

# What does kidney care look like where you are?















2024 results

Kidney PREM is the annual survey which gives you the chance to have a say about your experience of kidney care and help drive improvements in local services.

13,347  
people completed  
the survey



Patients rate their experience on a scale of 1-7 where 1 is the lowest and 7 is the highest. Average scores are reported for each question and for each centre.

What you said about:		National averages	Regional averages	In this unit
	Overall experience	6.29		
	Privacy & Dignity	6.40		
	Patient Information	6.40		
	Access to the team	6.38		
	Scheduling	6.29		
	How you're treated	6.20		
	Tests	6.16		
	Environment	6.08		
	Fluid and diet	6.06		
	Communication	5.90		
	Support	5.82		
	Needling	5.82		
	Sharing Decisions	5.64		
	Transport	5.54		

We will be improving the quality of your care in your unit by...