

2021 UK Patient Experience Survey*

We conducted a survey of dialysis patients in the UK to understand the variation in dialysis treatment, the availability of and access to self-care and home haemodialysis (HHD), and patient experiences during COVID-19. Here is what we learned:

Patients are not always informed of their treatment options

34%
of patients haven't been offered HHD by their renal unit



60%
of patients dialysing in-centre haven't been offered the choice of self-care



We surveyed 81 haemodialysis patients:



43%
of patients dialyse at **home**



57%
receive treatment **in-centre**



We believe in offering greater choice in dialysis care

1 Review the Tariff
The reimbursement tariff structure for dialysis in England should be reviewed to ensure that HHD is differentiated and rewarded when compared to in-centre dialysis.

2 National Care Pathway
The kidney disease care pathway needs to be updated to ensure every patient diagnosed is encouraged, supported and given the opportunity to do home dialysis where suitable.

3 Address Postcode Lottery
We need to eradicate the postcode lottery currently faced by dialysis patients when making care decisions, ensuring choice and equal access to HHD nationally.

When asked, HHD patients used the following to describe how they felt about their care experience...



COVID-19 has revealed key differences between patients receiving in-centre treatment vs. HHD

66%
of in-centre patients were concerned about receiving treatment in clinic or hospital



47%
of in-centre patients felt they were unable to maintain effective social distancing



100%
of HHD patients felt they were able to maintain effective social distancing



Patients dialysing at home can experience benefits to their physical and mental health

74%



of HHD patients reported positive changes to their physical wellbeing

94%



of HHD patients said their mental health improved

97%



of HHD patients would recommend dialysing at home to in-centre patients

The survey results suggest that offering patients greater choice will improve adoption of self-care and HHD