

PREM feedback

A PREM is a Patient Reported Experience Measure, a measure of patient experience as reported by the patient themselves. We have developed a trust-wide PREM so that we can understand how people experience using our services and can monitor where such experience improves, or drops.

It is vital that each and every single one of our patients are given the chance to feedback their views on our service, so we can offer patients the best possible experience. Every experience counts. Our new text message service offers the opportunity to give feedback easily and quickly.

Frequently asked questions

1. Why have I received a text message or email?

It's because you have consented to provide feedback to us about the care you received following your discharge. The link in the text message or email takes you directly to our feedback page where you can do this.

2. How do I opt out of being contacted?

To opt out of receiving text messages you can either opt out through the original text message or speak with your care coordinator or named contact who can arrange to update your information and consent sharing information.

To opt out of receiving email addresses you can either opt out through the original email or speak with your care coordinator or named contact who can arrange to update your information and consent sharing information.

3. I deleted the text or email and I did not consent. Can I still give feedback?

Yes you can. Please visit our feedback page on www.kmpt.nhs.uk/prem.

4. Why do you collect feedback?

It is important to us that you have the opportunity to tell us how you felt about the quality of the care you received, and for you to be able to do that easily and quickly. It also means that we can respond to any concerns you may raise equally quickly. Feedback is confidential and anonymous.

5. Is there a cost?

There is no cost associated with submitting your feedback to us, however, according to your mobile contract there may be a small cost if you choose to opt out of the service by replying to the original text. To avoid any costs, speak with your care coordinator or named contact who can arrange to update your information and consent sharing information.