



National Patient Experience Survey 2017

Cappagh National Orthopaedic Hospital

We're committed to excellence in healthcare

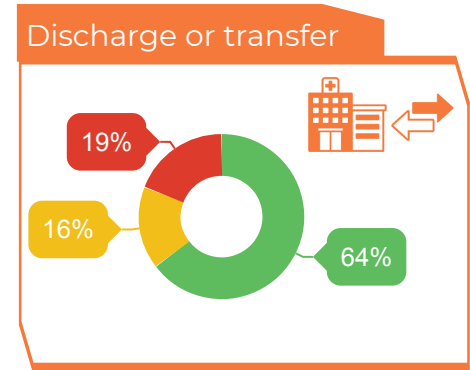
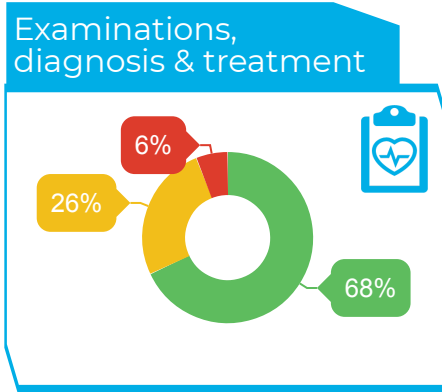
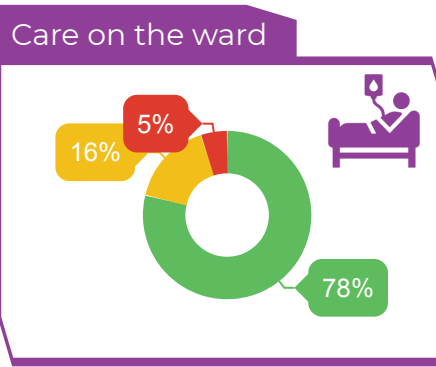


Thank you to the people who participated in the National Patient Experience Survey 2017, and to their families and carers. Without your overwhelming support and participation the survey would not have been possible. The survey ensures that your voice will be heard by the people who can change and improve healthcare in Ireland. By putting the voice of the patient at the centre of acute healthcare, we can make sure that the needs and wishes of the people who matter most are met. The survey will be repeated annually in the future, which will allow us to explore how the patient voice has helped shape changes in acute healthcare.

Thank you to the staff of all participating hospitals for contributing to the success of the survey, and in particular for engaging with and informing patients while the survey was ongoing.

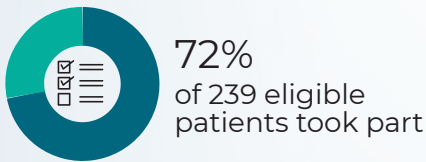
The survey was overseen by a national steering group, a delivery group and an advisory group. We acknowledge the direction and guidance provided by the members of these groups.

Stages of care



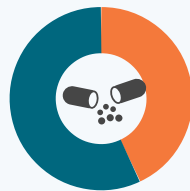
* Please note that values in figures do not always add up to 100% exactly. This is due to rounding.

Cappagh National Orthopaedic Hospital



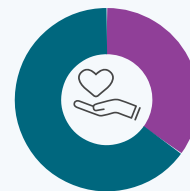
Average age:
64 years

Medication



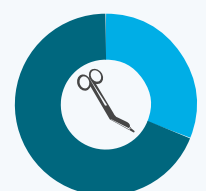
were not fully informed about medication side effects to watch for when they went home.

Care



could not always find someone to talk to about their worries and fears.

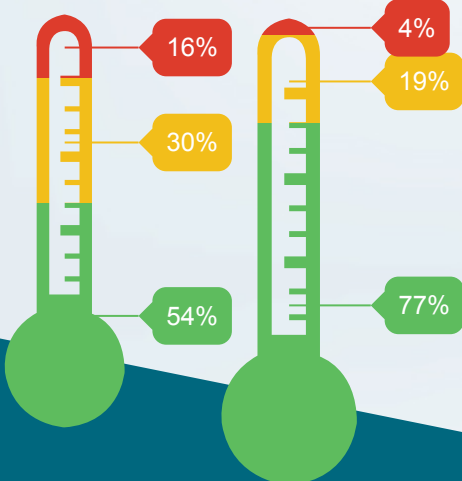
Treatment



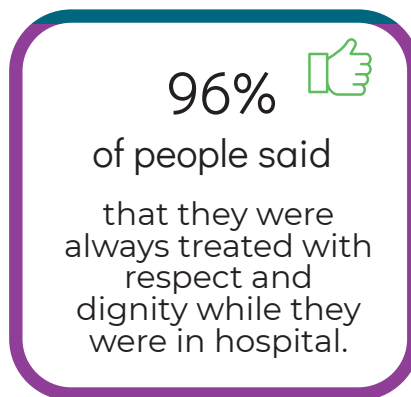
were not fully informed how they could expect to feel after the operation or procedure.

Overall experience

Nationally This hospital



Areas of good experience



Areas needing improvement



Structure and content of this report

Chapter 1: patients' experiences of acute hospital care in Cappagh National Orthopaedic Hospital. 4

This chapter presents the areas of good experience and the areas needing improvement in Cappagh National Orthopaedic Hospital

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Chapter 1

Patients' experiences of acute hospital care in Cappagh National Orthopaedic Hospital

About the National Patient Experience Survey 2017

The National Patient Experience Survey is a new national survey, asking people for feedback on their recent stay in a public acute hospital. This survey will run on an annual basis and is a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The survey was developed with the involvement of Patient Focus, a patient advocacy organisation, in order to ensure that patients were central to the design and execution of the survey.

Nationally, 26,635 people were invited to participate in the first National Patient Experience Survey in 2017. In total, 13,706 people took part. The results outlined in this report reflect the experiences of patients, who were discharged from Cappagh National Orthopaedic Hospital during the month of May 2017. In total, 171 participants from Cappagh National Orthopaedic Hospital took part in the survey.

The survey asked 61 questions, based on five stages of care along the patient journey in hospital: admissions¹; care on the ward; examinations, diagnosis and treatment; discharge or transfer; and other aspects of care.

1 Questions on the Admissions stage of care did not apply to Cappagh National Orthopaedic Hospital as it does not have an emergency department.

Three of the questions asked respondents for written comments about what was good about the care they received, and what could be improved. The list of questions from the National Patient Experience Survey can be found in Appendix 1. It is important to note that patients did not always answer every question so there is variation in the number of responses to each question.

This survey is part of the National Patient Experience Survey Programme which aims to help improve the quality and safety of healthcare services provided to people in Ireland. A more detailed background to the survey programme can be found in Appendix 2.

The National Patient Experience Survey values and seeks to represent the patient voice. The survey acknowledges both positive and negative experiences, as told by the 171 people from Cappagh National Orthopaedic Hospital. While thousands of people surveyed nationally said that they had a very good experience of acute hospital care, it is important also to listen to those people who identified areas for improvement. These voices and experiences will play a key role in shaping the future of patient-centred care in Ireland.

Hospital profile

Cappagh National Orthopaedic Hospital is a public acute hospital located in Finglas, Co. Dublin specialised in providing orthopaedic care. There were 97 inpatient beds available in the hospital in May 2017². 239 eligible discharges were recorded during the survey period 1 May – 31 May 2017 inclusive. Cappagh National Orthopaedic Hospital (referred to in this report as Cappagh) does not have an emergency department. This means that patients admitted to this hospital were not required to answer questions on the 'admissions' stage of care.

Purpose of this report

The purpose of this report is to outline the key findings from the National Patient Experience Survey, based on the experiences of patients who stayed in Cappagh National Orthopaedic Hospital in May 2017.

The Health Service Executive (HSE) is committed to using the findings of the survey to make improvements to the quality of care provided to patients and to outline a direction for the future of patient-centred care in Cappagh National Orthopaedic Hospital. A quality improvement plan produced by Cappagh National Orthopaedic Hospital will be published on www.patientexperience.ie in December 2017.

The Department of Health will use the information gathered to inform the development of policy in relation to acute healthcare. Finally, the findings of the survey will be used to develop HIQA's approach to monitoring of hospitals.

2 Figure taken from HSE BIU report.



Who took part in the survey?

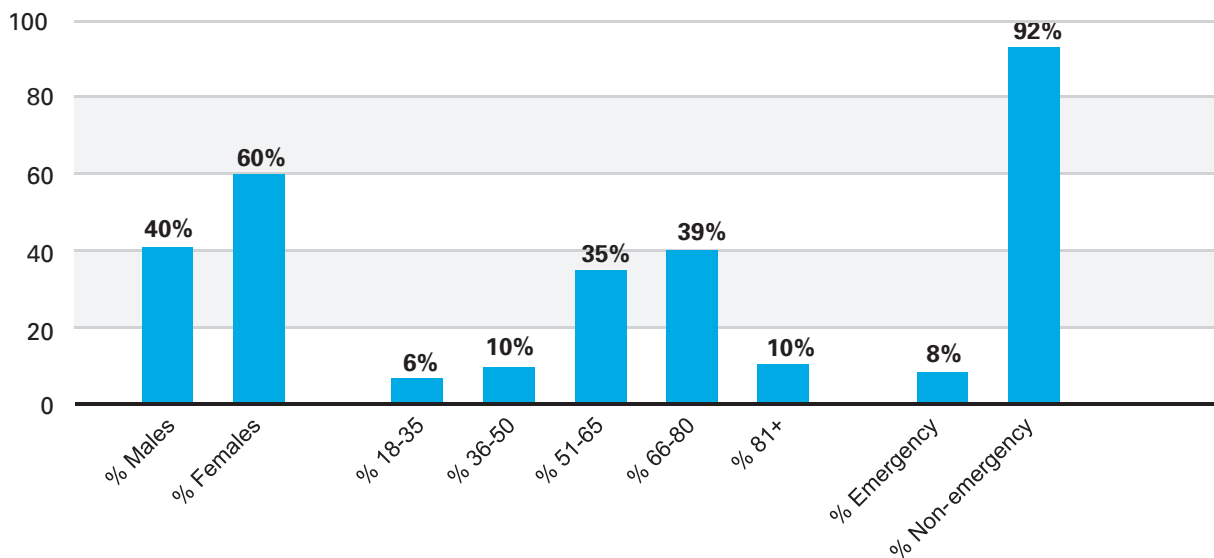
Description of the respondents who took part in the survey

Overall **239** people who were discharged from Cappagh National Orthopaedic Hospital during the month of May 2017 were invited to participate in the survey.

Of those **171** people (72%) completed the survey.

Figure 1. below shows information about the respondents who took part in the survey in Cappagh National Orthopaedic Hospital. 40% of people who responded to the survey in Cappagh National Orthopaedic Hospital were male and 60% were female. 8% of patients said that their hospital stay was an emergency³.

Figure 1. People who took part in the survey from Cappagh National Orthopaedic Hospital



³ Patients were asked if their hospital stay was planned in advance or an emergency. While Cappagh National Orthopaedic 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 Cappagh National Orthopaedic Hospital.

What were the main findings for Cappagh National Orthopaedic Hospital?



Overall, patients' ratings of their experiences at Cappagh were well above the national average. 96% of patients at Cappagh said they had a 'very good' or 'good' experience, compared with 84% nationally.

The survey results for Cappagh were generally very positive, with above average scores on most questions. The survey found that, overall, respondents were treated with respect and dignity. People also reported particularly positive experiences around the explanations they received about their diagnoses. Cappagh performed well above average on the discharge or transfer stage of care, which may be related to the fact that it is a specialised orthopaedic hospital, generally offering procedures that are planned in advance.

However, the survey also identified areas where there was room for improvement. A number of patients said they were not told how they could expect to feel after an operation. Patients also reported that staff did not always do everything they could to control their pain. Patient ratings of confidence and trust in staff treating them were generally positive but fell slightly below the national average.

These findings will serve to inform quality improvement initiatives in Cappagh.

Areas of good experience and areas needing improvement in Cappagh National Orthopaedic Hospital

This section lists the areas where patients had positive experiences, and details those areas where there is the most room for improvement. Appendix 3 explains how these areas were identified.

The areas of good experience in Cappagh National Orthopaedic Hospital are:

Patients had positive experiences across each stage of care, with scores on several questions around discharge or transfer found to be above the national average. Patients understood explanations of their diagnoses, and were treated with respect and dignity.

Examination, a diagnosis and treatment | Q26.

Clear explanation of diagnosis

Of the 168 people who answered this question, 141 (84%) said that their diagnosis was completely explained in a way they could understand.

Discharge or transfer | Q42.

Family given sufficient notice of discharge

Out of 155 people, 147 (95%) reported that their family was definitely, or to some extent, given enough notice about their discharge.

Discharge or transfer | Q44.

Written or printed information

153 people (91% of the people who answered this question) said they were given written or printed information about what they should or should not do after leaving hospital.

Discharge or transfer | Q51.

Information on how to manage a condition

124 (76%) of the 164 people who answered this question said that they were definitely given enough information on how to manage their condition after discharge.

Other aspects of care | Q52.

Respect and dignity

163 (96%) of the 169 people who answered this question said that they were always treated with respect and dignity while they were in hospital.

The areas needing improvement in Cappagh National Orthopaedic Hospital are:

While the majority of patients had positive experiences, there was room for improvement in relation to patient confidence and trust in staff, staff control of pain, and explanations to patients of how they could expect to feel after an operation.

Other aspects of care | Q29.

Confidence and trust in hospital staff

While the majority of patients had confidence and trust in hospital staff, Cappagh's score of 8.8 out of 10 for this question was slightly below the national average.

Care on the ward | Q32.

Pain management

While the majority of patients said hospital staff did everything they could to control their pain, Cappagh's score of 8.8 out of 10 for this question was slightly below the national average.

Examination, diagnosis and treatment | Q38.

Information on the expected outcome of an operation or procedure

47 people (31%) reported that they were not told, or were only to some extent told how they could expect to feel after an operation or procedure.



Chapter 2

The patient journey through hospital

Qualitative and quantitative findings of the 2017 survey

Findings of the 2017 survey

The stages of care along the patient journey

The National Patient Experience Survey 2017 follows the patient journey through hospital from admission to discharge.

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

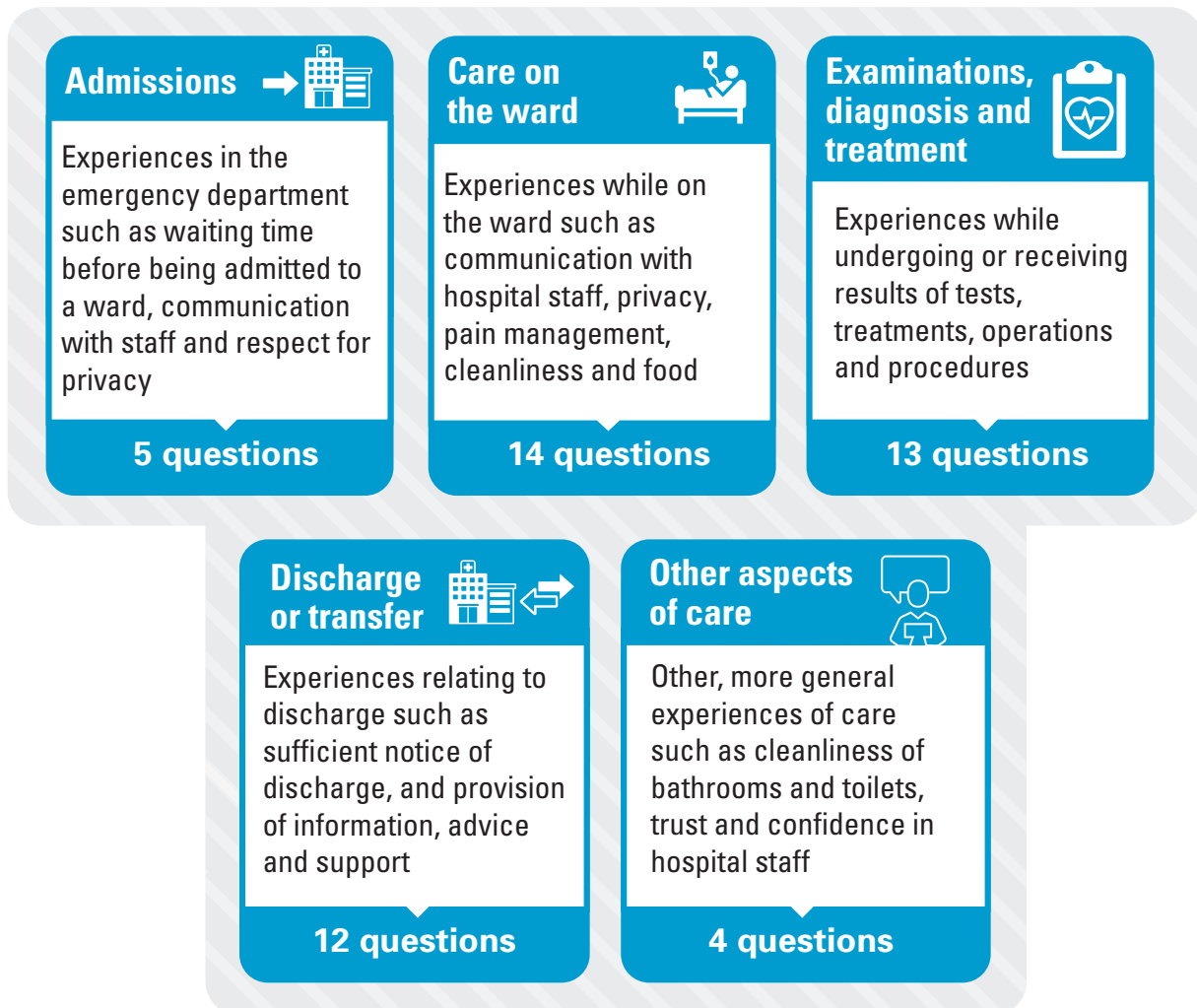
- **admissions⁴**
- **care on the ward**
- **examinations, diagnosis and treatment**
- **discharge or transfer**
- **other aspects of care.**

“I couldn’t fault anybody in the hospital. Porters, cleaners, doctors, nurses, all treated me with care and respect”

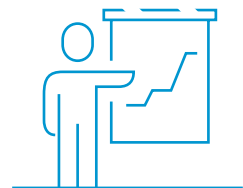
4 Questions on the Admission stage of care did not apply to Cappagh National Orthopaedic Hospital as it does not have an emergency department.

Figure 2. gives a short description of the stages along the patient journey. It also indicates how many questions in the survey relate to each stage.

Figure 2. Description of stages of care along the patient journey



How to interpret the results for the stages of care



While the results show that many people had a positive experience in hospital, it is important to listen to those patients who had negative experiences. Listening to the voices of all patients allows hospitals to make improvements across the patient journey. For each stage of care the results are presented in the following way, as shown in Figure 3.:

1. **Experience rating for a stage of care.**
2. **Scores out of 10.**
3. **Comparisons.**

Figure 3. Guide to interpreting the results

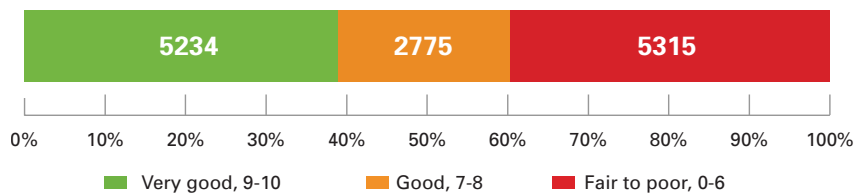
1. Experience rating for a stage of care

The experience rating summarises the average patient experience for each stage of care. The graphs show how many people rated a particular stage as 'very good', 'good' or 'fair to poor'.

Example:

The example below shows how many people rated the care they received on the ward as 'very good', 'good' and 'fair to poor'.

Figure 2.22 | Discharge or transfer ratings



2. Scores out of 10

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.

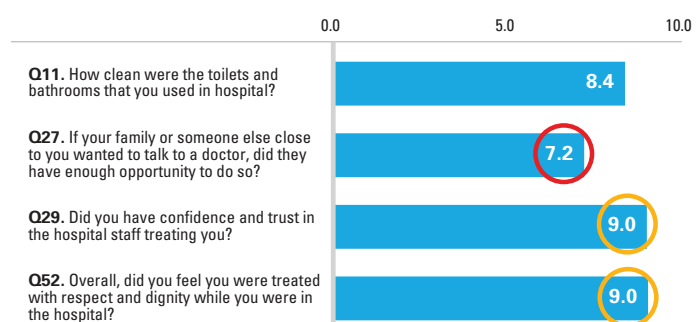
Example:

The example below shows the scores for four questions. Q52 and Q29 had the highest scores (9 out of 10). A score of 9 means that on average, people gave positive responses to these questions.

Q27 is the lowest ranking question (score of 7.2 out of 10). This result shows that Q27 received more mixed or negative responses than Q52 and Q29.

Appendix 4 includes additional notes on interpreting these survey results. It also explains the methodology for the scoring of individual questions and stages of care.

Figure 2.28 | National score for other aspects of care

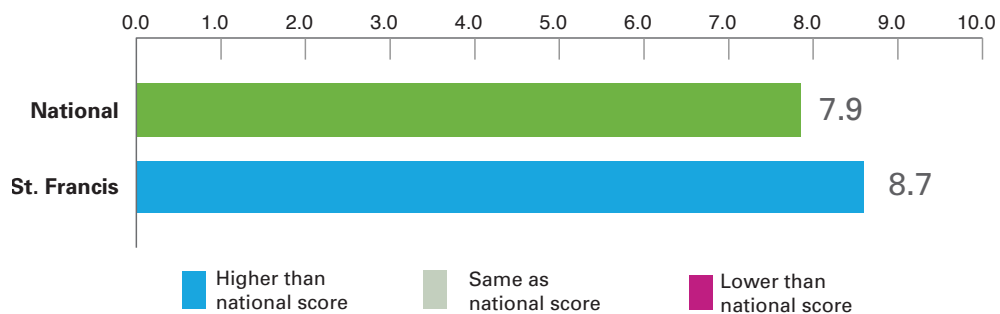


3. Comparisons

When hospital scores are compared with the national average, statistical tests were carried out to check if any differences were genuine or simply down to chance. The way hospital scores are calculated is explained in Appendix 4.

Example:

The example below compares the scores for the fictional St. Francis Hospital and the national score for the 'admissions' stage of care. The shading on the graph shows whether a difference exists between the two scores and whether this difference is statistically significant. The shading for the hospital score tells us that it is significantly higher than the national score.



Care on the ward

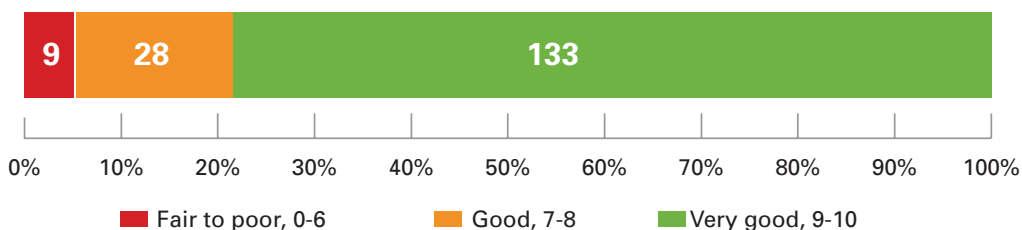


In summary: what were patients' experiences of care on the ward?

'Care on the ward' refers to people's experiences' while on the ward, such as communication with hospital staff, privacy, pain management, cleanliness and food.

Out of the 170 people who rated their experience of care on the ward, 9 people (5%) reported having a 'fair to poor' experience during their stay on a ward in Cappagh National Orthopaedic Hospital. On the other hand, 133 people (78%) reported having a very good experience during their stay on a ward in May 2017. These experience ratings are summarised in Figure 4. below.

Figure 4. Experience ratings for care on the ward

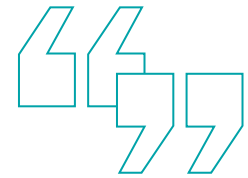


What were the key findings for care on the ward?

- Out of 170 people, 159 people (94%) said that the room or ward they stayed in was very clean
- Nine people (9%) said that they could not find someone to talk to about their worries and fears, with a further 27 people (26%) saying they could only to 'some extent' find someone.
- People in Cappagh National Orthopaedic Hospital rated their experience of care on the ward as 8.7 out of 10, compared with the national average of 8.3 out of 10. This means that people in the hospital had a more positive experience than patients nationally for this stage of care.
- 22% of the 335 comments on 'care on the ward' were received for Q60, which asked respondents for suggestions for improvement.

"I would have no problem going back to the hospital for other treatment."

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



In total, patients who attended Cappagh National Orthopaedic Hospital made 335 comments about: 'staffing levels, availability and responsiveness', 'hospital staff', 'food and drink', 'cleanliness and hygiene'. 22% of the comments were received for Q60, which asked respondents for suggestions for improvement. Some example comments are provided below.

Staffing levels, availability and responsiveness

"The staff were all very attentive. Gave you as much of their time as you needed."

"Nurses and carers could do with more help."

Hospital staff

"The staff were all very nice especially the nurses and the catering staff were always smiling and had a word for every patient"

Food and drink

"Food was good. Plenty of choice and always hot."

"I only got one meal after the operation. I am [Condition Name] and no gluten free food was set aside for me for a later on meal e.g. 9pm - 10pm. As the kitchen was locked up all I got was a few rice krispies. That part of my stay wasn't good."

Cleanliness and hygiene

"The one thing that stood out for me was how clean the ward and bathroom was, also the food was lovely. I enjoyed my stay."

"Toilets not as clean at weekends as during week but there seemed to be less staff on Saturday."

Quantitative results for questions on care on the ward

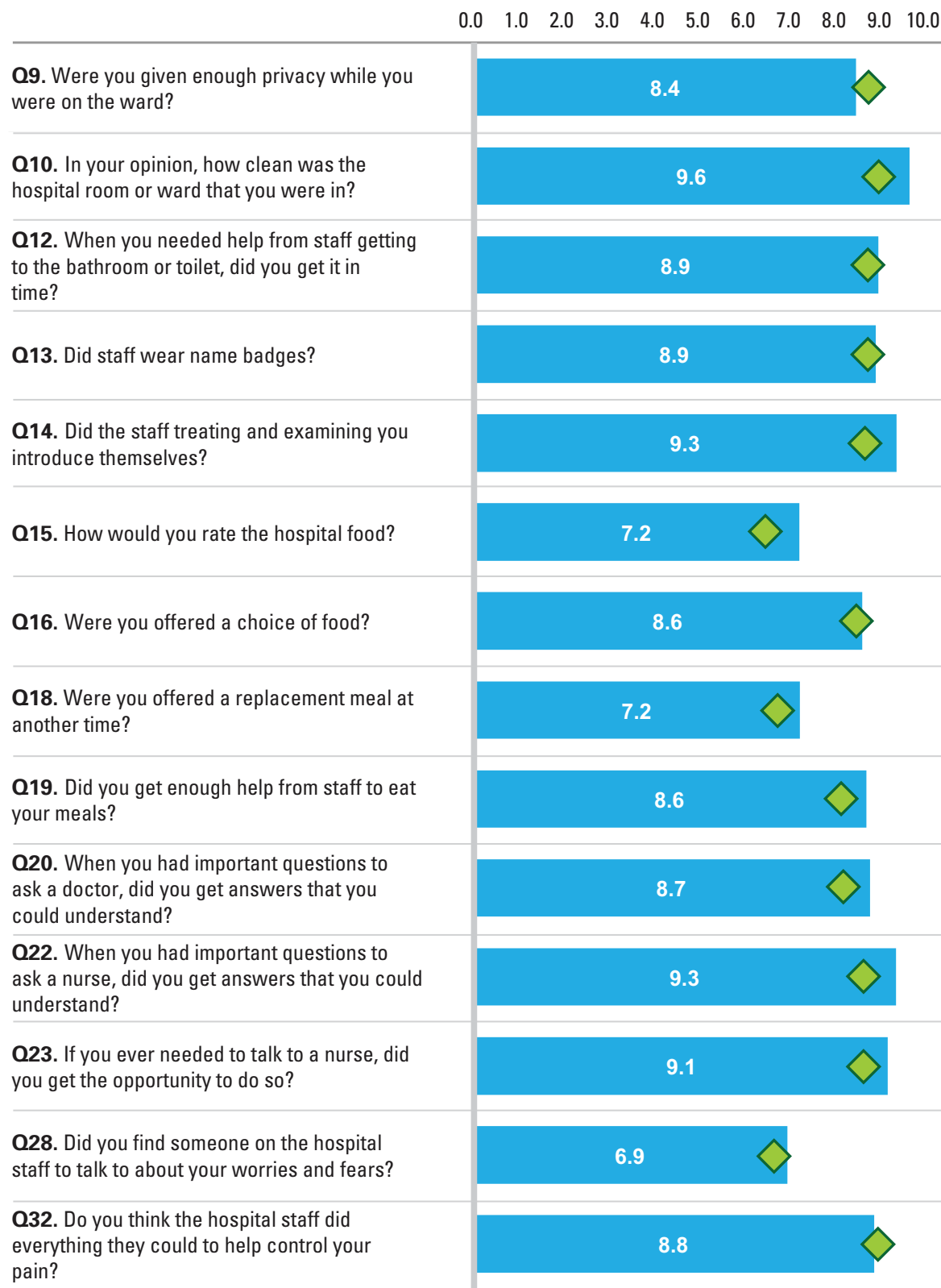
Fourteen questions asked about care on the ward.

159 people (94%) said that the room or ward they stayed in was very clean. The lowest scoring question relates to patients finding staff to talk to about their worries and fears (score of 6.9 out of 10). Nine people (9%) said that they could not find someone to talk to about their worries and fears, with a further 27 people (26%) saying they could only to some extent find someone.

"I would love to see this fine hospital Cappagh brought up to state of the art as I think it is a bit out dated and deserves to be the best."

Figure 5. below summarises the scores for Cappagh National Orthopaedic Hospital for the care on the ward stage.

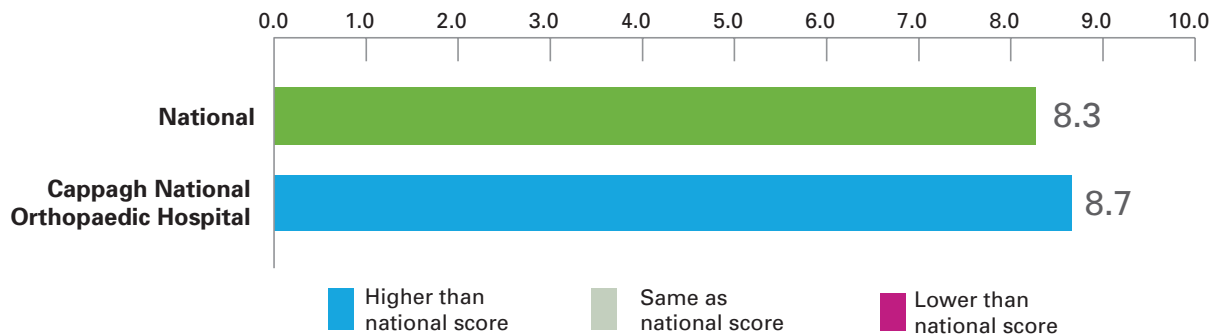
Figure 5. Cappagh National Orthopaedic Hospital scores for questions on care on the ward



■ Cappagh National Orthopaedic Hospital ◆ National

Figure 6. shows that, within the 'care on the ward' stage, the average score for Cappagh National Orthopaedic Hospital (8.7 out of 10) is higher than the national average score (8.3 out of 10). This means that patients who attended Cappagh National Orthopaedic Hospital in May 2017 reported a more positive experience of care on the ward than the national average for this stage of care.

Figure 6. Comparison of Cappagh National Orthopaedic Hospital with the national average for care on the ward (out of a maximum of 10).



Care on the ward: what do these results mean?

Cappagh National Orthopaedic Hospital performed quite well on this stage of care, with patients reporting a more positive experience than the national average. Cappagh performed very well on cleanliness, but a significant number of patients said they were not able to find someone to talk to about their worries and fears. Patients also had a less positive experience of privacy on the ward than patients in other hospitals.

Examinations, diagnosis and treatment

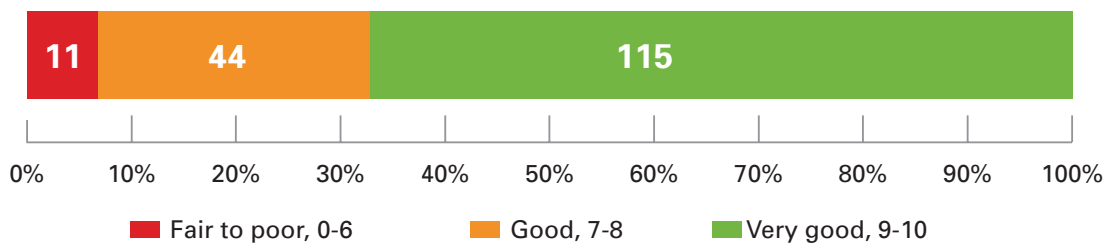


In summary: what were patients' experiences of examinations, diagnosis and treatment?

'Examinations, diagnosis and treatment' refers to people's experiences' in Cappagh while undergoing or receiving results of tests, treatments, operations and procedures.

170 people rated their experience of examinations, diagnosis and treatment in Cappagh National Orthopaedic Hospital, with 11 (6%) reporting that they had a 'fair to poor' experience. However, 115 (68%) rated their experience during this stage of care as 'very good'. These experience ratings are summarised in Figure 7. below.

Figure 7. Experience ratings for examinations, diagnosis and treatment



What were the key findings for examinations, diagnosis and treatment?

- Out of 167 people, 156 (93%) said they were given the right amount of information about their condition or treatment.
- 47 people (31%) who answered Q38 said that they were not told, or were only partially told how they could expect to feel after the operation or procedure.
- Cappagh National Orthopaedic Hospital achieved an overall score of 8.7 out of 10 for the examinations, diagnosis and treatment stage. This is higher than the overall score nationally, meaning that patients in Cappagh reported a more positive experience for this stage than other patients nationally.

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

People made 66 comments about: 'nursing staff', 'doctors or consultants' and 'waiting times for planned procedures'. Five of the comments were received for Q60, which asked for suggestions for improvement. Some example comments are provided below.

Nursing staff

"I found the care given by the nurses exceptional. They were very attentive and constantly asked if I required anything when I could not sleep during the night."

"I was often left waiting for help to the toilet. I was discharged with no way of getting about (wheelchair). Therefore I was housebound for two weeks until community support had put in for one. One nurse was outright rude."

Doctors or consultants

"My consultant and his team gave me five star treatment. My pain was controlled throughout my stay."

"Communication between [Doctor] and the consultant could have been better, and some of the on-duty doctors should have been much better trained especially in the area of taking blood and inserting an IV line. I felt that the majority of the locum doctors were not very confident in their approach to me as a patient."

Waiting times for planned procedures

"The time spent on a waiting list to get this procedure done is shocking."

Quantitative results for questions on examinations, diagnosis and treatment

Thirteen questions asked about examinations, diagnosis and treatment.

Out of 167 people, 156 (93%) said they were given the right amount of information about their condition or treatment while in Cappagh National Orthopaedic Hospital. For Q38, 69% of people said that they were told beforehand how they could expect to feel after their operation or procedure, 47 (31%) said that they were not told, or were only told to some extent.

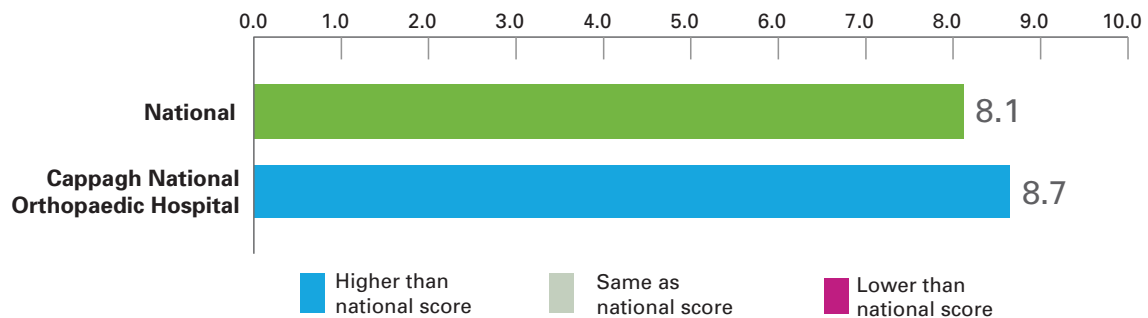
Figure 8. summarises the scores for Cappagh National Orthopaedic Hospital during examinations, diagnosis and treatment.

Figure 8. Cappagh National Orthopaedic Hospital scores for questions on examinations, diagnosis and treatment



Figure 9. shows that, within the examinations, diagnosis and treatment stage, the average score for Cappagh National Orthopaedic Hospital (8.7 out of 10) is higher than the national average score (8.1 out of 10). This means that patients who attended Cappagh National Orthopaedic Hospital in May 2017 reported a more positive experience than the national average for this stage of care.

Figure 9. Comparison of Cappagh National Orthopaedic Hospital with the national average for examinations, diagnosis and treatment (out of a maximum of 10)



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

Cappagh National Orthopaedic Hospital had an above average performance on this stage of care, with patients reporting a more positive experience than the national average. Patient ratings of communication prior to operations and treatments were slightly below average, indicating potential room for improvement.

Discharge or transfer

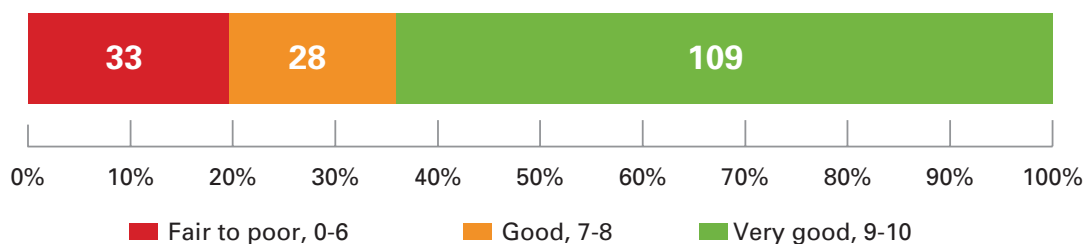


In summary: what were the experiences of patients during discharge or transfer from hospital?

'Discharge or transfer' refers to people's experiences of the discharge process, relating to leaving hospital, such as notice given to patients about leaving hospital and the provision of information, advice and support to manage patients' conditions at home.

Out of the 170 people who rated their experience of discharge or transfer from the hospital, 33 (19%) said that their experience was 'fair to poor'. 109 (64%) reported having a very good experience of discharge or transfer from Cappagh National Orthopaedic Hospital. Figure 10. below summarises these experience ratings.

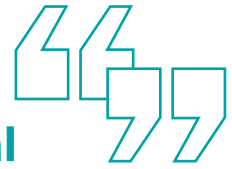
Figure 10. Experience ratings for discharge or transfer



What were the key findings for discharge or transfer?

- Out of 168 people, 153 (91%) said that they received written or printed information on what they should or should not do before they left hospital.
- 145 people (92%) said they were told who to contact if they were worried about their condition after they left hospital.
- 60 people (43%), who answered Q46, said that they were not, or were partially, informed about any medication side effects to watch for when they went home.
- Cappagh National Orthopaedic Hospital scored well above the national average for this stage of care, with an overall score of 8.4 out of 10. This means that patients in this hospital had a much more positive experience of discharge or transfer in comparison to that of patients in other hospitals in May 2017.

The patient voice: what patients said about discharge or transfer from hospital



In total, patients from Cappagh National Orthopaedic Hospital made 11 comments in the 2017 survey about discharge and aftercare management. Some examples of the comments are provided below. Six comments (55%) suggested areas for improvement.

Discharge and aftercare

"Overall my treatment and aftercare was very good."

"Better liaison between hospital and home. I would have needed more reassurance and information going back home after being discharged."

Quantitative results for questions on discharge or transfer from hospital

Twelve questions asked about discharge or transfer

Q44 and Q50 were the joint highest rated questions, scoring 9.2 out of 10. Out of 168 people, 153 (91%) said that they received written or printed information on what they should or should not do before they left hospital. 145 people (92%) said they were told who to contact if they were worried about their condition after they left hospital.

60 people (43%), who answered Q46, said that they were not, or were partially, informed about any medication side effects to watch for when they went home.

Figure 11. summarises the scores for Cappagh National Orthopaedic Hospital for questions on discharge or transfer from the hospital.

"It would be nice if there was transport like a minibus to take me home after an op as I live in [County Name] and it's very expensive to get a taxi home."

Figure 11. Cappagh National Orthopaedic Hospital scores for questions on discharge or transfer

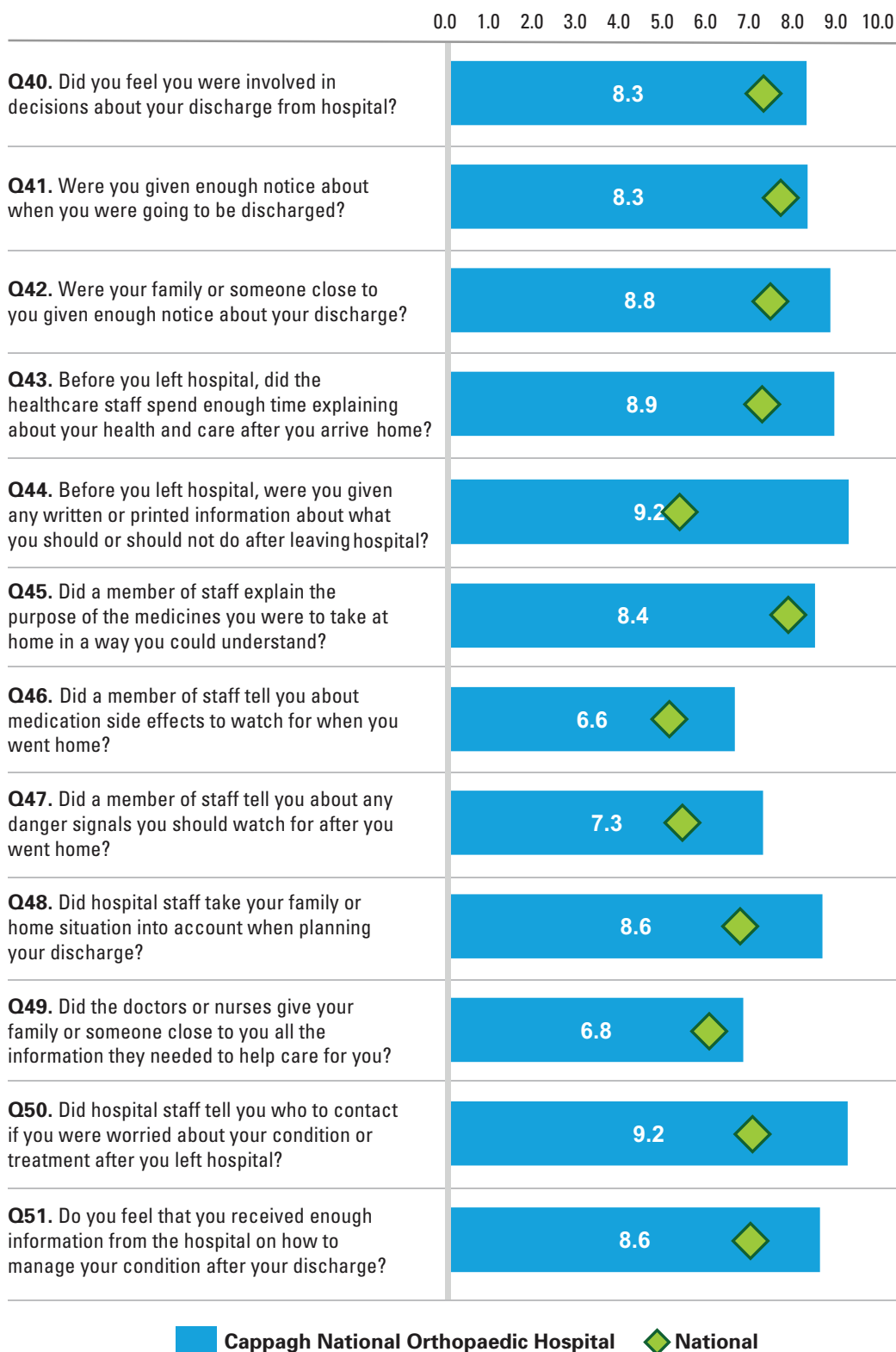
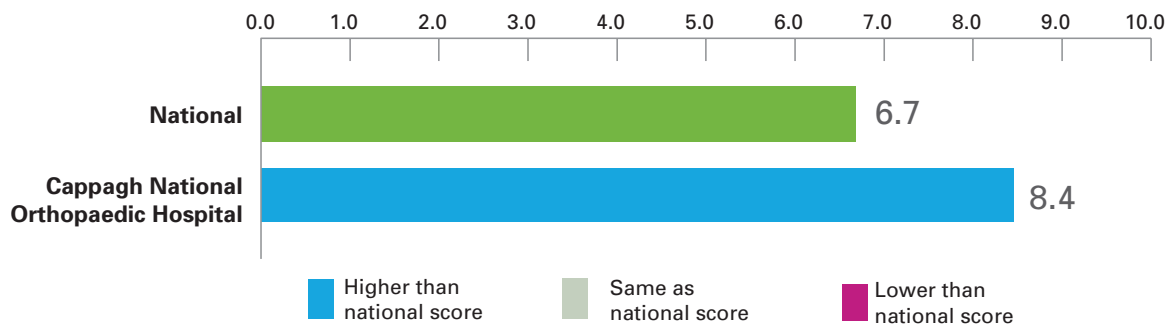


Figure 12. shows that, as regards discharge and transfer from hospital, the average score for Cappagh National Orthopaedic Hospital (8.4 out of 10) is much higher than the national average (6.7 out of 10). This means that patients who attended Cappagh National Orthopaedic Hospital in May 2017 reported a much more positive experience than the national average for this stage of care.

Figure 12. Comparison of Cappagh National Orthopaedic Hospital and the national average for discharge or transfer (out of a maximum of 10).



Discharge or transfer: what do these results mean?

Cappagh National Orthopaedic Hospital performed well above the national average on this stage of care, with patients generally reporting positive experiences. Most patients said that they received detailed information on their care after leaving hospital. Nevertheless, there was room for improvement, particularly in relation to information on medication side effects and provision of information to families.

Other aspects of care



In summary: what were patients' experiences of other aspects of care?

'Other aspects of care' refers to the more general aspects of care that are not specific to a particular stage of care, but rather, apply throughout the hospital journey.

What were the key findings for other aspects of care?

- Overall, 163 people who answered Q52 (96%) said that they were always treated with respect and dignity
- Out of 96 people, 67 (70%) said that their family or people close to them had enough opportunities to talk to a doctor. However, eight people (8%) said that their family or friends did not get the opportunity to talk to a doctor.

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



Patients from Cappagh National Orthopaedic Hospital made 109 comments in the 2017 survey about 'staff in general', 'communication with patients, family and friends', 'physical comfort and hospital facilities', and 'other comments'. 23% of these comments suggested areas for improvement. Some example comments are provided below.

Staff in general

"Staff were very obliging - very comfortable stay very positive - my first time in hospital and was impressed by level of care."

"More care staff for elderly patients and more respect."

Communication with patients, family and friends

"The staff were very good, everything was explained to me twice and it was very efficient process, was really happy with how it went."

"I received conflicting information from different members of staff as to what to do after my operation (precautions etc). This confused me and made me worry unduly."

Physical comfort and hospital facilities

"I was very comfortable and pain free I had a great experience in Cappagh Hospital."

"I felt it very hard to sleep at night as there seemed to be a lot of noise and banging sometimes it felt very scary"

Other comments

"I was treated with great respect and dignity and I have to say in all honesty that my stay in hospital was a very good experience for me."

"Patient privacy could be improved. Visiting hours should be adhered to in the interest of patient privacy. Visitors should not be in wards when patients are being examined."

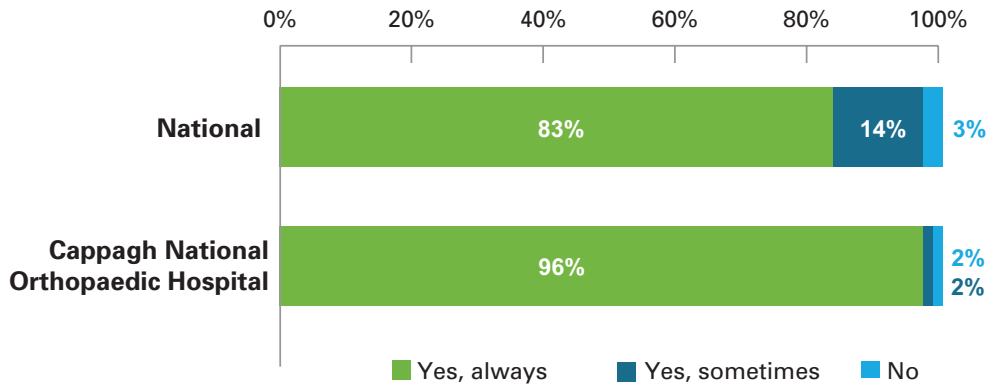
Quantitative results for questions on other aspects of care

Four survey questions related to other, more general aspects of care that are not specific to a particular stage of care, but rather, apply throughout the hospital journey.

Question 52 asked people if they felt that they were treated with respect and dignity. Overall, 163 people (96%) said that they were always treated with respect and dignity. Three people (2%) said that they were not treated with respect and dignity while in hospital. This question scored of 9.4 out of 10, meaning that, in general, people reported quite a positive experience of being treated with respect and dignity.

Figure 13. below shows these patient-reported ratings, based on their experience of being treated with dignity and respect in hospital.

Figure 13. Ratings for dignity and respect in Cappagh National Orthopaedic Hospital



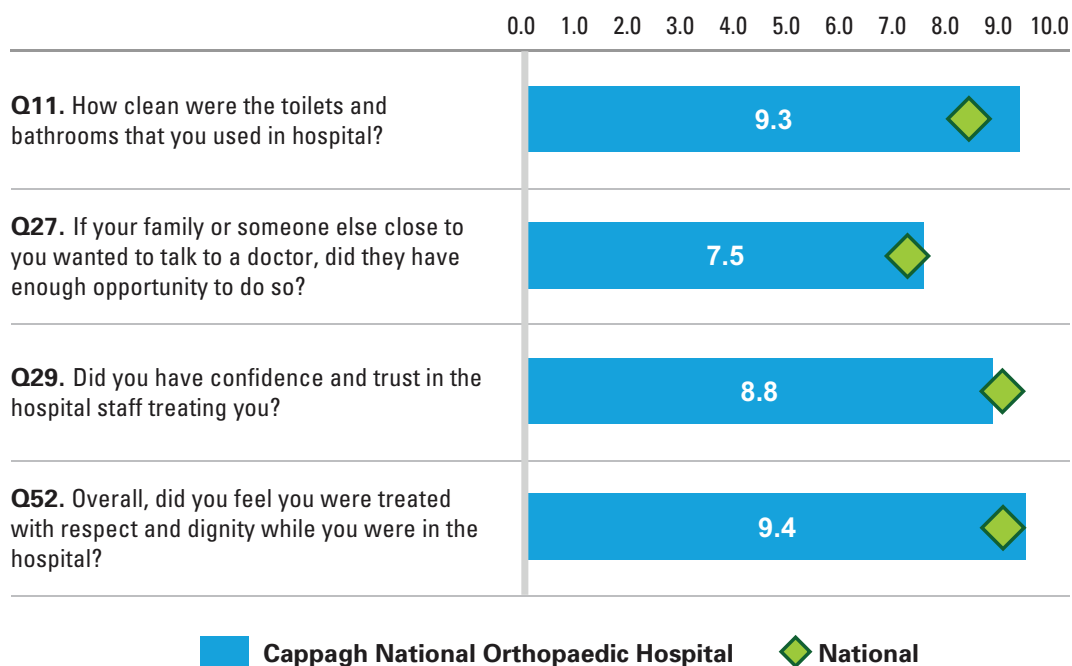
Question 29 asked people if they had confidence and trust in the hospital staff treating them. 156 people (92% of all people who answered Q29) said that they always had confidence and trust in the hospital staff treating them. Two people (1%) said that they did not have confidence and trust in the hospital staff treating them.

Question 11 asked people about the cleanliness of the bathrooms and toilets. 143 people (85% of all people who answered Q11) said that the bathrooms and toilets were very clean, three people (2%) said that they were not very clean.

Question 27 asked people if their family or someone close to them had enough opportunity to talk to a doctor. Out of 96 people, 67 (70%) said that their family or people close to them had enough opportunities to talk to a doctor. However, eight people (8%) said that their family or friends did not get the opportunity to talk to a doctor.

Figure 14. summarises the scores for Cappagh National Orthopaedic Hospital for questions about other aspects of care.

Figure 14. Cappagh National Orthopaedic Hospital scores for questions on other aspects of care



Other aspects of care: what do these results mean?

Patients in Cappagh National Orthopaedic Hospital reported positive experiences of being treated with dignity and respect, and rated the cleanliness of toilets and bathrooms highly. However, people had less positive views on the level of communication between hospital staff and their families or friends, even though Cappagh performed slightly above the national average for this question. Patient ratings of confidence and trust in the hospital staff treating them were slightly below average.



Chapter 3

Overall experience

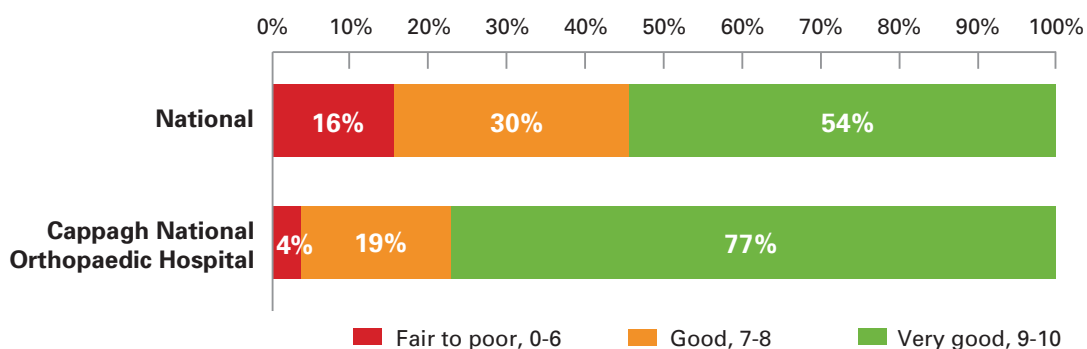
Ratings of overall experience

People were asked to rate their overall hospital experience on a scale of 0 to 10, with 10 being the most positive experience, and 0 the most negative experience.

Figure 15. below provides the average overall rating of hospital experience, reported by people who completed the survey in Cappagh National Orthopaedic Hospital, compared with the national average.

In general, most people (77%), who stayed in Cappagh National Orthopaedic Hospital in May 2017, reported having a very good experience in this hospital (an overall score of 9 or 10), well above the national average. 4% of respondents indicated a fair to poor experience.

Figure 15. Overall rating of hospital experience for Cappagh National Orthopaedic Hospital and nationally





Chapter 4

Conclusion

How did patients experience hospital care in Cappagh National Orthopaedic Hospital in May 2017?

Overall, patients' ratings of their experiences at Cappagh were well above the national average. 96% of patients at Cappagh said they had a 'very good' or 'good' experience, compared with 84% nationally.

Cappagh performed above the national average on most questions in the 2017 survey. Overall, patients in this hospital were treated with respect and dignity. People also reported particularly positive experiences in relation to the clarity of the explanations they received about their diagnoses. Cappagh performed well above average on the discharge or transfer stage of care, which may be related to the fact that it is a specialised orthopaedic hospital, generally offering procedures that are planned in advance. People in this hospital said they and their families were given sufficient information about how to manage their condition after discharge.

Areas needing improvement were identified across several stages of care. As regards communication before an operation, a number of patients said they were not told how they could expect to feel afterwards. Patients also reported that staff did not always do everything they could to help control their pain. Patient ratings of confidence and trust in staff treating them were generally positive but fell slightly below the national average.

These findings will serve to inform quality improvement initiatives in Cappagh.

What happens next?

The HSE has committed to using the findings of the National Patient Experience Survey 2017 to support wide ranging quality improvements in every hospital in Ireland. In direct response to what people have said in this survey, the HSE will develop and publish a national quality improvement plan, which will outline a vision and direction for the future of patient-centred care in Ireland. Each hospital will also produce a quality improvement plan to address the issues raised by its patients.

The HSE has also set up a governance structure, including an oversight group to lead the development of a national quality improvement plan, which will be made publicly available on www.patientexperience.ie in December 2017.

The Department of Health will use the information gathered to inform the development of policy in relation to acute healthcare. Finally, the findings of the survey will be used to develop HIQA's approach to monitoring of hospitals.

Appendix 1:

National Patient Experience Survey 2017 questions

No.	Question
1	Was your most recent hospital stay planned in advance or an emergency?
2	When you arrived at the hospital, did you go to the Emergency Department (also known as the A&E Department or Casualty)?
3	When you had important questions to ask doctors and nurses in the Emergency Department, did you get answers that you could understand?
4	While you were in the Emergency Department, did a doctor or nurse explain your condition and treatment in a way you could understand?
5	Were you given enough privacy when being examined or treated in the Emergency Department?
6	Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?
7	Did you remain in the Emergency Department for the entire time of your stay?
8	Following arrival at the hospital, how long did you wait before being admitted to a ward?
9	Were you given enough privacy while you were on the ward?
10	In your opinion, how clean was the hospital room or ward that you were in?
11	How clean were the toilets and bathrooms that you used in hospital?
12	When you needed help from staff getting to the bathroom or toilet, did you get it in time?
13	Did staff wear name badges?
14	Did the staff treating and examining you introduce themselves?
15	How would you rate the hospital food?
16	Were you offered a choice of food?
17	Were you ever unable to eat during mealtimes (e.g. because you were away from the ward, recovery from surgery etc.)?
18	Were you offered a replacement meal at another time?
19	Did you get enough help from staff to eat your meals?
20	When you had important questions to ask a doctor, did you get answers that you could understand?
21	Did you feel you had enough time to discuss your care and treatment with a doctor?

No.	Question
22	When you had important questions to ask a nurse, did you get answers that you could understand?
23	If you ever needed to talk to a nurse, did you get the opportunity to do so?
24	Were you involved as much as you wanted to be in decisions about your care and treatment?
25	How much information about your condition or treatment was given to you?
26	Was your diagnosis explained to you in a way that you could understand?
27	If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?
28	Did you find someone on the hospital staff to talk to about your worries and fears?
29	Did you have confidence and trust in the hospital staff treating you?
30	Were you given enough privacy when discussing your condition or treatment?
31	Were you given enough privacy when being examined or treated?
32	Do you think the hospital staff did everything they could to help control your pain?
33	Did a doctor or nurse explain the results of the tests in a way that you could understand?
34	Before you received any treatments did a member of staff explain what would happen?
35	Before you received any treatments did a member of staff explain any risks and/or benefits in a way you could understand?
36	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?
37	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?
38	Beforehand, were you told how you could expect to feel after you had the operation or procedure?
39	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?
40	Did you feel you were involved in decisions about your discharge from hospital?
41	Were you given enough notice about when you were going to be discharged?
42	Were your family or someone close to you given enough notice about your discharge?
43	Before you left hospital, did the healthcare staff spend enough time explaining about your health and care after you arrive home?
44	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

No.	Question
45	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?
46	Did a member of staff tell you about medication side effects to watch for when you went home?
47	Did a member of staff tell you about any danger signals you should watch for after you went home?
48	Did hospital staff take your family or home situation into account when planning your discharge?
49	Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?
50	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?
51	Do you feel that you received enough information from the hospital on how to manage your condition after your discharge?
52	Overall, did you feel you were treated with respect and dignity while you were in the hospital?
53	Overall... (please circle a number from 0 to 10 that summarises your experience. 0 represents a very poor experience, 10 represents a very good experience.)
54	Who was the main person or people that filled in this questionnaire?
55	Are you male or female?
56	What is your month and year of birth?
57	What is your ethnic or cultural background?
58	Do you currently have: A medical card; Private health insurance; Both medical card and private health insurance; Neither medical card nor private health insurance?
59	Was there anything particularly good about your hospital care?
60	Was there anything that could be improved?
61	Any other comments or suggestions?

Appendix 2:

Background to the National Patient Experience Survey Programme

The National Patient Experience Survey Programme is a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The aim of the National Patient Experience Survey Programme is to engage with and understand the experience of patients, and use this feedback to inform the future development, planning, design and delivery of improved patient-centred care in Irish hospitals.

The objectives of the programme are to provide patients with the opportunity to share their experiences, helping the partner organisations to:

- determine the quality of healthcare delivery in Ireland
- identify areas of best practice in Irish healthcare, as well as areas in need of improvement
- provide measures of patient experience which will inform the future planning and delivery of healthcare
- allow for comparisons of patient experiences nationally and internationally, and
- develop and build quality and safety improvement initiatives.

The programme is governed by a steering group, which is made up of patient representatives and senior decision-makers from each of the partner organisations. A delivery group and an advisory group were also set up to oversee the development and implementation of the National Patient Experience Survey.

Further information on the management of the survey is available at www.patientexperience.ie.

Appendix 3:

Identifying areas of good experience and areas needing improvement

Two methods were combined to identify the areas of good experience and the areas needing improvement.

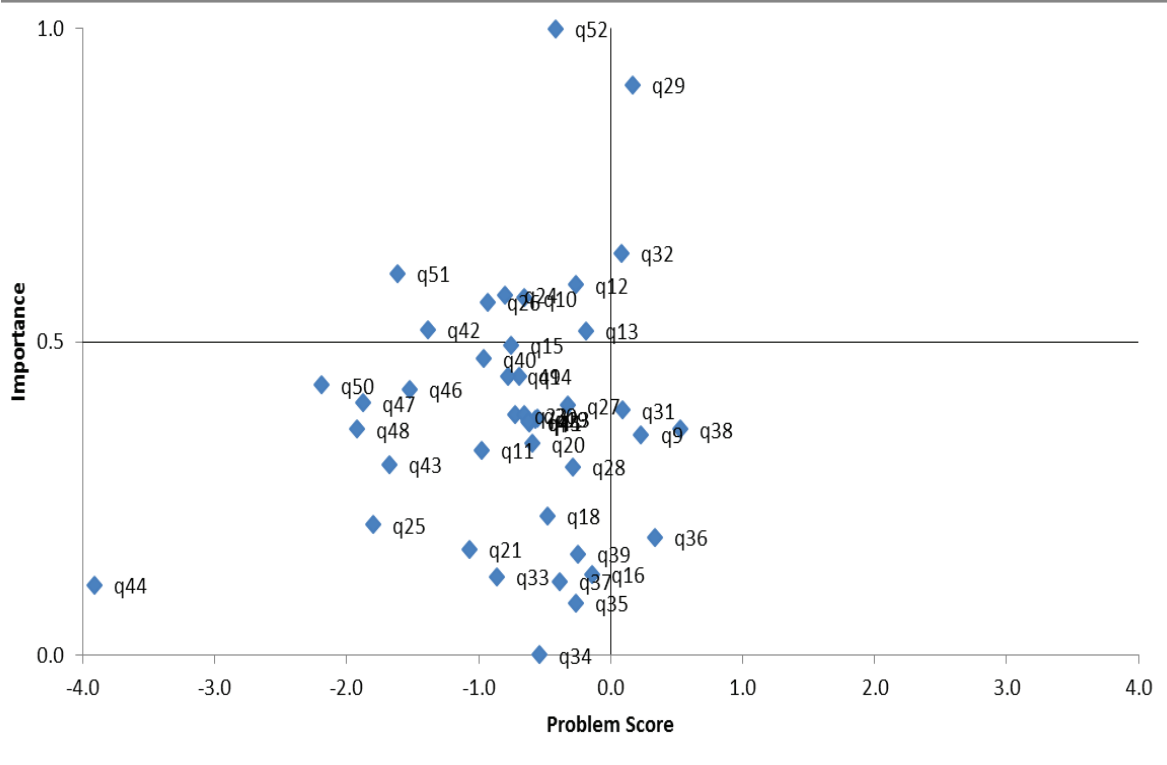
1. Questions that had particularly high scores out of 10 were identified as areas of good experience, while questions that had particularly low scores out of 10 were identified as areas needing improvement.
2. Questions that had a strong relationship with overall ratings of experience (Q53) were selected as areas of good experience or areas needing improvement. Further detail on this process is provided below:

Some questions were more important to patients' ratings of overall experience. For example, a question on being treated with dignity and respect may have a stronger relationship with overall experience than a question on patient ratings of the hospital food.

Figure 16. below, shows a map of the survey questions based on how strongly each question is connected to overall experience. The map also shows the difference between the score for each question in Cappagh and the score for each question nationally. This map helps to identify some of the areas of positive experience and areas needing improvement presented in Chapter 1. The importance of the relationship between each question and overall experience is given as a number between 0 and 1, with 1 being the most important possible relationship. The difference between question scores for Cappagh and national scores is described as a 'problem score'. If a question has a problem score with a value greater than zero, it means that Cappagh has scored less than the national average for that question. For example, if a hospital scored 8.8 for Q52 which is lower than the national average of 9.0, this would mean it had a problem score of 0.2 for this question.

Questions that have high problem scores and are important to patients' overall experience appear in the top right section of the map - these are areas needing improvement in Cappagh. Questions that have low problem scores and are important to patients' overall experience can be found in the top left-hand section of the map - these are areas of good experience, as reported by patients of Cappagh.

Figure 16. Overall patient experience map for Cappagh National Orthopaedic Hospital



Appendix 4:

A technical note on analyses and interpretation

Preliminary note

Please note that values in figures do not always add up to 100% exactly. This is due to rounding.

Scoring methodology

The National Patient Experience Survey scoring methodology is based on the methodology adopted by the Care Quality Commission on behalf of the National Health Service (NHS) in England.

The scores for the patient journey were calculated by grouping survey questions into five stages of care⁵: admissions; care on the ward; examinations, diagnosis and treatment; discharge or transfer; and other stages of care. Scores are presented for individual questions making up a stage of care. The responses to questions in each stage were also summarised to form overall scales ranging from 0-10.

Figure A. is an example of how response options were converted into scores in the 2017 survey. It should be noted that only evaluative questions could be scored, that is, questions which assess an actual experience of care. Routing or demographic questions were not scored. More 'positive' answers were assigned higher scores than more negative response options. In the example 'No' was given a score of 0, 'Yes, sometimes' was given a score of 5 and 'Yes, always' was given a score of 10. The last response option 'I had no need to ask/I was too unwell to ask any questions' was not scored, as it cannot be evaluated in terms of best practice.

⁵ There are 48 questions relating to the patient journey stages of care. Filter questions, that is, questions whose main purpose it was to route respondents to the next applicable question, were excluded from this categorisation.

Figure A. Example of a scored question in the 2017 survey

The Emergency Department

Q3. When you had important questions to ask doctors and nurses in the Emergency Department, did you get answers that you could understand?

- 10 Yes, always
- 5 Yes, sometimes
- 0 No
- 5 I had no need to ask / I was too unwell to ask any questions

The table below shows how scores are calculated for a specific question. In this example the scores of five respondents are presented. The score for Q3 is calculated by summing the scores in the right hand column (10+10+5+0+5), before dividing them by the number of people who responded to this question (30/5=6). The average score for Q3 is 6 out of 10.

Q3. When you had important questions to ask doctors and nurses in the Emergency Department, did you get answers that you could understand?

Respondent	Score
1	10
2	10
3	5
4	0
5	5
Sum of scores	30

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

Comparing groups

When is a difference a 'real' difference?

Statistical tests were carried out to examine if there were significant differences in patient experience across patient groups (that is men and women, and different age groups).

A 'z-test' was used to compare patient experience data at the 99% confidence level. A z-test is a statistical test used to examine whether two population mean scores are different, when the variances are known and the sample size is large. A statistically significant difference means it is very unlikely that results were obtained by chance alone. Therefore, when a score is significantly 'higher than' or 'lower than' the national average, this is highly unlikely to have occurred by chance.

To protect anonymity of people who took part in the survey, and to allow for strong comparisons, sample sizes of less than 30 were not reported.

The National Patient Experience Survey 2017 technical report, available in 2018 at www.patientexperience.ie, provides details on all aspects of the analyses, including response rates, mapping of questions to reporting themes, computation of patient journey scores, statistical comparisons, and application of adjustment weights.

How was the survey data analysed and reported?

Quantitative survey data was analysed using the statistical package SPSS (Version 24).

The responses to the open-ended questions were transcribed and anonymised. All references to names of patients or hospital staff, places, nationalities, wards, specific health conditions, operations and procedures were removed from the qualitative comments before they were thematically analysed and coded.

Analysing open-ended comments

The last three questions (questions 59-61) of the 2017 survey encouraged participants to provide additional information, in their own words, on their experience in hospitals. The free-text comments were very useful as they allowed people to give a more in-depth description of their experience. It also allowed them to talk about various things (good or bad) that could not be captured by the structured questions. Nationally, a total of 21,528 comments were received in response to the open-ended questions in the 2017 survey.

A coding framework was developed to carry out a thematic analysis of the open-ended responses to the free-text questions at the end of the questionnaire. All open-ended-questions were analysed and multi-coded using the following 20 codes:

- Dignity, respect and privacy
- Communication with the patient
- Emergency Department management and environment
- Emergency Department waiting times
- Staffing levels
- Staff availability and responsiveness
- Other healthcare staff
- Other staff
- Food and drink
- Cleanliness and hygiene
- Nursing staff
- Doctors or consultants
- Waiting times for planned procedures
- Discharge and aftercare management
- Staff in general
- Communication with family and friends
- Hospital facilities
- Parking facilities
- Clinical information and history
- Private health insurance.

Glossary

Acute hospital: a hospital that delivers emergency, non-emergency/elective and outpatient care to people who are ill or injured.

Emergency care: refers to life-saving care. People who present to hospital with a medical emergency may need to be admitted to hospital.

Emergency department: an area in a hospital where patients can access emergency care 24 hours a day, seven days a week. The emergency department is also sometimes known as 'Accident and Emergency' (A&E) or 'casualty'.

Hospital groups: all public hospitals in Ireland are organised into seven hospital groups, six of which participated in the 2017 survey. The Children's Hospital Group is the seventh hospital group in Ireland. Paediatric hospitals and children's services were not surveyed on this occasion.

Inpatient: a person who is admitted to hospital to receive medical or surgical treatment and stays at least one night.

Non-emergency/elective care: care that is not usually urgent, but rather is planned in advance by the patient and a doctor.

Patient experience of hospital care: what a person feels, observes, perceives, recognises, understands and remembers about their medical care and treatment in hospital.

Patient journey: the patient's progression through hospital from admission to discharge.

Patient or person-centred care: care that is centred on the needs, values and preferences of the patient/person. Essential to this definition is the promotion of kindness, dignity, privacy and autonomy.

Stages of care: refers to specific points along the patient journey. The stages of care are: admissions; care on the ward; examinations, diagnosis and treatment; and discharge or transfer.