

The National Patient Reported Experience Measure Survey

Your Voice Matters!

July 2017

The teams who deliver NHS kidney services across the country work hard to make sure they care for you in the best possible way.

We need kidney care to always be improving and to do that it's important that, as someone living with kidney disease, you have your say about your experience of care. It's by listening to you and getting your feedback that we can make change happen and improve services. Your views really matter to us.

All kidney units have the opportunity to take part in the annual national survey and this unit is doing just that.

The survey is called the Patient Reported Experience Measure – or PREM, for short – and it's hoped that as many patients as possible will take part and have their voice heard. What we learn from the survey will help us see where we can do better and improve as well as understand what's working well.



About the PREM survey

The survey has been created by patients and professionals working together. It does not include your name and has nothing on it that could identify you, so please feel free to answer as honestly as possible.

The survey has 50 questions and will take about 15 minutes to complete. You can ask your spouse, partner, friend or relative who is with you in clinic to help you if you need it. Or you can take it home and complete it and bring it back when you next visit. You can complete the survey as a form which you can complete and post in the box provided, or you can complete it online at www.renalreg.org/projects/prem. The online survey is available in English, Welsh, Urdu and Gujarati, and we hope to offer more language versions in the future.

The questions in the survey are about things like how the team treat you, talk with you and the support they give you. There are also questions about the information you have about your condition and how decisions are made about your care. A few questions are about the clinic or dialysis unit itself – arrangements, transport, cleanliness etc.

Please help us to improve our services by taking part. You can help to make a real difference.

The local and national results of the survey will be completed in a few months' time. Your kidney unit will let you know when they are ready, this is likely to be in the winter.

The results of the PREM survey for 2016 can be viewed at www.renalreg.org/projects/prem or at www.kidneycareuk.org

Thank you for taking part and contributing to this valuable work which will help kidney services improve for everyone