

Agenda Item

3.1.1

Quality Safety and Outcomes Sub-Committee

**Welsh Kidney Network (WKN): Welsh Language Patient Story –
Chronic Renal Disease and Home Dialysis**

Dyddiad y Cyfarfod / Date of Meeting	24/08/2026
Statws Cyhoeddi / Publication Status	Open/ Public
	Not Applicable
Awdur yr Adroddiad / Report Author	WKN Head of Commissioning
Cyflwynydd yr Adroddiad / Report Presenter	Welsh Kidney Network representative
Noddwr yr Adroddiad / Report Sponsor	Director of Commissioning for Specialised Services
Pwrpas yr Adroddiad / Report Purpose	For Assurance Choose an item.

**Engagement (internal/external) undertaken to date
(including receipt/consideration at Committee/Group)**

Committee / Group / Individuals	Date	Outcome
Senior Leadership Team	17/08/2026	Noted

1. SITUATION/BACKGROUND

Following the committee hearing a patient's story in relation to his experience of kidney services, several actions were identified to provide assurance to the Quality Safety and Outcomes Sub-Committee (QSOC) in relation to some of the elements raised following the story. This briefing paper is to respond to the actions and are outlined below.

2. SPECIFIC MATTERS FOR CONSIDERATION

2.1 Patient travel times

Action: Collect and evaluate data on patient travel times and experiences following the move to the new Neath Port Talbot Dialysis Unit, including the impact on self-care patients (patients on Home Haemodialysis), and report findings to the Sub-Committee at a future meeting.

Response: Prior to the move every patient had a verbal discussion regarding the move, as well as patient information leaflets being shared with them. Swansea Bay University Health Board (SBUHB) acknowledged that many patients had grown accustomed to the Morriston site, but they believed the purpose built facilities with ample free parking outside would allay patients concerns.

Welsh Ambulance Service Trust (WAST) constantly collects information and performance data in relation to Non-Emergency Transport Service (NEPTS) provision across all kidney services. The information and performance data indicates that transport provision for patients attending the unit is very good. Both WAST and the Welsh Kidney Network (WKN) remain committed to monitoring patient journey times and patient feedback.

Table 1: July 26 NEPTS Key Performance Indicators (KPIs): Neath Port Talbot Renal Dialysis Unit

Date Period: 01 July 2026 - 31 July 2026												
Renal - Outward												
Hospital	Clinic	Total Journeys	Measured Journey %	On Time	Late 01 to 15	Late 16 to 30	Late 31 to 45	Late 46 to 60	Late Over 60	Total Journeys Within Target	% Journeys Within Target	
Neath Port Talbot Dialysis Unit	Renal Self Care Pm	1	1	100%	-	1	-	-	-	1	100.0%	
	Renal Unit AM	203	185	91%	14	64	59	38	9	137	74.1%	
	Renal Unit PM	232	227	98%	17	111	87	23	7	195	85.9%	
	Total	436	413	95%	31	176	126	61	16	333	80.6%	

The table above outlines the key performance metrics in relation to Neath Port Talbot for the period of July 2026. The data shows in July 436 patients travelled to the unit, with 80.6% achieving the agreed travel time targets, this being drop off and pick up within 30 minutes of agreed times – this is the gold standard. However, it is important to note that dialysis treatment times can vary considerably, typically between 3 and 5 hours. Where patients live in the same geographical area and have ready times within approximately 30 minutes of each

other, journeys may be planned together by NEPTS, to make the most effective use of WAST resources, as it is not possible to offer a bespoke service.

Three patients are reported as waiting over 60 minutes. All three patients were on the same transport run on 6th July 2026. One patient was able to make their own transport arrangements and their transport was cancelled. The remaining two patients were collected at 18:00 and both waited just under 1 hour and 30 minutes following completion of their treatment. The reason for the delay was a culmination of minor delays throughout the day for the crew, resulting in this late pick up in the early evening.

The patients without recorded data were transported by external providers, such as taxi services. WAST do not automatically have access to the pick-up / drop off time from these services. However, they meet regularly with taxi providers to review performance, discuss any concerns raised and identify opportunities to improve the patient experience.

The patient who shared his story has Home Haemodialysis and has limited need to attend the training unit. As the table outlines – Renal Self Care Pm shows that this journey was fulfilled within 15 minutes of the agreed times.

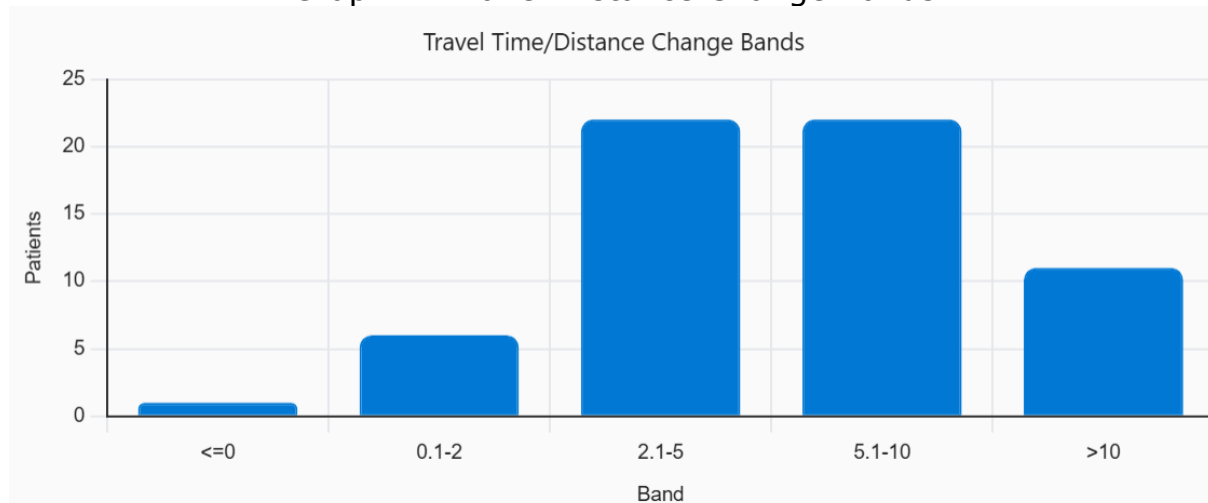
For those who drive themselves, there is approximately 10 miles difference between Morriston and Neath Port Talbot, which is approximately 15 mins travel time. However, there is dedicated parking outside the NPT unit, meaning patients now don't have to drive around looking for a space and possibly walk a distance from their car, as often is required when attending the Morriston site.

From analysis conducted in collaboration with Swansea Bay UHB, of the 62 current patients that relocated services from Morriston to Neath Port Talbot. We can see a mean travel reduction of 6.4 miles per journey. Ninety-eight per cent of patients would experience shorter journeys, with over half benefiting from reductions exceeding 5 miles and almost one in five saving more than 10 miles per trip. Further data and analysis is outlined in the table and graph below.

Table 2: Summary of Change in Travel Distance

Measure	Result
Number of patients	62
Average distance to Morriston	11.8 miles
Average distance to NPT	5.4 miles
Average reduction in travel distance	6.4 miles
Greatest reduction	13.0 miles
Smallest reduction	-1.1 miles (1 patient)
Range of change	-1.1 to 13.0 miles

Graph 1: Travel Distance Change Bands



2.2 Patient experience: Neath Port Talbot Dialysis Unit

Action: Gather and report patient experiences from the new Neath Port Talbot Dialysis Unit promptly, rather than waiting for the annual Patient Reported Experience Measure (PREM) survey and provide an update to the committee at a future meeting.

Response: Fresenius Medical Care UK run the renal dialysis unit, commissioned by SBUHB. However, the Home Haemodialysis training unit is also based in this facility, and this is run by SBUHB. As mentioned above, the patient who attended QSOC last month was visiting the training unit.

Fresenius conducts annual surveys for patients to understand patient experience and quality of care. In addition to this, patients can utilise the following channels to provide feedback:

- Direct discussion with clinicians or clinic management.
- Complaint/suggestion boxes in clinics.
- Dedicated hotlines and email addresses.
- Online feedback forms.
- Anonymous reporting options.

As the process of dialysis can take anywhere between 3 – 5 hours, food is always available within the hospital or independent sector units. Fresenius, when contacted had not had any formal or informal feedback relating to catering provision or any other themes for concern in relation to Neath Port Talbot. Discussions with Fresenius, SBUHB and WKN are ongoing in relation to catering options. Fresenius can replace sandwiches with toast, although this would have a financial impact on the contract for sandwiches as they are purchased in bulk. SBUHB would like to conduct wider patient consultation to understand the patient requirements before enacting any changes.

Having visited the new unit in May 2026 following its opening, the WKN can attest to seeing a range of posters outlining how feedback can be provided, as well as tablet and paper-based feedback forms being available in the unit.

SBUHB do not routinely gather patient feedback from this specific unit. However, following dialogue with colleagues at SBUHB they have agreed to develop a short questionnaire and circulate it to patients. Due to the numbers and timeframes for training of a home haemodialysis patient, it is proposed that the feedback from this is fed back in March 2027, to enable meaningful findings.

WAST collect patient experience information via several routes. Every patient receiving NEPTs for kidney services receives a call on or near their birthday. Staff from the Renal Hub use this as an opportunity to ask about their travel arrangements, whether any life changes have taken place which could impact their travel requirements, as well as asking about their overall experience of patient transport. In addition to this, there is a Trust wide formal process for raising concerns and obtaining feedback via the Listening to People team. Any concerns raised through this route are investigated thoroughly and remain open until the patient is satisfied that their concerns have been addressed and a resolution has been reached.

From the above sources no common themes or wider trends have been identified relating to Neath Port Talbot Dialysis Unit.

An example of improvements being made as a result of patient feedback from a patient who attended Neath Port Talbot since its opening, an individual raised concerns regarding the length of time they were spending on transport journeys. The patient contacted the Renal Hub on a number of occasions and advised that they felt their overall journey time was too long, the gentleman in question was an ex bus inspector. The concerns were reviewed by the Hub team leader and the details were shared with the relevant Control management team for further investigation. The patient was also provided with the contact details for WAST Listening to People team.

The patient's home address is approximately 30 minutes from the dialysis unit under normal traffic conditions and without allowing for transfers or drop-offs of other patients. As with many dialysis transport journeys, routes are planned to make the most effective use of available resources whilst continuing to meet multiple patients' transport needs. However, the Renal Hub worked with the patient to amend the route used for each journey. This has resulted in consistently lower travel time journeys for this individual of under one hour from becoming ready for transport.

The action above references not relying on PREM annual data, which the WKN would endorse. However, it is important to take the opportunity to demonstrate work of the WKN around PREMs. The Kidney PREMI is an annual national survey run by the [UK Kidney Association](#) (UKKA) (the association of kidney health professionals) in partnership with [Kidney Care UK](#). It captures the views of kidney patients treated in the UK to evaluate care quality and help local kidney units make improvements to their services.

In partnership with UKKA the WKN organised and ran a workshop on the 16th

June 2026, specifically focussing on the Welsh data and insights. This involved attendance from each of the regions, from NHS, including WAST and Independent Sector Providers, with over fifty attendees. Each region held a session within the workshop specifically focussing on their data and developing an action plan for improvement. This is being monitored monthly at WKN regional contract and performance meetings with the three providers.

2.3 Welsh Ambulance Service Trust (WAST)

Action: Review and discuss with WAST the current transport arrangements for dialysis patients, including travel times and patient experiences.

Response: The WKN meets monthly with WAST NEPTs leads to review kidney patient transport information, performance, operational challenges and strategic opportunities. The WKN is constantly working to improve the experience of kidney patients who use all services commissioned by the WKN.

In addition to this, the WKN has increased partnership working with the ambulance and 111 commissioning team within the NHS Wales Joint Commissioning Committee (NWJCC) to ensure a joined-up approach to commissioning of WAST services. One example of this is where the WKN is contributing to elements of the ambulance and 11 deep dive on NEPTS.

3. RECOMMENDATIONS

The members of the Quality Safety and Outcomes Sub Committee are asked to:

- **Note** the report for **Assurance** that recommended actions have been undertaken.

Strategic and Regulatory Assessment

Objectives / Strategy	
Dolen i Amcan (au) Strategol CBC / Link to JCC Strategic Objectives(s)	Ensure Quality
Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals 150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)	A Healthier Wales
	A more equal Wales
Dolen i Hwyluswyr Ansawdd (<i>Canllawiau Statudol Dyletswydd Ansawdd</i> (llyw.cymru)) / Link to Enablers of Quality (Duty of Quality Statutory Guidance (gov.wales))	Data to Knowledge
	Learning, Improvement and Research
Dolen i Feysydd Ansawdd (<i>Canllawiau Statudol Dyletswydd Ansawdd</i> (llyw.cymru)) / Link to Domains of Quality (Duty of Quality Statutory Guidance (gov.wales))	Timely
	Efficient, Equitable, Person - centred
Effaith Amgylcheddol/ Cynaliadwyedd (5R) / Environmental /Sustainability Impact (5Rs)	No - Not Applicable

Impact Assessment		
Ansawdd <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd? /</i> Quality <i>Have you undertaken a Quality Impact Assessment Screening?</i>	Yes: ☐	No: ☒
	Outcome:	
Cydraddoldeb <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb? /</i> Equality <i>Have you undertaken an Equality Impact Assessment Screening?</i>	Yes: ☐	No: ☒
	Outcome:	
Cyfreithiol / Legal	There are no specific legal implications related to the activity outlined in this report.	

Enw da / Reputational	There is no direct impact on the reputation of the Joint Committee as a result of the activity outlined in this report.
Effaith Adnoddau (Pobl /Ariannol) / Resource Impact (People / Financial)	There is no direct impact on resources as a result of the activity outlined in this report.

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Acronyms / Glossary of Terms	
KPIs	Key Performance Indicators
NEPTS	Non-Emergency Patient Transport Services
NWJCC	NHS Wales Joint Commissioning Committee
PREM	Patient Reported Experience Measure
QSOC	Quality Safety and Outcomes Sub – Committee
UKKA	United Kingdom Kidney Association
WAST	Welsh Ambulance Service Trust
WKN	Welsh Kidney Network

ⁱ [Kidney Patient Reported Experience Measure \(PREM\) | Kidney Care UK](#)