



# National Patient Experience Survey 2018

# Mallow General Hospital

We're committed to excellence in healthcare

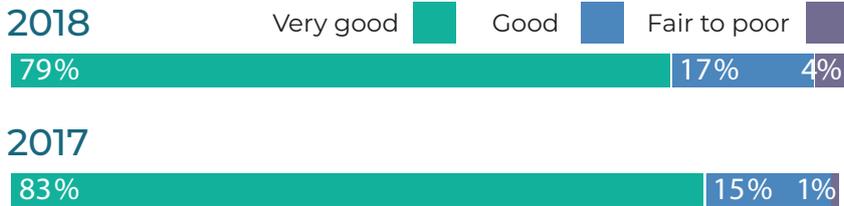




# Mallow General Hospital

2018 survey results

## Overall experience



Values in figures do not always add up to 100% due to rounding.

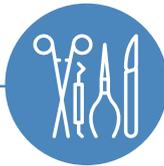


55% response rate

## Areas of good experience



Confidence and trust in hospital staff



Clear explanation of the risks/benefits of treatment



Information on the expected outcome of an operation or procedure

## Areas needing improvement



Danger signals to watch out for

## The patient voice

“The atmosphere in the hospital was very conducive to patients returning to health. I couldn't praise hospital and its entire staff enough.”



“I know it's a general hospital, a very good hospital — just to be aware older people may need extra help.”

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

## What were the main findings for Mallow General Hospital?

The majority of participants from Mallow General Hospital reported positive experiences in hospital. 96% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved above-average scores 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, patients had confidence and trust in the staff that treated them. Patients were also happy with the explanations staff gave them before they received treatment.

While the hospital scored above the national average on all of the survey questions, there was still room for improvement in some areas. For example, a number of patients said they were not told about danger signals to watch out for after they went home.

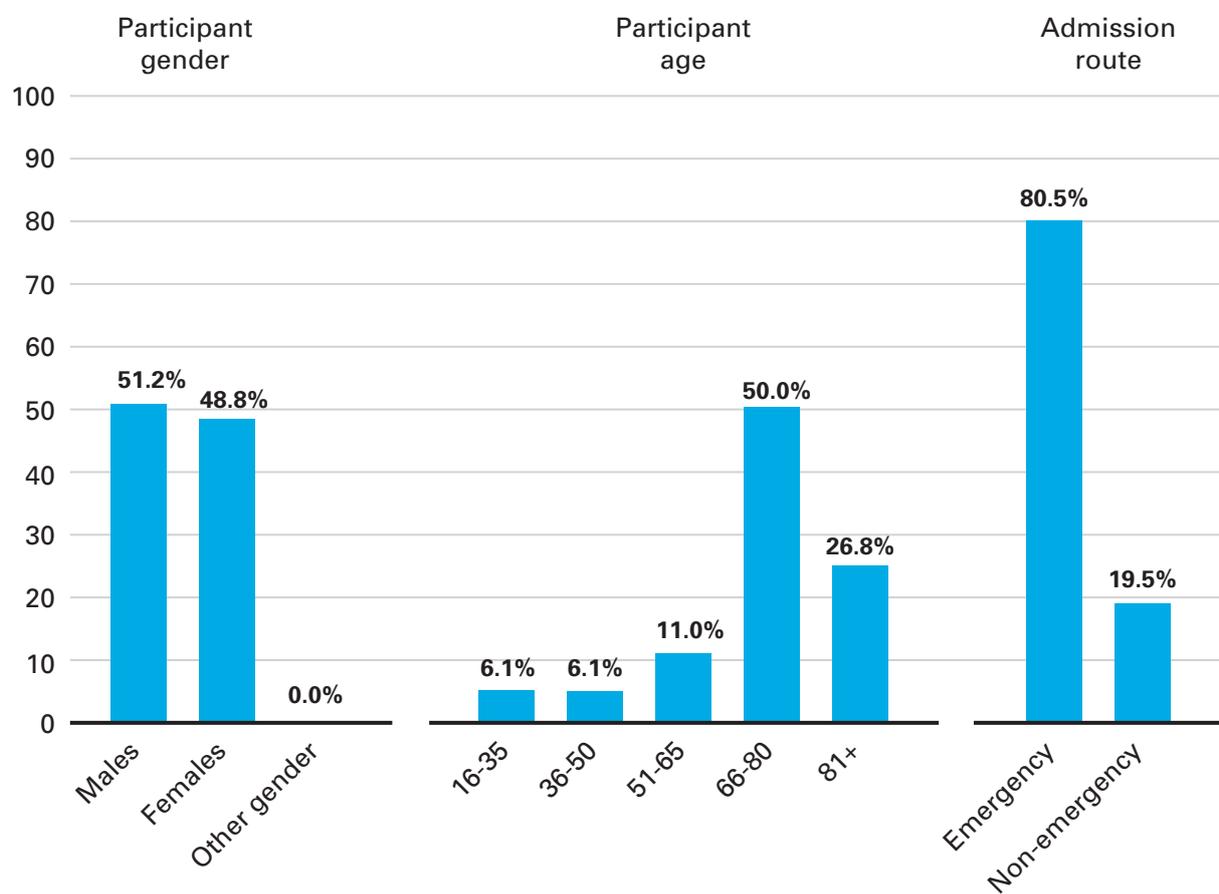
Some improvements in patient experience ratings were identified this year compared with the 2017 survey. The findings of the 2018 survey will help Mallow General Hospital to continue to improve patients' experiences of care in the hospital.

# Hospital and participant profile

Mallow General Hospital is a public acute hospital located in Mallow, Co. Cork. There were 54 inpatient beds available in the hospital during the survey period of May 2018.

150 people discharged from Mallow General Hospital during the month of May 2018 were invited to participate in the survey. 82 people completed the survey, achieving a response rate of 55%. 51.2% of participants were male and 48.8% were female. 66 respondents (80.5%) said that their stay in hospital was an emergency<sup>1</sup>. Figure 1 below provides information on the respondents who took part in the survey from Mallow General Hospital.

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



<sup>1</sup> Patients were asked if their hospital stay was planned in advance or an emergency. While Mallow 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 Mallow 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 Mallow General Hospital are:

<p><b>Other aspects of care</b></p> <p><b>Confidence and trust in hospital staff   Q29</b></p>	<p>78 people (95%) said that they always had confidence and trust in the hospital staff treating them.</p>
<p><b>Examinations, diagnosis and treatment</b></p> <p><b>Clear explanation of the risks/benefits of treatment   Q35</b></p>	<p>58 (91%) of the 64 people who answered this question said that were always or sometimes told about the risks or benefits of a treatment in a way they could understand.</p>
<p><b>Examinations, diagnosis and treatment</b></p> <p><b>Information on the expected outcome of an operation or procedure   Q38</b></p>	<p>19 (91%) of the 21 people who answered this question said that they were completely or to some extent told how they could expect to feel after an operation or procedure.</p>

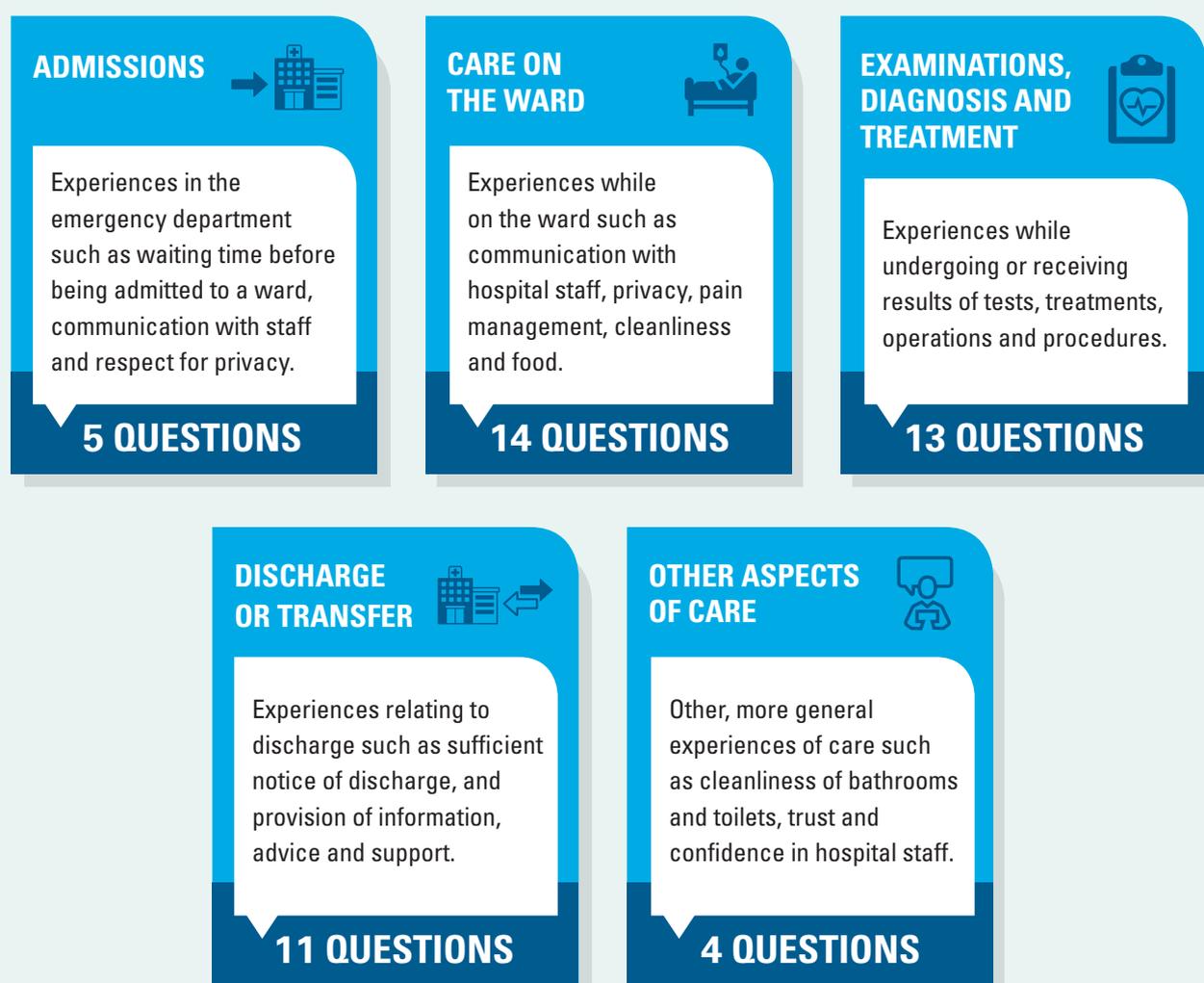
## The areas needing improvement in Mallow General Hospital are:

<b>Discharge or transfer</b>	Though Mallow General Hospital scored above the national average for this question, 19 people (37%) said that were not, or were only to some extent, told about danger signals to watch out for after they went home.
<b>Danger signals to watch out for   Q46</b>	

# 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<sup>2</sup>:



2 As Mallow 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](http://www.patientexperience.ie).

## Changes in patient experience over time

Participants' average rating of their overall experience in 2018 was slightly lower than in 2017. There were small improvements in several stages of care but these were not 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 scores<sup>3</sup> for Mallow General Hospital 2017 and 2018**



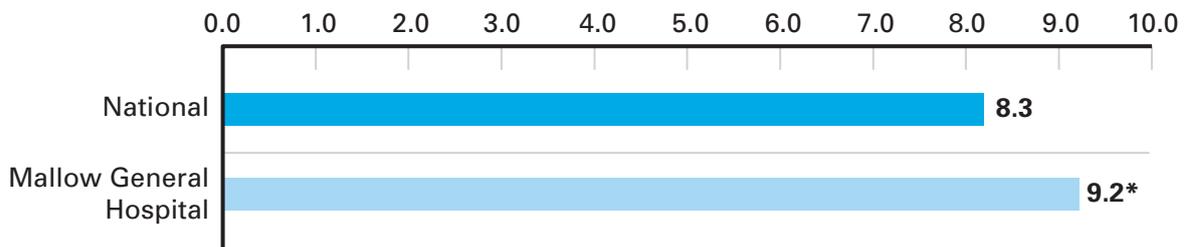
<sup>3</sup> Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

# 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.

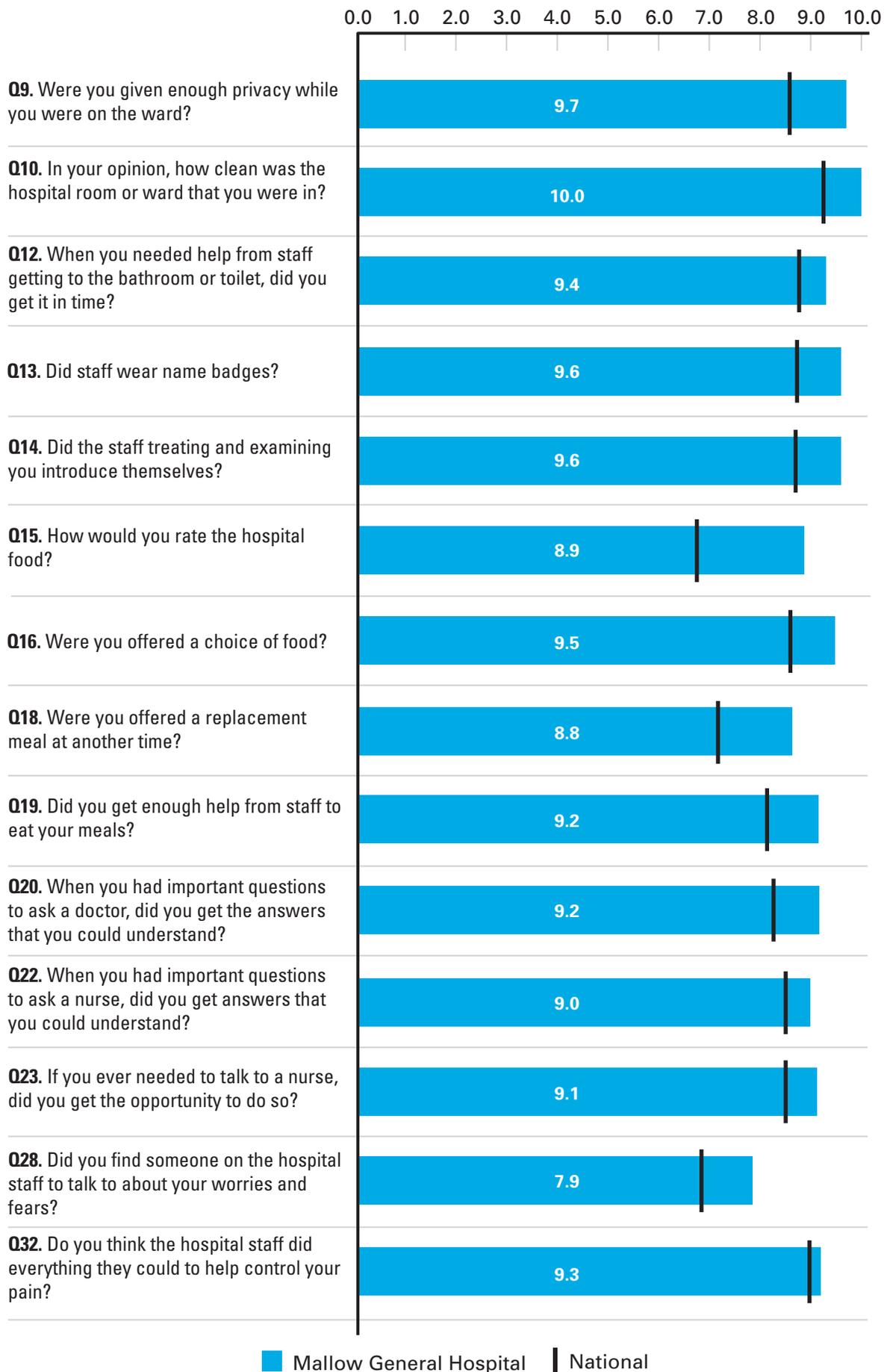


**Figure 3 Comparison of Mallow General Hospital with the national average score for care on the ward (out of a maximum of 10).**



\* Denotes a statistically significant difference from the national average.

**Figure 4 Mallow General Hospital scores for questions on care on the ward**



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

"The care all round, from all the staff, was excellent."

"Care and treatment I got was excellent — doctors, nurses, staff etc. Food excellent."

"I know it's a general hospital, a very good hospital — just to be aware older people may need extra help."

"Lunch time is a bit early and that is all I can complain about. Soup 12pm, main course 12.30pm and dessert at 3.30."

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

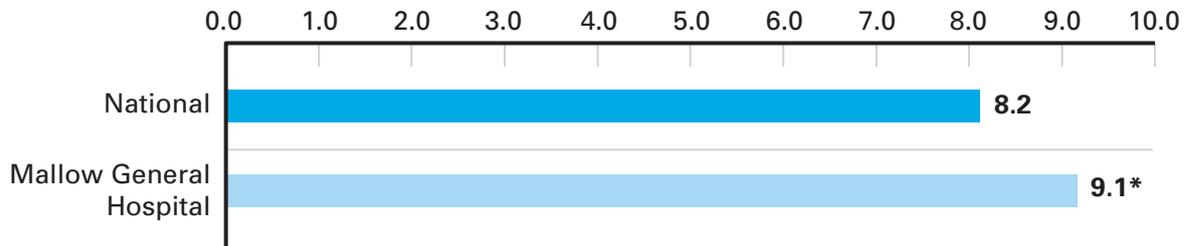
Mallow General Hospital received slightly higher ratings of care on the ward in 2018 compared to last year's survey. Participant ratings for this stage of care were above the national average, with particularly high ratings received for cleanliness and privacy.

# Examinations, diagnosis and treatment



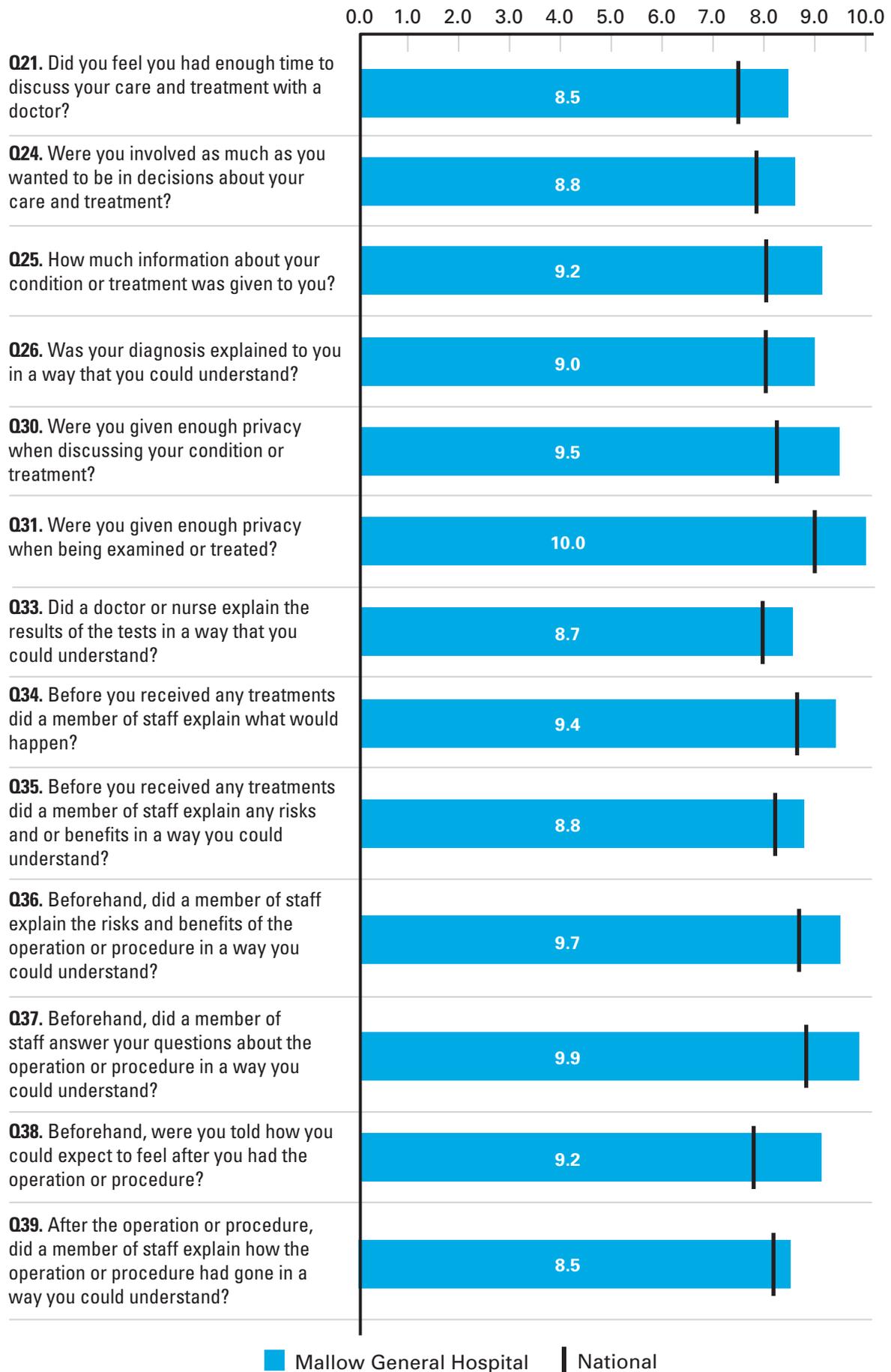
Figure 5 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 6 shows the hospital's scores for questions on this stage of care.

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



\* Denotes a statistically significant difference from the national average.

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



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

“The attention I got from doctors and nurses was excellent; I enjoyed my stay in hospital.”

“Staff excellent — nurses, HCAs, cleaning and security staff. Medical staff not as accessible. All information from nursing and HCA staff.”

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

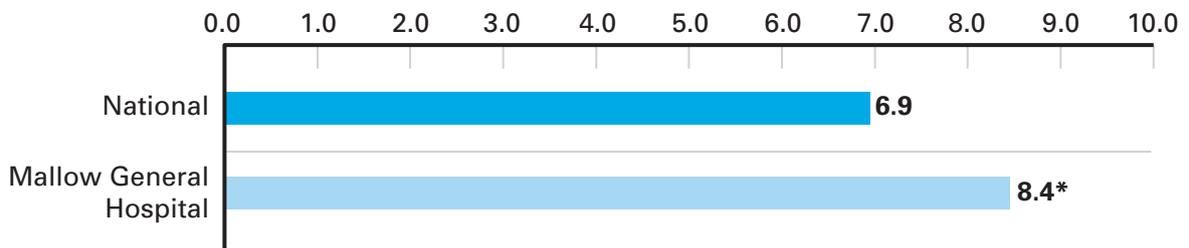
Ratings of examination, diagnosis and treatment were slightly higher than last year and were above the national average. Patients gave very positive ratings of the privacy they received while being examined or treated, and the clarity of explanations they received from hospital staff.

# 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.

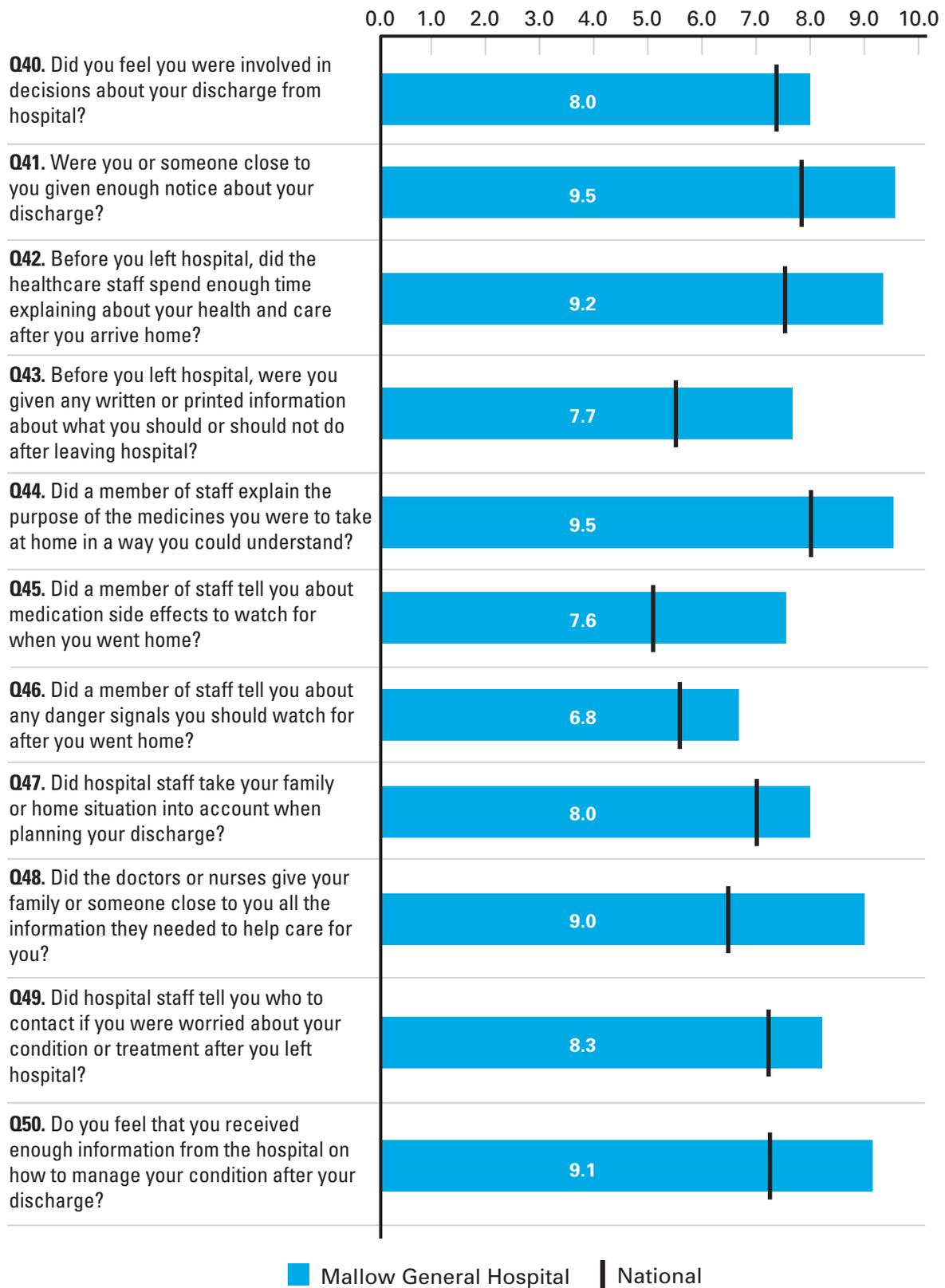


**Figure 7 Comparison of Mallow General Hospital with the national average score for discharge or transfer (out of a maximum of 10).**



\* Denotes a statistically significant difference from the national average.

**Figure 8 Mallow General Hospital scores for questions on discharge or transfer**



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

“The care from the staff on the ward from when I came in till I was discharged could not be faulted.”

“Discharge from CUH to Mallow General Hospital — no notice. The discharge from MGH although notices everywhere that on day of discharge, bed to be vacated at 11am, as doctor had not written it on notes, and it was new staff that particular day, did not leave hospital until 6.20pm. This was a planned discharge, so should have been better co-ordinated.”

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

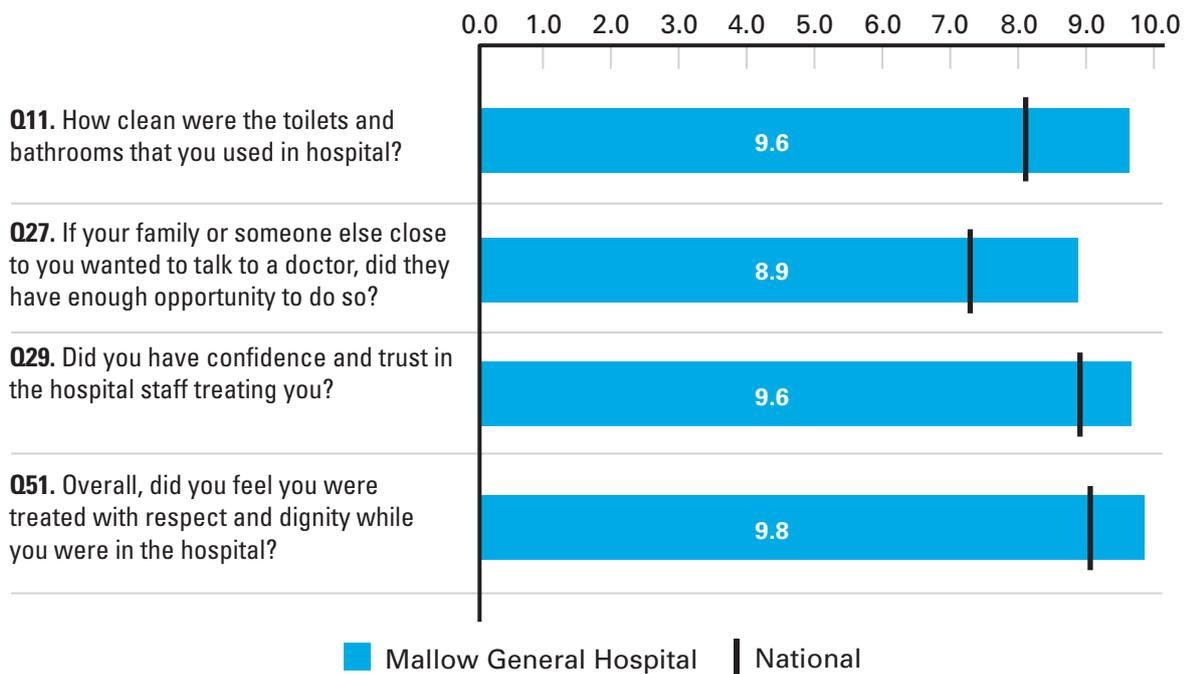
Patients from Mallow General Hospital rated this stage of care well above the national average. Ratings of discharge or transfer were also slightly higher in 2018 compared to 2017. The large majority of patients were given enough notice of their discharge and the purpose of medications to be taken at home was also explained. Some patients said that they were not told of danger signals to watch out for once home.

# Other aspects of care



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

**Figure 9** Mallow General Hospital scores for other aspects of care



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

"The hospital was spotless, especially the toilets. The staff were very efficient and friendly."

"On admission [doctor's name] sat with me and treated me with such respect and dignity, as an older person. He explained the reason for my admission and the tests to be carried out to diagnose my source of infection. He said he would firstly hydrate with IV fluids and then establish the antibiotic to treat my infection."

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

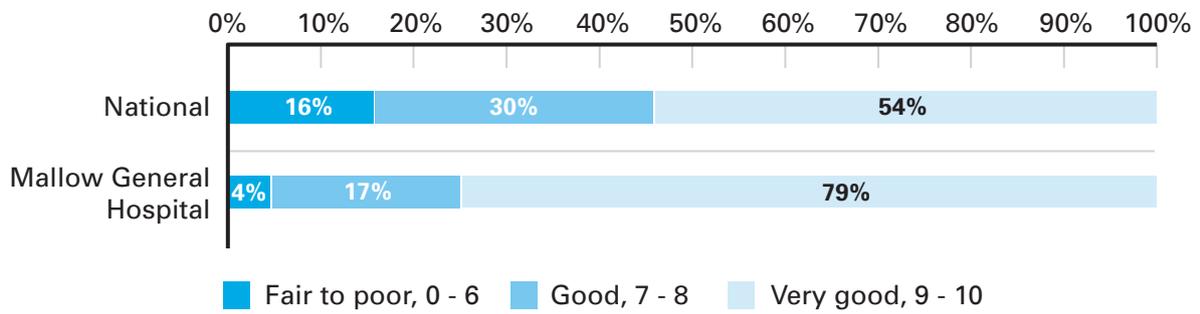
The ratings for the questions on other aspects of care were above the national average. The majority of patients said that they were always treated with respect, and had confidence and trust in hospital staff. In addition, patients' families were given sufficient opportunities to talk to doctors. Patients gave very high ratings of the cleanliness of bathrooms and toilets in the hospital.

# 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. 79% of participants from Mallow General Hospital rated their care as very good, well above the national figure of 54%.

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

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



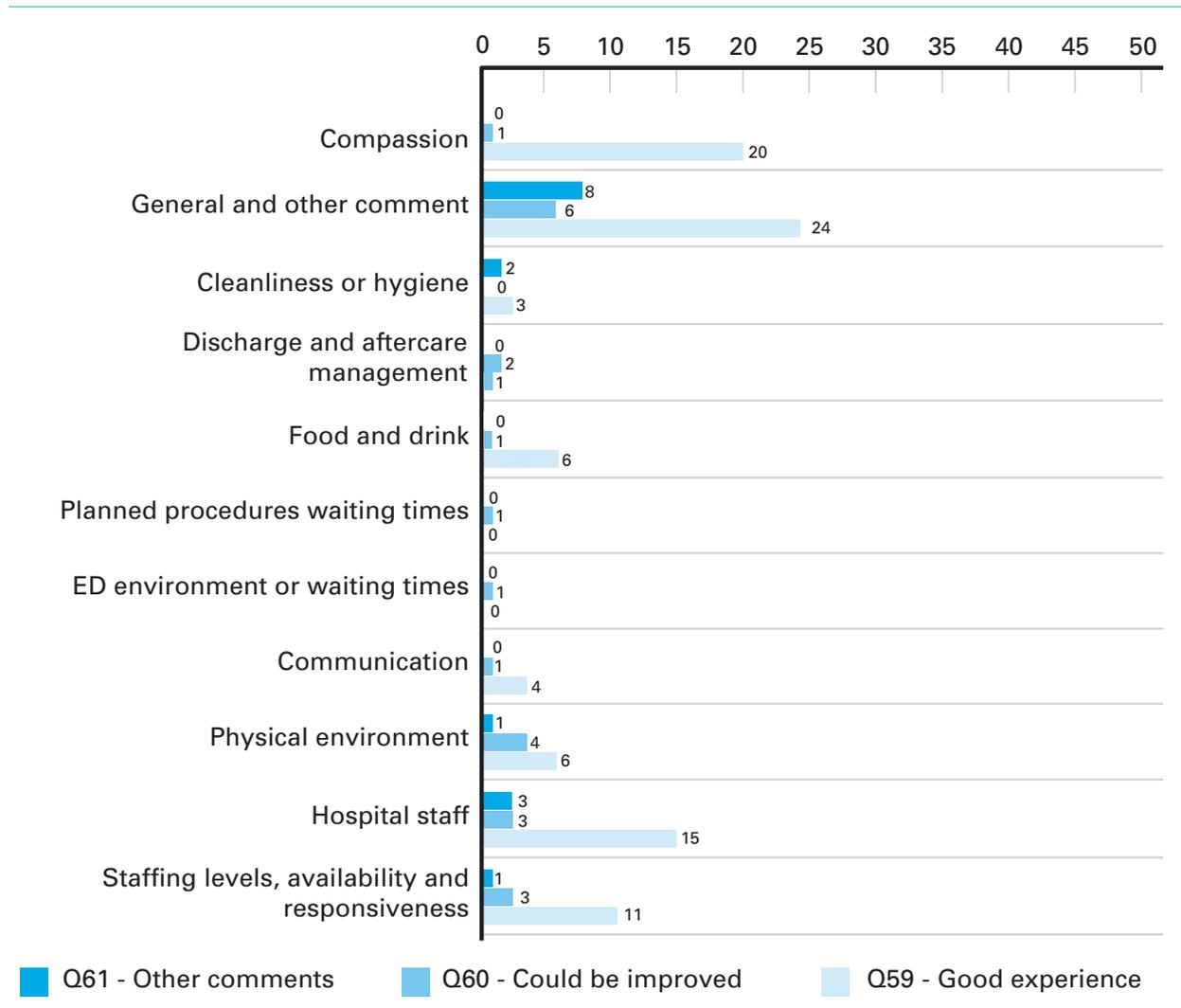
# In their own words: analysis of patients' comments

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, 128 comments were received from patients of Mallow 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 'compassion' themes. For Q60, most comments related to the 'general and other comment' theme; and to the 'physical environment'.

**Figure 11 Participant comments by theme**



# Conclusion

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

Most patients at Mallow General Hospital said they had a positive overall experience at the hospital. 96% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

Mallow General Hospital received better scores than the national average across every stage of care. In addition, participant ratings of care were generally more positive than those received in 2017.

A number of areas of good experience were apparent. Most patients said that they had confidence and trust in the hospital staff that treated them. Participants also said that staff explained the risks of procedures and how they could expect to feel afterwards.

Despite the fact that Mallow General Hospital scored above the average on all questions, there is some room for improvement in several areas, for example in relation to discharge information on danger signals to watch out for at home.

The findings of the 2018 survey will be used to help Mallow General Hospital improve the experiences of patients, 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 Mallow 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) 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.

