

PREM Results 2024

Every year the Kidney PREM (*patient reported experience measure*) collects the views of kidney patients across the UK to understand experiences of renal care. We received over 90% satisfaction with our service and an excellent response rate from SaTH patients. We are very pleased that overall patient satisfaction was very good. We would like to offer our sincere thanks to our patients for their valuable contribution. It is very important patients are offered actions following the results of the survey and so we have produced this poster to confirm changes made and plans for the future on how we can improve our service.

Patients were asked to rate their experience on a scale of 1-7 with 1 being the lowest and 7 the highest.



We asked...

How involved patients feel in their care...



We did...

Routinely dialysis patients are booked a minimum of three monthly reviews with their consultant. This review can take place either in a clinic room setting, whilst on dialysis or on the telephone. You can let the ward clerk or secretaries know your preference for how you would like the review to take place. If outside of the three monthly reviews you would like to speak to your consultant then we urge you to mention to a member of the renal team. Email is: sath.renalunitadmin@nhs.net

Renal patients can inform the nephrology secretaries of their preference to be reviewed, and all efforts will be made to accommodate your preferred choice.

Patients transport experience...



We want our patients to understand we understand the parking challenges on our Royal Shrewsbury Hospital site. At the beginning of 2025 the Trust introduced a trial service running a park and ride bus for patients, to reduce the pressures parking. Our satellite units at Ludlow and Hollinswood House fortunately do not typically face parking difficulties. We will ensure any new satellite units secured in future offer enough parking spaces to meet demand.

We're exploring holding some face to face appointments at other locations to help alleviate the parking stress patients can experience when attending outpatient appointments.

About the input and interactions with the renal dieticians...

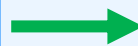


The dietetic team has expanded over the past twelve months which is excellent news for our patients. If you would like to speak with a member of the renal dietetic team, you can contact them on ext 1358 or via our email: sath.renalunitadmin@nhs.net and we will request the team get in touch with you.

Our renal dieticians can offer a range of advice on your diet and can tailor this specifically based on your blood

We asked...

How patients feel communication within renal services...



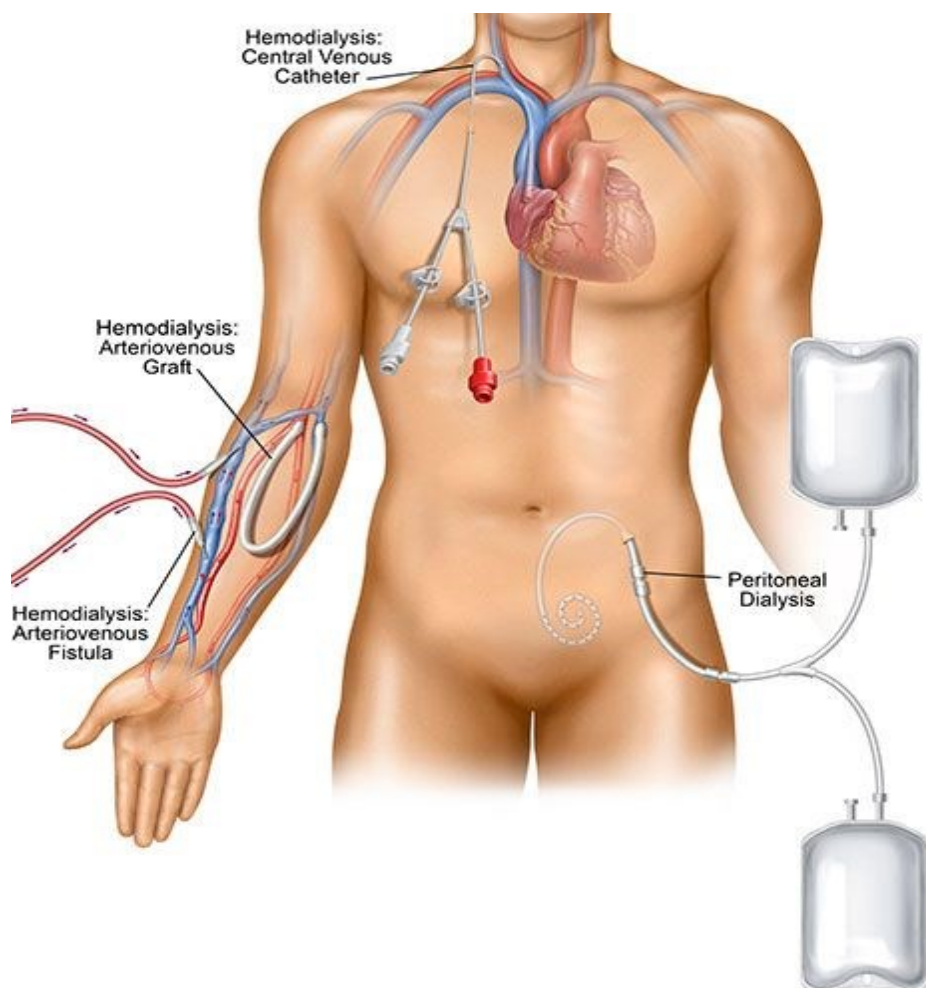
We did...

We want our patients to feel involved in their care and ensure their needs are being met consistently, and we want to do this both physically and emotionally.

We will continue to ensure maximum efforts remain in notifying your GP about health updates and changes in your medication within a timely manner. We want to stress how essential it is for patients to feel they can speak up about the care they receive. You can voice any concerns or comments via many different avenues, whichever you feel is best for you.

Options could include: speaking to your named nurse, phoning the renal secretaries who can direct your comments to the right member of the team, alternatively you can put it in writing or email the secretaries: sath.renalunitadmin@nhs.net

Renal vascular access experience...



Training was undertaken last year within the renal team to maintain knowledge about how best to manage renal access.

Link nurses are in place across the various renal units under the care of SaTH. Link nurses act as a point of contact when a member of the renal vascular access team is not on site.

We really implore our patients to please let their nurse know if you are experiencing discomfort with needling during dialysis, there are a variety of options that can be explored to help reduce any pain could be occurring.

The renal access team ensure their rotas cover a wide area within renal, including reviewing patients in clinic to explore access options, prior to the patient reaching end stage renal failure. The aim is that patients commencing dialysis have optimal access from the beginning.

In addition, the renal vascular access team are present throughout the week on the renal units to review any patients requiring their input.

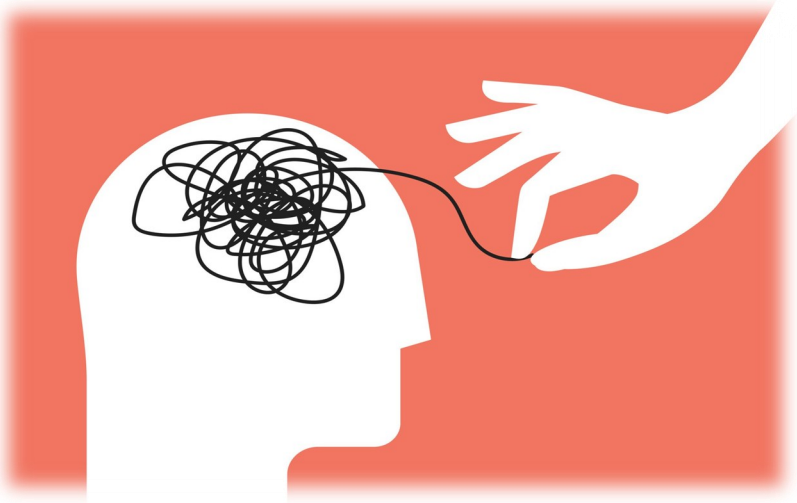
Understanding and access to test results...



Patients know best remains an available online tool to view test results. Please let a member of the team know if you would like access. Over 1000 patients are registered currently. Clinical teams continue to review tests, if you have questions, they are always happy to talk.

We asked...

How patients feel renal services support emotionally...



We did...

We are aware there is still work to be done in providing our patients with the psychological support they need and deserve. We confirm steady improvement is progressing within this area and there has been a positive change in our patients experience, this is evident since 2021 and is reflective in results within the PREM survey.

Patients can feel confident in knowing the renal team strive with maximum effort to recruit a psychologist into the renal service. We are aware this will make a great difference to the lives of our patients, to ensure that we provide support with consideration of both physical and emotional wellbeing is equally important.

How you feel in sharing decisions about your care in relation to your treatment and life goals...



Renal Supportive Care nurses are available to holistically support patients. From supporting physical symptoms, offering psychological signposting, social support, symptom management and emergency care planning conversations. The team specialise in advance care planning, providing support as patients enter their final stages in life. We encourage patient autonomy and can act as an advocate for you as we work closely within the MDT (multi-disciplinary team). To be referred you can ask any nurse to refer you for an assessment to see where we can help you.

Email: Sath.Renalsupportivecarenurses@nhs.net

Support and access to the Shropshire Kidney Patient Association charity...



Feedback received from patients indicates there is a desire for more information / updates from the kidney patient association charity. An updated notice board has been created within the dialysis waiting room on RSH renal unit site. New patients coming under the renal CKD team are informed of the KPA and are provided with an information card about the charity. The aim of the KPA is to support all of the local kidney patients who are in need of help.

You can find further details about the Shropshire KPA on their website, alternatively contact the renal secretaries on 01743 261055 and we can ask a member of the charity calls.

Thank you for your efforts in completing the PREM 2024 survey. The results offer us a valuable opportunity to appreciate the areas our renal team are excelling, and understand where we have work to do. The overall experience provided by the renal team was positive. We have found the results **extremely encouraging**. We are always grateful to receive patient feedback, so please offer any comments on how you think we can do better. Thank you.