



National Patient Experience Survey 2018

Bantry General Hospital

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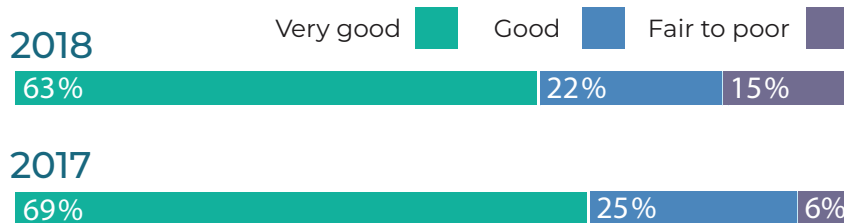
An Roinn Sláinte
Department of Health



Bantry General Hospital

2018 survey results

Overall experience



52% response rate

Areas of good experience



Clear answers from a nurse



Opportunity to talk to a nurse



Confidence and trust in hospital staff

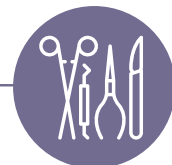
Areas needing improvement



Explanation of the purpose of medications



Someone to talk to about worries and fears



Clear explanation of risks/benefits of treatments

The patient voice

"I am so grateful for Bantry Hospital and the great care I get there. I cannot praise the staff here highly enough."



"No time given to ask questions. The nurses were busy. The doctors were in a hurry to leave me. I sat for days needing my questions answered; this worried me."

www.patientexperience.ie

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About the National Patient Experience Survey 2018

The National Patient Experience Survey is a nationwide survey that offers patients the opportunity to describe their experiences of public acute healthcare in Ireland. The survey is a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The survey was conducted for the first time in 2017 and repeated in 2018.

Nationally, 26,752 people were invited to participate in the second National Patient Experience Survey. In total, 13,404 completed the survey, resulting in a response rate of over 50%. 80 patients from Bantry General Hospital took part in the survey.

The aim of the survey is to find out about patients' experiences in public acute hospitals and to use their feedback to identify areas of good experience, and areas needing improvement. The HSE responded to the 2017 survey results by producing detailed quality improvement plans at national, hospital group and hospital levels. The implementation of these plans is coordinated by an oversight group, and a wide range of initiatives have already been introduced across Ireland's public acute hospitals. Some examples of these initiatives can be seen at www.patientexperience.ie/improvements-in-care.

What were the main findings for Bantry General Hospital?

The majority of participants from Bantry General Hospital reported positive experiences in hospital. 85% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved above-average ratings of care on the ward and similar scores to the national average for the other stages of care.

Several areas of good experience were identified. These were areas related to participants' overall experiences and where participants gave above-average ratings. For example, patients said that they had sufficient opportunities to talk to nurse and generally received clear answers to questions. In addition, most patients said that they had confidence and trust in the hospital staff treating them.

There were also several areas needing improvement. A number of patients said that they were not always given emotional support when they needed it. In addition patients said that the risks and benefits of procedures, and the purpose of medications were not always fully explained.

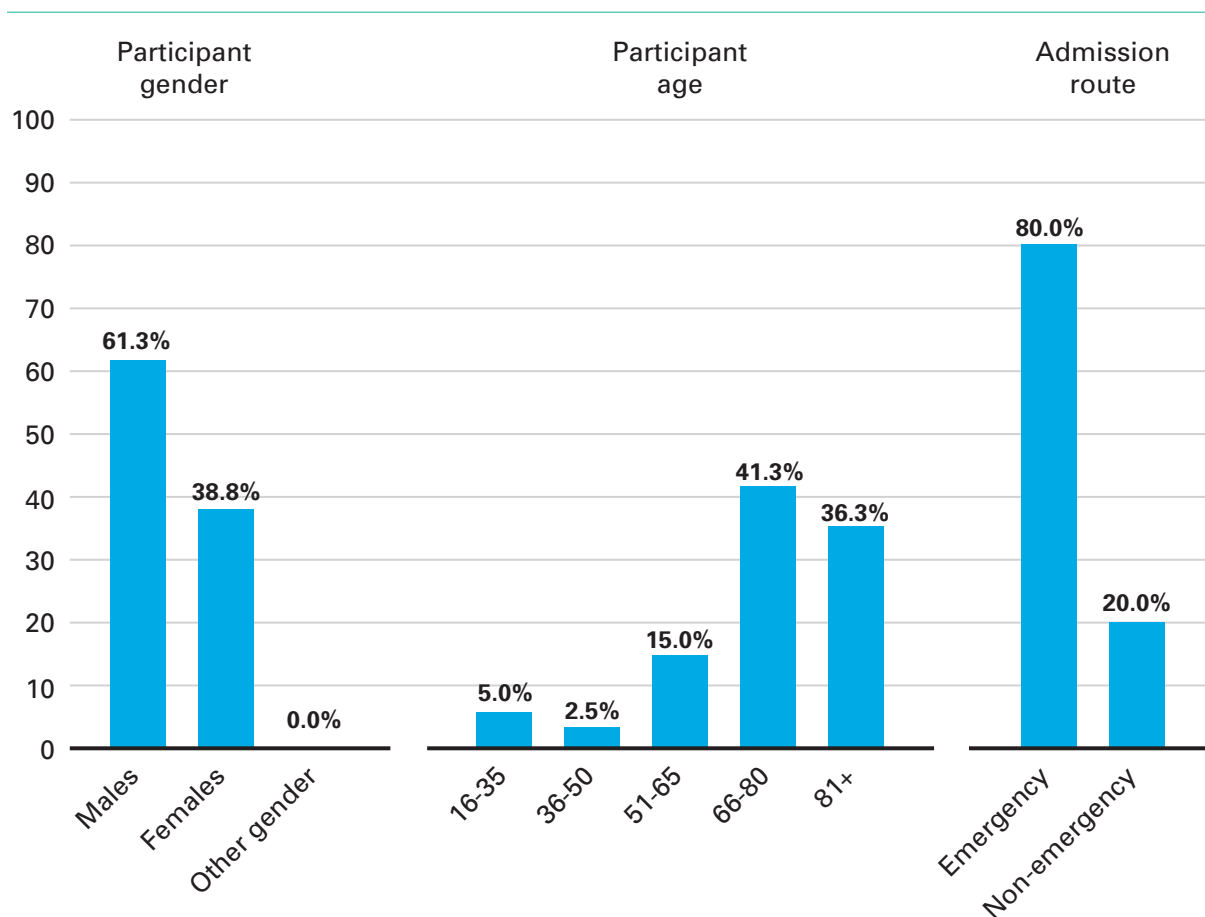
Patient experience ratings were generally lower than those in the 2017 survey, with a significant drop in scores for examinations, diagnosis and treatment. The findings of the 2018 survey will help Bantry General Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

Bantry General Hospital is a public acute hospital located in Bantry, Co. Cork. There were 50 inpatient beds available in the hospital during the survey period of May 2018.

154 people discharged from Bantry General Hospital during the month of May 2018 were invited to participate in the survey. 80 people completed the survey, achieving a response rate of 52%. 61.3% of participants were male and 38.8% were female. 64 respondents (80%) said that their stay in hospital was an emergency¹. Figure 1 below provides information on the respondents who took part in the survey from Bantry General Hospital.

Figure 1 Participants from Bantry General Hospital by gender, age group and admission route



¹ Patients were asked if their hospital stay was planned in advance or an emergency. While Bantry General Hospital does not have an emergency department, patients may have felt that their condition was an emergency. It is also possible that these patients were originally admitted to a hospital with an emergency department before being transferred to Bantry General Hospital.

Areas of good experience and areas needing improvement

This section lists the areas where most patients had positive experiences, and those areas where there is the most room for improvement. Appendix 1 explains how these areas were identified.

The areas of good experience in Bantry General Hospital are:

| | |
|--|---|
| <p>Care on the ward</p> | <p>71 (99%) of the 72 people who answered this question said that they always or sometimes received a clear answer from a nurse.</p> |
| <p>Clear answers from a nurse Q22</p> | |
| <p>Care on the ward</p> | <p>69 people (97%) said that they were always or sometimes able to talk to a nurse when they needed to.</p> |
| <p>Opportunity to talk to a nurse Q23</p> | |
| <p>Other aspects of care</p> | <p>64 (87%) of the 74 people who answered this question said that they always had confidence and trust in the hospital staff treating them.</p> |
| <p>Confidence and trust in hospital staff Q29</p> | |

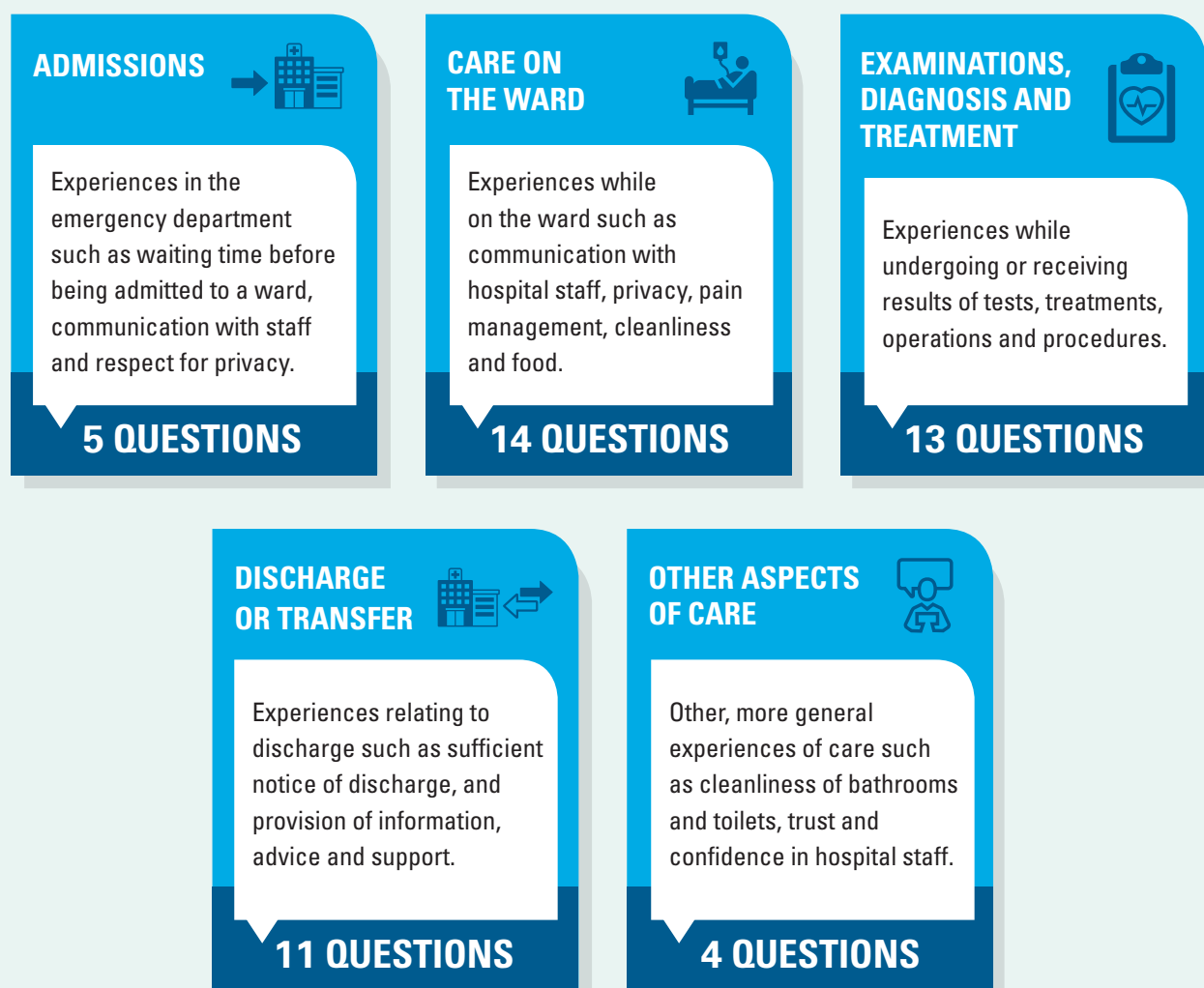
The areas needing improvement in Bantry General Hospital are:

| | |
|--|--|
| Care on the ward | Of the 47 people who answered this question, 22 (47%) said that they did not find, or only to some extent found, someone to talk to about their worries and fears. |
| Someone to talk to about worries and fears Q28 | |
| Examinations, diagnosis and treatment | 20 people (34%) said that they were not, or were only sometimes, told the risks or benefits of treatments. |
| Clear explanation of risks/benefits of treatments Q35 | |
| Discharge or transfer | 16 people (27%) said that they were not, or were only to some extent, told the purpose of medications they were to take at home in a way they could understand. |
| Explanation of the purpose of medications Q44 | |

Survey results for the stages of care along the patient journey

The National Patient Experience Survey 2018 follows the patient journey through hospital from admission to discharge. The 2018 questionnaire is available to download from www.patientexperience.ie.

The survey questions were grouped into five stages along the patient journey²:



2 As Bantry General Hospital does not have an emergency department, survey participants did not answer the questions on Admissions.

Interpreting the results for the stages of care

Scores out of 10 are given for each question belonging to a stage of care or a stage as whole. A score of 0 indicates a very negative experience and a score of 10 indicates a very positive experience. Sometimes questions are described as high or low ranking questions. These are questions with the highest or lowest score when compared to a set of questions.

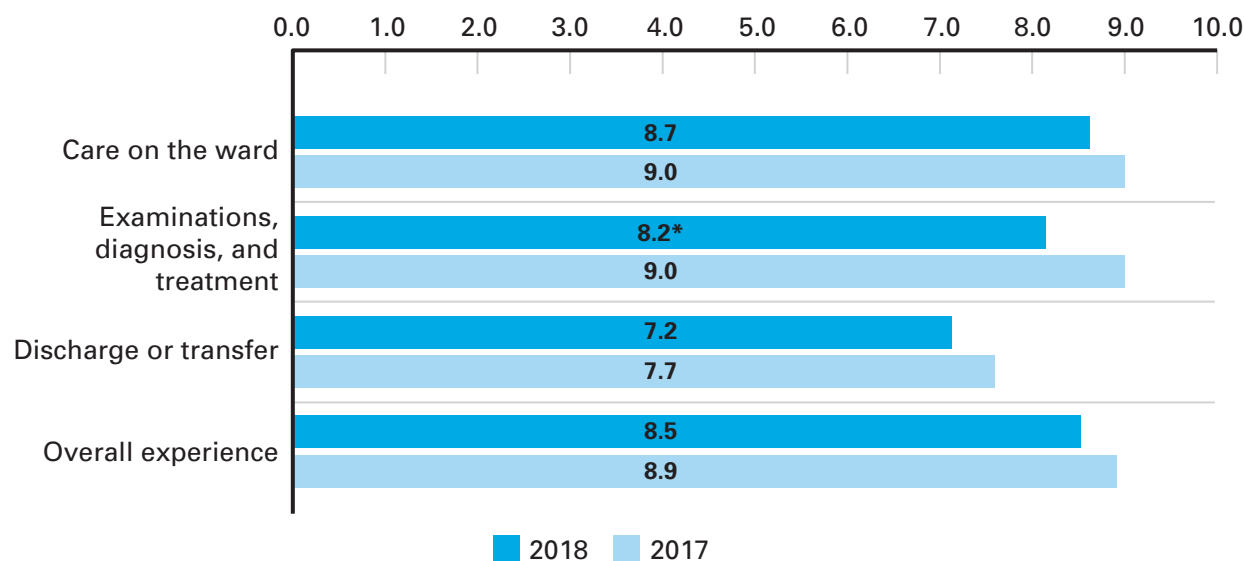
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

The average rating of overall patient experience was lower in 2018 than in 2017. While ratings were lower across every stage of care, only the difference in ratings of examinations, diagnosis and treatment was statistically significant. Figure 2 shows a comparison of scores for individual stages of care.

It is important that these changes are interpreted with caution as scores will naturally vary from year to year for a variety of reasons. Several rounds of survey data will be required before meaningful trends and changes in patient experience can be accurately identified.

Figure 2 Comparison of stage of care scores³ for 2017 and 2018



* Denotes a statistically significant difference between 2017 and 2018.

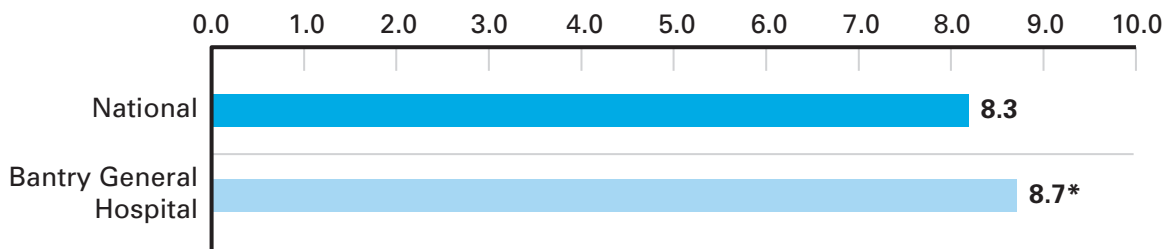
³ Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

Care on the ward

Figure 3 compares the hospital's overall score for care on the ward with the national average. Figure 4 shows the hospital's scores for questions on this stage of care.

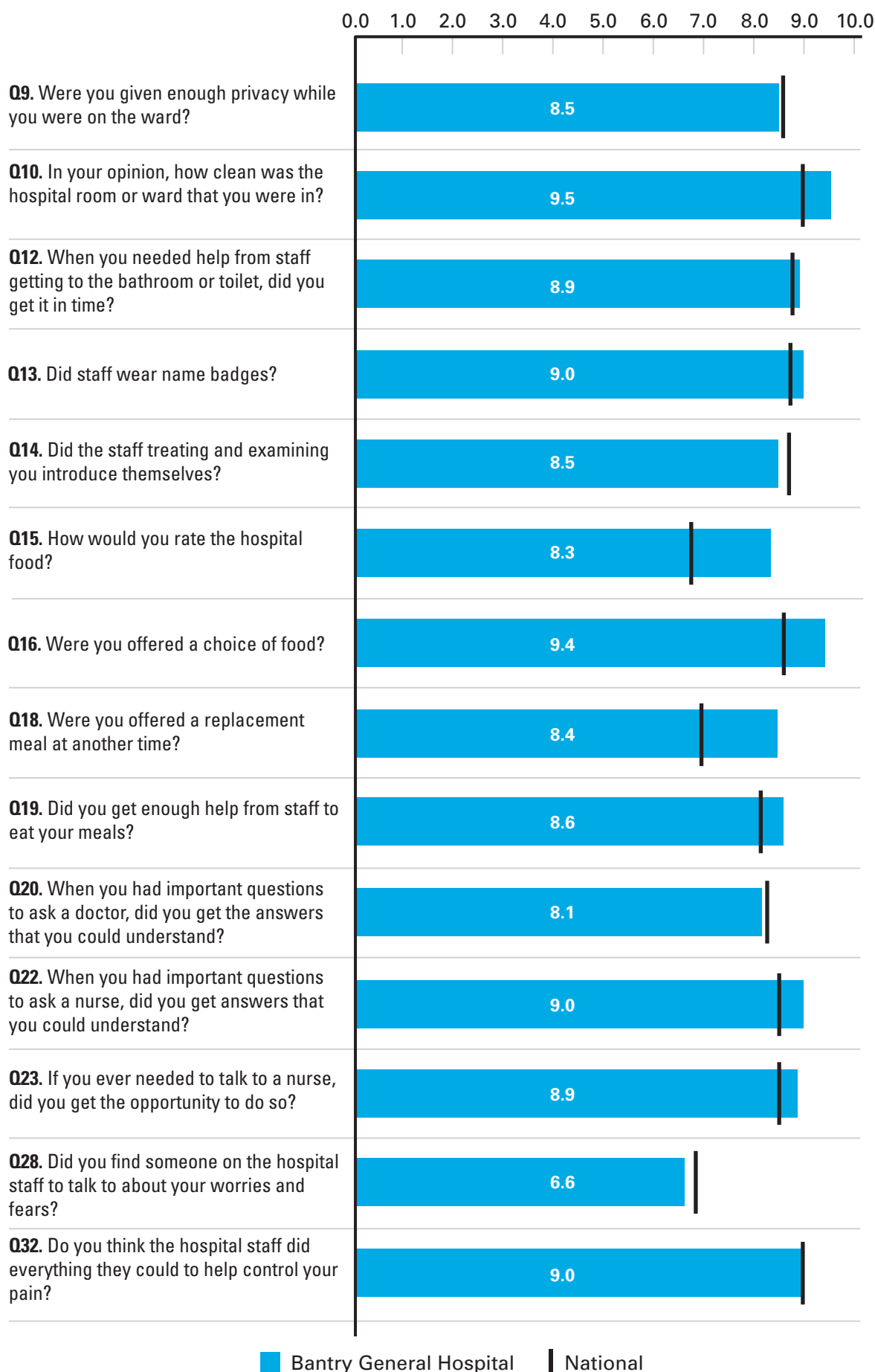


Figure 3 Comparison of Bantry General Hospital with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 4 Bantry General Hospital scores for questions on care on the ward



The patient voice: what patients said about care on the ward

"Kind, patient staff who were always there when I needed them, bell answered promptly, good food. Clean ward, gave me extra few days to recover better before discharge. Thank you to all at Bantry hospital."

"I have to say that the medical staff of the hospital were extremely professional and caring. They put me at ease at all times, both medical and other staff members were very nice and friendly at all times."

"Length of time sat in waiting areas without information."

"Communication - let an elderly patient know exactly what is going on - treat them like a real person"

Care on the ward: what do these results mean?

Bantry General Hospital received higher than average ratings of care on the ward. However, patient ratings for this stage of care were slightly lower in 2018 than in the 2017 survey. Patients gave very positive ratings of cleanliness and the choice of food in the hospital. However, a number of patients said that they weren't always able to access emotional support when they needed it.

Examinations, diagnosis and treatment



Figure 5 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 6 shows the hospital's scores for questions on this stage of care.

Figure 5 Comparison of Bantry General Hospital with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)

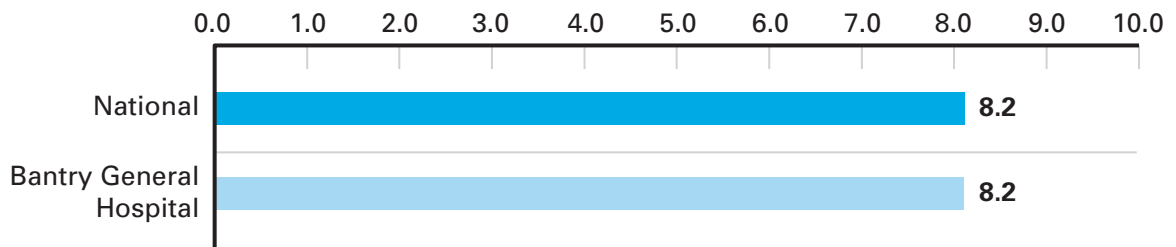
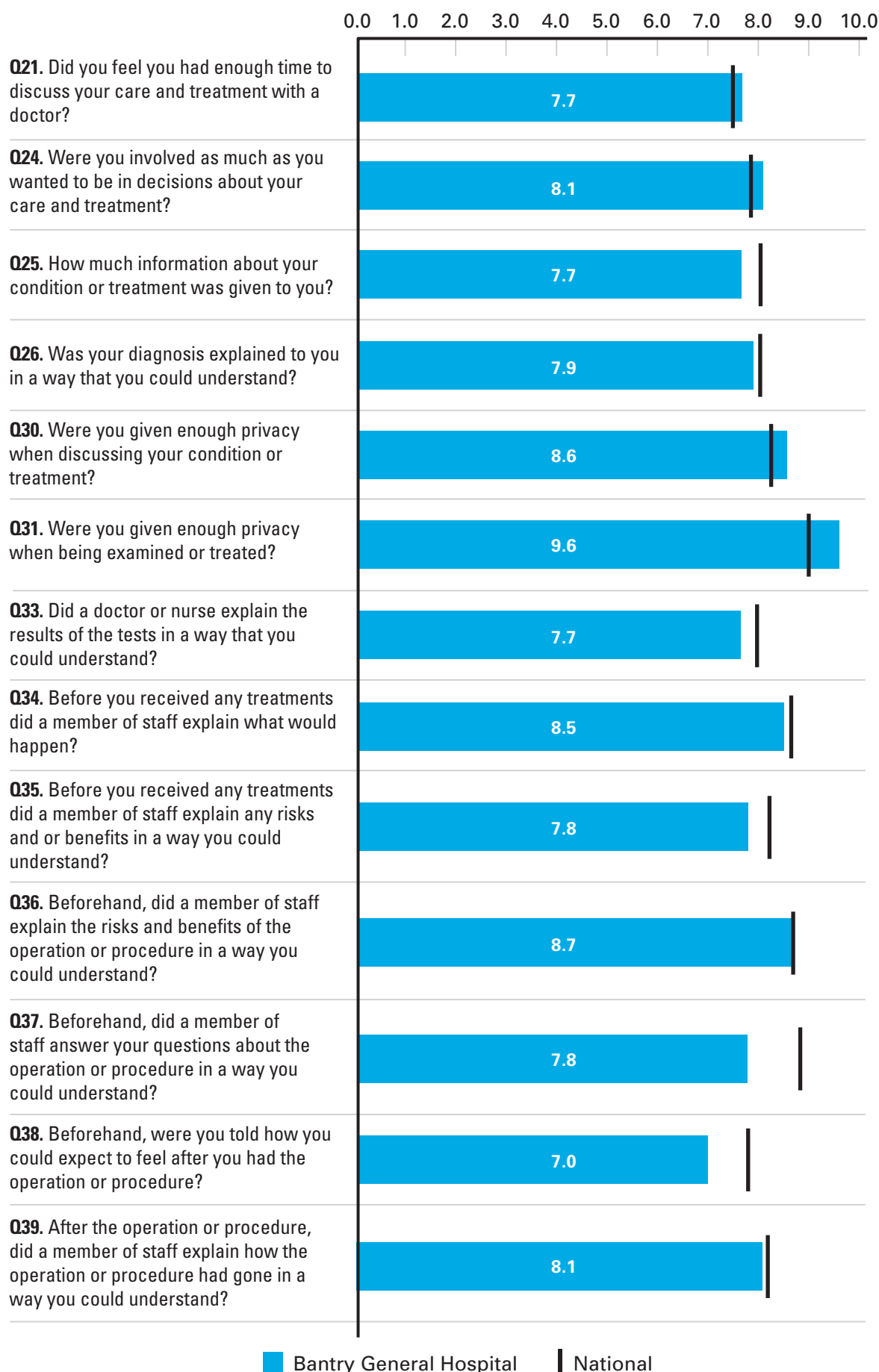


Figure 6 Bantry General Hospital scores for questions on examinations, diagnosis and treatment



The patient voice: what patients said about examinations, diagnosis and treatment

"My treatment and care was excellent."

"No time given to ask questions. The nurses were busy. The doctors were in a hurry to leave me. I sat for days needing my questions answered; this worried me. It worried the other patients too."

"Doctor in charge during my stay paid me daily visits Monday to Friday."

"The best equipment in the world cannot make up for the inadequate care. Patients do not receive the care they need due to insufficient number of nursing staff who are always rushing."

Examinations, diagnosis and treatment: what do these results mean?

Ratings of examination, diagnosis and treatment were lower than last year but were similar to this year's national average. Most patients gave very positive ratings of the privacy they received while being examined or treated. However, a number of patients did not receive enough information prior to receiving treatments.

Discharge or transfer

Figure 7 compares the hospital's overall score for discharge or transfer with the national average. Figure 8 shows the hospital's scores for questions on this stage of care.

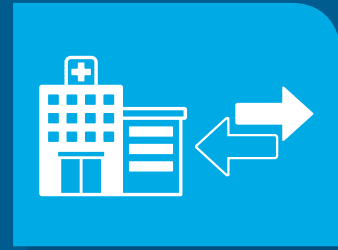


Figure 7 Comparison of Bantry General Hospital with the national average score for discharge or transfer (out of a maximum of 10)

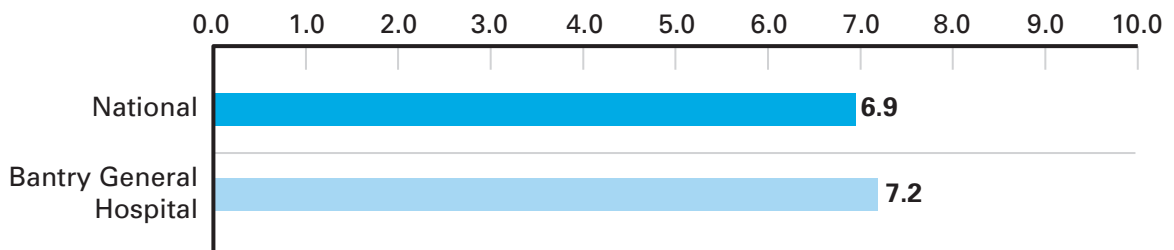
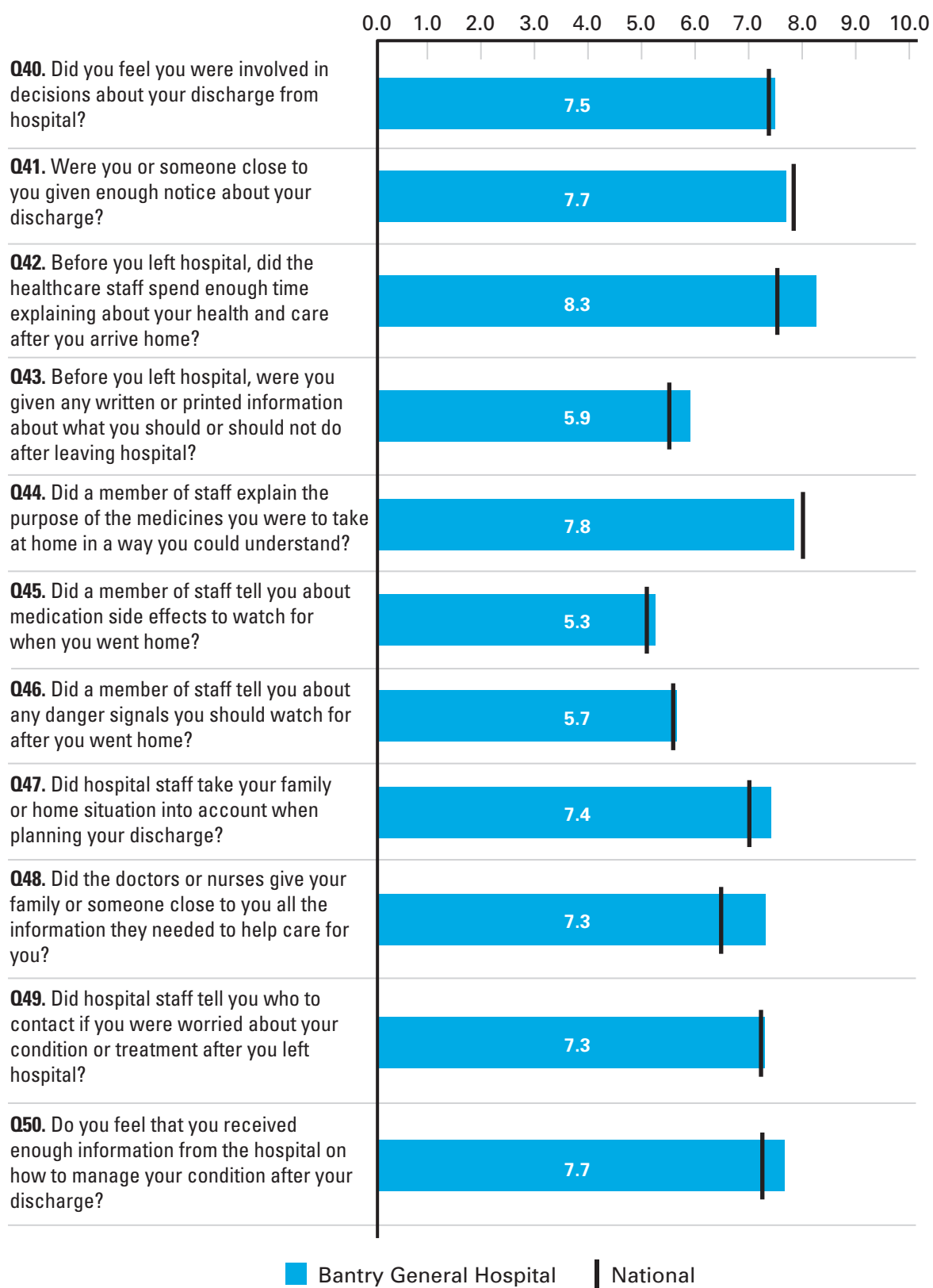


Figure 8 Bantry General Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

“As I was awaiting transfer from Bantry to CUH there was a long wait, 5 days, for a bed in CUH. Not Bantry’s fault, this wait could be improved.”

“We (thought) or felt it was unfair for an older person to be fasting all morning, until afternoon for a test and then to be told it couldn’t proceed due to lack of staff. The patient was discharged and then returned soon after as an outpatient for the test.”

Discharge or transfer: what do these results mean?

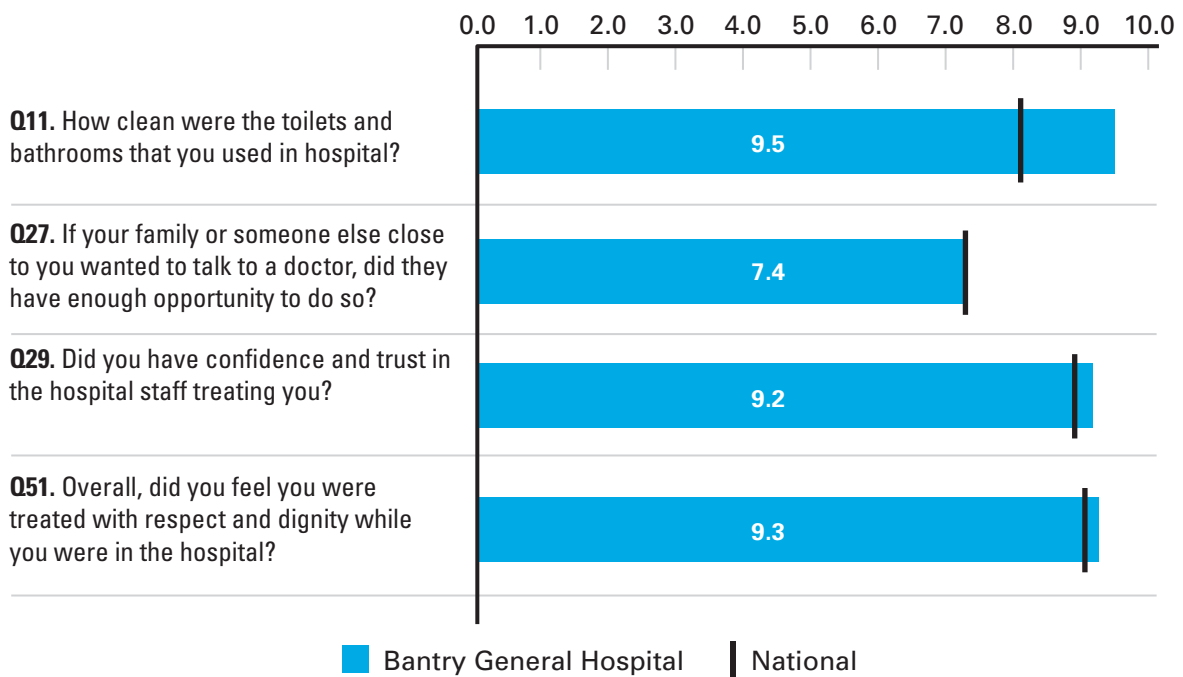
Bantry General Hospital received slightly lower ratings of discharge or transfer in 2018 than in 2017; however, participant ratings this year were slightly above the national average. Patients gave positive ratings of the explanations they received on how to care for themselves at home. Nevertheless, a number of patients said they did not receive sufficient information on medication side effects and danger signals to watch out for at home.

Other aspects of care



Figure 9 shows the hospital's scores for questions related to other aspects of care.

Figure 9 Bantry General Hospital scores for other aspects of care



The patient voice: what patients said about other aspects of care

"I am so grateful for Bantry Hospital and the great care I get there. I cannot praise the staff here highly enough."

"I am delighted to have Bantry hospital so near me and they treated me very good."

"Catching up with the consultant on rounds and getting a quick consultation in the corridor was not ideal."

"I think when next of kin phones to inquire about their relative they should be given the appropriate information, not told to come to the hospital to get that information. No one knows what is going on in people's lives. Some carers go out of their way to look after their relatives but don't forget they may also be working full time."

Other aspects of care: what do these results mean?

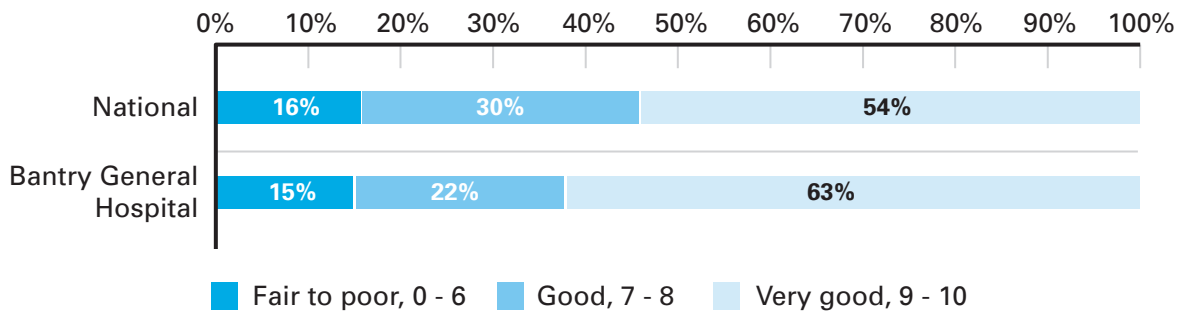
The ratings for the questions on other aspects of care were generally above the national average. For example most participants said they were treated with respect and dignity, and gave positive ratings of the cleanliness of bathrooms. Some patients said that their family or friends did not have sufficient opportunities to talk to a doctor.

Overall experience

Respondents were asked to rate their overall hospital experience on a scale from 0 to 10, with 10 being the most positive experience, and 0 the most negative experience. 63% of participants from Bantry General Hospital rated their care as very good, above the national figure of 54%.

Figure 10 compares the average overall rating of hospital experience for Bantry General Hospital with the national average.

Figure 10 Overall rating of hospital experience for Bantry General Hospital and nationally



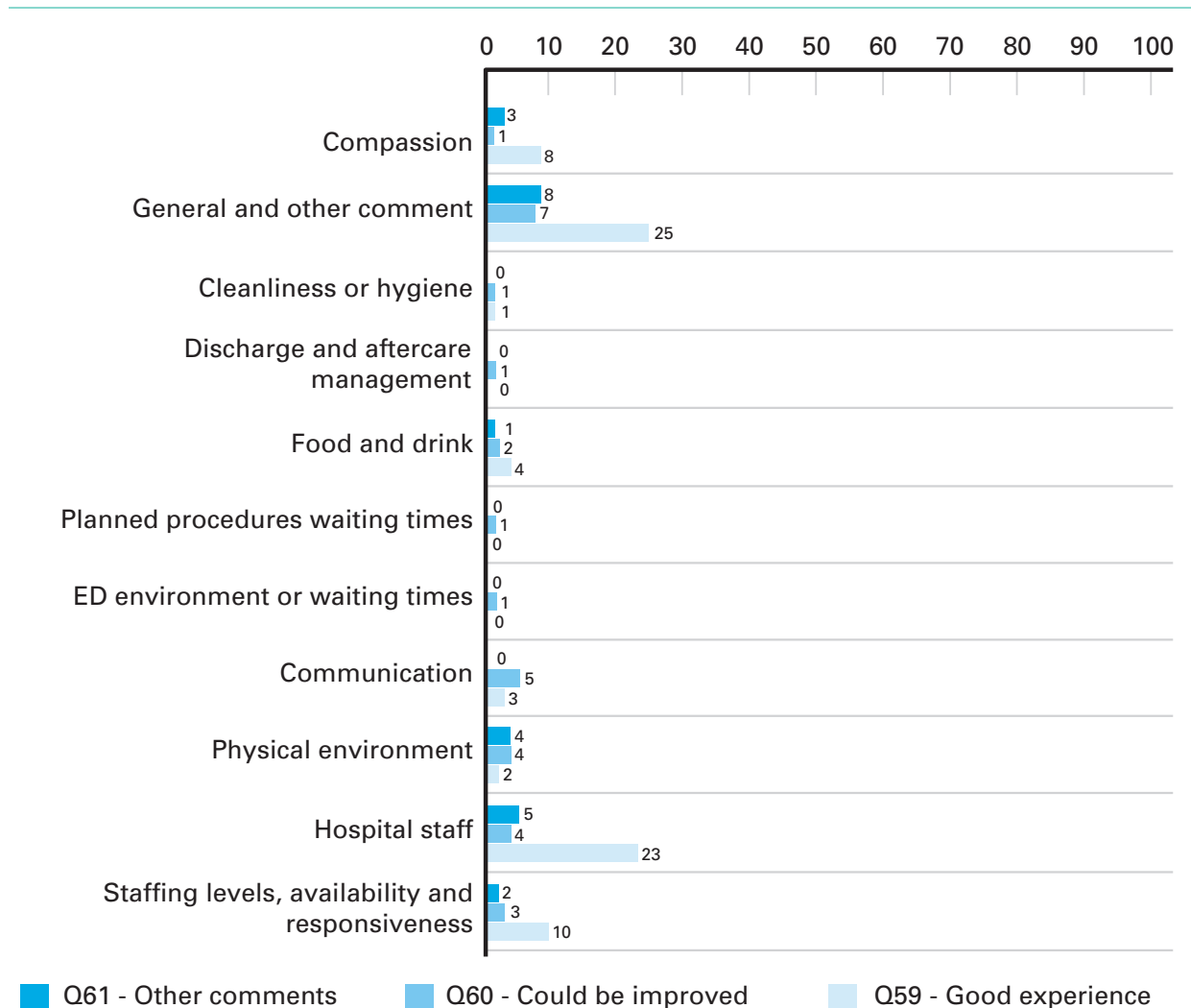
In their own words: analysis of patients' comments

The last three questions (questions 59-61) of the survey asked patients to provide additional information, in their own words, on their experiences in hospital. These free-text questions allowed people to give a more in-depth description of specific aspects of their care. It also allowed them to talk about various things (good or bad) that could not be captured by the structured questions. In total, 129 comments were received from patients of Bantry General Hospital in response to the free-text questions in the 2018 survey.

Figure 11 shows the breakdown of participant comments by theme for each of the three open-ended questions. Q59 asked participants what was particularly good about their hospital care, Q60 asked participants what could be improved, and Q61 asked participants for any other comments or suggestions.

For Q59, most of the comments related to the 'general and other comment' and 'hospital staff' themes. For Q60, most comments related to the 'general and other comment'; and to 'communication'.

Figure 11 Participant comments by theme



Conclusion

What were patients' experiences of hospital care in Bantry General Hospital in May 2018?

The majority of patients in Bantry General Hospital said they had a positive overall experience at the hospital. 85% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Bantry General Hospital received similar scores to the national average for admissions; examinations, diagnosis and treatment; and discharge or transfer, but was significantly above-average for care on the ward.

A number of areas of good experience were apparent. For example, most patients said they were able to talk to a nurse when they needed to, and nurses gave clear answers to questions. In general, patients had confidence and trust in the hospital staff treating them.

Several areas needing improvement were identified. For example, some patients were not always able to access emotional support, while others were not satisfied with the explanations offered prior to receiving treatments. Discharge information on medications and side effects was not always provided.

These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experience. For example, patients who felt that they could not find someone to talk to about their worries and fears were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Bantry General Hospital improve the experiences of patients in the hospital, continuing the good work done in response to the 2017 survey.

Appendix 1: Areas of good experience and areas needing improvement

Improvement map

The map below helps to identify areas of good experience and areas needing improvement in Bantry General Hospital. Questions that have a strong relationship with overall ratings of experience (Q52) are selected as areas of good experience or areas needing improvement respectively.

Three areas of good experience (highlighted in blue) and three areas needing improvement (highlighted in purple) are identified on the map.

Interpreting the improvement map

The **importance** of the relationship between each question and overall experience is given on the vertical axis as a number between 0 and 1, with 1 being the strongest possible relationship.

Problem scores show the difference (positive or negative) between the national average and a question score (out of 10). These are given on the horizontal axis.

Questions that have high problem scores and are important to patients' overall experiences appear in the **top right section** of the map — these are **areas needing improvement** in this hospital.

Questions that have low problem scores and are important to patients' overall experiences can be found in the **top left section** of the map — these are **areas of good experience** in this hospital.

