

Patient reported experience of kidney care in the UK 2021

Sharing the views of people with kidney disease

National findings

Overall experience of kidney care continues to be rated highly with many people providing written comments thanking staff for their commitment and effort.


Four in five people said their care during the last year of the pandemic had stayed the same or got better.

Privacy and Dignity, Patient Information and **Access to the Kidney Team** continue to be high scoring and are the most consistent regardless of treatment.

Sharing Decisions about care, particularly for those receiving in-centre haemodialysis is an area for improvement.


How do we compare to national findings?

 **12,416**
People with kidney disease responded from all **68** adult centres in UK

 People with kidney disease responded from this unit or centre

Patients reported overall experience:

 Nationally **6.24**

 At our unit

| | Nationally | At our unit |
|---------------------------|-------------|-------------|
| Privacy & Dignity | 6.40 | |
| Patient Information | 6.35 | |
| Access to the Kidney Team | 6.34 | |
| Transport | 5.75 | |
| Support | 5.73 | |
| Sharing Decisions | 5.54 | |

*These are the three highest and three lowest scoring themes nationally

What's next?

www.kidneycareuk.org/PREM

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