National Kidney Patient Survey

Improving patient experience · Case study

An open forum for haemodialysis patients

Bradford Renal Unit

Acting on the Kidney PREM results

UKKA UK Kidney Association

Kidney Care UK

Overview and open forum

Overview of PREM

PREM stands for Patient Reported Experience Measures. The Kidney PREM is an annual survey of UK kidney patients that aims to:

- Help renal unit teams understand how patients feel about their experience of care
- Show where improvement can be made from a patient perspective
- Provide a national picture of people's experience of care.

The survey has been in place since 2017 is led by The UK Kidney Association in partnership with Kidney Care UK.

Open forum

An open haemodialysis forum was held on 12 and 13 May 2025 after an evaluation of patient responses recorded as per Patient Reported Experience Measure (PREM) survey, in a renal service meeting held on the 1 April 2025.

Why we held an open forum

The 2024 PREM report was presented and discussed in a Bradford Renal Unit meeting held on 1 April 2025. Leanne Lockley, (Quality Improvement Program Manager, Kidney Quality Improvement in Partnership with The UK Kidney Association addressed the meeting).

Planning and running the forum

Reviewing the PREM results

Leanne presented an in-depth analysis of PREM 2024 results:

- It was noted that Bradford's renal patients' participation in PREM remains consistent year-on-year since 2017.
- Use of paper-based surveys was highest for Bradford in the region; 100+ patients required assistance to complete them.
- Demographic breakdown showed good representation across age and ethnic groups.

Ideas for future quality improvement of experience for renal patients in Bradford were discussed in the meeting. This included recognizing the need for more open communication and readily accessible information, decision was made to organize an open forum with dedicated focus on hemodialysis patients care. The members of MDT were engaged and consulted. The Bradford Kidney Patient Association (KPA) were informed, and they also supported the idea.

During the event

- Patients had opportunity to see various members from wider renal teams and support services which included renal transplant team, home therapies team, dietetic team, patient transport service and vascular access team.
- They also had information service provided about managing common symptoms on dialysis, holidays, social care grants, and benefits leaflets were also displayed in the meeting room.
- They were able to watch video about patients undergoing dialysis treatment at their own homes.
- Tea, coffee and light refreshments were provided throughout the event.

All patients requests and suggestions were recorded by individual members of the MDT.

Themes and feedback

Themes discussed at the forum

1. Patient Transport
2. Home therapy, information, support
3. Vascular access, pathway efficiency, waiting time for radiology interventions
4. Transplant listing, and lack awareness of where stuck in the assessment process
5. Housing, social support, clear and easily available sign posting
6. Financial difficulties, benefits, available grant information
7. Sandwiches on dialysis, loss missed by patients,alternative funding source via charities
8. Healthy eating and keeping fit on dialysis
9. Loneliness, frailty, need for social clubs and home visits by volunteering agencies



Feedback

The forum proved to be a resounding success judging by enthusiasm shown by patients and staff participation. A significant number of patients and their family members, actively engaged in discussions regarding holistic patient care on the dialysis unit and made valuable suggestions on how to further enhance the quality of care experienced by the renal patients. Some of the patients and their families attended to seek information, and some of them voiced their concerns about matters concerning their individual care.

All attendees expressed concerns, and offered suggestions for improvement were diligently noted by the care team.

What patients and staff said



A dialysis patient, Yusuf Adam who attended with his wife said:

"I found the forum very informative & helpful as they discussed treatment, benefits, transplants and fistula care. This is a new process for me and my family it was good to understand the next steps. The core team and the doctors have been great, explaining each step by step so I can be less anxious about the new journey."

Dr Ramla Mumtaz along with Sister Ayesha Orlanda, Shiraz Bismillah, Denise Hobson, and Sarah Coope took the lead part in organizing the forum said: "We want to create an environment where our patients are comfortable in sharing their experiences and are empowered to make contributions towards improving the quality of service provided to them". "The PREM survey had highlighted the need for more direct dialogue, and it seemed forum had addressed that particular need".

Both staff and patients found it rewarding and fulfilling experience and appreciated the support provided by the kidney patient association. The team was also incredibly grateful to the renal secretaries, administrative staff, domestic staff, nursing staff, renal managers, patient transport personnel, home therapies teams, transplant teams, and dietetic teams for their invaluable time and dedication to supporting patients and their families during the event.

"The core team and the doctors have been great, explaining each step by step so I can be less anxious about the new journey".

Outcome and next steps

The MDT teams were very happy with the turnout and the level of engagement by patients. The success of the forum has led to requests for the renal unit to hold further such forums regularly. The plan is to have further consultation with staff and patient to provide feedback on the below questions.

1. Would you recommend for the forum to be held again? if so, how often?
2. What was most satisfying aspect of the forum for you?
3. What can be done better /differently next time?
4. Do you support patient association help with the organisation of the meeting in future as well?
5. Would you be happy for forum to be open to all renal patients (transplant, pre dialysis, home dialysis patients)?

Once patient and staff feedback is completed, we intend to report back to the rental unit meeting and will also take advice and counsel from KQIP regarding holding further such forums.



Contact us

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