

The National Patient Reported Experience Survey

‘THINK KIDNEYS’

Your Voice Matters!

June 2016

The teams who deliver NHS kidney services across the country work hard to make sure they care for you in the best possible way.

To make sure this happens and that kidney care is always improving it's important that you have your say about your experiences of care. It's by listening to you that we can make change happen and improve services for people. Your views really matter to us.

This year for the first time, all kidney units have the opportunity to take part in a national survey and this unit is doing just that.

It's called Patient Reported Experience Measure – or PREM, for short – and it's hoped that as many people as possible will take part. What we learn from the survey will help us see where we can do better, the parts of the service that are working well and how we can change services to improve care for people with kidney disease.

The survey will run annually to make sure that your views about your care are always at the heart of improving services.



BRITISH KIDNEY
Patient ASSOCIATION
improving life for kidney patients

About the survey

The survey does not include your name and has nothing on it that could identify you, so please feel free to answer as honestly as possible.

The survey has 43 questions and will take about 10 minutes to complete. You can ask your spouse, partner, friend or relative who is with you in clinic to help you if you need it. Or you can take it home and complete it and bring it back when you next visit.

The questions are about things like how the team treat you, talk with you and the support they give you. There are also questions about the information you have about your condition and how decisions are made about your care. A few questions are about the clinic or dialysis unit itself – arrangements, transport, cleanliness etc. The questions have been developed with the help of patients from the UKRR Patient Council, the National Kidney Federation and the British Kidney Patient Association.

Please help us to improve care services by taking part, completing the survey and posting it in the box provided. You can help us make a real difference.

The local and national results of the survey will be completed in a few months' time and you will be able to see them. Your kidney unit will let you know when they are ready, this is likely to be in the autumn.

Thank you for taking part and contributing to this valuable work which will help kidney services improve for everyone.

