

2020 National Findings

Patient Reported Experience of kidney care in the UK

70

adult centres took part, covering **297** units across UK

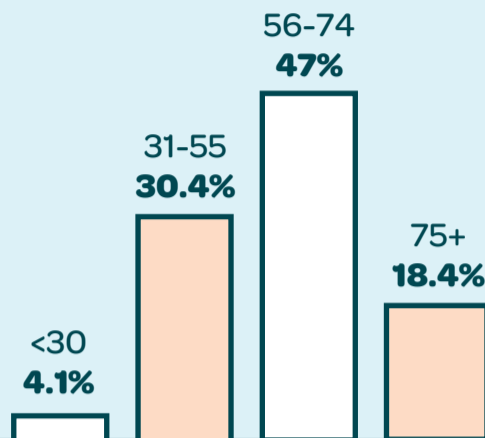


9,645

kidney patients completed the survey online



Age



Gender

Female **(43.3%)**
Male **(61.2%)**



Overall experience remained high despite the global pandemic

6.2 out of 7



Experience of people with chronic kidney disease but not on RRT **decreased** particularly for **Support, How the team treats you** and **Overall experience**

Experience of **Transport** reported by in-centre haemodialysis patients **improved**



Areas of experience scoring highest

Privacy & dignity
6.47



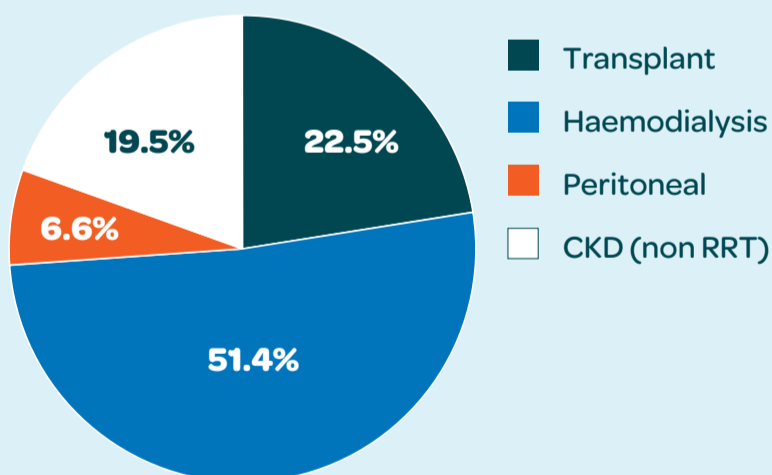
Access to the team
6.33



Patient information
6.35



Current Treatment



Areas of experience needing improvement

Communication
5.79



Sharing decisions
5.49



Support
5.71



Patient comments and feedback

7,364 participants commented on their experience of kidney care; the majority of comments were thanking staff for their kindness and dedication to patients throughout a difficult year.

www.kidneycareuk.org/2020prem

[f kidneycareuk.org](http://www.kidneycareuk.org) [@kidneycareuk](https://twitter.com/kidneycareuk) [@kidneycareuk](https://www.instagram.com/kidneycareuk)

www.renal.org

[@RenalAssoc](https://twitter.com/RenalAssoc)