

Kidney PREM report highlights 2024



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:

- Provide a national picture of people's experience of care
- Help kidney teams understand how people with kidney disease rate their experience of care
- 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**, the professional organisation for the kidney community.

Why is Kidney PREM important?

The Kidney PREM puts the voice of people living with kidney disease 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 UK Renal Registry (more on page 13). There, each kidney centre or 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 'little gems' as well as medium, and longer-term quality improvement suggestions.



How is the Kidney PREM completed?

13,347 people with kidney disease took part in the Kidney PREM 2024 survey, an increase of 1,700 compared to 2023.

The survey was available online for eight weeks. This year, units were provided with a printable copy of the survey to avoid digital exclusion. Data collected using these paper versions were manually inputted by the centres into an online data capture system.

Who can take part?

The Kidney PREM survey is open to everyone living with chronic kidney disease who is aged over 16 and attends a UK hospital kidney centre or satellite unit. This includes people who have a working 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, and also leave anonymous comments for their centre.



How was the survey designed?

The 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, which was added in 2024.

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:

- Access to Kidney Team
- Support
- Communication
- Patient Information
- Fluid & Diet
- Needling
- Tests
- Shared Decision Making
- Privacy & Dignity
- Scheduling & Planning
- How The Kidney Team Treats You
- Transport
- 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 in the survey.

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?

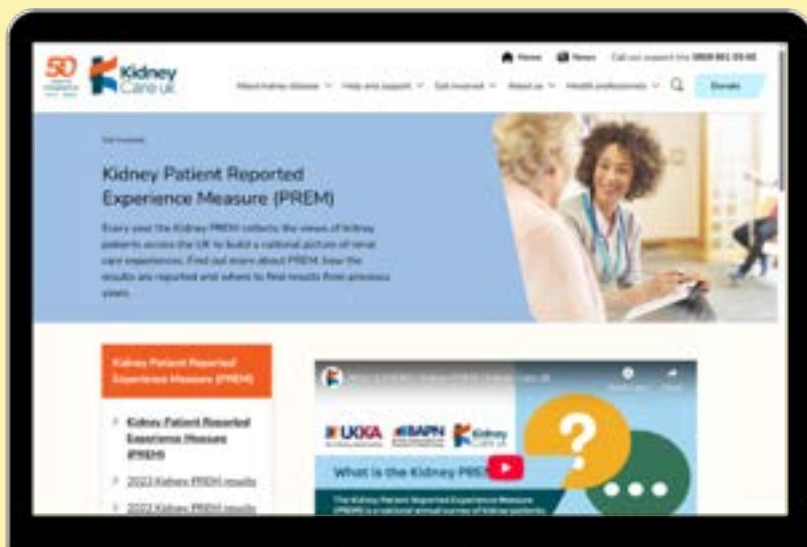
Patient Reported Experience of Kidney Care in the UK 2024

This report contains the findings of the annual national Kidney PREM 2024 survey.

A qualitative analysis of patient free text comments in Kidney PREM 2024

This is a summary report focussing on the analysis of the thousands of free text comments collected from the Kidney PREM 2024.

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



Key findings from the 2024 Kidney PREM reports

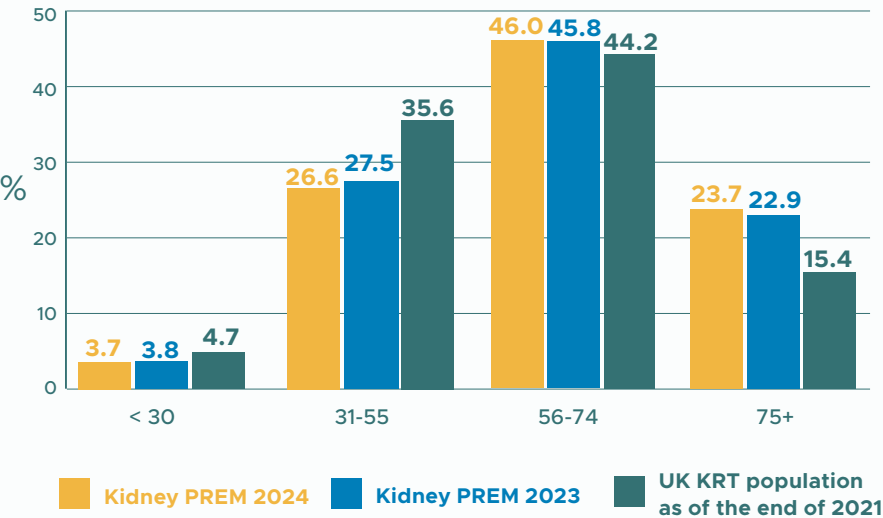


13,347 people took part in the Kidney PREM 2024 survey. This is 15% more than last year.

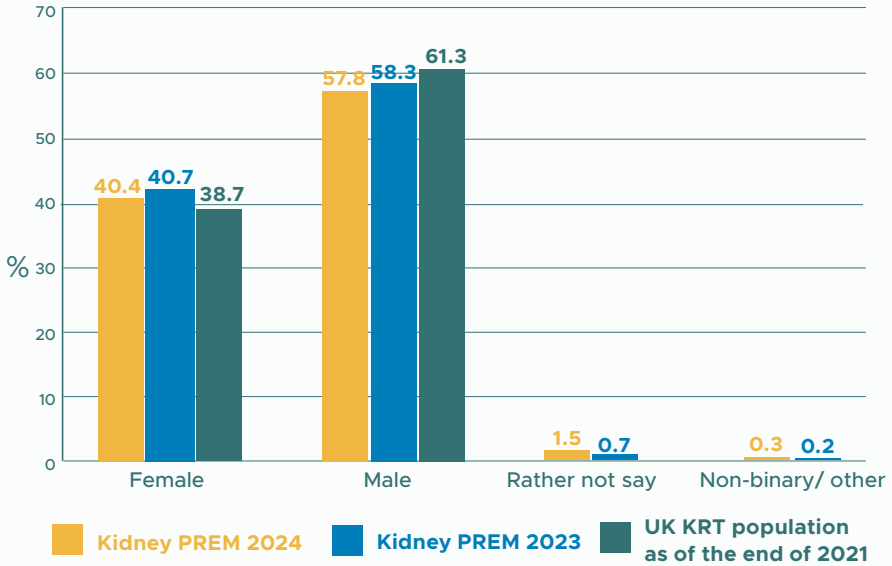
Who took part in the Kidney PREM 2024 survey?

We compare the profile of people completing the Kidney PREM to national data for all patients receiving kidney replacement therapy (KRT) to see how representative of the full patient population our data are. These figures are correct as at the end of 2024 and were collated by the UK Renal Registry (UKRR) in 2021.

Age

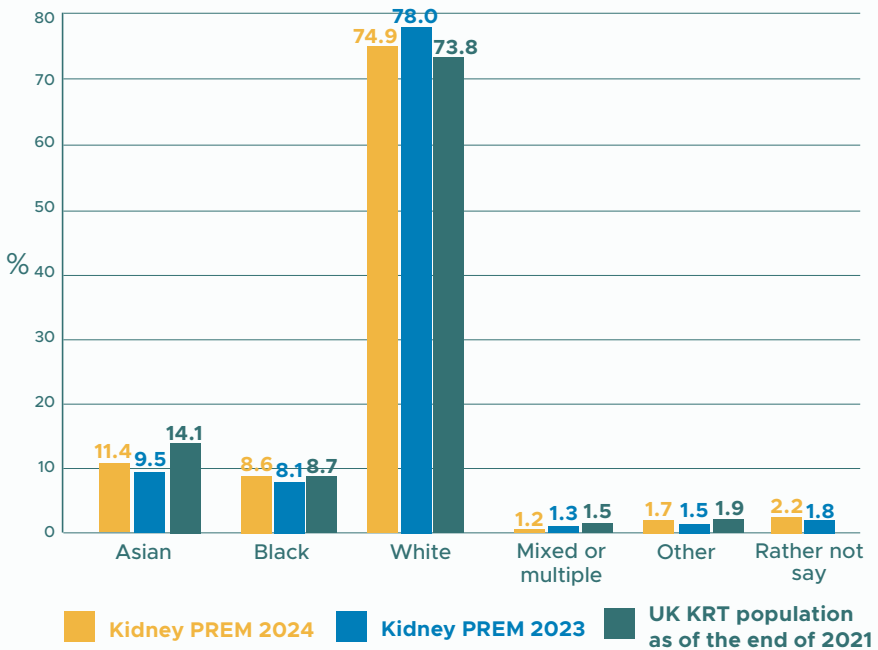


Gender

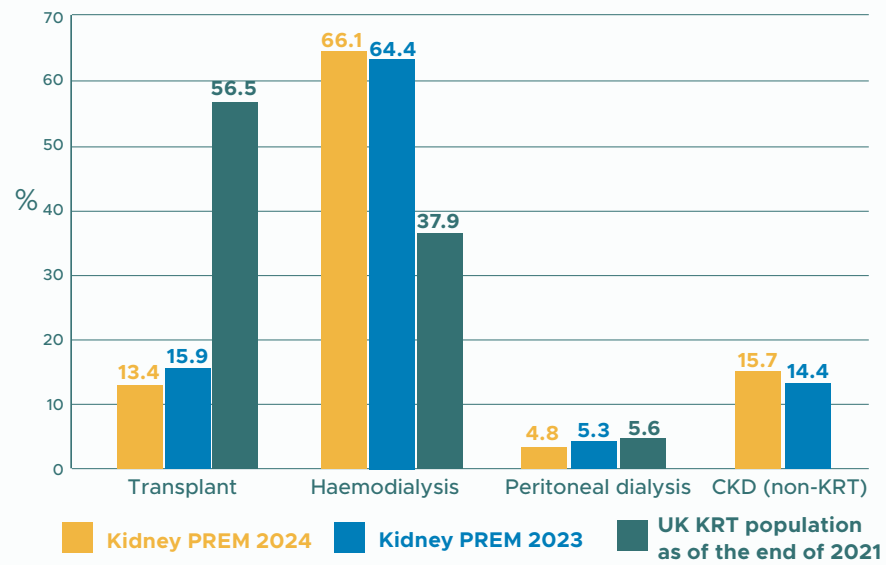


Non-binary and Other categories added to gender for 2022 and not collected by UKRR.

Ethnicity

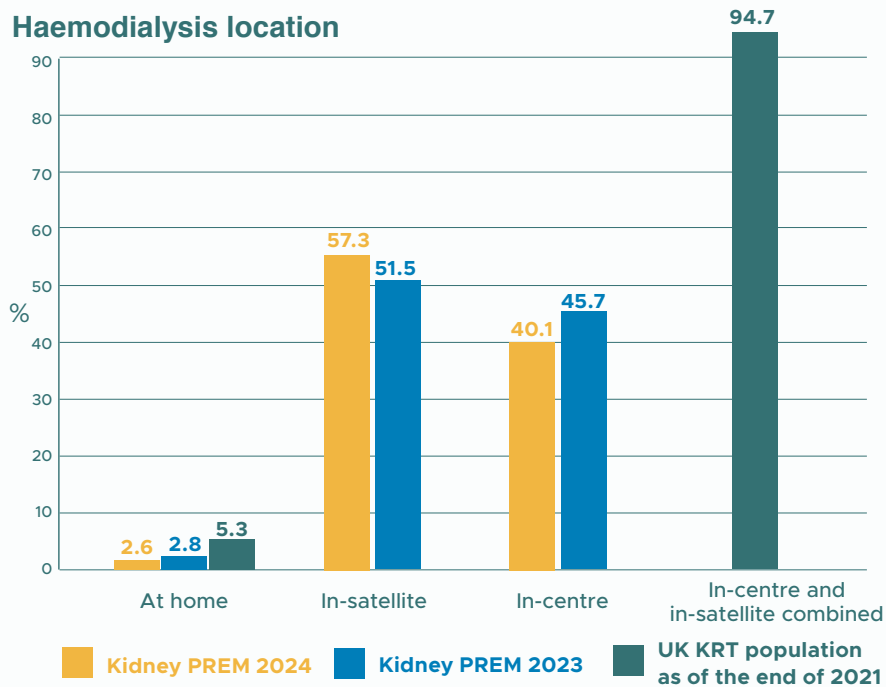


Treatment



UKRR collects limited data for CKD patients not receiving KRT.

Haemodialysis location



UK KRT distinction between in-centre and in-satellite haemodialysis patients unavailable.

What are the key headlines from the 2024 Kidney PREM survey?

2024 results compared with 2023



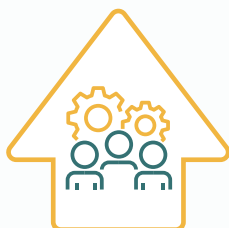
Overall experience of care increased slightly with an average of **6.29 out of 7** in 2024, compared to 6.26 in 2023.



Privacy & Dignity remained the highest scoring theme, and scored slightly higher, averaging **6.40 out of 7** in 2024 compared to 6.38 in 2023.



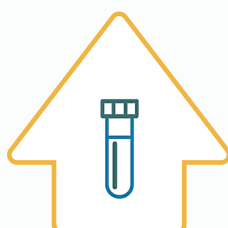
Patient Information climbed to the joint highest scoring theme. In 2024 it received an average of **6.40 out of 7**, compared to 6.37 in 2023.



Access remained the third highest theme with an average score of **6.38 out of 7**. This score compares to 6.34 in 2023.



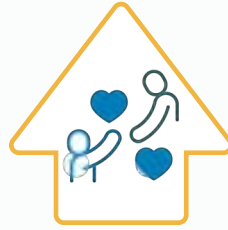
How the team treats you saw a big increase in score. It received an average of **6.20 out of 7** in 2024, compared with 6.11 in 2023.



Tests slightly increased compared to 2023. It received an average score of **6.16 out of 7** in 2024, and 6.15 in 2023.



Needling decreased slightly from an average score of 5.83 in 2023 to **5.82 out of 7** in 2024.



Support saw the largest increase, from 5.71 in 2023, to **5.82 out of 7** in 2024.

The highest rated themes were:

Privacy & Dignity

6.40



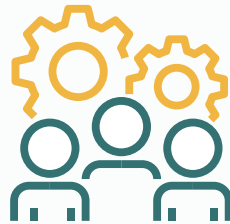
Patient Information

6.40



Access

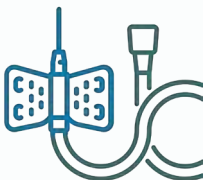
6.38



The lowest rated themes were:

Needling

5.82



Sharing Decisions

5.64

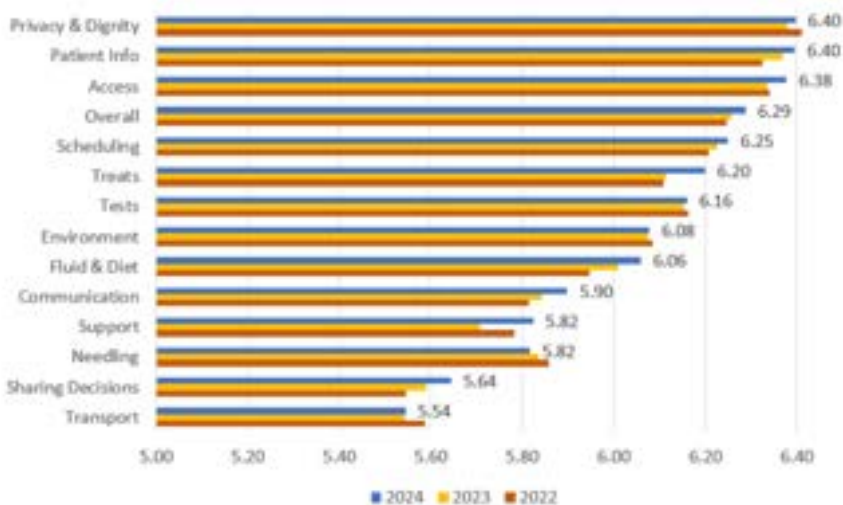


Transport

5.54



The mean average scores for each theme over three years.



Mean centre scores for Kidney PREM themes in 2024, 2023, and 2022.



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

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

92.8% of centres received an overall rating between **5 to 7**.

Many centres have a small proportion of participants giving 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



What comments did people make in the 2024 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”.

In 2024, 4,848 people (36% of responses) supplied written comments (compared to 4,202 in 2023). 94.3% of participants gave consent for their comments to be passed back to their kidney centre.

The 2024 Kidney PREM Comments report follows the 13 Kidney PREM themes, with *How the Kidney Team Treats You* receiving the highest number of comments.

“ The team are excellent and I couldn't ask for a better team. Everyone is kind and they provide the best care. ”

(Female, 31-40, black, Centre HD)

“ I access regular support from healthcare professionals and dietitian. ”

(Male, 75-84, Asian, PD)

“ In addition, these three-monthly consultations are often taken by different Consultants in recent years. Consistency of advice is therefore more difficult. ”

(Female, 75-84, White, Transplant)

“ Transport is the only problem. We do not know who we are traveling with or what time it will arrive. And we are not allowed to ask staff. ”

(Male, 75-84, White, Sat HD)

“ I took ownership of my kidney disease many years ago which all patients should be encouraged to do. ”

(Female, 56-64, White, Transplant)

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, with comments mentioning specific staff roles

(consultants, transplant team, nurses). Responses had mixed views with most individuals thanking staff for providing good care and others wanting staff members to be more compassionate.



As well as learning more about how different themes were perceived, some patients also shared suggestions for improvements that could be implemented relatively easily, without significant resource or time requirements.

These “**little gems**” included:

“ I wish we could have a virtual tour of the [dialysis] centres available to be more prepared to when the time comes. ”
(Female, 56-64, Other, CKD)

“ It would be helpful if there was a allocated time to phone the ward with queries or to give them information or to ask for advice. ”
(Male, 75-84, White, Centre HD)

“ One suggestion I have is that it would be really useful to have a list of the staff on duty for my session written on the board as I come in. They often have a list of patients but not staff. While most of the staff I know by name, some staff I may forget their name, and their name may be covered by their apron, so this would be a handy reminder when we come in the room. ”
(Female, 41-55, White, Centre HD)

How can I take part in the next Kidney PREM?

The next kidney PREM survey will open in Autumn 2025.

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
- UKKA Kidney PREM portal:
www.ukkidney.org/audit-research/data-portal/prem

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