

KQUIP

Remote kidney care: New and emerging opportunities for quality improvement A review of the mini-series

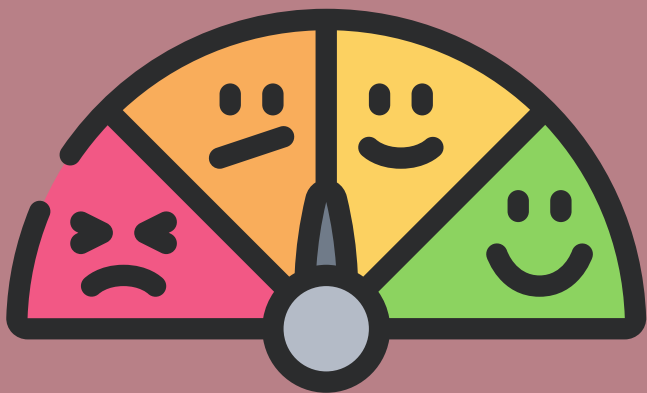
25th November - 10th December 2020

Feedback from delegates following the workshops - key messages and quality improvement priorities

Session One: Practical implementation and delivery of remote kidney care

The Response - key messages:

- The need to be patient focussed
- Every contact matters
- Impact on clinicians as well as patients
- Ability of each patient to access remote care
- Need for flexibility - for clinicians and patients - not all solutions provide the answer
- Strong leadership and guidance required



Session Two: Lived experiences of delivering and receiving remote kidney care

The Experience - Key messages:

- Teaching patients
- Upskilling dialysis staff
- Measurement - what does success look like?
- Patient-centred - listening to patient needs
- One-size does not fit all

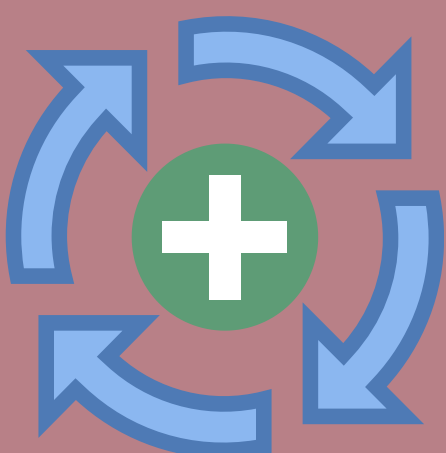
Session Three: Equity, diversity and inclusion: Meeting everyone's needs

Individual Needs - key messages:

- Variety of options
- Co-development - listening to patient needs
- Inclusion of ideas
- Reaching out to patient population
- Use a variety of communication and consultation methods and styles to include all



Quality Improvement Priorities



- Good partnership between patients and clinicians
- Invest in good information technology
- Communication upskilling for staff
- Provision of IT equipment and skills for patients and their families
- Patient and staff surveys (PREM)
- Understanding which patients require face to face consultations
- Learning and recording of patient preferences
- **Involve patients in planning and delivering all of the above**

Further information about lessons learned during COVID-19

For more information contact kquip@renalregistry.nhs.uk