

The Kidney Patient Reported Experience Measure October 2020

Renal Unit Guidance

*Everything you need to help you implement the digital PREM survey
successfully in your renal unit and satellite clinics*



The link to the Kidney PREM survey online

kidneycareuk.org/prem-2020



The online survey will be live for six weeks from
1st October – 12th November

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Introduction

This document is the Renal Unit Guidance (RUG), and contains everything you need to help you successfully run the Kidney Patient Reported Experience Measure (PREM) survey for 2020 in your unit and satellite clinics.

2020 is the fourth year of the validated Kidney PREM and for the first time, it has gone fully digital. **PREM will only be available to complete online.** There will be no paper surveys this year.

About the Kidney PREM

The PREM has been developed by professionals, patients and carers and has had input from kidney patient charities such as the National Kidney Federation, Kidney Care UK and the UK Renal Registry (UKRR) Patients' Council.

The national PREM strategy and data collection aims to:

1. Facilitate benchmarking of kidney patient experience
2. Inform service improvement for individual renal teams

The resource pack

Each renal unit's named lead for the Kidney PREM, or the Clinical Director, will be sent:

	Resource	Delivery route	Received?
1	The RUG document which details what to do to get organised and run PREM 2020 (this document)	EMAIL	
2	A4 Posters for noticeboards in public areas (2 per site)	POST AND EMAIL	
3	Business cards to distribute to patients (estimated amount based on your unit size – limited extras will be available on request)	POST	

Please contact Beth Carter-Crosby Beth.Crosby@renalregistry.nhs.uk if you are missing any of the above or require any further resources.

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Supporting patients to take part

As this year is fully digital, we need your support in ensuring all patients have the opportunity to take part in the annual survey, whether in-centre or at home.

You can do this in a number of ways, depending on the resources available at your local unit.

What to do with the PREM



If you are sending out patient letters

- During the last half of September and throughout October, include the [URL link](#) to the online PREM survey at the bottom of all clinic letters. The footnote could read:
- ***“Share your experience of kidney care: Follow this link to have your say and help us improve: kidneycareuk.org/prem-2020”*** and / or;
- During the last half of September and throughout October, slip a business card in with all letters being sent out to kidney patients from your unit



If a patient has a smart phone

- Throughout October, encourage patients to complete the survey online using their smart phone whilst in the waiting room, or receiving dialysis
- Help patients to type the URL into a web browser on their phone, or scan the QR code on the business card using their camera or QR code scanner to bring up the online



If there is access to an iPad or a laptop at your unit

- Have the PREM 2020 survey link bookmarked within your browser so it is easy to find
- Offer those without access to a digital platform the option of completing the survey whilst in-centre using the unit's lap-top or iPad, ensuring you clean the device after each use in line with local infection control policy
- Remind patients that they can receive support from a carer, friend or family member when completing the survey



If your unit has a patient text messaging service

- Send the link to the online Kidney PREM survey out to patients via text during October
- Your text could read:

***“Share your experience of kidney care by taking part in the national PREM survey:
Follow this link to have your say and help us improve: kidneycareuk.org/prem-2020”***

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When you receive the resource pack:

- Familiarise yourself with the contents and distribute the posters and business cards across your unit and satellite units
- Get as many people involved as possible. It is important to engage your team so that everyone knows about it and can encourage patients to complete the survey
- Identify a PREM champion – you will need to determine who in your unit can help patients and staff members, advising how and where to complete the survey online and the importance of doing so
- All patients being treated in your renal unit and satellites should be encouraged to take part. **All patients are eligible to participate, regardless of their CKD stage or treatment modality, with the exception of children (16 or younger)**
- Patient can choose to complete the survey in the waiting room, during their dialysis or at home

Completing the survey

The survey is anonymous

- This is important because patients need to know they should be completely honest in their responses and that there is nothing that can identify them in the survey
- Patients should be encouraged to ask their carer, family, friends or other patients to help them complete the online survey if they need support to do so. To protect anonymity and to ensure patient's responses are honest, it's important that staff do not help patients complete the survey
- Staff can help the patients access the online link and use their digital devices, but not complete their answers to the Kidney PREM questions
- The survey can be completed by entering the URL link into a web browser, or by scanning the QR code if patients have smart phones

It is important that patients select the correct renal unit from the drop-down menu on the first page of the online Kidney PREM.

- All transplant, CKD and home dialysis patients should select their 'main unit'
- Only in-centre haemodialysis patients that receive treatment at a satellite unit should select their listed satellite unit

The online survey is available to complete in English, Welsh, Urdu or Gujarati.

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kidneycareuk.org/prem-2020

After the survey – what happens next?

The deadline for completed surveys is 12th November 2020. After this date, the online survey will be closed and the results analysed by the University of Hertfordshire.

PREM Survey results

Once the analysis is complete (Spring 2021), unit results will be available on the Renal Association UK Renal Registry, and Kidney Care UK websites. A national report on the results will be produced.

The results data should be used as the basis for each unit team to discuss their findings and start to develop an action plan for areas requiring change or improvement.

When you have received this analysis it is important that you give feedback on the results to your patients. You can do this in many ways. These might include:

- A “you said...we did....” board describing the findings and the actions you are taking
- A leaflet, handout or poster. Your communications team may be able to help you with this

Example of what will be available to you when results are published (from 2019)

- [A template poster for you to complete with your local results](#)
- [A template slide-deck for you to use when sharing and discussing your results with your team and patient groups](#)
- [A patient information leaflet](#)
- [Info-graphics of the Kidney PREM results](#)

All resources will be published on the Renal Association Registry and Kidney Care UK websites.

www.kidneycareuk.org/prem-2020

www.renalreg.org/projects/prem

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Checklist and timescales for PREM 2020

Date	Activity	Suggestions re what happens next?	Done?
August	Clinical Directors and PREM leads informed of timescale and changes to digital only survey submissions for 2020	Renal units prepare and start to talk about PREM	
August	Clinical Directors and PREM leads sent list of renal unit names	PREM lead to ensure all satellite units are listed correctly on the drop-down menu	
September	PREM resource pack sent to nominated leads of all renal centres in the UK	Main centre to distribute posters and business cards to satellite units. Preparation and plans in place and agreed	
September	Renal units raise awareness of PREM 2020 within their unit with staff/ patients/ carers/ volunteers	Use clinic letters, text messages, business cards and posters to ensure everyone knows PREM is happening and when	
October- November	Run the survey across all your clinics for six weeks	Keep momentum going to ensure a good response	
12 th November	Deadline for submission of online surveys	Take down posters, remove business cards and take link out of letters	
December	Work begins on analysis of results		
April	Unit results and national report published	Review results at your unit, discuss and share with patients, decide on an action plan	

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