

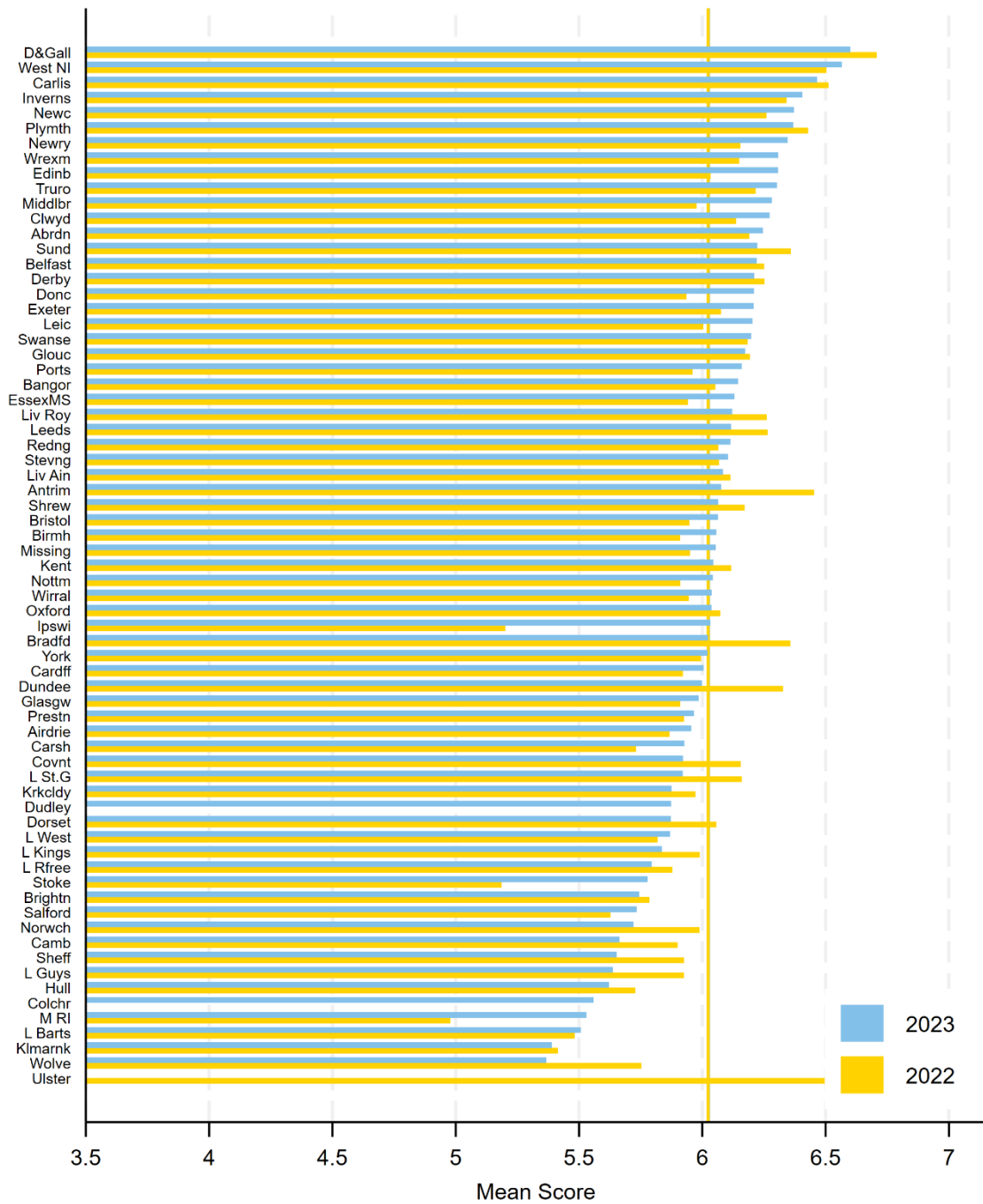
Kidney Patient Reported Experience Measure (Kidney PREM) 2023/22 Theme Comparisons by Centre

These plots show mean centre scores in 2023 and 2022, with vertical lines showing the overall mean of the centre scores for each year. Differences may be due to variation of people responding, or to the number of people responding in each year. The number of responses for each centre in 2023 and 2022 are shown in the tables of Appendix A.

Centre scores could be estimated if at least 7 responses were received. The centre 'missing', comprises participants for whom a centre could not be attributed (based on what they typed in the 'Renal Unit' free-text box). This usually scored in the middle of the centre averages, suggesting no difference between these individuals and those who provided a legible treating centre. For most themes, centre scores are mostly within a small range. However, each theme's graph shows a tail of outliers at the bottom, where centre scores were lower than others.

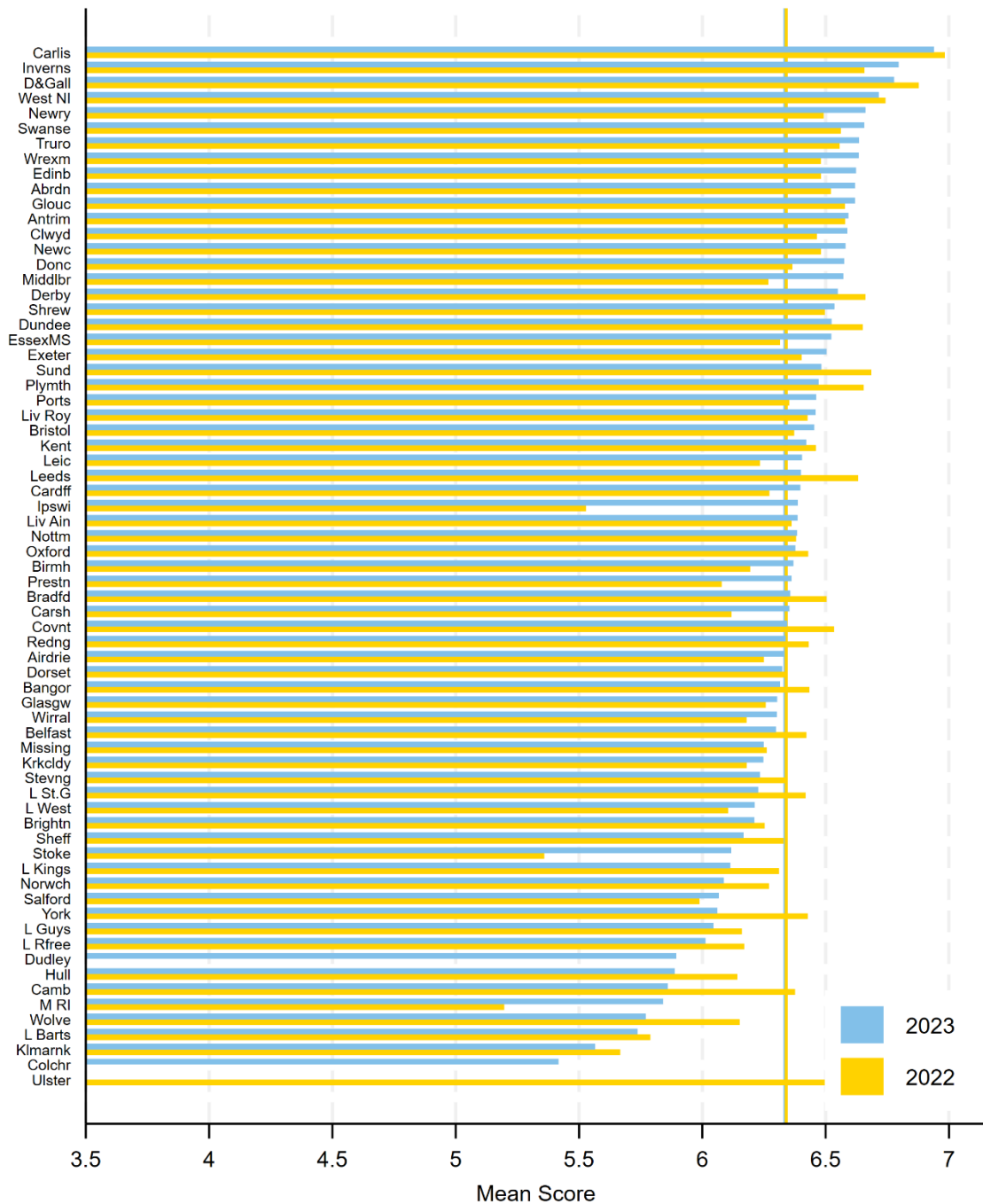
Transport and Needling themes are only applicable to individuals receiving in-satellite and in-centre haemodialysis. These themes therefore have fewer centre scores, since a minimum of seven participants were needed to calculate these in order to preserve their anonymity.

Kidney PREM scale score



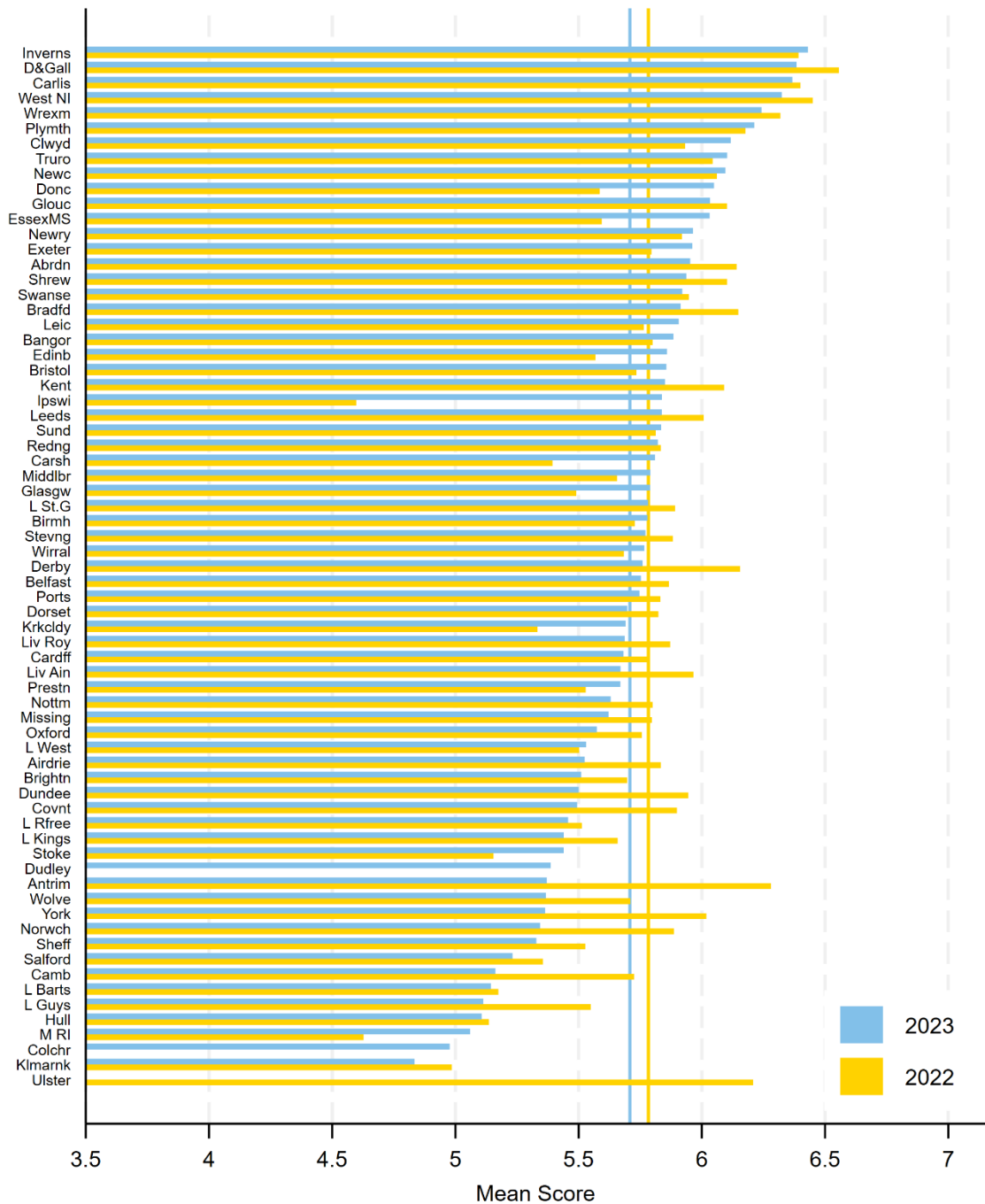
Kidney PREM scale score calculated across questions 1 to 38.

Theme 1: Access to Kidney Team



- Q1. Does the kidney team take time to answer your questions about your kidney disease or treatment?
- Q2. Would you feel comfortable to contact the unit from home if you were anxious or worried?
- Q3. Would you feel able to ask for an additional appointment with your kidney doctor if you wanted to?

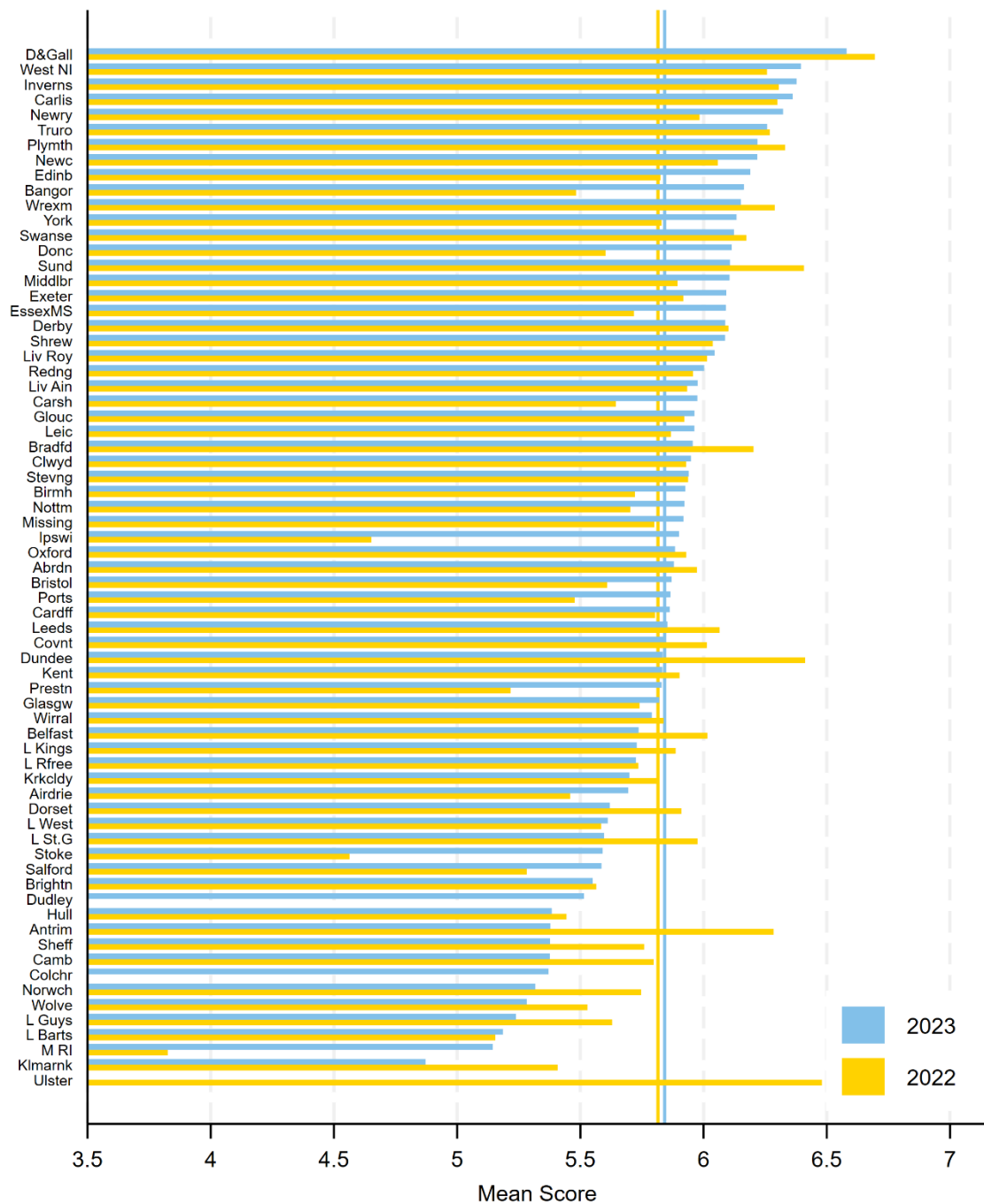
Theme 2: Support



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

- Q4. Medical issues resulting from your kidney disease?
- Q5. Any other concerns or anxieties resulting from your kidney disease or treatment?
- Q6. Accessing patient support groups such as Kidney Patient Associations (KPA)?

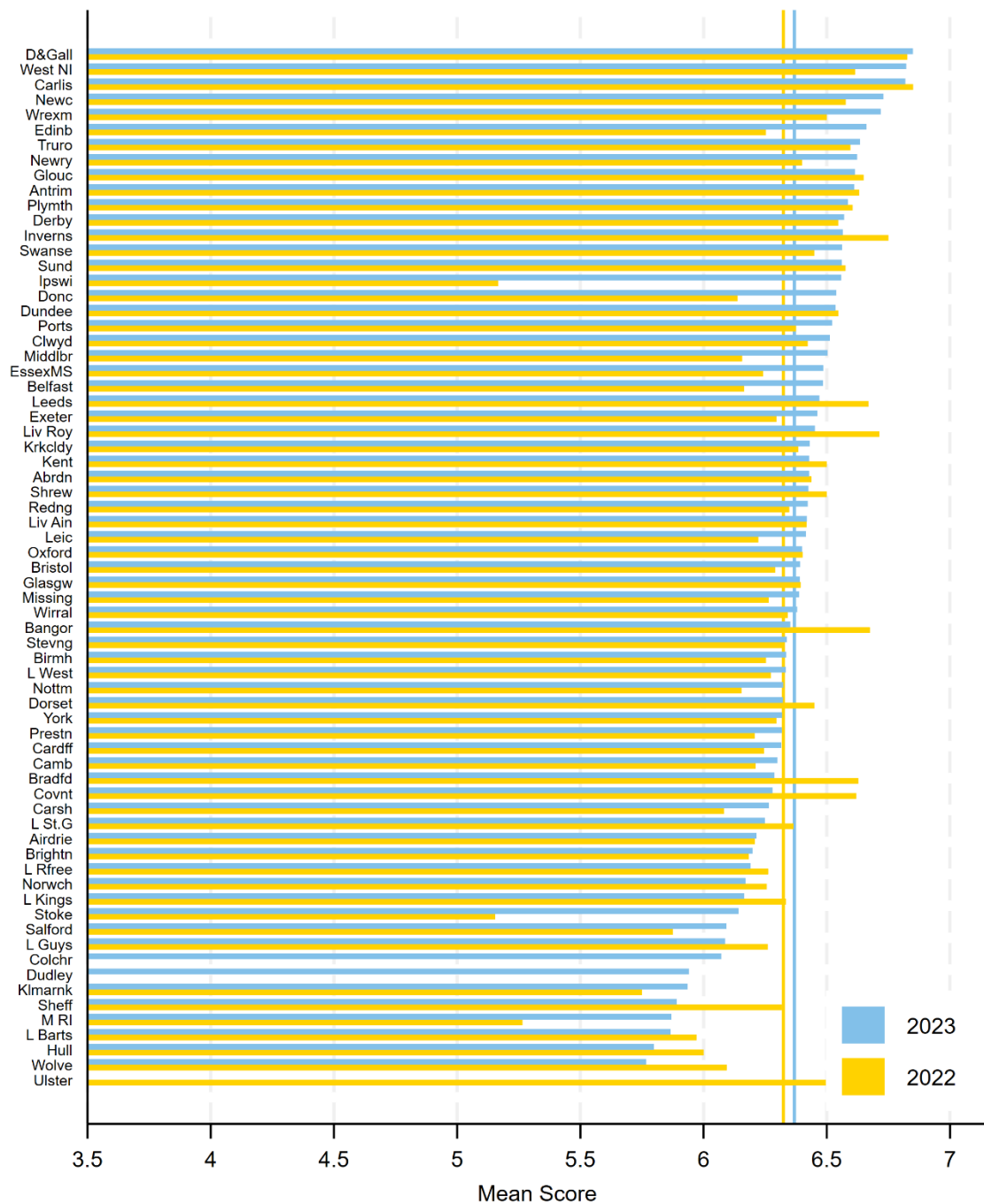
Theme 3: Communication



Do you think there is good communication between:

- Q7. You and your kidney team?
- Q8. Members of the kidney team?
- Q9. Your GP and the kidney team?
- Q10. The kidney team and other medical specialists?
- Q11. The kidney team and other non-healthcare services if you need them, such as social work or housing?

Theme 4: Patient Information

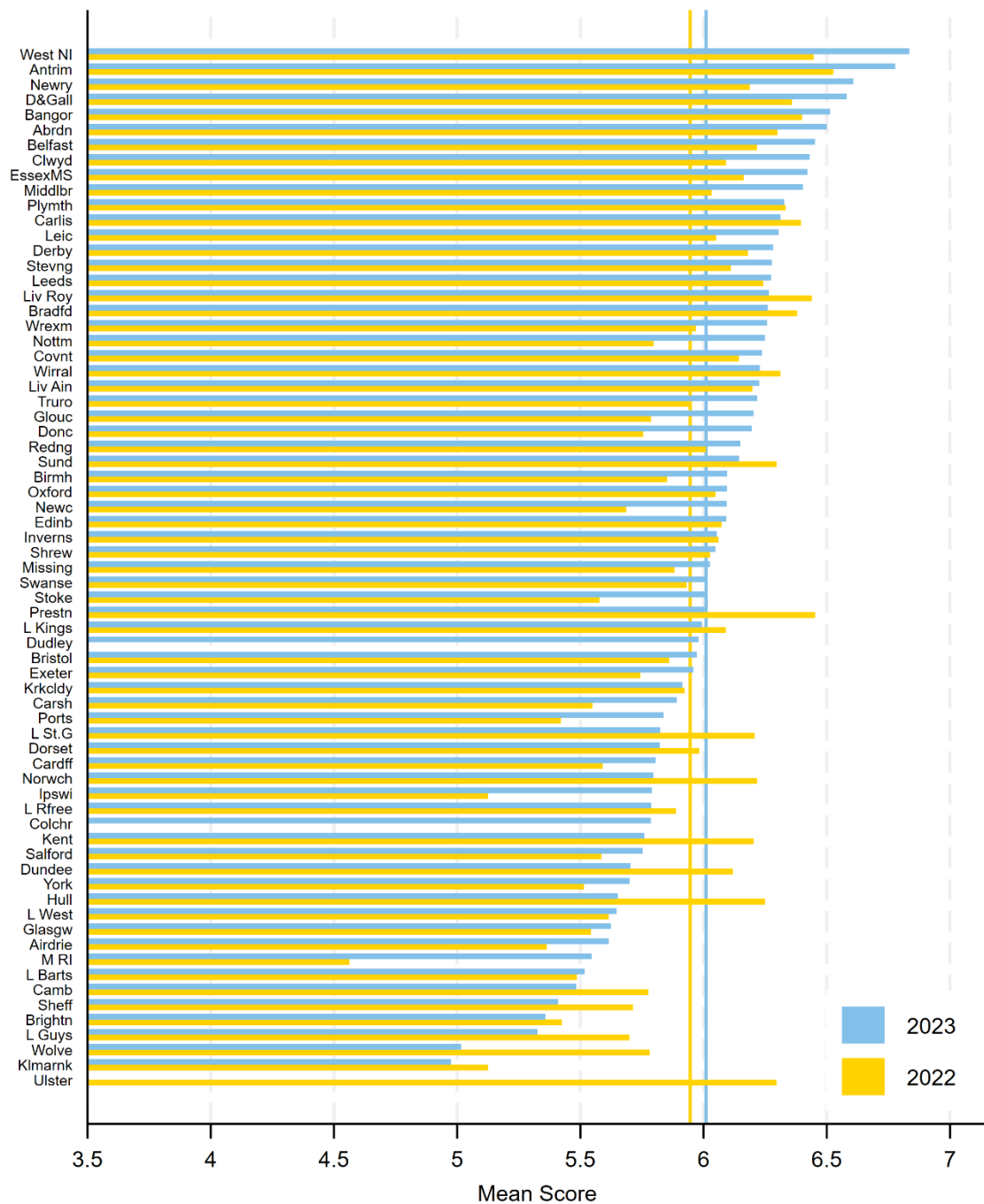


Does the kidney team:

Q12. Explain things to you in a way that is easy to understand?

Q13. Give you as much information about your kidney disease or treatment as you want?

Theme 5: Fluid and Diet



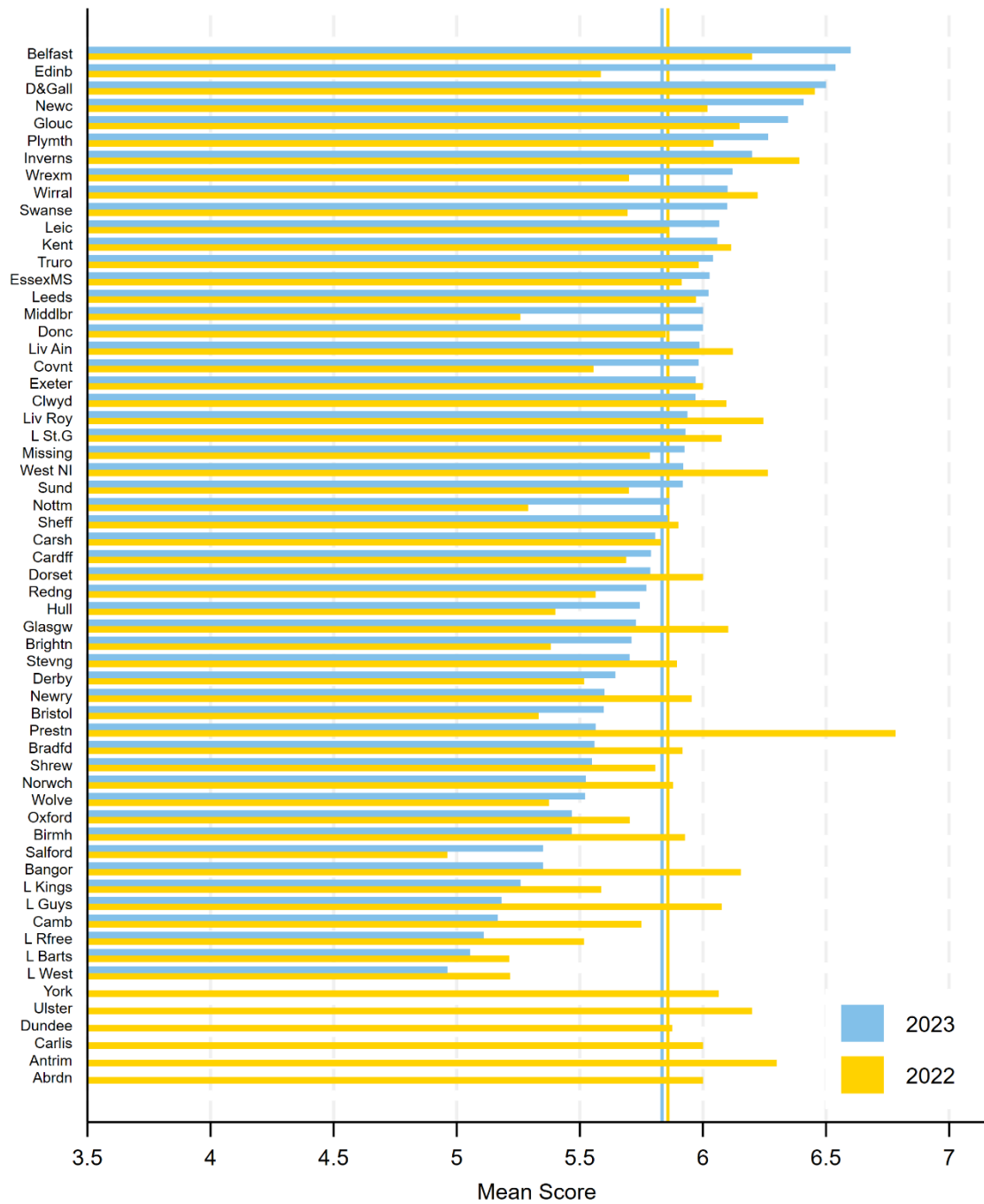
Thinking about the advice you are given about *fluid intake*:

Q14. Does the kidney team give you clear advice on your fluid intake?

Thinking about the advice you are given about *diet*:

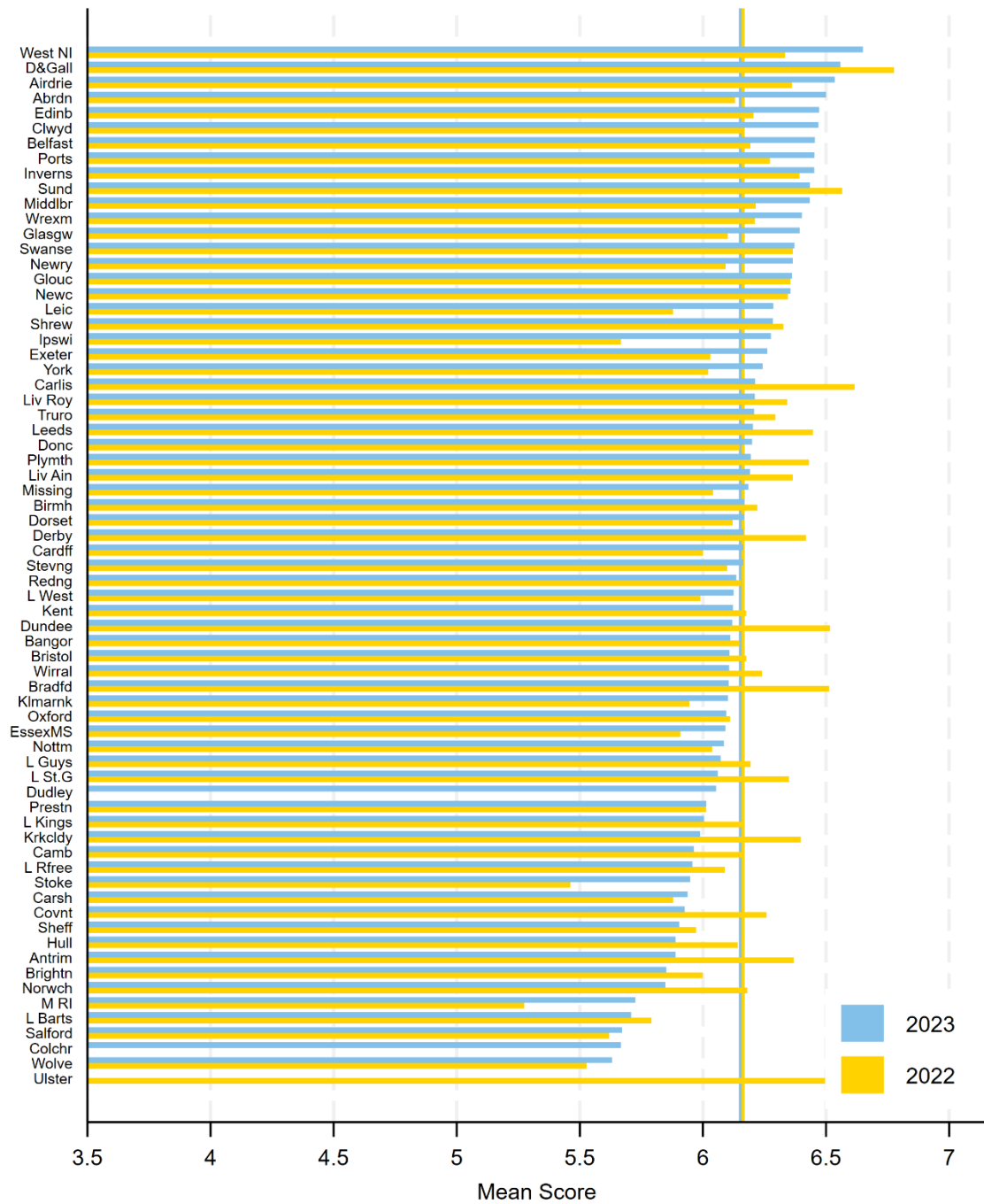
Q15. Does the kidney team give you clear advice on your diet?

Theme 6: Needling



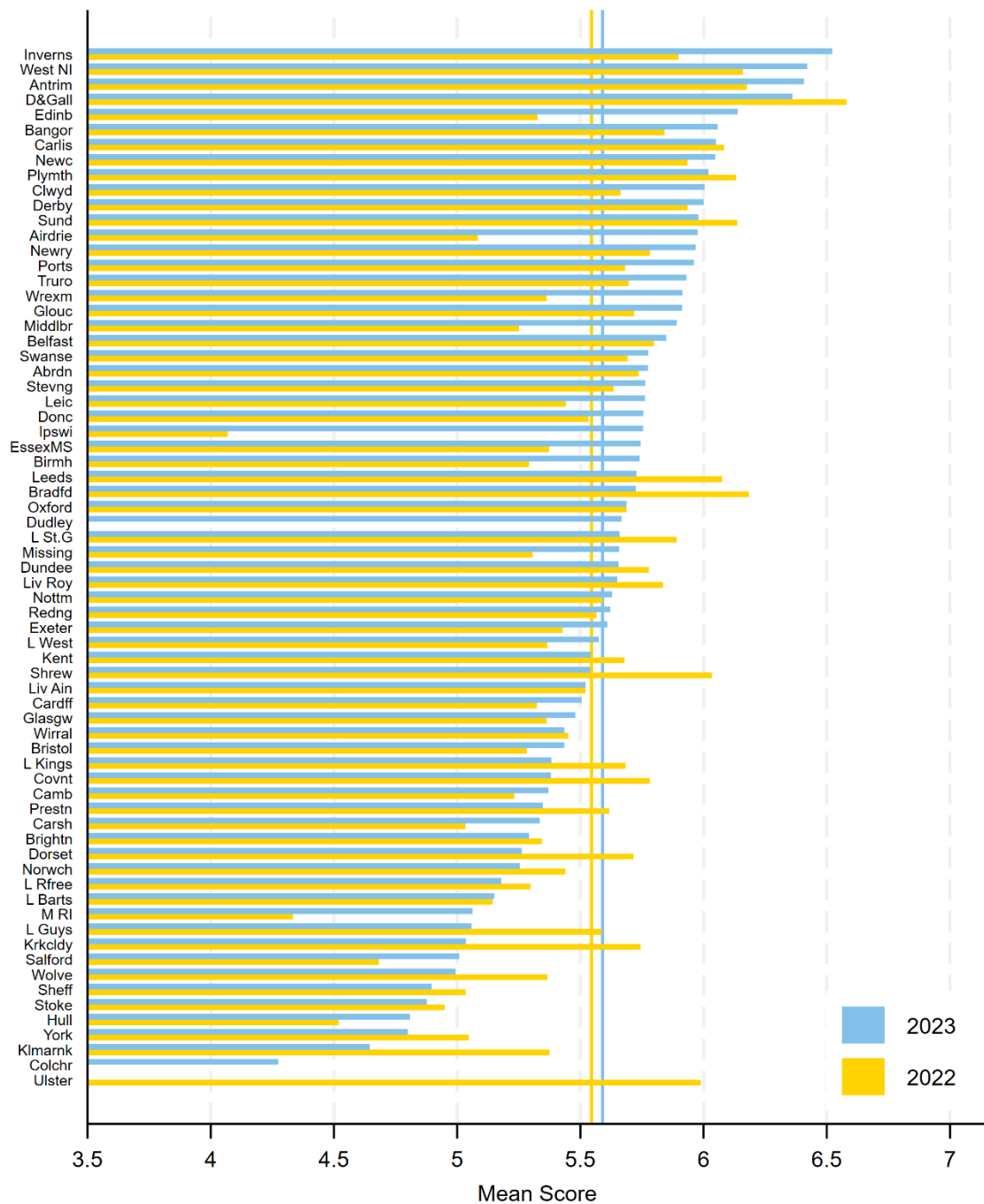
Q16. How often do the kidney team insert your needles with as little pain as possible?
(in centre haemodialysis only)

Theme 7: Tests



- Q17. Do you understand the reasons for your tests?
- Q18. Do you get your test results back within an acceptable time period?
- Q19. Do you understand the results of your tests?

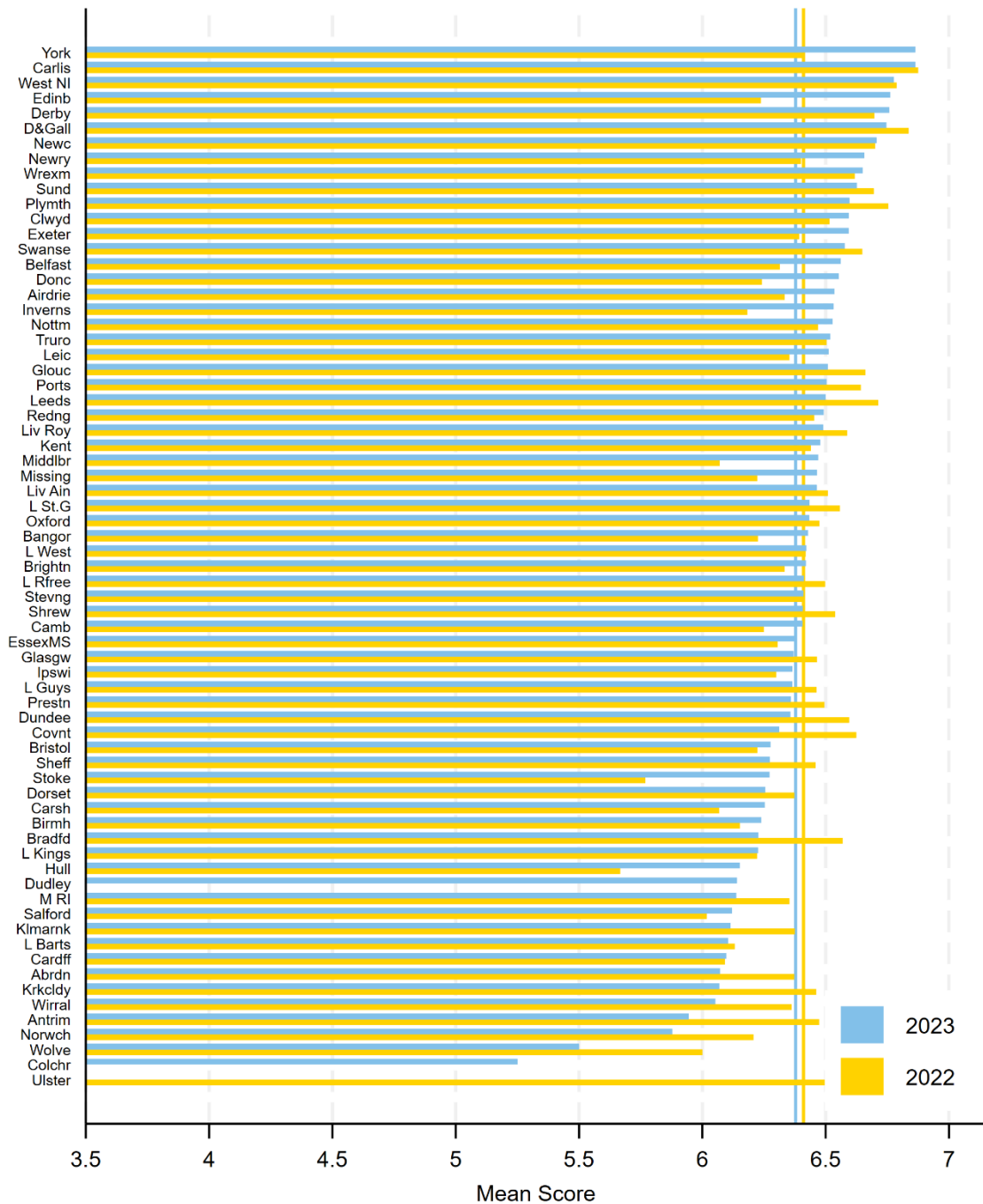
Theme 8: Sharing Decisions



Does the kidney team:

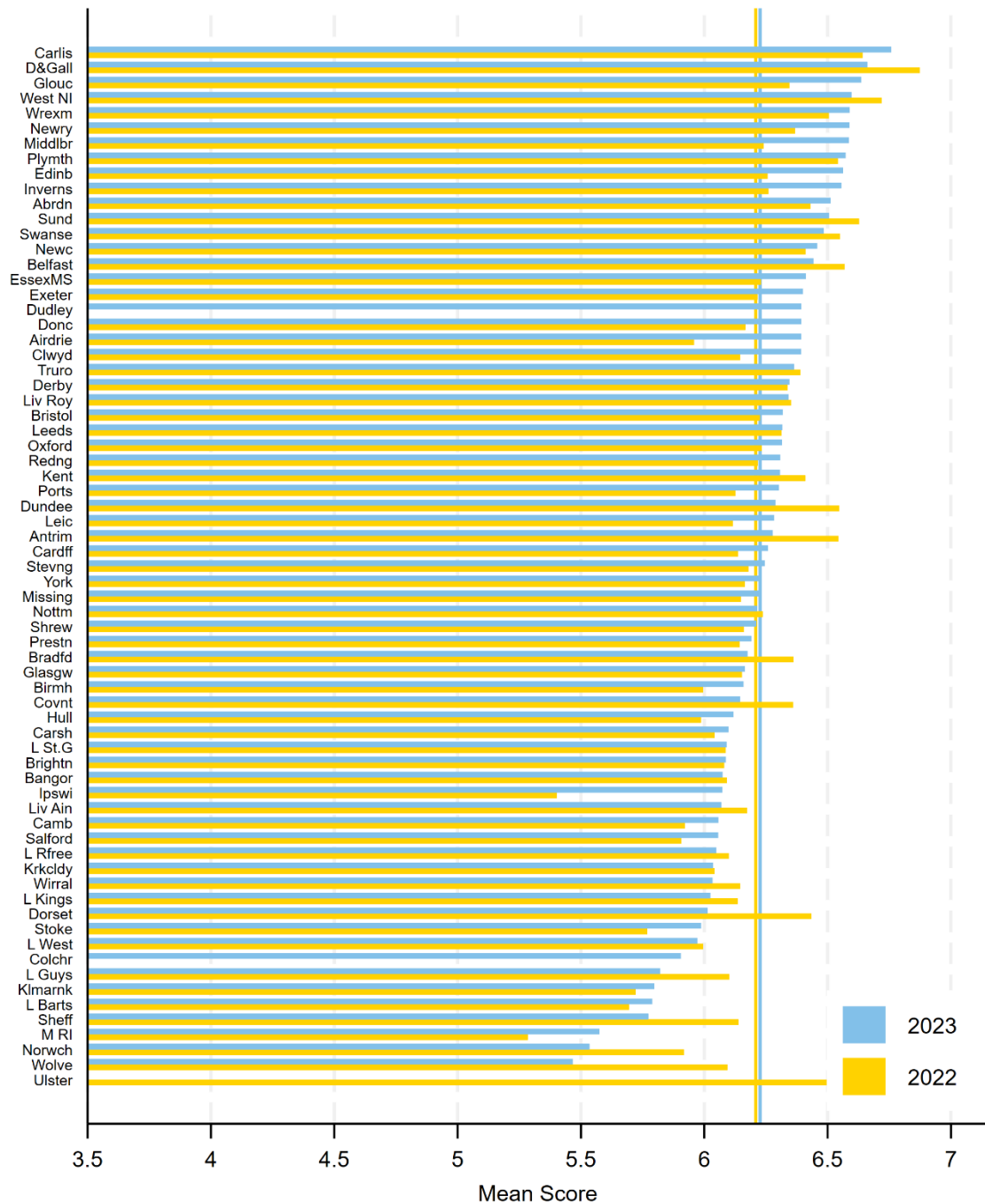
- Q20. Talk with you about your treatment and life goals?
- Q21. Enable you to participate in decisions about your kidney care as much as you want?
- Q22. Talk to you about taking a more active role in managing your own kidney care?

Theme 9: Privacy and Dignity



Q23. Are you given enough privacy when discussing your condition or treatment?
 Q24. Is your dignity respected during visits and clinical examinations?

Theme 10: Scheduling and Planning

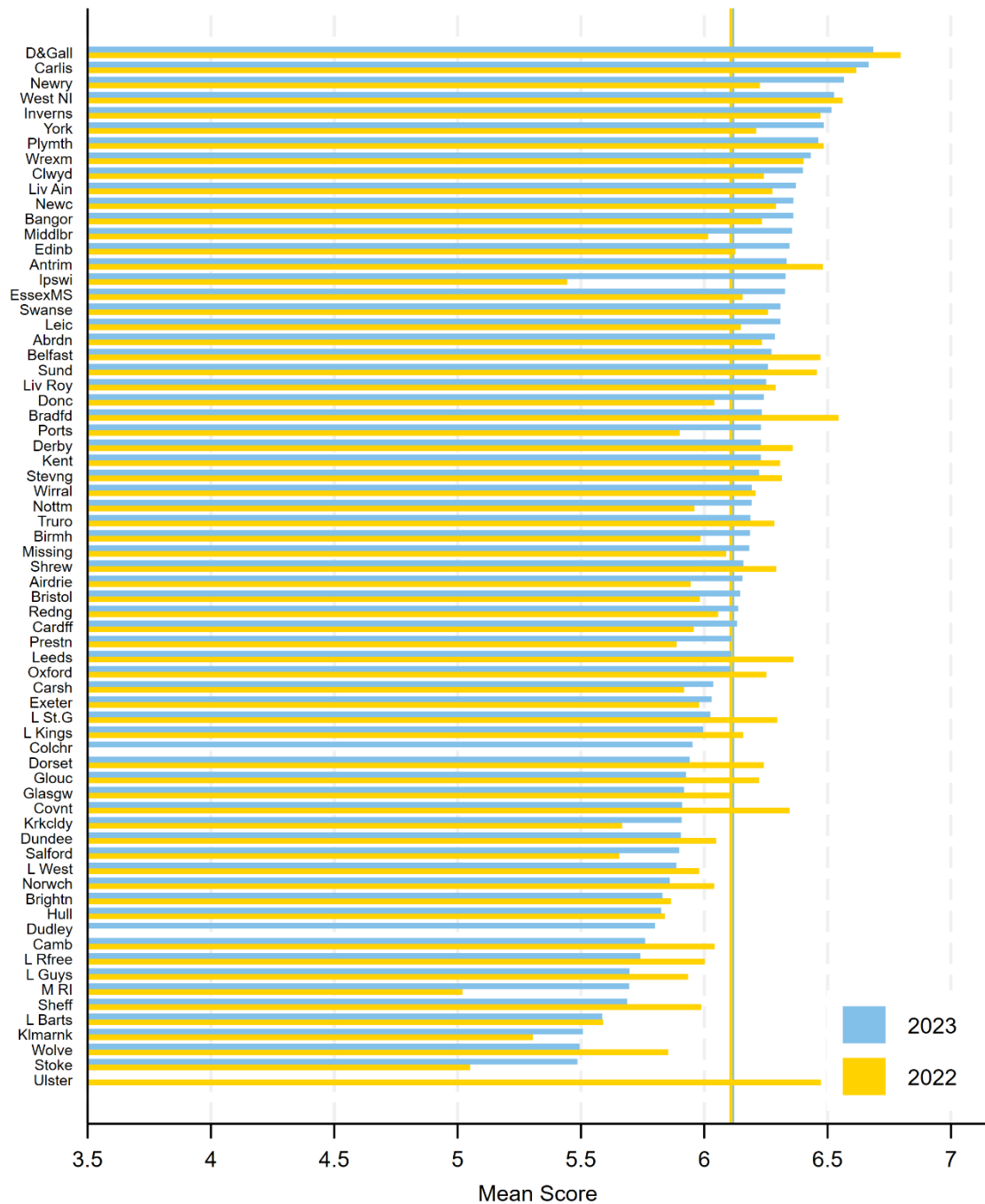


- Q25. Can you change your appointment times if they are not suitable for you?
 Q26. Do you feel your time is used well at your appointments relating to your kidneys?

If you have blood tests done at an outpatient clinic or GP surgery (not those on in centre or in satellite haemodialysis):

- Q27. Are the arrangements for your blood tests convenient for you?

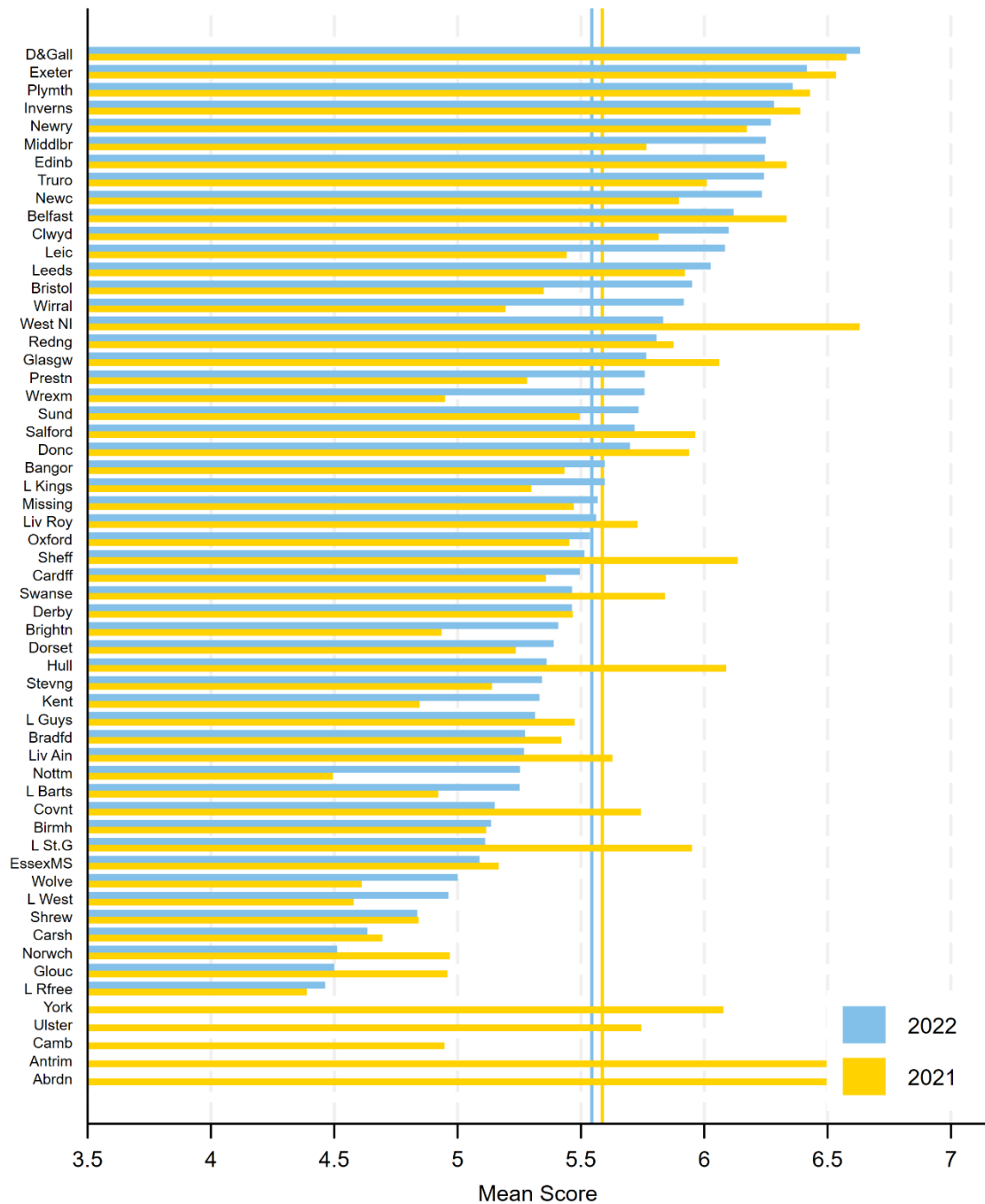
Theme 11: How the Kidney Team Treats You



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

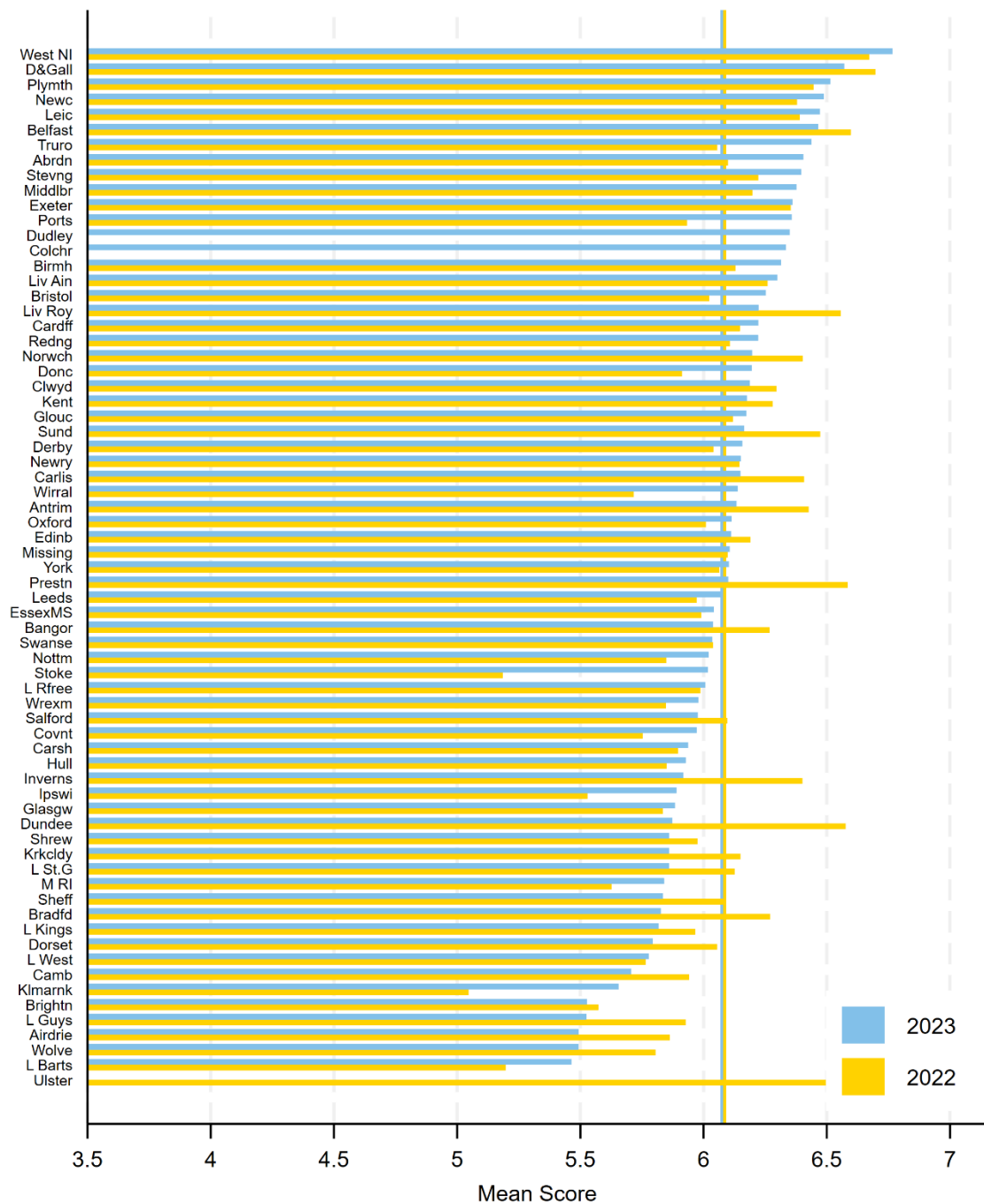
- Q28. Take you seriously?
- Q29. Show a caring attitude towards you?
- Q30. Ask you about your emotional feelings?

Theme 12: Transport



- Q31. Is the vehicle provided suitable for you?
- Q32. Is the time it takes to travel between your home and the kidney unit acceptable to you?
- Q33. 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?

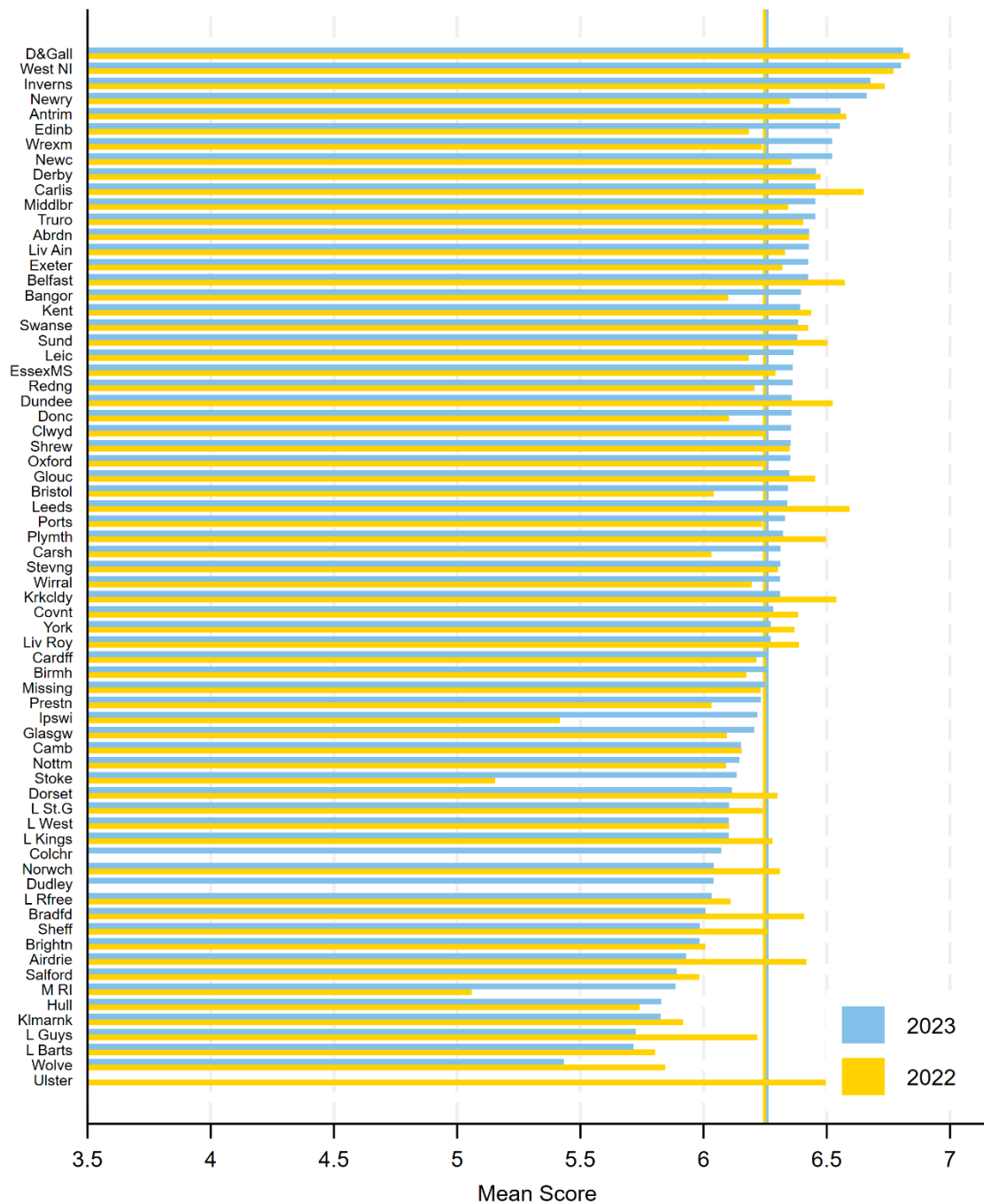
Theme 13: The Environment



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

- Q34. Accessibility (e.g., lifts, ramps, automatic doors)?
- Q35. Comfort?
- Q36. Cleanliness?
- Q37. Waiting area?
- Q38. Parking?

Theme 14: Overall Experience



Q39. 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)?