

The Annual Survey of Patient Reported Experience Measure (PREM)

The annual Kidney PREM survey has been designed by patients and professionals working together to find out how you feel about the services your kidney unit provides. The survey gives us feedback on kidney services both locally for your unit, and nationally, and ensures that the views of kidney patients are heard. From this information, we can see what we are doing well and where we can do better. Your views matter and we act on them to help us improve services. We will provide you with feedback on the results. Information on the national results can be obtained from the UK Kidney Association or Kidney Care UK websites, along with the previous year's results.

The survey is completely anonymous, your name will not appear anywhere on the survey.

Completing the survey

The survey should take about 15 minutes to complete. Please only tick one box for each question or statement, otherwise your answer will not count.

If you prefer, you can complete the survey online at www.kidneycareuk.org/prem.
The online survey is available in English, Welsh, Urdu, and Gujarati.

Please only complete one paper PREM or one online, not both.

You can ask your partner, a friend or family member to help you complete the survey. Choosing not to take part will not affect your care in any way. When you complete the survey think about your experience of care during the last few times that you have attended. Please fill in the survey as truthfully as possible.

If you have any questions or concerns about the survey, please contact the UKKA KQIP team at KQIP@UKKidney.org

Please complete the name of the kidney/satellite unit where you are receiving treatment.

Kidney Unit

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Input by:

Date:

Time Started:

ID number (if using)

I am completing the Kidney PREM...

- ☐ With help
☐ Alone *[please skip to current treatment]*

If you are completing the Kidney PREM with help, is the person supporting you with this...

- ☐ A friend, relative or carer ☐ A volunteer ☐ Other (please state) _____

If you are completing the Kidney PREM with help, is it because of...

- ☐ Difficulty with reading and writing in English
☐ Difficulty with using technology
☐ Eyesight
☐ Health
☐ I would need a disability related adjustment to access the PREM on my own
☐ Connection to Haemodialysis machine
☐ Other (please state) _____

What is your current treatment or treatment plan?

- ☐ Peritoneal dialysis ☐ Haemodialysis ☐ Transplant ☐ Attending kidney clinic
[Please skip to Age on the next page] *[Please skip to Age on the next page]* but not on dialysis or transplantation

If you currently receive Haemodialysis, do you receive this...

(Please leave blank unless your current treatment is haemodialysis)

- ☐ At home *[Please skip to Age on the next page]* ☐ In-hospital ☐ In-satellite

If you currently receive Haemodialysis in-satellite or in-hospital, have you been invited to participate in any tasks of your haemodialysis care (shared care)?

(Please leave blank unless your current treatment is in-hospital or in-satellite haemodialysis)

- ☐ Yes - invited and participating ☐ Yes - invited and declined ☐ No - I have not been invited to participate ☐ I don't know

Please answer this question if you are attending a kidney clinic and are NOT on dialysis and do NOT have a working transplant. Otherwise leave it blank.

Which sentence below best describes your current care?

- | | | | |
|---|---|---|---|
| <input type="checkbox"/> My kidneys work reasonably well but need to be checked regularly | <input type="checkbox"/> Staff have told me I may need dialysis or a kidney transplant in the near future | <input type="checkbox"/> I have chosen a supportive care (also known as conservative care) treatment plan, and not to have dialysis | <input type="checkbox"/> I'm not sure which sentence best describes my current care |
|---|---|---|---|

Age (years)

<input type="checkbox"/> <17	<input type="checkbox"/> 17-21	<input type="checkbox"/> 22-30	<input type="checkbox"/> 31-40	<input type="checkbox"/> 41-55
<input type="checkbox"/> 56-64	<input type="checkbox"/> 65-74	<input type="checkbox"/> 75-84	<input type="checkbox"/> 85+	
<input type="checkbox"/> I would rather not say				

Self-identified gender

<input type="checkbox"/> Male	<input type="checkbox"/> Female	<input type="checkbox"/> Non-binary / gender diverse
<input type="checkbox"/> Prefer to self-identify in another way	<input type="checkbox"/> I would rather not say	

Ethnicity (Choose one box that best describes your ethnic group or background)

Asian or Asian British

<input type="checkbox"/>	Indian	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>	Bangladeshi
<input type="checkbox"/>	Chinese	<input type="checkbox"/>	Any other Asian background		

Black, Black British, Caribbean or African

<input type="checkbox"/>	Caribbean	<input type="checkbox"/>	African	<input type="checkbox"/>	Any other Black, Black British, or Caribbean background
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Mixed or multiple ethnic groups

<input type="checkbox"/>	White and Black Caribbean	<input type="checkbox"/>	White and Black African
<input type="checkbox"/>	White and Asian	<input type="checkbox"/>	Any other Mixed or multiple ethnic background

White

<input type="checkbox"/>	English, Welsh, Scottish, Northern Irish or British		
<input type="checkbox"/>	Irish	<input type="checkbox"/>	Gypsy or Irish Traveller
<input type="checkbox"/>	Roma	<input type="checkbox"/>	Any other white background

Other ethnic groups

<input type="checkbox"/>	Arab	<input type="checkbox"/>	Any other ethnic group
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I would rather not say ☐

Do you need someone to help you to read or understand written information from your doctor, nurse or pharmacy?

This may be due to difficulties with reading (e.g., due to eyesight) or difficulties with understanding written information.

- ☐ Always ☐ Sometimes ☐ Never
- ☐ Prefer not to say

If always/sometimes:

My difficulties are:

Related to understanding written information:

- ☐ Yes ☐ No ☐ Prefer not to say

Due to difficulties with reading, such as poor eyesight:

- ☐ Yes ☐ No ☐ Prefer not to say

Do you use Patients Know Best (formerly PatientView)?

- ☐ Yes ☐ No, because it is not available
- ☐ No, because I don't know what this is ☐ No (for another reason)
- ☐ Don't know

Does your **household income** meet your everyday need for things such as accommodation, food, clothing and other necessities?

- ☐ I have more than enough money to meet my daily needs ☐ I have enough money to meet my daily needs ☐ I just about have enough money to meet my daily needs
- ☐ I don't have enough money to meet my daily needs ☐ I regularly go without essentials ☐ I don't know
- ☐ I'd rather not say

Experience of kidney care might be different depending on where people live. We would like to see if this is true.

If you are happy to help us look at this, please enter your full postcode below.

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☐ I would rather not say

This information will not be shared with your centre.

The following questions ask you about your experience with the kidney unit, your kidney disease and treatment.

All the questions are answered on a scale of 1 to 7 where 1 is negative and 7 is positive.
For each question there is also a 'don't know' and 'not applicable' option.

SECTION 1: ACCESS TO THE KIDNEY TEAM

	Never							Always		Don't know	Not Applicable
	1	2	3	4	5	6	7				
1. Does the kidney team take time to answer your questions about your kidney disease or treatment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Would you feel comfortable to contact the unit from home if you were anxious or worried?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Would you feel able to ask for an additional appointment with your kidney doctor if you wanted to?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 2: SUPPORT

Does the kidney team help you to get the support you want with:

	Never						Always	Don't know	Not Applicable
	1	2	3	4	5	6	7		
4. Medical issues resulting from your kidney disease?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Any other concerns or anxieties resulting from your kidney disease or treatment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. Accessing patient support groups such as Kidney Patient Associations (KPA)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 3: COMMUNICATION

Do you think there is good communication between:

	Never						Always	Don't know	Not Applicable
	1	2	3	4	5	6	7		
7. You and your kidney team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Members of the kidney team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Your GP and the kidney team?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. The kidney team and other medical specialists?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. The kidney team and other non-healthcare services if you need them, such as social work or housing?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 4: PATIENT INFORMATION

Does the kidney team:

	Never							Always		Don't know	Not Applicable
	1	2	3	4	5	6	7				
12. Explain things to you in a way that is easy to understand?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. Give you as much information about your kidney disease or treatment as you want?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 5: FLUID INTAKE AND DIET

Thinking about the advice you are given about fluid intake:

	Never							Always		Don't know	Not Applicable
	1	2	3	4	5	6	7				
14. Does the kidney team give you clear advice on your fluid intake ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking about the advice you are given about diet:

	Never							Always		Don't know	Not Applicable
	1	2	3	4	5	6	7				
15. Does the kidney team give you clear advice on your diet ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 6: NEEDLING

If you are on in-hospital or in-satellite haemodialysis please answer question 16, otherwise please go to SECTION 7: TESTS

	Never							Always		Don't know	Not Applicable
	1	2	3	4	5	6	7				
16. How often do the kidney team insert your needles with as little pain as possible?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 7: TESTS

	Never						Always		Don't know	Not Applicable
	1	2	3	4	5	6	7			
17. Do you understand the reasons for your tests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
18. Do you get your test results back within an acceptable time period?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
19. Do you understand the results of your tests?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

SECTION 8: SHARING DECISIONS ABOUT YOUR CARE

Does the kidney team:

	Never						Always		Don't know	Not Applicable
	1	2	3	4	5	6	7			
20. Talk with you about your treatment and life goals?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
21. Enable you to participate in decisions about your kidney care as much as you want?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>
22. Talk to you about taking a more active role in managing your own kidney care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>

SECTION 9: PRIVACY AND DIGNITY

	Never							Always			
	1	2	3	4	5	6	7			Don't know	Not Applicable
23. Are you given enough privacy when discussing your condition or treatment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
24. Is your dignity respected during visits and clinical examinations?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>

SECTION 10: SCHEDULING AND PLANNING

	Never							Always			
	1	2	3	4	5	6	7			Don't know	Not Applicable
25. Can you change your appointment times if they are not suitable for you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>
26. Do you feel your time is used well at your appointments relating to your kidneys?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>

If you are on in-hospital or in-satellite haemodialysis, please move on to SECTION 11: HOW THE KIDNEY TEAM TREATS YOU. If you have blood tests done at an outpatient clinic or GP surgery, please answer question 27.

	Never							Always			
	1	2	3	4	5	6	7			Don't know	Not Applicable
27. Are the arrangements for your blood tests convenient for you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			<input type="checkbox"/>	<input type="checkbox"/>

SECTION 11: HOW THE RENAL TEAM TREATS YOU

Thinking about how the kidney team treats you, do they:

	Never							Always		Don't know	Not Applicable
	1	2	3	4	5	6	7				
28. Take you seriously?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29. Show a caring attitude towards you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30. Ask you about your emotional feelings?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 12: TRANSPORT

If the kidney unit arranges your transport, please answer these questions.

If the unit does not arrange your transport, then please move on to SECTION 13: THE ENVIRONMENT.

	Never							Always		Don't know	Not Applicable
	1	2	3	4	5	6	7				
31. Is the vehicle provided suitable for you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32. Is the time it takes to travel between your home and the kidney unit acceptable to you?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33. Once your visit to the kidney unit is finished and you are ready to leave, are you able to leave within less than 30 minutes?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 13: THE ENVIRONMENT

When you attend the kidney unit, how would you grade:

	Poor							Excellent		Don't know	Not Applicable
	1	2	3	4	5	6	7				
34. Accessibility (e.g., lifts, ramps, automatic doors)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35. Comfort?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36. Cleanliness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37. Waiting area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38. Parking?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION 14: YOUR OVERALL EXPERIENCE

	Worst it can be					Best it can be	
	1	2	3	4	5	6	7
39. How well would you grade your overall experience of the service provided by your kidney unit on a scale from 1 (worst it can be) to 7 (best it can be)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Did you start receiving care for your kidney disease in the past 12 months?

☐ Yes ☐ No

Did you complete the Kidney PREM in 2023?

☐ Yes ☐ No

	Much worse		Stayed the same			Much better	
	-3	-2	-1	0	1	2	3
Overall, how much better or worse was your kidney care experience during the last year compared with the previous year?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Have you received any feedback about last year's Kidney PREM report results (for instance from a member of staff or from a unit poster or newsletter)?

☐ Yes

☐ No

Have you been offered peer support as part of your kidney care?

Peer support is assistance from people with personal experience of kidney disease to others with similar conditions

☐ I was offered peer support and received it

☐ I was offered peer support, but have not accessed it

☐ I was not offered peer support, but accessed it myself

☐ I have not been offered or accessed peer support

☐ I don't know

Did you receive the peer support via (tick all that apply):

☐ Your kidney care team

☐ A kidney charity

☐ Friends/family

☐ Other, (please state) _____

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:

Do you give us permission for your comments to be passed on to your kidney unit?

☐ Yes

☐ No

VOLUNTEER: Please state the reason for paper survey completion instead of digital:

Thank you for completing this questionnaire.

For further information please visit

www.ukkidney.org/kidney-patient-reported-experience-measure

The Kidney PREM is copyrighted but can be freely used as published on www.ukkidney.org/audit-research/data-permissions/data/ukrr-ckd-patient-measures-dataset/kidney-prem-data and appropriately referenced as The UK Kidney Association / Kidney Care UK Kidney PREM on any publication.

Please inform the UK Renal Registry if you wish to use the Kidney PREM and we will send you the latest version.