



# National Patient Experience Survey 2018

## Connolly Hospital

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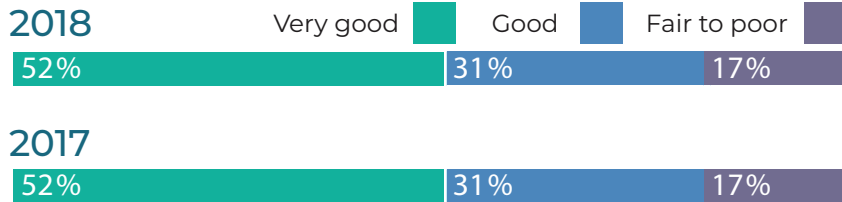
An Roinn Sláinte  
Department of Health



# Connolly Hospital

## 2018 survey results

### Overall experience

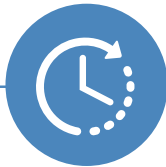


response rate

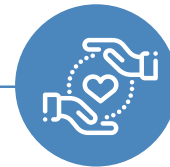
### Areas of good experience



Respect and dignity in the ED



Time to discuss care and treatment with a doctor



Involvement in decisions about care and treatment

### Areas needing improvement



Respect and dignity



Clear answers from a nurse



Confidence and trust in hospital staff

## The patient voice

"The care I received was excellent. Every test available was used for diagnosis. Doctors and nurses kept me updated at all times."



"The discharge procedure is disgraceful; no advice given on medications, on diet going forward, when to return to exercise or normal routine, risks of reoccurrence of [condition name] going forward."

[www.patientexperience.ie](http://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%. 327 patients from Connolly 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](http://www.patientexperience.ie/improvements-in-care).

## What were the main findings for Connolly Hospital?

The majority of participants from Connolly Hospital reported positive experiences in hospital. 83% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved similar scores to the national average across every stage of care.

Several areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave above-average ratings. For example, the majority of patients said that they were treated with respect and dignity in the emergency department, and that they were involved in their care as much as they wanted to be. Patients were also mostly satisfied with the time they had to discuss their care and treatment with a doctor.

However, there were also several areas needing improvement. While a high number of patients said that they were treated with dignity and respect in the emergency department, a number indicated that they were not treated with dignity and respect in other areas of the hospital. Furthermore, a significant number of patients said that they did not have confidence and trust in the staff treating them, and that nurses did not always respond clearly to their questions.

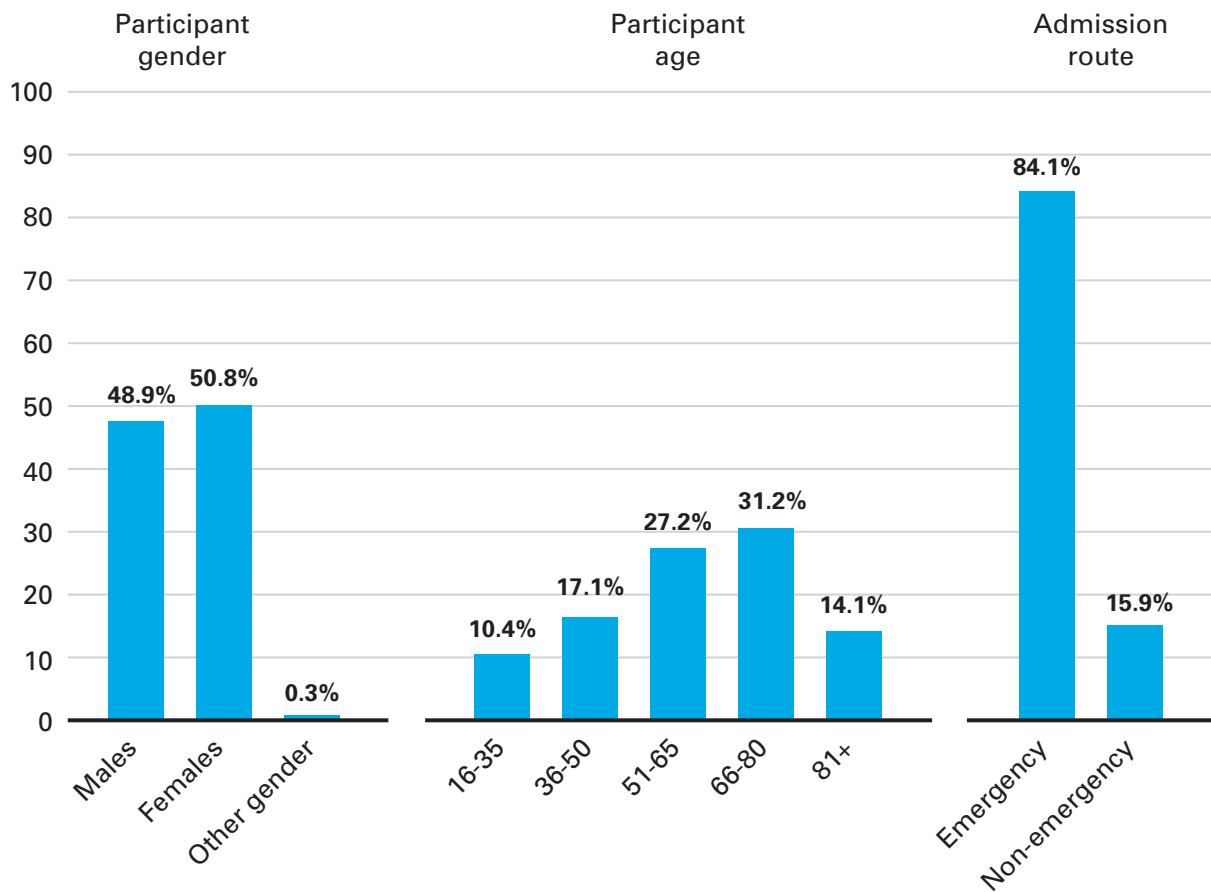
Some improvements in patient experience ratings were identified compared with the 2017 survey. The findings of the 2018 survey will help Connolly Hospital to continue to improve patients' experiences of care in the hospital.

# Hospital and participant profile

Connolly Hospital is a public acute hospital located in Dublin. There were 215 inpatient beds available in the hospital during the survey period of May 2018.

764 people discharged from Connolly Hospital during the month of May 2018 were invited to participate in the survey. 327 people completed the survey, achieving a response rate of 43%. 48.9% of participants were male, 50.8% were female and 0.3% were another gender. 275 respondents (84.1%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Connolly Hospital.

**Figure 1 Participants from Connolly Hospital by gender, age group and admission route**



# 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 Connolly Hospital are:

<p><b>Admissions</b></p> <p><b>Respect and dignity in the emergency department   Q6</b></p>	<p>225 (85%) of the 265 people who answered this question said that they were always treated with respect and dignity in the emergency department.</p>
<p><b>Examinations, diagnosis and treatment</b></p> <p><b>Time to discuss care and treatment with a doctor   Q21</b></p>	<p>185 (60%) of the 307 people who answered this question said that they definitely had enough time to discuss their care and treatment with a doctor.</p>
<p><b>Examinations, diagnosis and treatment</b></p> <p><b>Involvement in decisions about care and treatment   Q24</b></p>	<p>190 (62%) of the 306 people who responded to this question said that they were definitely involved as much as they wanted to be in decisions about their care and treatment.</p>

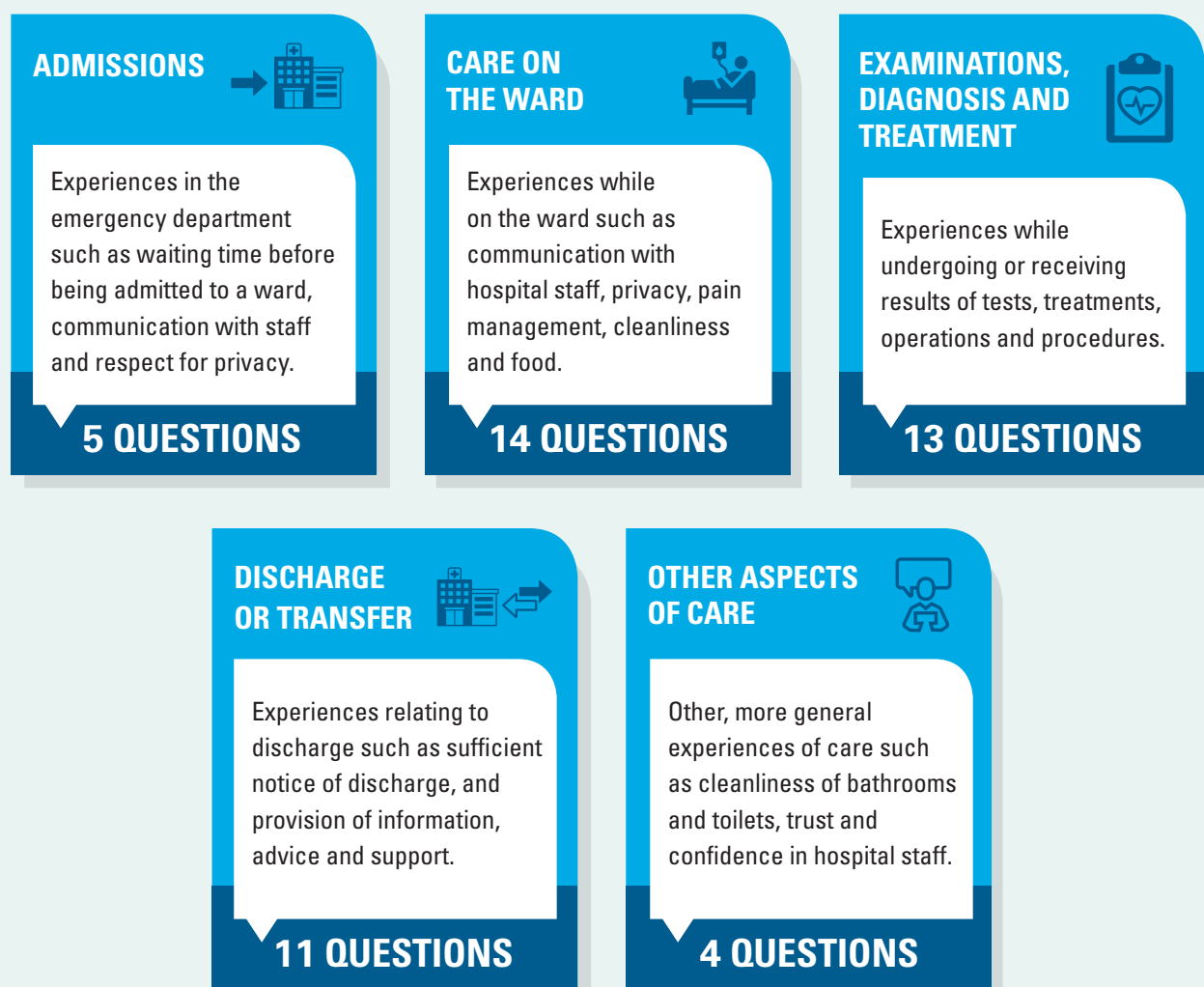
## The areas needing improvement in Connolly Hospital are:

<p><b>Care on the ward</b></p>	<p>Of the 286 people who had important questions to ask a nurse, 82 (29%) said that they did not get, or only sometimes got answers that they could understand.</p>
<p><b>Clear answers from a nurse   Q22</b></p>	
<p><b>Other stages of care</b></p>	<p>Of the 306 people who answered this question, 67 (22%) said that they did not have, or only sometimes had confidence and trust in the hospital staff treating them.</p>
<p><b>Confidence and trust in hospital staff   Q29</b></p>	
<p><b>Stage of care name</b></p>	<p>Of the 308 people who answered this question, 60 (19%) said that that they did not feel, or only sometimes felt as though they were being treated with respect and dignity in the hospital.</p>
<p><b>Respect and dignity   Q51</b></p>	

# 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](http://www.patientexperience.ie).

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





## 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.

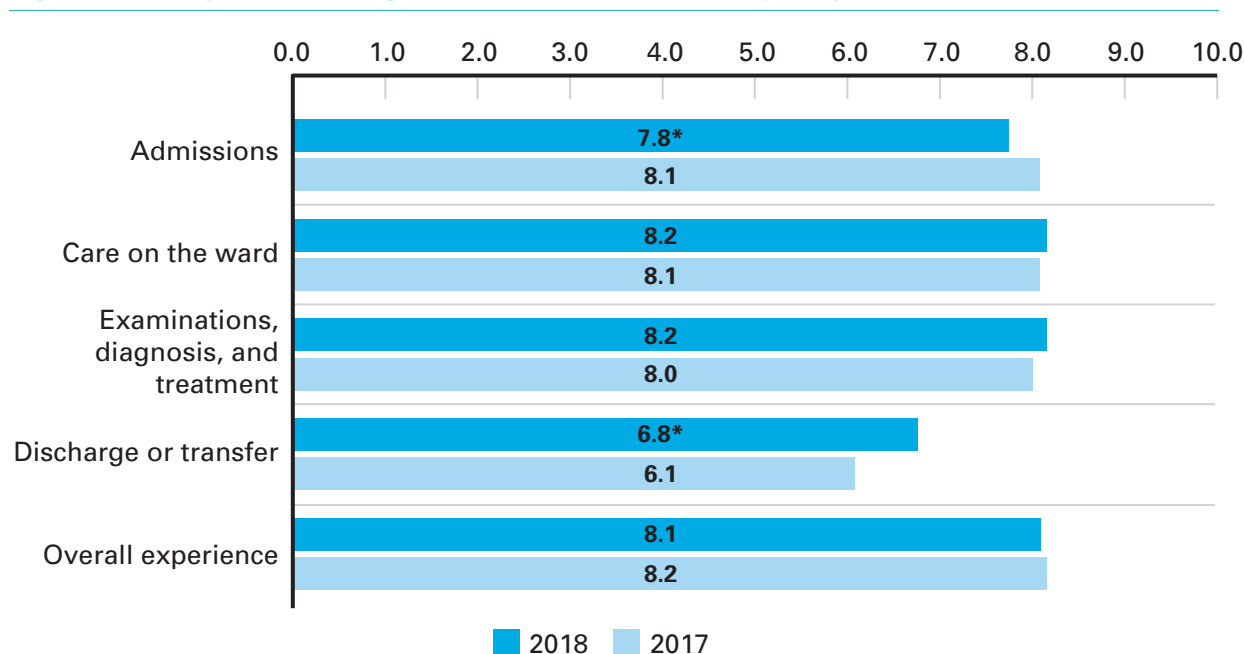
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from [www.patientexperience.ie](http://www.patientexperience.ie).

## Changes in patient experience over time

Participants' average rating of their overall experience in 2018 remained broadly similar to 2017. The most significant improvement for Connolly Hospital has been achieved in the area of discharge or transfer. However, the hospital scores for admissions were significantly lower this year compared to last year. 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 scores<sup>1</sup> for Connolly Hospital for 2017 and 2018**



\* Denotes a statistically significant difference between 2017 and 2018.

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

# Admissions

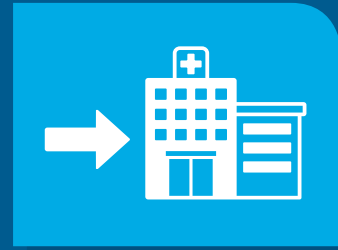
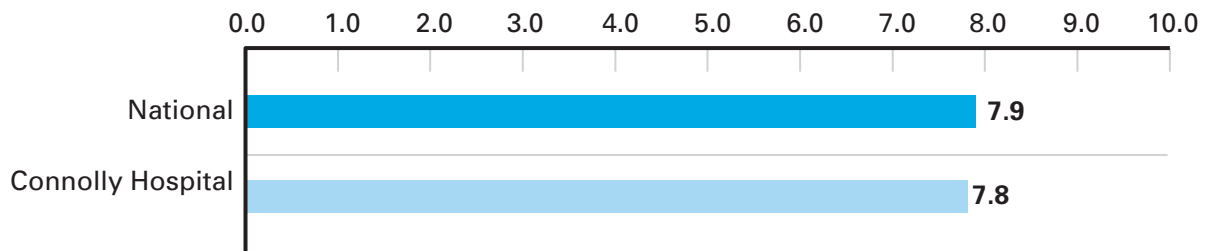
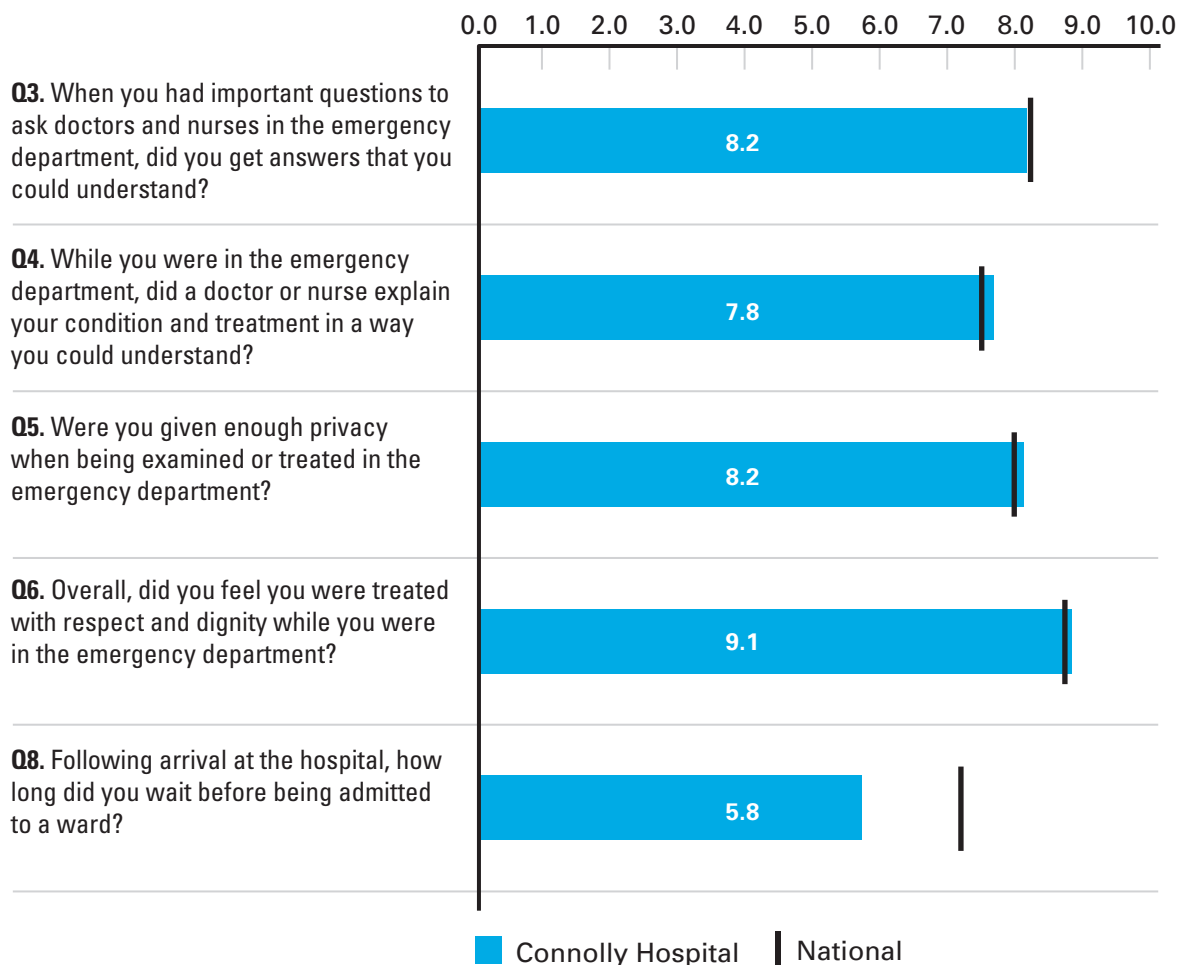


Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions related to this stage of care.

**Figure 3 Comparison of Connolly Hospital with the national average score for admissions (out of a maximum of 10)**



**Figure 4 Connolly Hospital scores for questions on admissions**



## Emergency department waiting times<sup>2</sup>

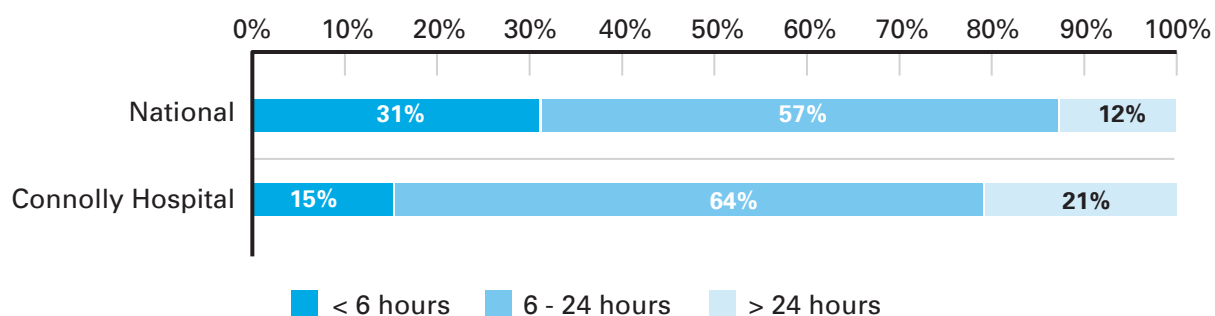
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 75% of people attending the emergency department are discharged or admitted to a ward within six hours of registration and none should wait for longer than nine hours.
- 95% of people attending the emergency department aged 75 years or older are discharged or admitted to a ward within six hours of registration and none should wait for longer than nine hours.

In Connolly Hospital, 37 respondents (15%) said they were admitted to a ward within six hours of arriving at the emergency department, while 153 respondents (64%) reported waiting between six and 24 hours. 49 respondents (21%) stated that they waited 24 hours or more before being admitted to a ward in Connolly Hospital, with 12 of these saying they waited more than 48 hours.

Figure 5 outlines the patient-reported waiting times in Connolly Hospital, compared with the national average.

**Figure 5 Patient-reported emergency department waiting times for Connolly Hospital and nationally**



2 The HSE measures emergency department waiting times differently to the survey, namely from the time a patient registers at the emergency department until they leave it. It is likely that there are some differences between survey findings and the official HSE figures. The HSE 2018 targets can be viewed at: <https://www.hse.ie/eng/services/publications/performance-reports/2018-acute-hospitals-metadata.pdf>.

## The patient voice: what patients said about admissions

"When arrived to A&E I got seen to straight away. First I was sitting on a chair in the A&E department but became really unwell. The nurse took me straight into her care and treated me fantastically. I got a bed and was treated and checked on by two female nurses every 10-15 minutes."

"In general it was a very positive experience. The staff at all levels were courteous and competent. Because I presented at A&E with a GP letter, I was dealt with as a public patient - this was the public system working very well. Urgent tests were carried out relatively quickly. Further tests were carried out to try to identify the problem and are being followed up."

"All medical and nursing staff were very polite and tried to treat everyone with dignity and respect but didn't always get the same in return from a small number of patients and their concerned relatives. Once in the system it was fine but A&E was extremely busy on the night I was admitted and I sat on an ordinary chair for up to 24 hours before admission to a surgical day ward. Medical staff struggled to provide a satisfactory level of privacy and dignity without access to a trolley and a curtained cubicle."

"The A and E Dept. is underresourced. It works due to staff putting in extreme dedication and hard work. There are not enough areas for consultation in a private way. There should be a separate area for people who can be diagnosed and sent home quickly. I would create a separate orthopaedic dept. ."

### Admissions: what do these results mean?

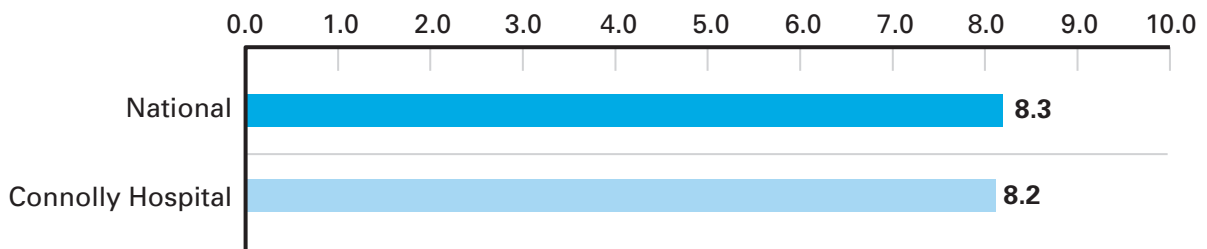
Patient ratings of admission to Connolly Hospital were similar to the national average, but were considerably more negative than in the 2017 survey. However, the majority of patients in Connolly Hospital were satisfied with the level of respect and dignity shown to them in the emergency department and on this particular question the hospital scored higher than the national average. The lowest scoring question on admissions pertained to waiting times in the emergency department. This question fell far below the national average as just 15% of participants said that they were admitted to a ward within the recommended six hours. This is an important issue, as lengthy waiting times are associated with poor outcomes for patients.<sup>(1,2)</sup>

# Care on the ward

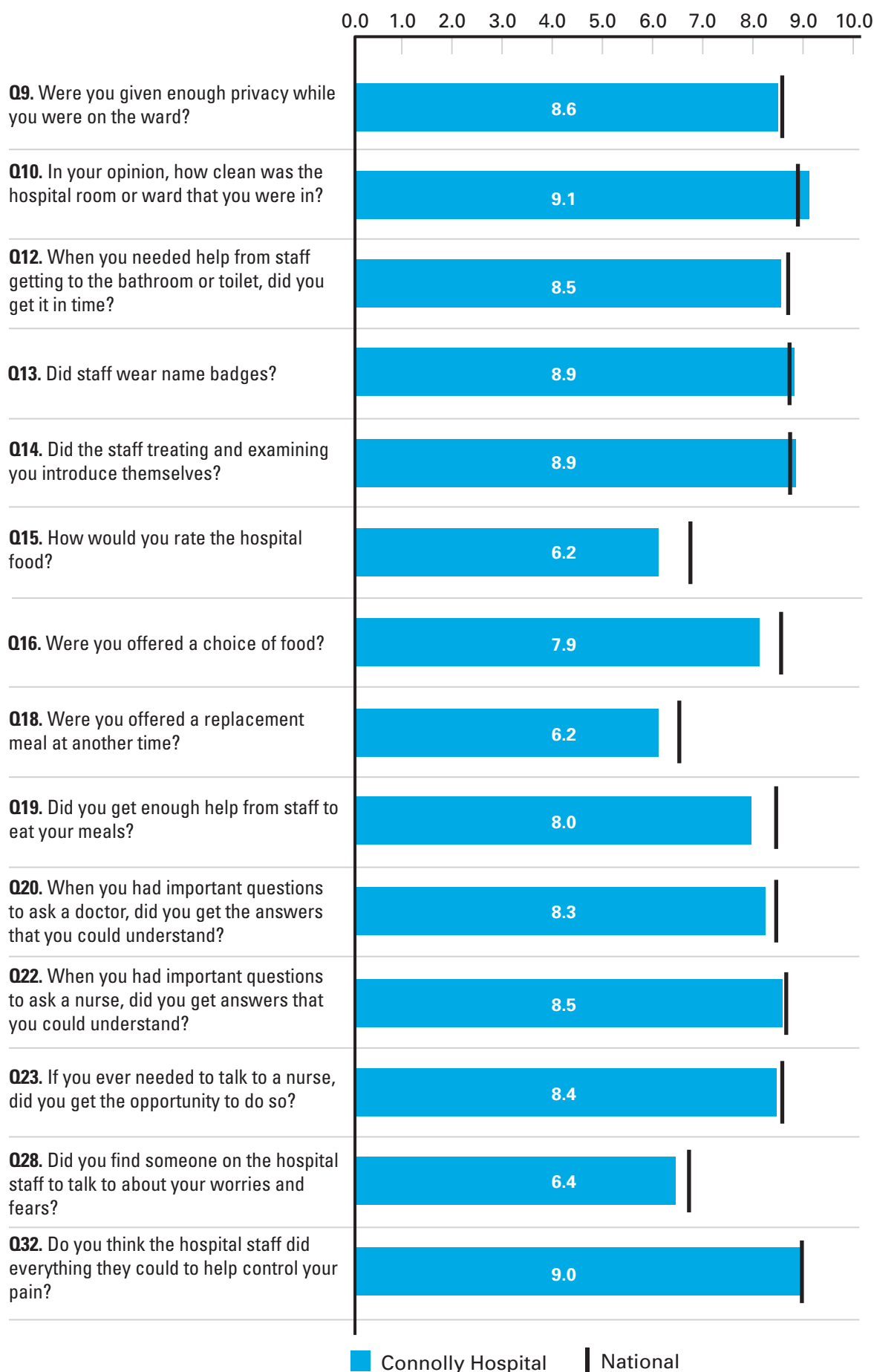


Figure 6 compares the hospital's overall score for care on the ward with the national average. Figure 7 shows the hospital's scores for questions related to this stage of care.

**Figure 6 Comparison of Connolly Hospital with the national average score for care on the ward (out of a maximum of 10)**



**Figure 7 Connolly Hospital scores for questions on care on the ward**



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

"The staff were very good. Doctors and nurses were very helpful and friendly. I am completely satisfied with the hospital and care provided."

"The catering team needs to improve on their communication skills and choice of food offered. No fresh fruit, no choice for dinner. Take it or leave it - was very much the options available. Toast was always cold and the tea was cold every day also. Having said that, the catering team did appear to be under a lot of pressure and probably short staffed also."

"Food - sometimes elders were not given food. Care - elders were treated badly. If someone was asleep no food was given."

"Yes, the nurses were brilliant and took great care of me during my stay. If I had any questions or concerns about my treatment they tried to explain it to me in as much detail as possible. When there were times I was upset they offered their support by sitting with me which made me feel at ease. Overall, the majority of nurses were extremely helpful and friendly and did an excellent job caring for me during my stay."

### Care on the ward: what do these results mean?

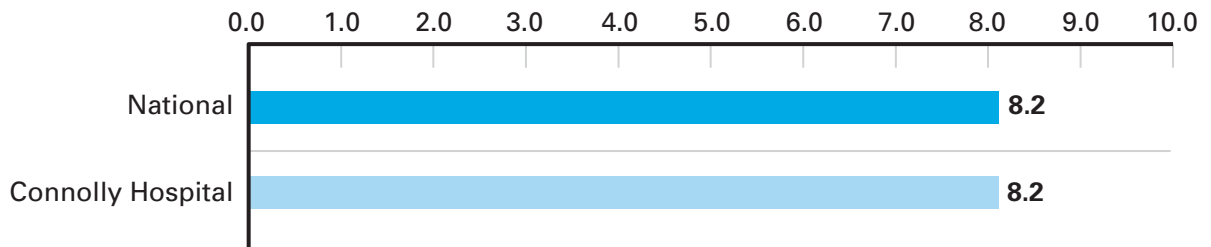
Connolly Hospital received similar ratings of care on the ward in 2018 compared to last year's survey, and compared to this year's national average. Patients were very positive about the cleanliness of the hospital rooms or wards, with this question scoring above-average. However, people gave lower ratings of the quality of food and the availability of replacement meals. Both questions scored below the national average.

# Examinations, diagnosis and treatment



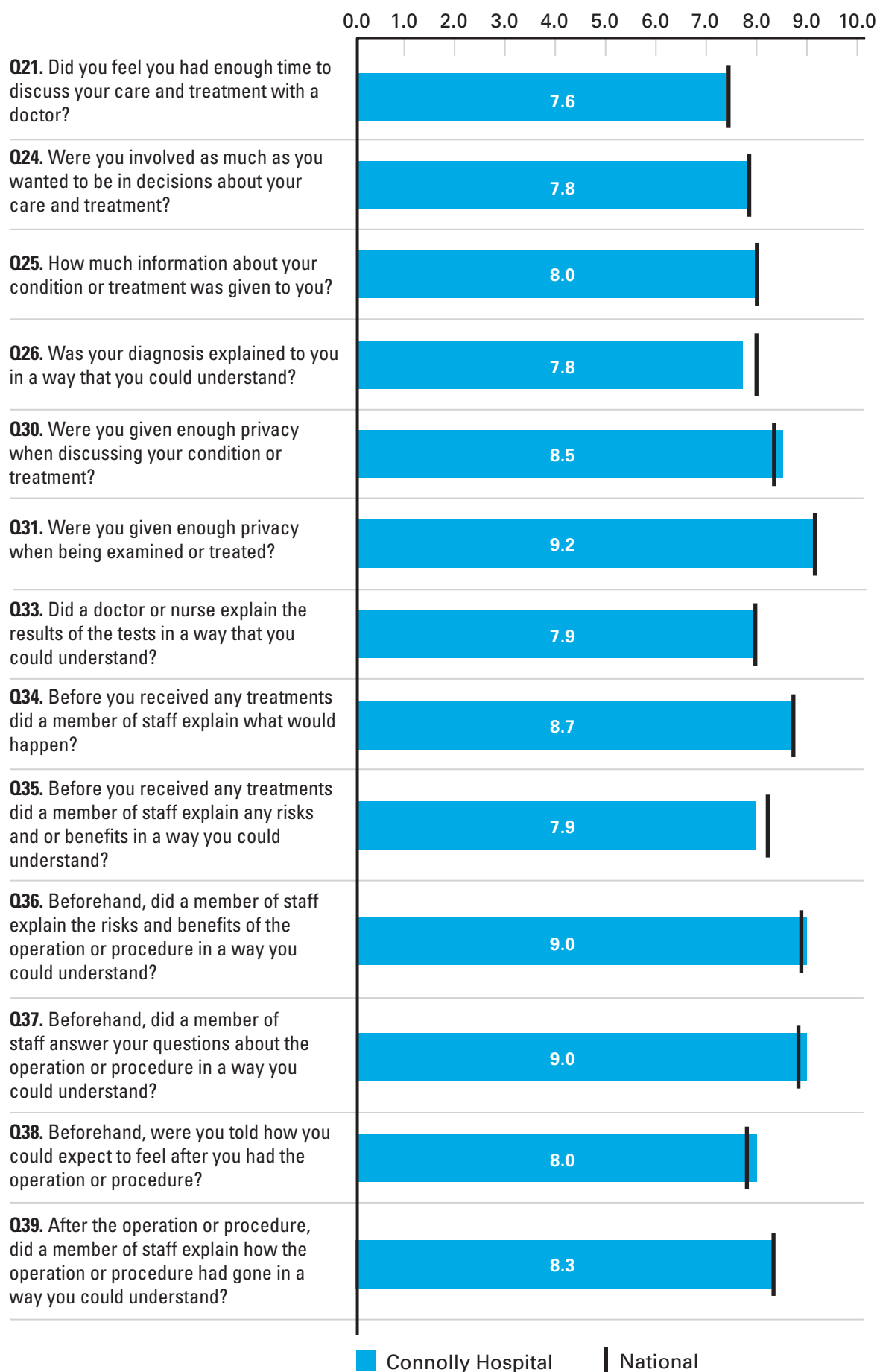
Figure 8 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 9 shows the hospital's scores for questions related to this stage of care.

**Figure 8 Comparison of Connolly Hospital with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)**





**Figure 9 Connolly Hospital scores for questions on examinations, diagnosis and treatment**



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

"I felt that most of the staff were excellent. Doctors were there every day to ask them any questions."

"Personally, I didn't like being on a mixed (Male+Female) ward, especially when I had to have an internal examination on my bed with just a curtain around me."

"The care I received was excellent. Every test available was used for diagnosis. Doctors and nurses kept me updated at all times."

"Coming towards the end of my stay I noticed that my chart wasn't always updated with my latest info. For example the OT dept were insisting I couldn't leave w/o a wheelchair as my chart said I couldn't bear weight on my foot or hop. The plastics team hadn't updated the chart from their last examination a few days earlier. I feel this is an area that could be improved as there didn't seem to be much co-ordination between the various teams."

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

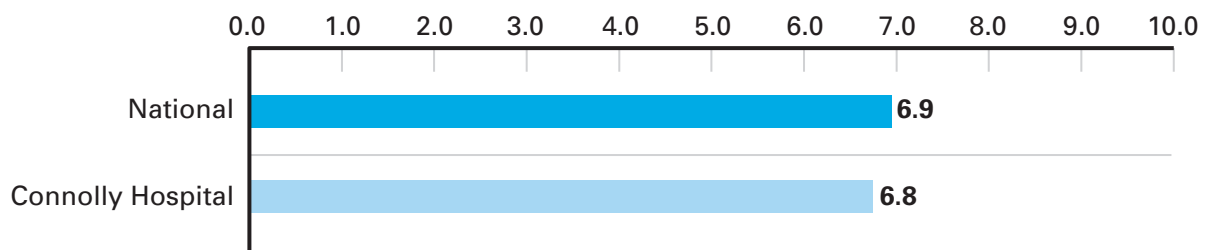
Ratings of examination, diagnosis and treatment were slightly higher this year than in the 2017 survey, but similar to this year's national average. The majority of patients were satisfied with the level of privacy they were given when being examined or treated and the hospital scored above-average on this question.

# Discharge or transfer

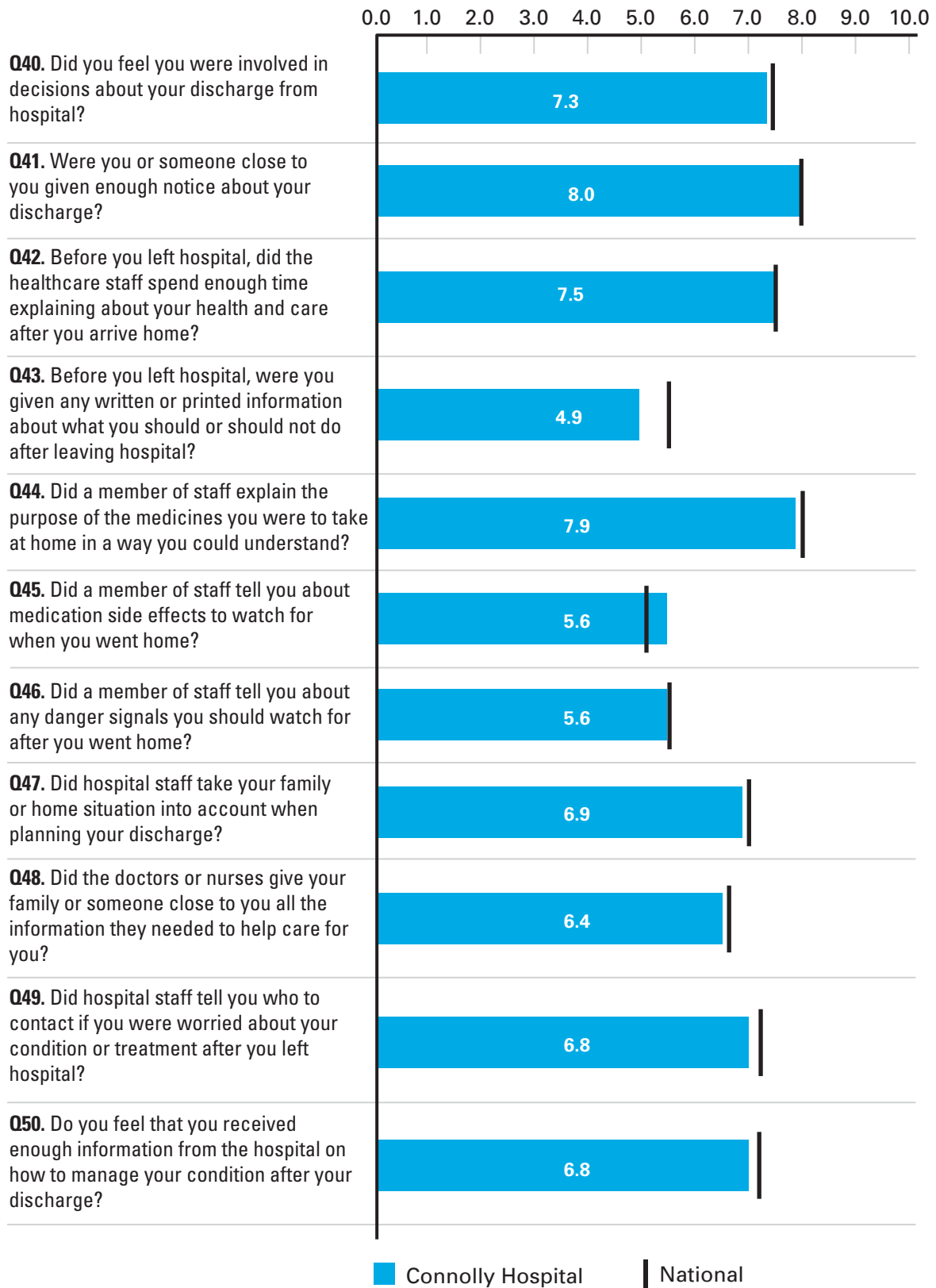
Figure 10 compares the hospital's overall score for discharge or transfer with the national average. Figure 11 shows the hospital's scores for questions related to questions on this stage of care.



**Figure 10 Comparison of Connolly Hospital with the national average score for discharge or transfer (out of a maximum of 10)**



**Figure 11 Connolly Hospital scores for questions on discharge or transfer**



## The patient voice: what patients said about discharge or transfer

"Aftercare could be explained better for my discharge. I was very unclear what to do when I got home."

"The discharge procedure is disgraceful; no advice given on medications, on diet going forward, when to return to exercise or normal routine, risks of reoccurrence of [condition name] going forward."

### Discharge or transfer: what do these results mean?

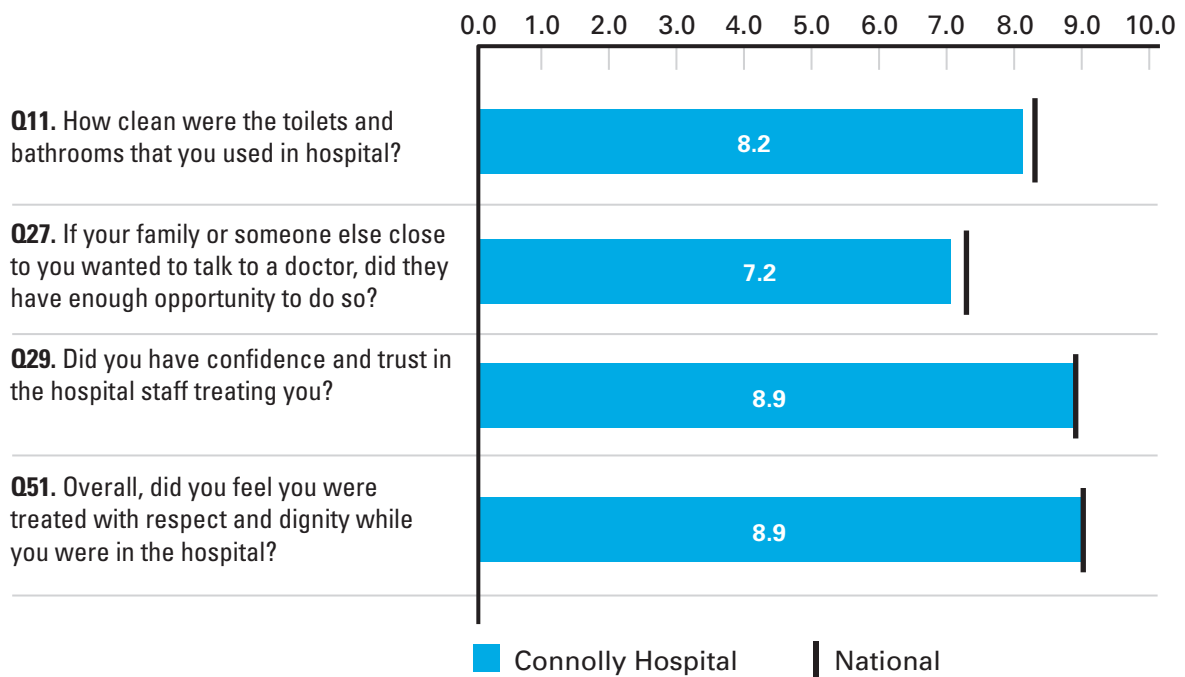
Connolly Hospital received significantly higher ratings of discharge or transfer in 2018 compared to 2017, but similar to this year's national average. Many patients said they received sufficient notice of their discharge, with this question scoring slightly above the national average. However, several patients said they were discharged without written or printed information on how to manage their care at home.

# Other aspects of care



Figure 12 shows the hospital's scores for questions related to other aspects of care.

**Figure 12 Connolly Hospital scores for other aspects of care**



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

"The staff in the ward I stayed in were brilliant. They were all so attentive and gave me all the help that I needed. They were all very friendly & professional and reassuring when I was nervous and anxious about my stay and surgery, even down to my aftercare & plan for coming back regarding other problems that were found. I feel the doctors went above and beyond."

"I found the staff overall to be most gracious and helpful. It was reassuring to observe how kind and respectful the staff were to the old and vulnerable."

"The hygiene, especially bathrooms, needs to be improved."

"More staff on wards. More privacy. Non mixed gender wards. doctors who talked to you, not at you. Availability of doctors to discuss conditions when it suits family members."

### Other aspects of care: what do these results mean?

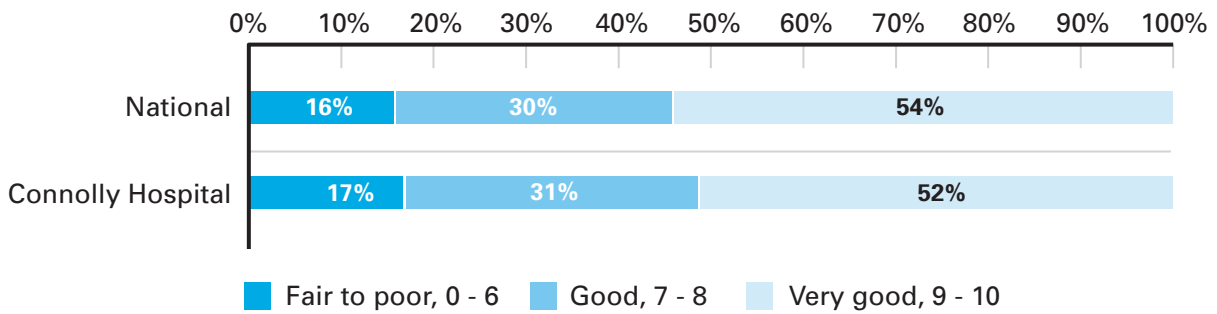
The ratings for questions on other aspects of care were all slightly below the national average. Even though the majority of patients had confidence and trust in the staff treating them, a significant number of people did not. Furthermore, patients of Connolly Hospital felt that the cleanliness of the toilets and bathrooms was below-average. A number of patients said that their family did not always have sufficient opportunity 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. 52% of participants from Connolly Hospital rated their care as very good, slightly below the national figure of 54%.

Figure 13 compares the average overall rating of hospital experience for Connolly Hospital with the national average.

**Figure 13 Overall rating of hospital experience for Connolly Hospital and nationally**





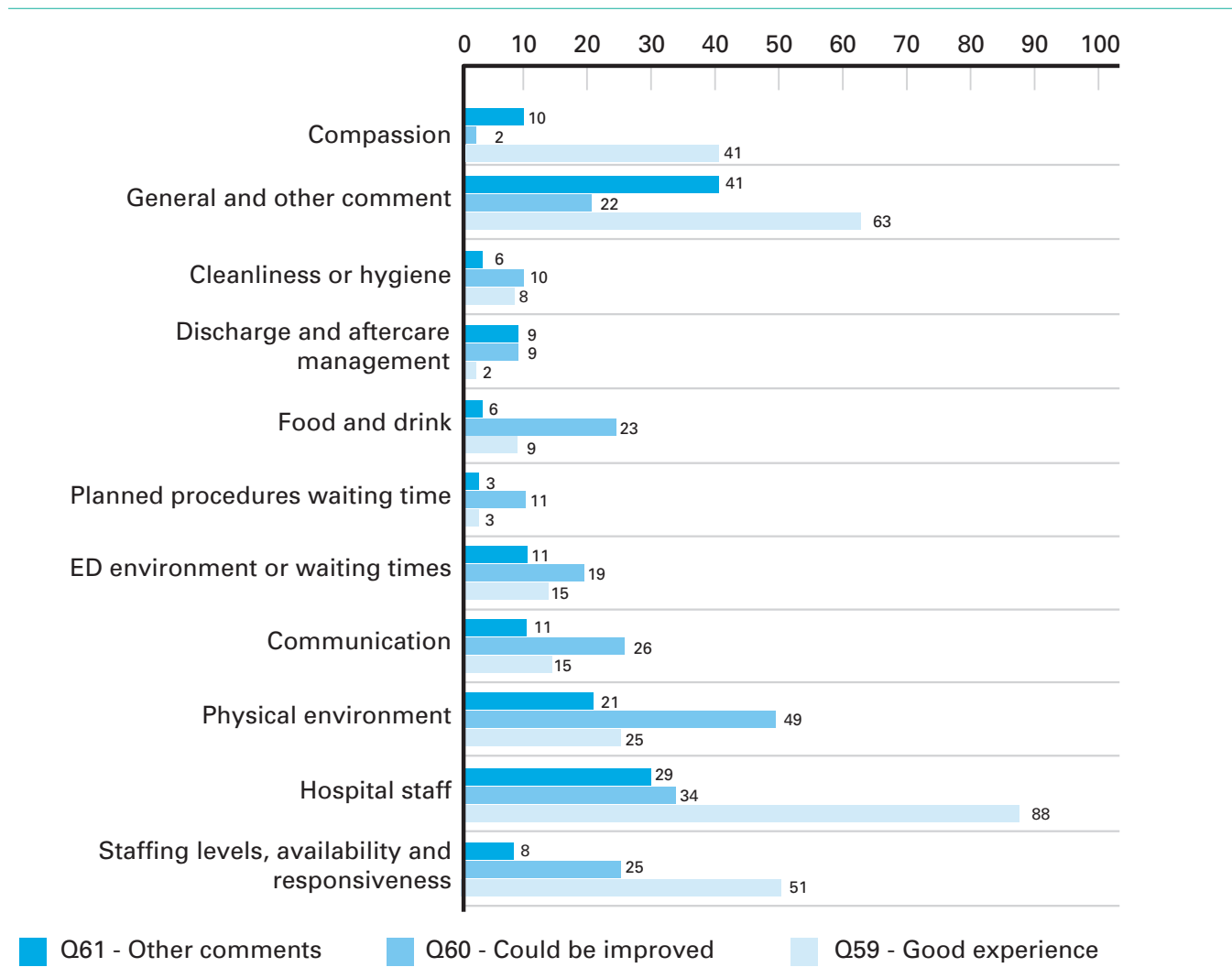
# In their own words: analysis of patients' comments

The last three questions (questions 59-61) of the survey asked patients to provide additional information, in their own words, on their experiences in hospitals. 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, 705 comments were received from patients of Connolly Hospital in response to the free-text questions in the 2018 survey.

Figure 14 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 'hospital staff' and 'general and other comment' themes. For Q60, most comments related to the 'physical environment', 'hospital staff' and to 'staffing levels, availability and responsiveness'. Finally, most responses to Q61 belonged to the 'general and other comment' theme.

**Figure 14 Participant comments by theme**



# Conclusion

## What were patients' experiences of hospital care in Connolly Hospital in May 2018?

The majority of patients in Connolly Hospital said they had a positive overall experience; 83% of patients in the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

In terms of the individual stages of care, Connolly Hospital received similar scores to the national average. Participant ratings of care varied from those received in 2017. For example, while the hospital improved in relation to discharge or transfer, it fell below its 2017 score on admissions.

A number of areas of good experience were identified. For example, most patients felt they were treated with respect and dignity in the emergency department. The majority of participants said they were given sufficient time to discuss their care and treatment with a doctor, and were involved in decision-making.

Several areas needing improvement were identified, including issues around communication with nurses as well as respect and dignity. In addition, an important number of patients did not have confidence and trust in the staff treating them. 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 nurses did not answer their questions in a manner they could understand were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Connolly 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 Connolly 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.

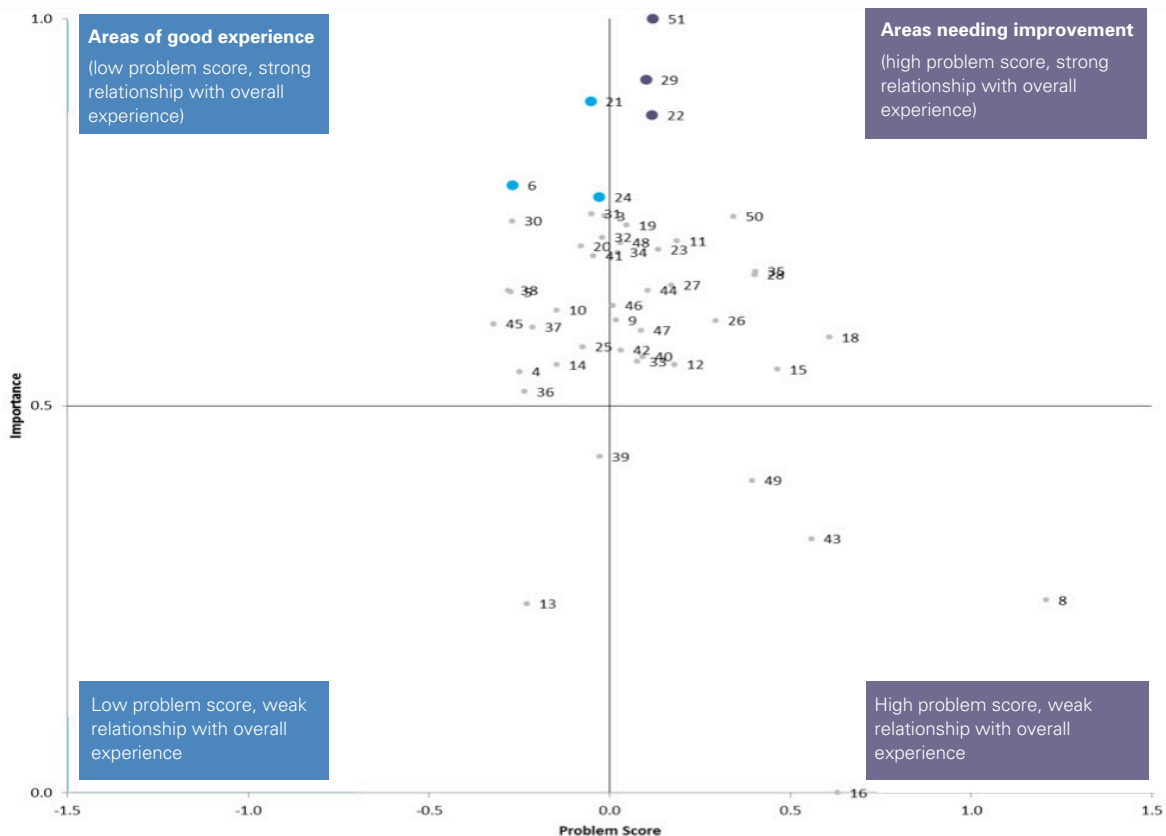
### Interpreting the improvement map

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.



# References

1. Singer AJ, Thode Jr HC, Viccellio P, Pines JM. The Association Between Length of Emergency Department Boarding and Mortality. *Academic Emergency Medicine*. 2011;18(12):1324-9.
2. Plunkett PK, Byrne DG, Breslin T, Bennett K, Silke B. Increasing wait times predict increasing mortality for emergency medical admissions. *European Journal of Emergency Medicine*. 2011;18(4):192-6.