

Standards for Transport Provision for Patients receiving in centre or satellite unit haemodialysis: Finding a Way Together

Professor Paul Cockwell¹, Ms Karen Jenkins², Ms Fiona Loud³

¹Queen Elizabeth Hospital, University Hospitals Birmingham, Birmingham, United Kingdom, ²East Kent Hospitals University NHS Foundation Trust, Canterbury, United Kingdom, ³Kidney Care UK, Alton, United Kingdom

Introduction: Patients who receive in centre or satellite haemodialysis treatment have reported extensively over many years on the impact of transport provision on their quality of life. These reports have been reinforced by the results of the transport Patient Reported Experience Measure. However there are no standards for transport provision for this patient group, as a consequence patients are exposed to profound variances in transport provision. The aim of the National Transport Guideline Group was to address variance by producing standards for the provision of transport for patients receiving in centre of satellite haemodialysis treatment.

Methods: The National Transport Guideline Group was convened by Kidney Care UK and the Renal Association and supported by representation from the British Renal Society. The membership of the group includes patient representatives, transport providers, dialysis providers. The group established a Terms of Reference, identified work streams, and consulted widely. In Jan 2019 the group published for consultation a national transport standards document (Finding a Way Together).

Results: The group has recommended five core standard for the provision of transport for patients receiving in centre or satellite unit haemodialysis, these comprise: 1. Transport to and from a dialysis unit is considered part of the episode of care; 2. No patient should contribute to treatment costs by paying for transport; 3. Patients should be enabled to control their own transport; 4. Clinical services, commissioners and providers should work together to ensure good and cost viable services; 5. Key Performance indicators (KPIs) should be used to assure the service alongside the contract. All these recommendations are supported by a strong rationale within the standards document; supporting information on how these recommendations can be achieved is provided.

Conclusion: The National Transport Standards for patients receiving haemodialysis will provide a structure for best practice. The focus of the document includes ensuring that patients are not subsidising their treatment through being charged for transport, putting KPIs at the centre of provision of transport, and supporting all professionals involved in the provision of transport in this setting to work together to utilise efficient and effective models for transport delivery. The document will inform and support patients, providers, and commissioners to achieve these goals.