

RENAL UNIT

Patient Information Evaluation

To help us improve our services please give us your feed back on all patient information you have received about your kidneys and kidney treatment. These will remain anonymous so please feel free to write what you wish. Please use another piece of paper if you want to comment about any part of our education service. Anything to help us provide a better service is going to be helpful. Thank you.

Please rate the following statements by circling the number, which on a scale of 1 to 5, most closely reflects your opinion (1 = negative score, and 5 = positive score)

A	Talk on Conservative Management	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
B	Talk on Renal Transplantation	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
D	Talk on Home Haemodialysis	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
E	Talk on Peritoneal Dialysis	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
F	Talk on Hospital Haemodialysis	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
G	Talk by Patient on Haemodialysis	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
H	Talk by Patient on Peritoneal Dialysis	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
C	Talk on Preparation for Haemodialysis. Vascular Access.	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
I	Talk on Medication	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
J	Talk on Diet	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
K	Talk on Social Services	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
L	Talk on Renal Counsellor Service	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
M	Talk on our Local Support Group	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						
N	Talk on Individualised Care Plans	Was not at all useful	1	2	3	4	5	Was very useful
		Why?						

P.T.O.

Were the Information Evenings generally useful? Can you give us any suggestions as to how we could improve the sessions? Please add any comment you wish.

Was there anything else that you would have liked us to cover?

Was there anything that was not helpful and perhaps should have been left out?

Would you have preferred a 10 minute break in the middle (so it ends 10 minutes later)?

Do you feel that the information evening should be during the day instead? In the morning or afternoon?

The point of giving you information is to:

- Help you to understand what is happening to you.
- Prepare you for dialysis or for transplantation.
- Help you cope with the life changes needed to start dialysis or to have a renal transplant.
- Help you care for and look after yourself better by understanding all the treatments.
- Encourage you to learn how to look after yourself.
- Remove some anxiety by giving you understanding and empowerment to help you start to take back control over your lives again.

Do you have any comments or suggestions on how could we improve our service to be able to do this better? Please feel free to comment on any education session/teaching aids you have had be it a:

- Home visit
- Hospital visit
- Information evenings
- Reading materials, web sites, DVDs.....Thank you.

Do you see your kidney doctor at the:

Norfolk & Norwich Hospital ✕ or the
James Paget Hospital (Gorleston) ✕ or the
Cromer Hospital ✕

Please Tick

Please return evaluation forms and any comments you have about our education service to Debbie Proctor, Renal Data Manager, or any member of staff to pass it on to her, C/O Renal Unit, Norfolk & Norwich NHS Hospital Colney Lane Norwich NR4 7UY. Thank you