

Kidney PREM report highlights 2025



Patient reported experience measure of UK kidney care

What is the Kidney PREM?

PREM stands for **Patient Reported Experience Measure**. The Kidney PREM is an annual survey for people living with chronic kidney disease (CKD) in the UK, that aims to:

1. Provide a national picture of people's experience of care
2. Help kidney teams understand how people with kidney disease rate their experience of care
3. Share feedback about where improvement can be made at a kidney centre or unit.



Who organises the Kidney PREM?

The Kidney PREM is led by **Kidney Care UK**, the UK's leading kidney patient support charity, and the **UK Kidney Association (UKKA)**, the professional organisation for the kidney community.

Why is Kidney PREM important?

The Kidney PREM puts the voice of kidney patients at the heart of kidney care service improvement. Using patient expertise and knowledge is key in achieving person-centred care. By working together and sharing best practice, kidney professionals can learn and make changes that have real benefits for those with kidney disease.

How are the results of the Kidney PREM survey used to improve patient care?

The Kidney PREM report provides a national overview of kidney care, but you can find the results for your unit on the Kidney PREM portal hosted by the UK Kidney Association's UK Renal Registry (more on page 13). There, each kidney unit can be viewed by region, centre, and unit, and compared to previous years' responses.

Using the information from the portal and the comments received, NHS commissioners, the multi-disciplinary team, kidney patients and patient involvement groups can improve the experience of care, introducing small and easy improvements or 'quick wins' as well as medium, and longer-term quality improvement suggestions.



How is the Kidney PREM completed?

17,334 people with kidney disease took part in the adult Kidney PREM 2025 survey, an increase of 30% compared to 2024. An additional 673 surveys were completed as part of the Paediatric PREM (PPREM), with responses received from all 13 paediatric kidney centres across the UK. Find out more about PPREM in the main report available at: www.kidneycareuk.org/PREM

The PREM survey was available online for eight weeks with a printable version available for units to manually input responses into an online data capture system.

Who can take part?

The Kidney PREM survey is open to everyone over 16 living with kidney disease (CKD), and the Kidney Paediatric PREM is open to those in paediatric clinics and their parents/carers. This includes those attending a UK hospital kidney unit or satellite unit but not yet on kidney replacement therapy and anyone who has received a kidney transplant.

How can I take part in the Kidney PREM?

We are working hard to make the Kidney PREM easy to access for everyone living with kidney disease. The online survey ensures anyone can access the Kidney PREM survey in English, Welsh, Urdu or Gujarati.



How was the survey designed?

The adult survey was co-designed by patients, clinicians, and researchers. It starts by asking demographic questions that cover age, gender, ethnicity and treatment, as well as the sufficiency of their income to meet their daily needs.

In addition to these demographic questions, there are 39 questions covering 13 key themes that people with kidney disease say are important aspects of kidney care to them and a question about their overall experience of kidney care.

The 13 themes of kidney care are:

1. Access to Kidney Team
2. Support
3. Communication
4. Patient Information
5. Fluid & Diet
6. Needling
7. Tests
8. Shared Decision Making
9. Privacy & Dignity
10. Scheduling & Planning
11. How The Kidney Team Treats You
12. Transport
13. The Environment

Participants are asked to rate their experience on a scale of 1-7 where 1 is the lowest and 7 is the highest. No one can be identified by their answers and will not be contacted by their kidney unit directly about the survey.

A free text box is also provided. This offers the opportunity to provide comments on any aspect of care not covered elsewhere.

How are the free text comments used?

The free text comments are analysed by researchers and grouped into themes to support the national analysis, but they often contain specific suggestions where care experience could be improved locally with relatively little effort, or where 'small' things impact negatively on care which might be easily changed.

Which Kidney PREM reports are available?

Main Patient Reported Experience of Kidney Care in the UK 2025

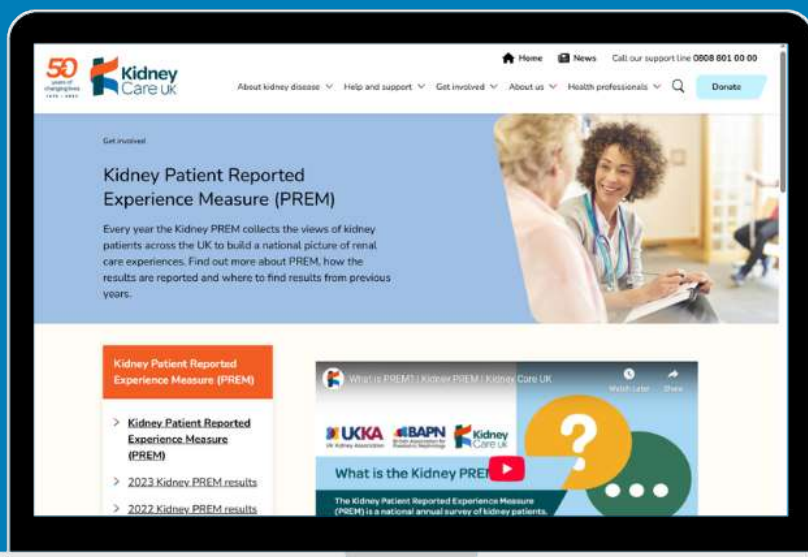
- summary of all the adult unit data

Paediatric Patient Reported Experience of Kidney Care in the UK 2025

- summary of the paediatric unit data

A qualitative analysis of patient free text comments in Kidney PREM 2025 - summary analysis of the thousands of free text comments collected in the main survey.

To read the reports in full,
scan the QR code or go to
www.kidneycareuk.org/PREM



Key findings from the 2025 adult Kidney PREM report

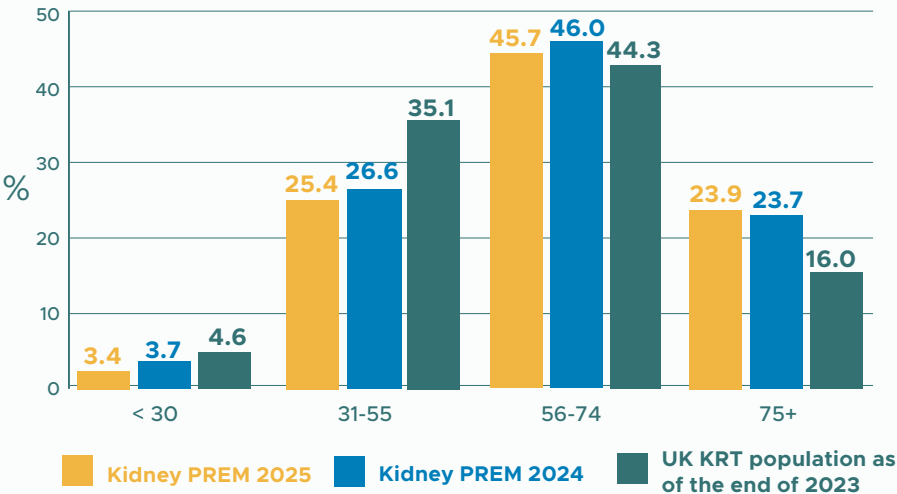


17,334 people took part in the Kidney PREM 2025 survey. This is a 29% increase from 2024.

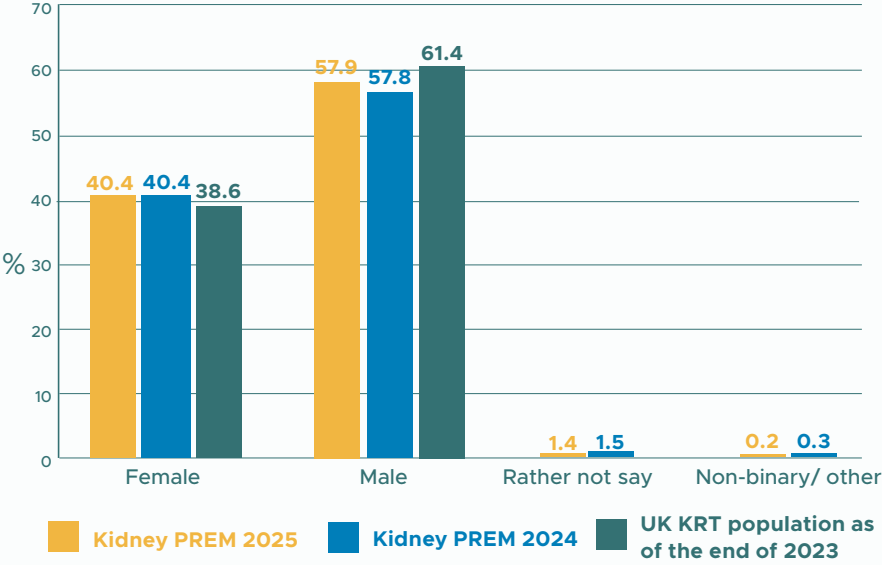
Who took part?

We compare the profile of people completing the Kidney PREM survey to national data for all patients receiving kidney replacement therapy (KRT) to see how representative of the full patient population our data are. These national data are provided by the UK Kidney Association's UK Renal Registry (UKRR) and relate to patients receiving KRT at the end of 2023, the latest available national data.

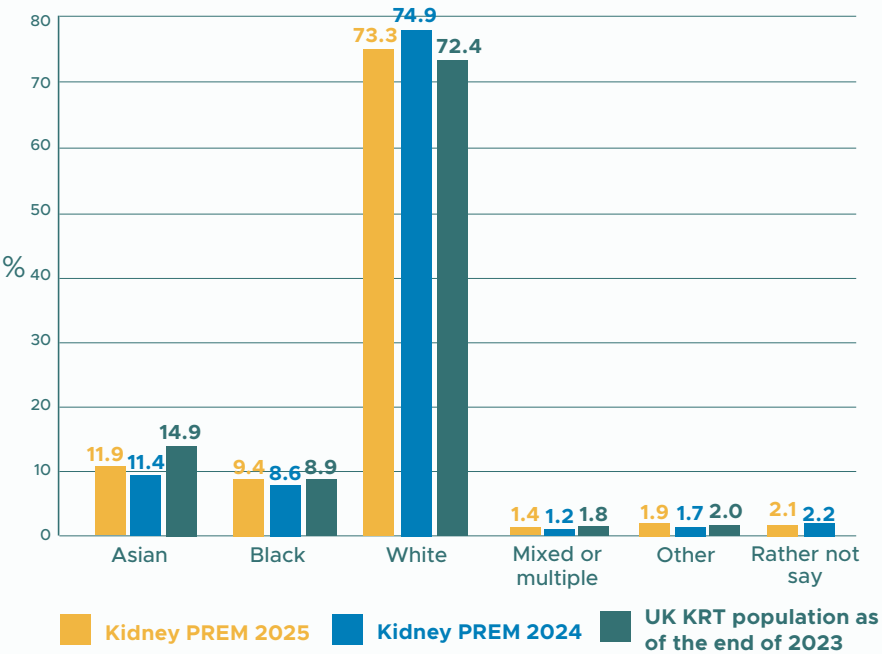
Age



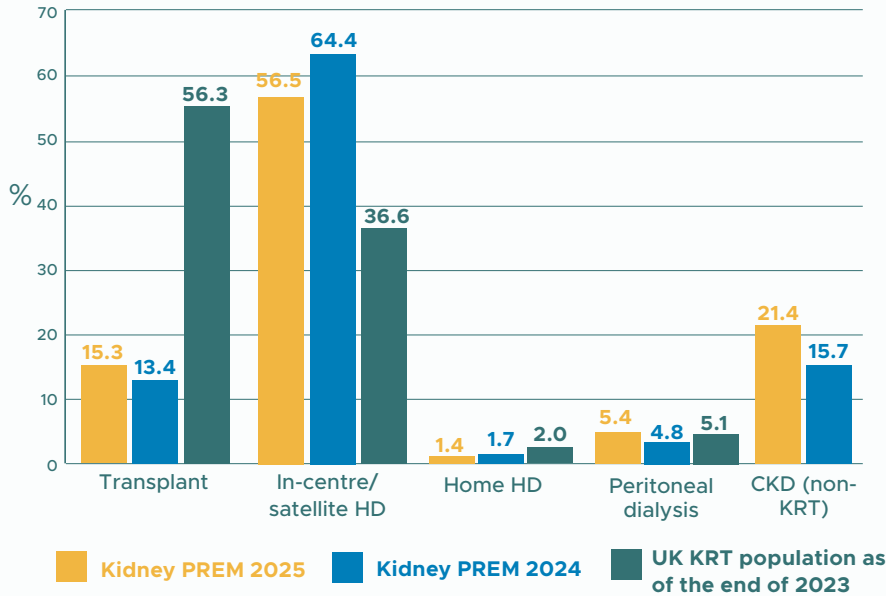
Gender



Ethnicity

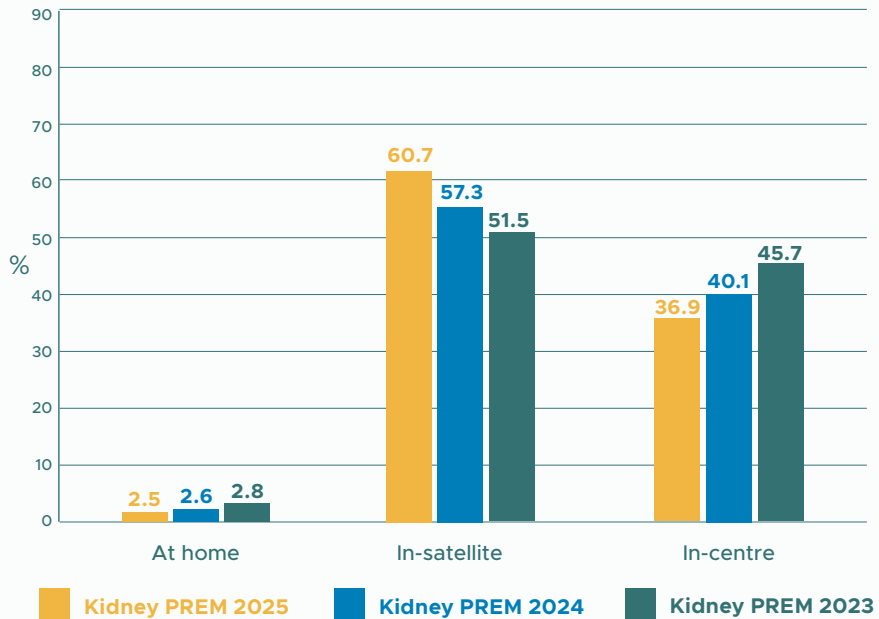


Treatment



UKRR collects limited data for CKD patients not receiving KRT.

Haemodialysis location



What are the key headlines?

2025 results compared with 2024



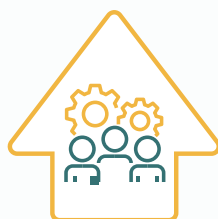
Overall experience of care increased slightly with an average of **6.33 out of 7** in 2025, compared to 6.29 in 2024.



Privacy & Dignity remained the highest scoring theme, and scored slightly higher, averaging **6.45 out of 7** in 2025 compared to 6.40 in 2024.



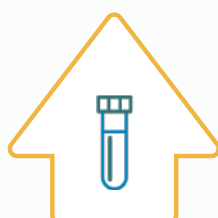
Patient Information marks the next highest scoring theme. In 2025 it received an average of **6.42 out of 7**, compared to 6.40 in 2024.



Access remained the third highest theme with an average score of **6.39 out of 7**. This score compares to 6.38 in 2024.



Although a lower scoring theme, *Sharing Decisions* saw a large rise in score. Rising to an average of **5.73 out of 7**, compared with 5.64 in 2024.



Tests saw a big increase in score compared to 2024. It received an average score of **6.22 out of 7** in 2025, and 6.16 in 2024.

Although *Support* was among the lowest scoring themes, it saw an increase to **5.83 in 2025** from 5.82 in 2024. *How The Team Treats You* also saw a small rise in score to **6.23 out of 7** in 2025, compared with 6.20 in 2024.



Environment decreased from an average score of 6.08 in 2024 to **6.05 out of 7** in 2025.



Fluid and Diet slightly decreased, from 6.06 in 2024, to **6.03 out of 7** in 2025.



Transport saw a slight drop in score, from 5.54 in 2024, to **5.53 out of 7** in 2025.

The highest rated themes were:

Privacy & Dignity

6.45



Patient Information

6.42



Access

6.39



The lowest rated themes were:

Support

5.83



Sharing Decisions

5.73



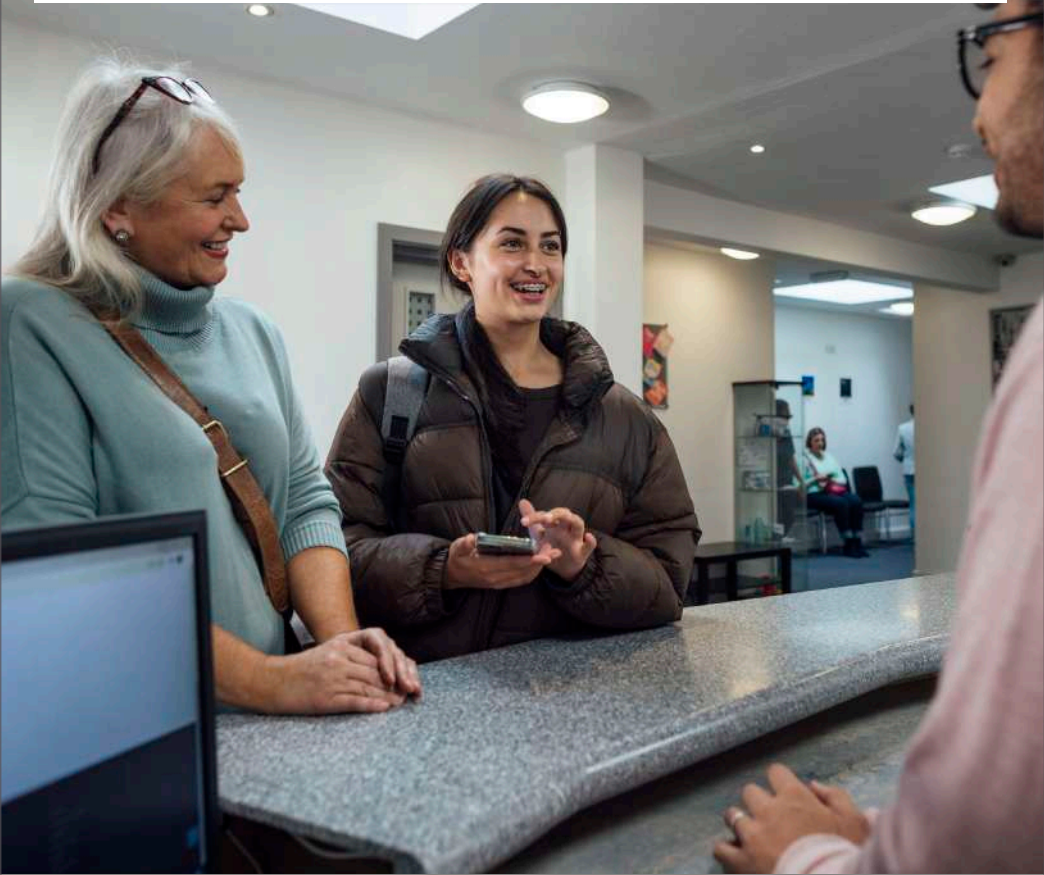
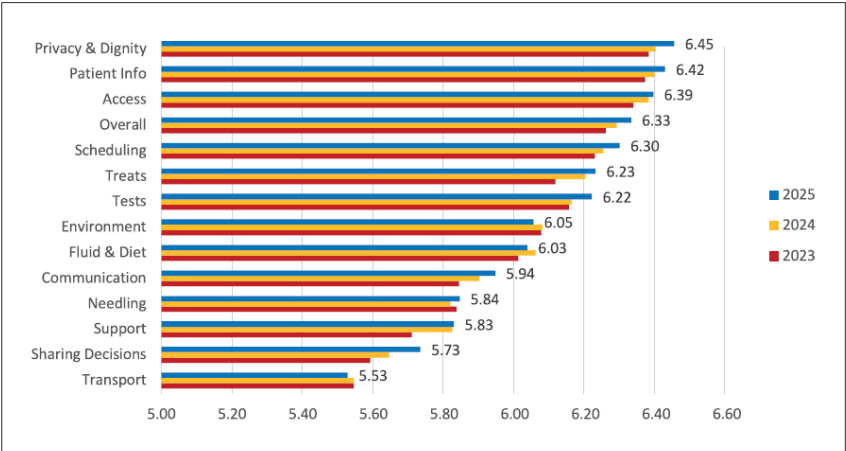
Transport

5.53



The mean average scores for each theme over three years.

Mean centre scores for Kidney PREM themes in 2025, 2024 and 2023.



What were the scores for Overall Experience of care by kidney centre?

100% of respondents at 5 centres gave scores of **5 to 7**.

93.7% of participants rated their overall care as between **5 to 7**. This has increased from 92.8% in 2024.

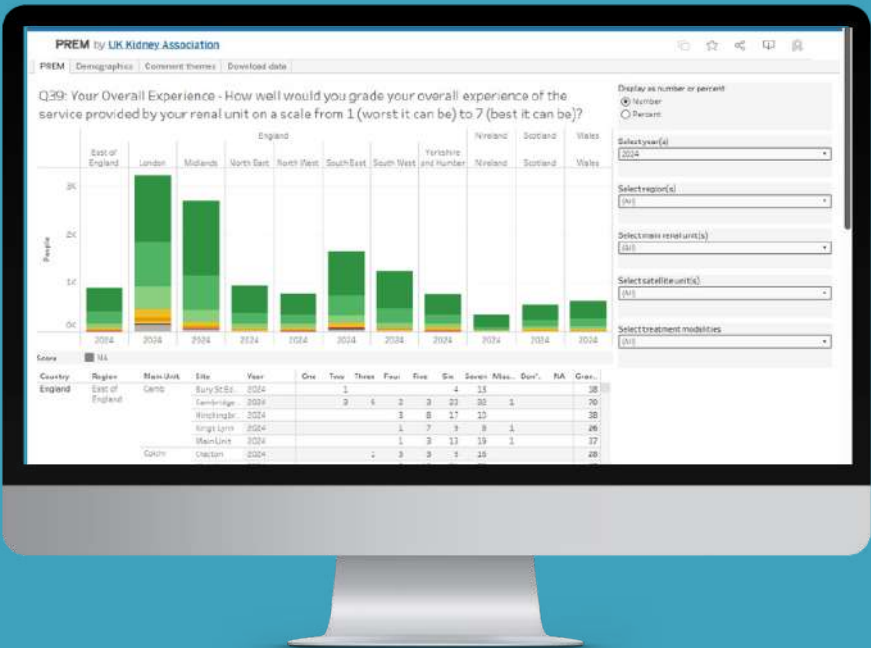
A small proportion (**2.5%**) of participants gave poorer scores (**1 to 3 out of 7**).

How can I find my kidney centre's results?

If you would like to look more closely at the data for your centre or unit, this can be seen online via the Kidney PREM portal where you can search the results by question, year, and hospital.



To access the PREM portal, scan the QR code or go to www.ukkidney.org/kidney-patient-reported-experience-measure



Measuring income sufficiency

In the demographic part of the questions, participants were asked about their income sufficiency: **“Does your household income meet your everyday need for things such as accommodation, food, clothing and other daily necessities?”**.

Answers were on a 5-point scale from 5 (‘I have more than enough money to meet my daily needs’), to 1 (‘I don’t have enough money to meet my daily needs’).

The question was well-answered, with 15,745 (90.8%) of respondents reporting their income sufficiency. Over 60% of participants said that they had either “enough” or “more than enough”. However, 2% “regularly go without essentials”, or “don’t have enough to meet their needs”.

You can find out more about income sufficiency and deprivation in Chapter 6 of the main kidney PREM 2025 report, available at www.kidneycareuk.org/PREM

What comments did people make in the 2025 PREM survey?

At the end of the Kidney PREM, when accessed online, there is a free text question: **“If there is any other aspect of your experience of kidney care that you would like to comment on that has not already been covered, please tell us below”**.

6,084 people (35% of responses) supplied written comments in 2025 (compared to 4,848 in 2024).

The 2025 *Kidney PREM Comments Report* follows the 13 Kidney PREM themes. Find it at: www.kidneycareuk.org/PREM

“ I am absolutely happy with the treatment I have received at the clinic and the hospital, even [when] I was hospitalised.

(Female, 65-74, Asian, CKD)

”

What was learned from the free text comments?

As with previous years, the most prominent theme was related to *How the Kidney Team Treats You*. These comments were predominantly positive (72%), with comments mentioning specific staff roles (consultants, transplant team, nurses).



Overall Experience received the second highest number of comments and was also mostly positive (78%). Participants were generally satisfied with their experience of kidney care.

Transport was the lowest theme amongst both in-centre and in-satellite haemodialysis groups. However, each of the other four treatment groups had a unique poorest theme: *Fluid & Diet* for those not receiving KRT (5.51), *Privacy* for those on peritoneal dialysis (5.89), *Communication* amongst home haemodialysis recipients (5.84) and *The Environment* for those with functioning kidney transplants (5.82).

Quick wins from comments

Within the comments received are suggestions for improvements that could be implemented relatively easily, without significant resource or time requirement. Some examples of these “quick wins” from 2025 include:

“ When I attended the renal unit for the first time after having a transplant, all the nursing staff and reception staff congratulated me. I thought this was a lovely thing to do. ”
(Female, 65-74, White, Transplant)

“ The unit is not in a good location. Downstairs and hidden away near the bins. It is not a good environment. ”
(Female, 41-55, Black, PD)

How can I take part in the next Kidney PREM?

The next kidney PREM survey will open in Autumn 2026.

To keep up to date with the latest news and information, including the Kidney PREM, please sign up to our newsletter.

To sign up, scan the QR code or go to
www.kidneycareuk.org/sign-up



Where can I find out more information?

Kidney Care UK PREM page: www.kidneycareuk.org/PREM

UK Kidney Association (UKKA) Kidney PREM portal:

www.ukkidney.org/audit-research/data-portal/prem

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