

educational webinars for people living with CKD stages 1-3

Linda Tarm, Joana Teles, Kathleen Lynch, Sinead Burke, Pooja Gudka,
Dr Xi Yan Ooi, Tadala Kolawole, Claire Kercher, Elena Dalrymple, Prof Nicola Thomas

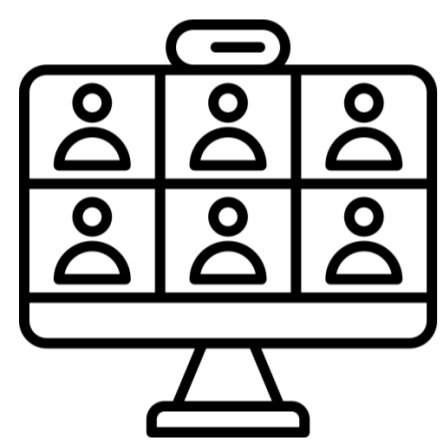
Background & Aims

- Early patient education improves self-management, and therefore outcomes, in people living with chronic kidney disease (CKD).
- In London and Surrey Heartlands, there is no group education for people with CKD stages 1-3 where they can ask questions in real time to a team of multi-disciplinary experts.
- The London Kidney Network (LKN) and Kidney Care UK partnered to:
 1. Develop and deliver (within 1 year) a high quality and interactive educational webinar programme for people living with CKD 1-3.
 2. Determine the value of repeating the programme in 2026 by evaluating or reviewing:
 - a) Responses from the evaluation questionnaire completed by attendees post webinar
 - b) The questions asked by registrants prior to each webinar
 - c) The number of email recipients who click on a 'patient resources' link in the follow-up email sent after each webinar

Methods

- A 70-minute webinar on managing early-stage CKD was developed. Each webinar covered the same core content.
- Speakers/panel members included a nurse, dietitian, pharmacist, doctor and an individual living with CKD.
- Integrated Care Services advertised the webinars and encouraged primary care to ask patients to register.
- People registered online. They could send/ask questions prior to and during the webinar to a multi-professional panel.
- Information on CKD stage, ethnicity, age and residential postcode was also collected during registration.
- Attendees were asked to complete an online evaluation questionnaire after each webinar.
- Questionnaire responses and the questions registrants asked beforehand were analysed.
- The number of email recipients who clicked on a 'patient resources' link sent after each webinar was counted.

Results



Webinars & attendees

611 attendees over 4 webinars (Nov 2024 – Oct 2025), most living in South London
Most respondents living with CKD 1-3, aged ≥ 55 years, White or Black ethnicity



Questionnaire responses

98% would recommend the webinar
93% rated the webinar excellent or good
96% rated their CKD knowledge good or very good post webinar
89% rated their confidence good or very good post webinar



>75% found it easy to register and join online
Most helpful was the nurse's talk and Q&A session



Questions asked

Diet related questions were the most common type of questions asked



Information accessed

~40% of email recipients clicked on a 'patient resources' link in the follow-up email sent after each webinar

Questions were answered that I hadn't thought about

First time I had someone explain to me about kidney problems

Speaking to a human GP is nigh impossible, so being able to ask questions was helpful

I valued the reliability of the specialists' info and advice ... trustworthy guides ... contradictory information on the internet

What food should I avoid?

What can I eat to help my kidney disease?

Discussion & Conclusion

- We successfully developed, delivered and evaluated a webinar programme for people living with CKD stages 1-3.
- Our webinars reached a wide audience by overcoming geographical and organisational barriers.
- Attendees were able to engage with multi-professionals in one place, making our programme unique compared with other online educational approaches.
- Each webinar was improved based on feedback, e.g. we provided a written and video guide on joining webinars.
- Key lessons learnt:
 1. Combine efforts and expertise (e.g. across organisations, multi-professionals and ICSs) to drive successful engagement and delivery
 2. Keep all processes simple and quick to encourage participation
 3. Utilise local teams, training hubs, comms, networks and infrastructure
- Our programme aligns with growing evidence showing that structured education and self-management interventions improve knowledge, self-efficacy and patient activation in CKD.
- Future areas to focus on:
 1. Bespoke webinars on diet
 2. Increasing confidence to live well with CKD
 3. Tailored webinars for under-served populations
- Overall feedback was very positive. Attendees valued our webinars and engaged further by accessing follow-up information.
- We are repeating our programme in 2026 and will explore sustainability and spread and scale options.
- We recommend:
 1. Regional kidney networks developing a similar programme
 2. Partnership working to help ensure sustainability and smart working