**Introduction and aims**

Patient-reported outcome measures (PROMs) and experience measures (PREMs) have the potential to enhance understanding of patient experiences and outcomes. The Transforming Participation in Chronic Kidney Disease (TP-CKD) Programme aimed to test the feasibility of routinely collecting patient reported measures of people in secondary care with CKD in England. This case study focusses on the process by which one dialysis unit collected PROMS, how the TP-CKD programme engaged the renal unit team and the approach the unit took in using the results in practice.

**Methods**

The satellite unit agreed to test the introduction and implementation of Quality Of Life (QOL) measures into practice as part of TP-CKD programme. The QOL measures used consisted of (1) 5 questions on overall health (EQ-5D-5L), (2) 17 questions on symptoms (POS-S renal) and (3) 13 questions on the ability of the patient to manage their health (patient activation measure PAM). Routine collection is defined as initial benchmarking data supported by regular re-surveys and the embedding of this QOL measurement within current systems and processes or by creating new ones.

In June 2017 a meeting with staff at the dialysis unit to explain the study background and aims. All staff were asked to complete a survey to assess their Clinical Support for Patient Activation (CS-PAM) at this stage. Staff were then asked to disseminate the survey to their patients for one week in June, and re-survey their patients again in September. Following the second survey, results were fed back to the patients via patient view, and to the renal unit manager via nhs.net. The Person Centred Care Facilitator returned to the unit to present the results to the staff, and carry out an educational workshop on the meaning and use of patient measures in practice. Staff were asked to complete a set of e-learning modules on patient activation and were then asked to re-survey patients again in December 2017 and March 2018. Certificates of e-learning completion were offered by the UKRR to go towards nurse re-validation.

**Results**

36 of 70 patients (51%) dialysing at the Satellite Dialysis Unit, completed the survey in June 2017 and 22 (31%) in September 2017. After returning the results to patients and staff, and carrying out a workshop on the meaning and use of patient measures in practice in September 2017, 46 surveys (66%) were completed and returned to the UKRR in September 2017. The unit utilised their ‘named nurse’ roles to disseminate the survey and followed up with a discussion around the results by the named nurse with their patients.

**Conclusion**

The case study shows the importance of engaging with staff and patients when implementing patient reported outcome measures at unit level. The 35% increase in response rate at the third round of re-surveys suggests that returning results to patients and staff; and working with unit staff to explore the meaning and ways of using patient measures in practice, impacts positively on participation and helps to bridge the gap between measurement and practice.