

## Improving patient experience of kidney care, one comment at a time: A mixed methods analysis of Kidney PREM 2020 patient comments

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### Background and Aims

- UK Kidney Association (UKKA) and Kidney Care UK (KCUK) Patient Reported Experience Measure (PREM) is a validated questionnaire (2018)
- The questionnaire is sent out annually to receive data on patient experience, with 39 questions specifically focussing on 13 main aspects of Kidney care with a final free text response question: "If there is any other aspect of your experience of kidney care that you would like to comment on that has not already been covered, during COVID-19 or another time, please tell us below"

### Method

- Overall, the **PREM 2020 received 7370 comments** in the response to the free text question
- This was analysed and coded using QDA Miner, a qualitative data analysis programme.
- Firstly text retrieval was used to collect all comments including buzz words such as 'no comment' 'none' 'nil' 'nothing' and coded as 'nothing to add'
- Additionally, search terms to code as 'Everything okay' and 'no change' were also used
- Next using the 'cluster extraction' function, all comments that included similar words were grouped together to be coded as one. This allowed for comments relating directly to the main 13 domains of the PREM to be coded quickly.
- The remaining non coded comments were filtered out and coded individually
- During the quality check stage, comments including patient examples of **areas for improvements were noted and coded under the category of 'Patient Suggestions'**

### Results

- 92 total comments** received further coding under the category of 'Patient Suggestions'
- There were 5 codes under this category: **Quick Wins, After Covid-19 Suggestions, Suggestions for long term, Potentially Solved Solutions, FAQs**
- Although, all the suggestions made are important to consider, the concept of Quick Wins was intriguing and became a focus of investigation
- Quick wins** were defined as the suggestions for improvements to patient experience of kidney care that could be **implemented with apparently little effort**
- Comments related to a variety of issues, with themes including COVID-19 testing, transplant information, information packs, PatientView and support groups.

Quick Wins	After Covid-19 Suggestions	Suggestions for long term	Potentially Solved Solutions	FAQs
<ul style="list-style-type: none"> <li>Diet Sheets</li> <li>Progress on treatment reviews</li> <li>Access to more support</li> </ul>	<ul style="list-style-type: none"> <li>Staff to continue wearing face masks</li> <li>Drive-thru blood test appointments to continue</li> <li>A choice of telephone appointment or face to face</li> </ul>	<ul style="list-style-type: none"> <li>Electric automatic doors for accessibility</li> <li>Modernisation of the unit</li> <li>Doctor available on the ward during dialysis</li> <li>More documentation to be available on Patient View</li> </ul>	<ul style="list-style-type: none"> <li>Regular Covid-19 tests</li> <li>Tea and coffee trolley for refreshments</li> </ul>	<ul style="list-style-type: none"> <li>COVID-19 related queries</li> <li>Support group information</li> </ul>
<p>"Would like chair next to weighing scales so don't have to bend for bags off floor losing balance." (56-74, White, Sat HD)</p>	<p>"After covid ( when ever that is) NHS should continue to offer virtual clinics." (56-74, White, Tx)</p>	<p>"Sort out heating/air conditioning issues that are a complete farce at this unit. Secure car park needs extra lights to be safe." (56-74, White, Sat HD)</p>	<p>"It would have been good to have periodic Covid testing." (56-74, Black, PD)</p>	<p>"What do I do if I think I may have caught Covid?" (56-74, White, Tx)</p>

### Conclusion

Whilst kidney teams may often feel frustrated or powerless to improve patient experience if faced with systemic and structural challenges, this study shows how there are *opportunities for simple changes* to be made that would have a real *positive impact on patient experience*.

I personally would like to know more about my condition. For example things happen to me and then I get told oh yes that's part of kidney disease  
(<55, White, CKD)

"Probably diet sheets would be a good idea."  
(56-74, White, CKD)

It would be good to have feedback from the team about the results of blood test between appointments.  
(56-74, White, Tx)

More information about transplant coordinators as have no idea who they are or how to write to donors family.  
(<55, White, Tx)

It will helpful if a sandwich could be supplied especially for diabetes patients  
(56-74, Black, In-centre HD)

"It is much helpful for patient if staff could smile to their patients and not frowning because it gives negative vibes to us as patient"  
(<55, Asian, PD)

"Would like chair next to weighing scales so don't have to bend for bags off floor losing balance."  
(56-74, White, Sat HD)