
Theme mean calculated from patient scores for the following items:

Does the renal team:

- 20. Talk with you about your treatment and life goals?
- 21. Enable you to participate in decisions about your kidney care as much as you want?
- 22. Talk to you about taking a more active role in managing your own kidney care?



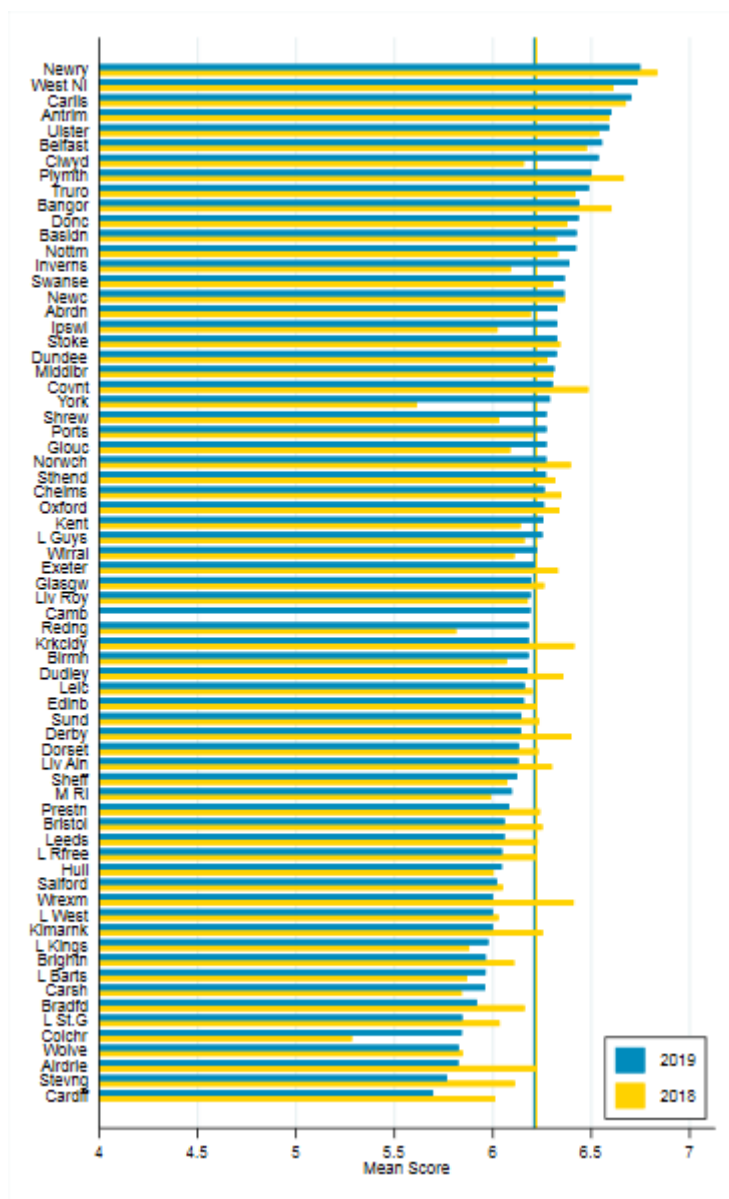
**Section 9: Privacy and Dignity**



Theme mean calculated from patient scores for the following items:

- 23. Are you given enough privacy when discussing your condition or treatment?
- 24. Is your dignity respected during visits and clinical examinations?

**Section 10: Scheduling and Planning**



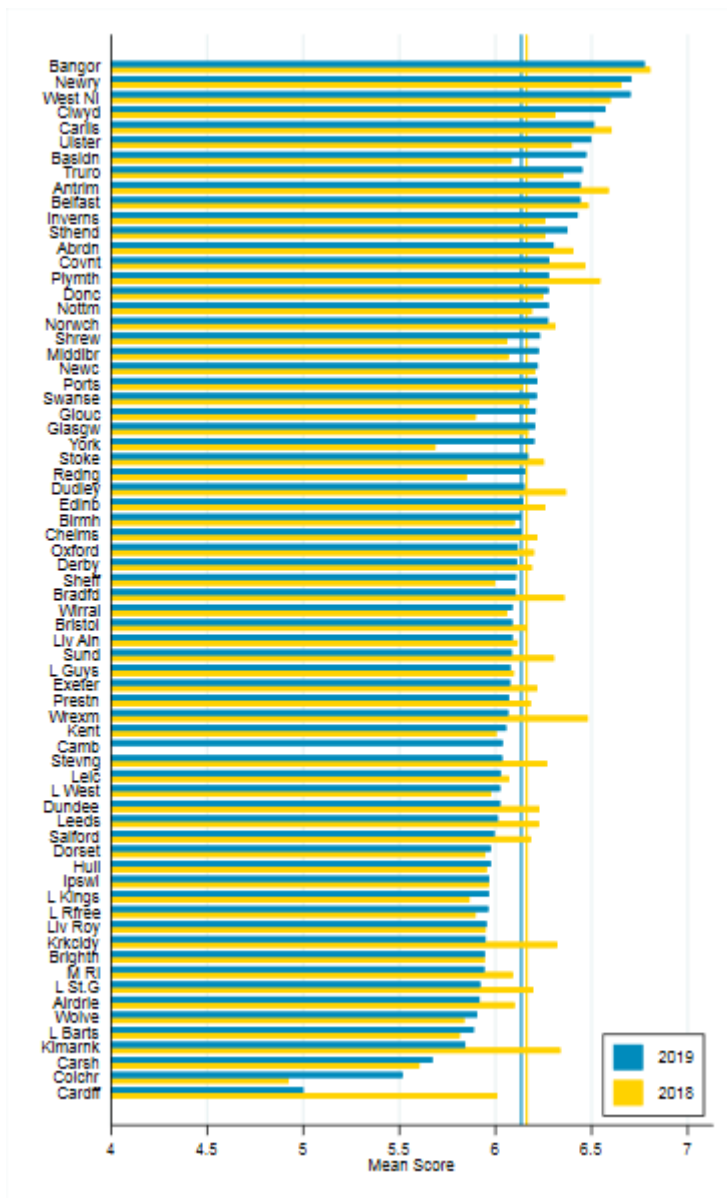
Theme mean calculated from patient scores for the following items:

- 25. Can you change your appointment times if they are not suitable for you?
- 26. Do you feel your time is used well at your appointments relating to your kidneys?

If you have blood tests done at an outpatient clinic or GP surgery:

- 27. Are the arrangements for your blood tests convenient for you?

**Section 11: How the Renal Team Treats You**

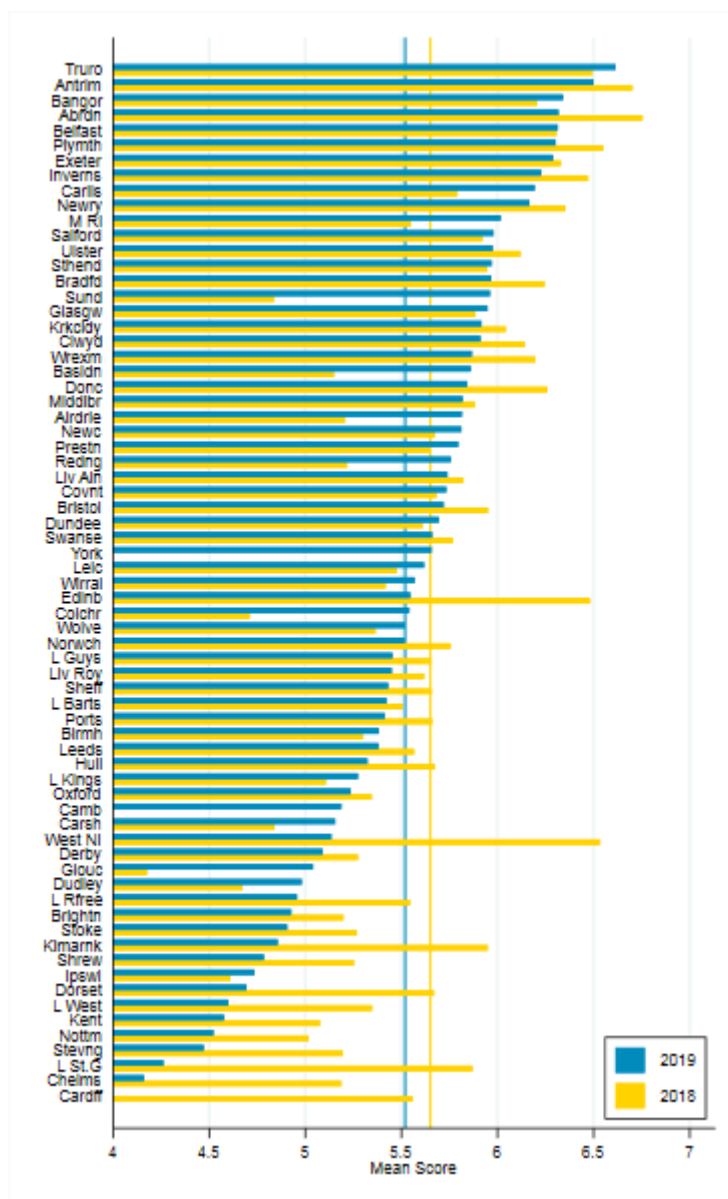


Theme mean calculated from patient scores for the following items:

Thinking about how the renal team treats you, do they:

- 28. Take you seriously?
- 29. Show a caring attitude towards you?
- 30. Ask you about your emotional feelings?

**Section 12: Transport**

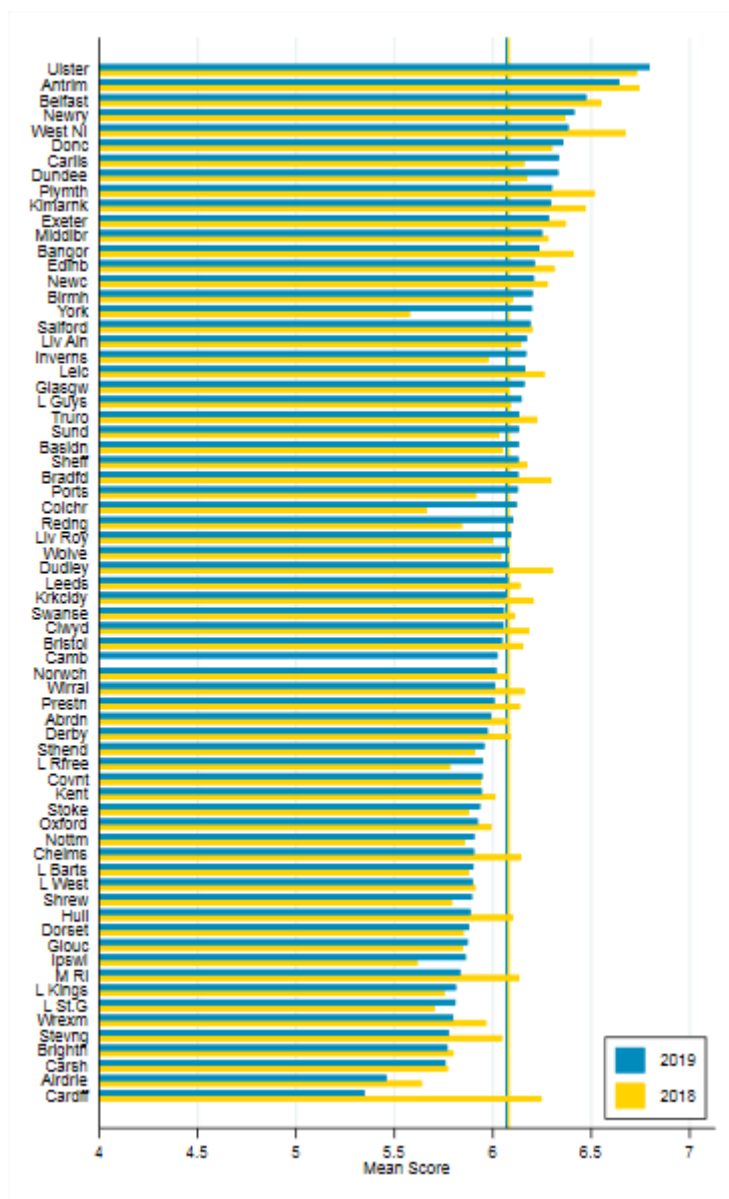


Theme mean calculated from patient scores for the following items:

If the renal unit arranges your transport:

31. Is the vehicle provided suitable for you?
32. Is the time it takes to travel between your home and the renal unit acceptable to you?
33. Once your visit to the renal unit is finished and you are ready to leave, are you able to leave within less than 30 minutes?

Section 13: The Environment

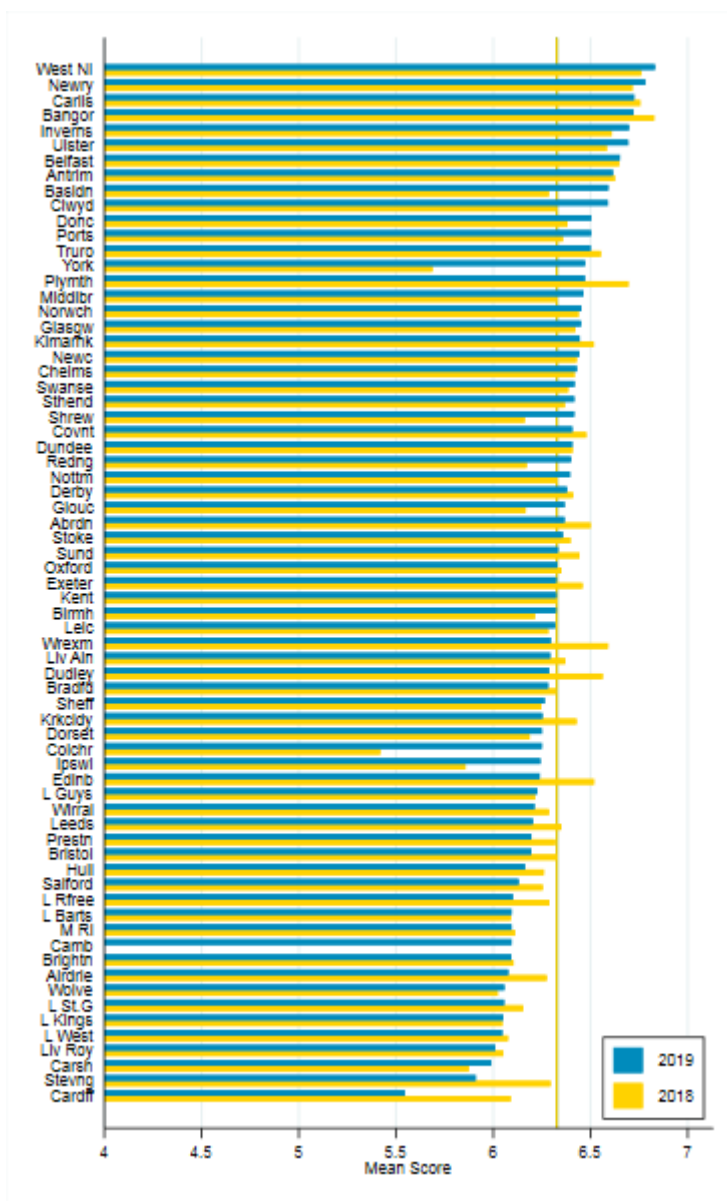


Theme mean calculated from patient scores for the following items:

When you attend the renal unit, how would you grade:

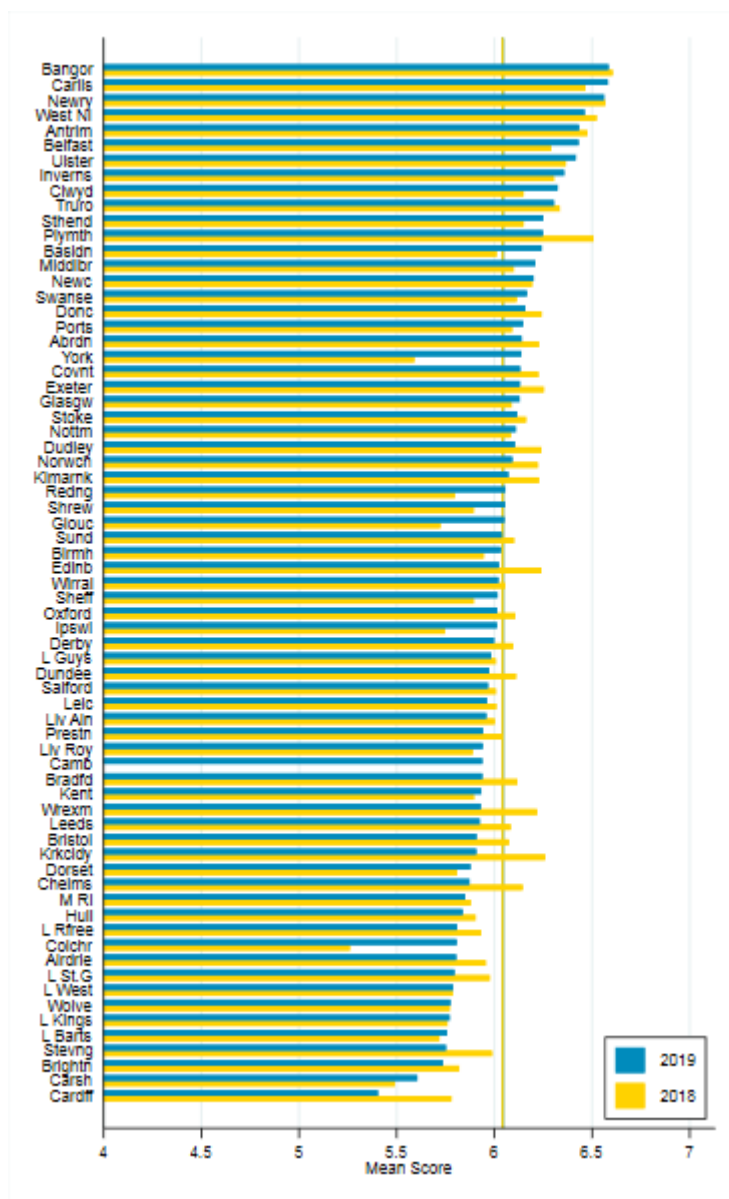
- 34. Accessibility (e.g., lifts, ramps, automatic doors)?
- 35. Comfort?
- 36. Cleanliness?
- 37. Waiting area?
- 38. Parking?

**Section 14: Your Overall Experience**



39. How well would you grade your overall experience of the service provided by your renal unit on a scale from 1 (worst it can be) to 7 (best it can be)?

Scale Total



Score calculated using responses across all themes.