

The PREM Renal Unit Guidance 2017

Everything you need to help you implement the PREM survey successfully in your renal unit and satellite clinics



Contents	Page
1. Introduction	2
2. About the Patient Reported Experience Measure 2017	2
3. Getting the most from the survey	3
4. The resource pack	3
5. What the PREM survey looks like	3
6. What to do with the PREM	4
7. Completing the survey	5
8. After the survey – what happens next?	5
9. PREM Survey results	6
10. Checklist and timescales	7
11. Help, questions and ideas	7



1. Introduction

This document is the Renal Unit Guidance (RUG), and contains everything you need to help you successfully run the Patient Reported Experience Measure survey for 2017 in your unit and satellite clinics. The RUG describes what you need to do with the various resources provided in your resource pack. From here on the survey is referred to as the PREM.

2017 is the second year of the PREM and this year all resources and contact details you may need are also available online at www.renalreg.org/projects/prem. The results from PREM 2016 are on the website too.

2. About the PREM

The PREM survey was developed by the UK Renal Registry (UKRR) and Kidney Care UK (formerly the British Kidney Patient Association) who worked together with patients and renal professionals to agree the questions and a national strategy. The survey was piloted last year in England. 39 renal units took part, and responses were received from over 8000 patients. The University of Hertfordshire has validated the survey working with five renal units in NHS Wales. As a result, there are several changes, the main ones of which are

1. The questions have changed slightly to ensure they are clearly understood by patients
2. Last year's survey had 43 questions, this year it has 50
3. As a result of feedback from units, the survey will be available this year for completion online. The online survey is available in four languages English, Welsh, Urdu and Gujarati
4. The survey should be undertaken in July and you can do it for however many weeks you wish during the month (last year we limited the survey to being run over a two-week period).
5. The score or scale for responses to the questions in the survey has been expanded to improve the analysis of results.

The PREM has been developed by professionals and patients and carers and has had input from kidney patient charities such as the National Kidney Federation, Kidney Care UK and the UKRR Patients' Council.

The national PREM strategy and data collection aims to:

1. Facilitate benchmarking of kidney patient experience
2. Inform service improvement for individual renal teams



3. Getting the most from the survey for your renal and satellite units

The best way to ensure your unit gets the most from the survey is to get as many people involved as possible. It is important to engage your team so that everyone knows about it and can get involved in encouraging your patients to complete the survey. In your resource pack there will be a number of posters and leaflets for you to display in your clinics and you might also share them with staff to help raise awareness of PREM.

4. The resource pack / box

Each renal unit's named lead for PREM, or the Clinical Director, will be sent:

1. The RUG document which details what to do to get organised and run PREM 2017
2. Information leaflets for patients, carers, family and friends as well as staff about PREM
3. Posters for noticeboards in public areas in your unit about PREM
4. Printed copies of the survey and envelopes which you will hand out to patients coming into your unit or satellite clinic
5. Copies of the survey for home therapy patients, as well as pre-paid envelopes for completed surveys to be posted directly back to the UKRR. Also included will be stamped, but not addressed envelopes, which you will address and send to your home therapy patients, along with the survey, and a return envelope (prepaid and pre-addressed back to the UK Renal Registry). You can also give home therapy patients visiting clinic the hard copy survey by hand if they are attending.
6. Cardboard post boxes for completed surveys to be posted in – one for each of your clinics. The post boxes can be used to return the completed surveys to the UK Renal Registry in August.

5. What the PREM survey looks like

The PREM survey comprises 4 x A4 sheets with print on both sides. The survey is printed on yellow paper to help visually impaired patients.



6. What to do with the PREM – rally the troops and make it available

When you receive the resource pack the first thing you need to do is familiarise yourself with the contents and distribute the resources across your unit and your satellite units. Each satellite unit will need their unique UKRR code written on the blank surveys before they are handed out. Your unique codes will have been emailed to your PREM lead or Clinical Director/Lead. If you don't have this info email catherine.stannard@renalregistry.nhs.uk

A copy of the survey and an envelope along with a leaflet should be handed out to each patient visiting the unit – both central renal unit and satellite / peripheral units when they visit your clinics in July – over a time period to be determined by you.

- All patients being treated in your renal unit and satellites should be encouraged to take part. All patients are eligible to participate, regardless of their CKD stage or treatment modality, with the exception of children. For transplanted, pre-dialysis and in-centre haemodialysis patients, the survey can be handed out when they visit.
- Your patients can choose to complete the survey in the waiting room, or during their dialysis. Encourage them to ask their carer, a family member, friend or another patient to help them complete the form, if they need some help. To protect the anonymity and to ensure patient's responses are honest, it's important that staff do not help patients complete the survey.
- Patients can also be offered the opportunity to complete the survey online – by following the link www.renalreg.org/project/prem. The link is also on the leaflet.
- Patients may take the survey home to complete as long as it's brought back to the renal unit and posted in the post box.
- The survey should also be posted to patients undertaking home therapy for them to complete and return back directly to the UKRR. As listed above, the resources to do this will be supplied.

You will need to determine who, in your unit, is responsible for distributing the survey out to patients as they arrive on the unit. Some units may ask the receptionist to do this, others are arranging a rota for volunteers, some of whom are patients, to be on hand to give the surveys out and to offer help with completion. Whoever does this must be 'on message' so that patients are encouraged to take part and are told why it's important if they question the need to complete the PREM. The information leaflet can be useful to help people understand why it's important to take part.



It is important that the information leaflets, surveys and envelopes, and post box are in a prominent position in your unit and are clearly visible. This will not only make it easier for patients to respond but it will also send a strong message about the importance of the PREM to your unit.

7. Completing the survey

There is information on the front sheet of the survey which explains the PREM to patients and why it's important that their experiences of their care are captured. There are also instructions on how to complete the survey.

The fact that the survey is completely anonymous is stated on the survey. This is important because patients need to know they should be completely honest in their responses and that there is nothing that can identify them in the survey. The more honest the responses the more useful the results will be for your unit.

It's because of this that staff are not expected to help patients complete the survey. If this were to happen, patients might feel they needed to be less than honest, or that their care might suffer as a consequence. Patients needing help to complete the survey should ask a carer, relative or friend. You might also ask for volunteers among your patients to help out.

The survey will take around 15 minutes to complete and, as it will be electronically scanned, it's important that it's completed using a black or blue pen. Only one box for each question or statement should be ticked, otherwise the answer will not count.

Completed surveys are then placed in the envelope and into the post box provided.

8. After the survey – what happens next?

Once you have collected the completed surveys from all your satellite clinics, these need to be returned to the UKRR, preferably within two weeks, for scanning and analysis. The deadline for receipt of completed surveys is 31 August. Completed surveys received after this time may not be included in the analysis.

Contact Catherine Stannard at the UKRR by email catherine.stannard@renalregistry.nhs.uk when you have collected the completed surveys and she will arrange for a courier to collect them from your unit. A return address label will be provided in your resource pack to stick on the post box.



9. PREM Survey results

Once the surveys have been returned to the UKRR they are scanned and the data collated and analysed. Unit results will be sent to clinical directors during November 2017 and once clinical directors and teams have had chance to view them and comment, a national report on the results will be produced. The data in the national report will not be anonymised (by unit) to enable renal units to assess their performance and compare results regionally and nationally.

The results data should be used as the basis for each unit/satellite team to discuss the findings and start to develop an action plan for areas requiring change or improvement. The information will be presented graphically.

When you have received this analysis it is important that you give feedback on the results to your patients. You can do this in many ways. These might include the following

- A “you said...we did...” board describing the findings and the actions you are taking
- Publish a leaflet, handout or poster. Your communications team may be able to help you with this.



10. Checklist and timescales for 2017

Date	Activity	Suggestions re what happens next?
Early May	Clinical directors informed of the timescale for PREM 2017 and asked to supply a nominated lead for their unit for communication from the UKRR	Renal units prepare and start to talk about PREM
End May	National Renal PREM report for 2016 distributed	Shared with interested staff and patients
First week of June	PREM resource box sent to nominated leads in all renal units taking part	Preparation and plans in unit in place and agreed
During June	Renal units raise awareness of PREM 2017 in their unit/s with staff, patients, carers/ volunteers	Using leaflets and posters ensure everyone knows PREM is happening and when
During July	Run the survey across all your clinics	Keep momentum going to ensure a good response
August	Collect responses and gather postboxes, consolidate into the return box, place the supplied return address sticker to the box and contact catherine.stannard@renalregistry.nhs.uk requesting the box be collected	UKRR scan results and put data together
End August	Deadline for the receipt of completed surveys to the UKRR	
October	Work begins at UKRR on analysis of results	
November	First unit results back to clinical directors to consider	
Jan 2018	National results published Planning begins for PREM 2018	

11. Help, questions and ideas

If you have any questions about PREM and how you are going to manage it in your renal unit, please email Catherine at catherine.stannard@renalregistry.nhs.uk who will be able to help you.

All information about PREM for 2017 can be found on the UK Renal Registry's website at www.renalreg.org/projects/prem