

# Patient Engagement in the Renal Transplant Clinic

Rachel Fraser, Rachael Hogarth, Katy Jones, Emily Wallace

Renal Unit, The Newcastle upon Tyne Hospitals NHS Foundation Trust

## Introduction

The renal unit is involved in the Transforming Participation in Chronic Kidney Disease (TP-CKD) programme, which is a collaboration between NHS England and the UK Renal Registry. The overall aim of the TP-CKD programme is to support patients to gain the knowledge, skills and confidence to self-manage their condition.



Think Kidneys is a national programme led by NHS England in partnership with UK Renal Registry

We aimed to embed interventions designed to measure and improve patient engagement whilst gaining baseline Patient Activation Measure (PAM) and Patient Reported Outcome Measure (PROM) data.

## Method

Each renal transplant patient was offered an appointment with a specialist nurse and/or a pharmacist primarily to discuss repatriation of immunosuppressant prescribing. The appointment also included:

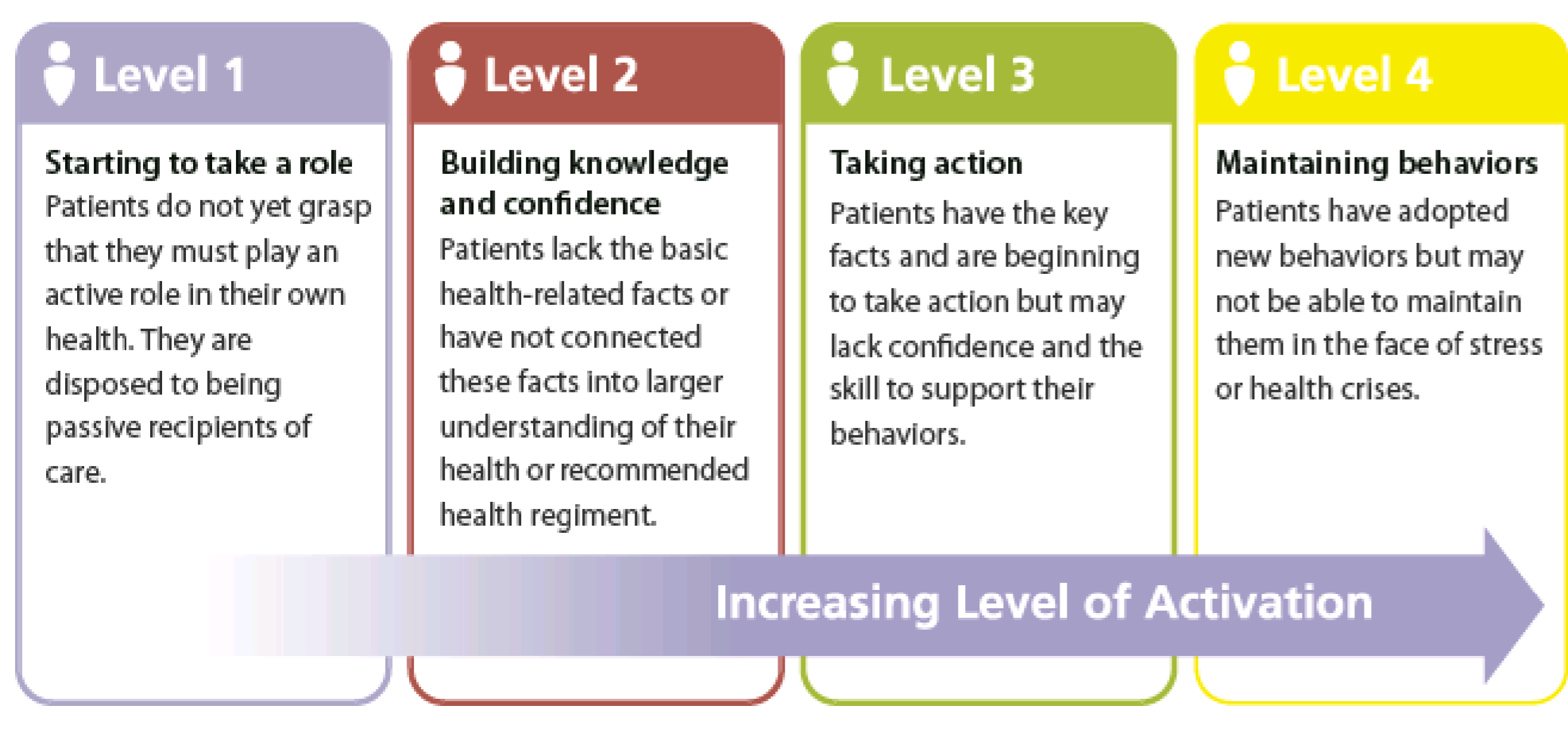
- Completion of PAM and PROM surveys
- Enrolment to “Florence” text messaging service and/or Patient View
- Medication and concordance review

## Results - PAM

Between July and December 2016, 273 completed PAM surveys were returned to the Renal Registry.

- 23% of patients were at activation level 1 or 2
- 77% were at activation level 3 or 4 (figure 1)

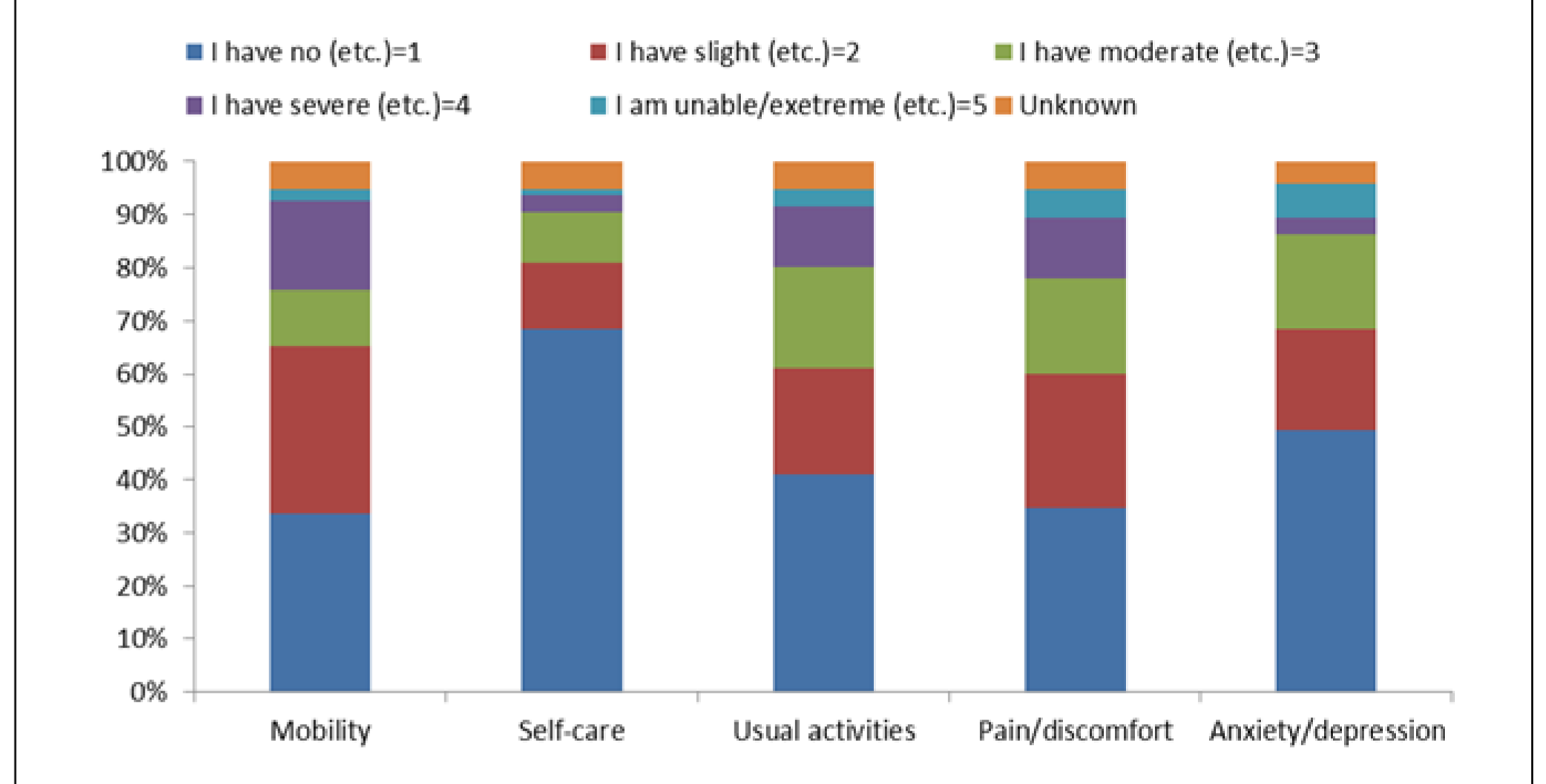
Figure 1



## Results - PROM

Difficulty sleeping, lack of energy and pain were the most commonly experienced symptoms. Around a third of patients reported moderate to severe problems with doing their usual activities, pain and mobility. Problems with self-care and anxiety/depression were less common (figure 2).

Figure 2



## Results – “Florence” and Patient View

We registered 194 patients with the “Florence” text messaging service, allowing us to offer an additional form of communication which is personalised and often more convenient for the patient (figure 3).

Seventy-nine patients signed up to Patient View allowing patients to view their blood results online and access supporting information.

Figure 3

Dear Rachel, remember to start taking your Adoport tacrolimus tomorrow (29/04/17). Your clinic appointment & blood test is on 06/05/17. Qs? Call [0191 2231023](tel:01912231023)

Dear Rachel your Tacrolimus level on 28/04/17 was 9.2. Please alter your dose to 2mg AM and 2mg PM and confirm by replying MED 1. Any Q call [01912231023](tel:01912231023)

Dear Rachel, I called today to discuss your tacrolimus dose. Please call me back at your earliest convenience on [0191 213 9690](tel:01912139690). Rachael (Specialist Nurse)

## Conclusion

We have incorporated interventions aimed at improving patient engagement into our consultations.

Future work includes:

- Workshops with TP-CKD lead to help staff to interpret and use PAM scores for patient benefit
- Repeat PAM/PROM surveys in transplant clinic to see whether patient activation and reported outcomes have changed
- Spread PAM/PROM to haemodialysis population