



## National Patient Experience Survey 2017

# Mallow General Hospital

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 Health Information and Quality Authority  
An tAidias Um Fhairsnéis agus Caliocht Sláinte

 Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive

 An Roinn Sláinte  
DEPARTMENT OF HEALTH





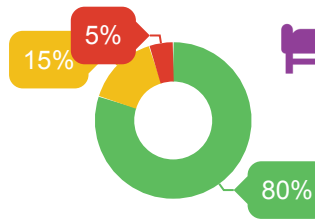
Thank you to the people who participated in the National Patient Experience Survey 2017, and to their families and carers. Without your overwhelming support and participation the survey would not have been possible. The survey ensures that your voice will be heard by the people who can change and improve 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.

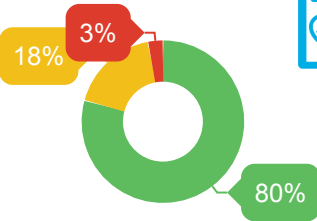
The survey was overseen by a national steering group, a delivery group and an advisory group. We acknowledge the direction and guidance provided by the members of these groups.

## Stages of care

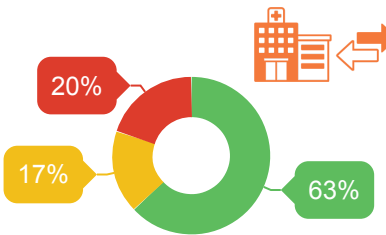
### Care on the ward



### Examinations, diagnosis & treatment

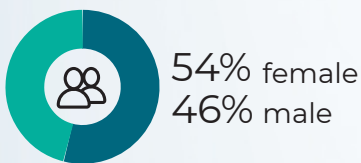
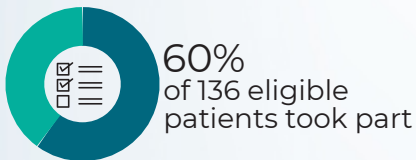


### Discharge or transfer



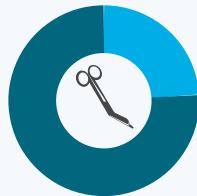
\* Please note that values in figures do not always add up to 100% exactly. This is due to rounding.

# Mallow General Hospital



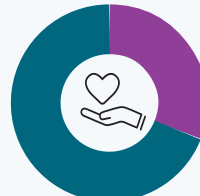
Average age:  
**71 years**

### Treatment



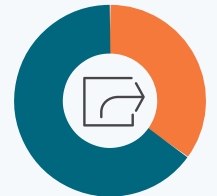
**24%**  
did not receive a clear explanation of how their operation or procedure had gone.

### Care



**31%**  
could not find a member of staff to talk to about their worries and fears.

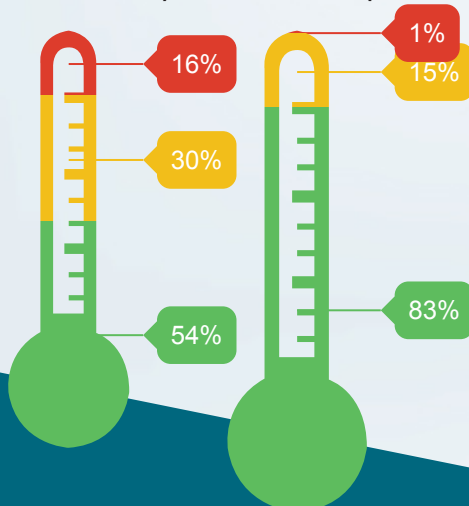
### Discharge



**35%**  
were not provided with any printed information about what they should or should not do at home.

## Overall experience

Nationally This hospital



## Areas of good experience

**91%**

of people said that the toilets and bathrooms that they used were very clean.

## Areas needing improvement

**15%**

of people said that they were not always offered a choice of food.

# Structure and content of this report

## Chapter 1: Patients' experiences of acute hospital care in Mallow General Hospital 4

This chapter presents the areas of good experience and the areas needing improvement in Mallow General Hospital.

About the National Patient Experience Survey 2017	4
Mallow General Hospital profile	5
Purpose of the Report	5
Who took part in the survey?	6
What were the main findings?	7
Areas of good experience and areas needing improvement	8

## Chapter 2: The patient journey through hospital 10

This chapter presents the findings of the 2017 survey.

The stages of care along the patient journey	10
How to interpret the results for the stages of care	11
Care on the ward	14
Examinations, diagnosis and treatment	19
Discharge or transfer	23
Other aspects of care	27

## Chapter 3: Overall experience 31

This chapter analyses patients' overall experiences in Mallow General Hospital.

## Chapter 4: Conclusion 32

This chapter summarises the findings of the 2017 survey.

## Appendices 34

Appendix 1: National Patient Experience Survey 2017 questions	
Appendix 2: Background to the National Patient Experience Survey Programme	
Appendix 3: Identifying areas of good experience and areas needing improvement	
Appendix 4: A technical note on analyses and interpretation	

## Glossary 44



## Chapter 1

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# Patients' experiences of acute hospital care in Mallow General Hospital

Areas of good experience and areas needing improvement

## 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 Mallow General Hospital during the month of May 2017. In total, 82 participants from Mallow General Hospital took part in the survey.

The survey asked 61 questions, based on five stages of care along the patient journey in hospital: admissions; care on the ward; examinations, diagnosis and treatment; discharge or transfer; and other aspects of care. 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, which is a fundamental principle of patient-centred care. The survey acknowledges both positive and negative experiences, as told by the 82 patients from Mallow General Hospital who completed the survey. 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

Mallow General Hospital is a public acute hospital, located in Co. Cork. There were 54 inpatient beds in the hospital during the survey period of 1 – 31 May 2017 and 136 eligible discharges were recorded during this time. Mallow General Hospital 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 present the key findings of the National Patient Experience Survey, based on the experiences of patients who stayed in Mallow General Hospital in May 2017. The report highlights areas where patients had positive experiences and outlines where there is significant room for improvement.

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 Mallow General Hospital. A quality improvement plan will be developed by Mallow General Hospital in response to the survey results and will be publicly available from [www.patientexperience.ie](http://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.



## Who took part in the survey?

### Description of the respondents who took part in the survey

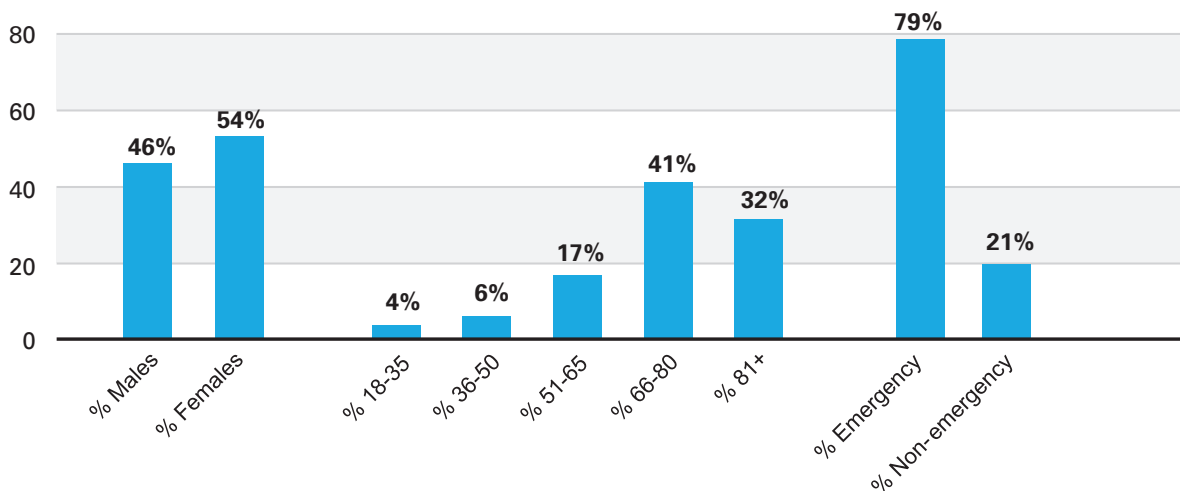
**136** people discharged from Mallow General Hospital during the month of May 2017 were invited to participate in the survey.

**82** people completed the survey, achieving a response rate of 60%.

46% of people who responded to the survey were male and 54% were female. 65 respondents (79%) said they entered hospital on an emergency basis.

Figure 1. below shows information about the respondents who took part in the survey from Mallow General Hospital.

**Figure 1. Survey participants from Mallow General Hospital by sex, age group and admission route**





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

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Overall, patients' ratings of their experiences at Mallow General Hospital were above the national average. 99% of patients at Mallow General Hospital said they had a 'very good' or 'good' experience, compared with 84% nationally.

The survey found that, in general, Mallow General Hospital performed well in the National Patient Experience Survey 2017, achieving scores that were above the national average for many questions. In particular, they rated highly during the examinations, diagnosis and treatment stage.

The majority of people reported that they were treated with privacy, respect and dignity during their time in the hospital and had confidence and trust in the hospital staff treating them. People also remarked positively about the standard of cleanliness in the ward they stayed in and the bathrooms they used.

In general, people also reported positively on the number of staff who wore their name badge and introduced themselves to patients, while on the ward.

However, people indicated some challenges relating to the discharge process, including a lack of printed communication from the hospital staff about what they should or should not do at home. It was also noted that improvements are needed as regards information about medication side effects and danger signals to watch out for after leaving hospital. The choice of food offered to patients is also an area for improvement in Mallow General Hospital.

These findings will serve to inform quality improvement initiatives in Mallow General Hospital.

## Areas of good experience and areas needing improvement in Mallow General Hospital

This section lists the areas where patients had positive experiences, and details those areas where is the most room for improvement.

Appendix 3 explains how these areas were identified.

### The areas of good experience in Mallow General Hospital are:

Patients had very positive experience in several areas, particularly as regards to the privacy given to patients on the ward, cleanliness and information on who to contact after they leave hospital.

#### Other aspects of care | Q11

##### Cleanliness of toilets and bathrooms

69 people (91%) said the toilets and bathrooms that they used were very clean.

#### Care on the ward | Q15

##### Food rating

63% of people rated the food in the hospital as 'very good'.

#### Examinations, diagnosis and treatment | Q30

##### Privacy when discussing condition and treatment

72 people (91%) said that they were always given enough privacy when discussing their condition or treatment.

#### Discharge or transfer | Q49

##### Provision of information to family members

51 people (80%) said that the doctors or nurses gave their family or someone close to them all the information they needed to help care for them.

#### Discharge or transfer | Q50

##### Information on support services after discharge

64 people (89%) said that hospital staff told them who to contact if they were worried about their condition or treatment after they left hospital.

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

Even though Mallow General Hospital performed higher than the national average in most areas, there are some areas needing improvement.

### Care on the ward | Q16

#### Choice of food

12 people (15%) reported that they did not or only sometimes were offered a choice of food.

### Examinations, diagnosis and treatment | Q39.

#### Clear explanation of the outcome of an operation or procedure

Mallow General Hospital fell below the national average for this question with 24% of people who answered the question reporting that they did not always receive an explanation they could understand.



## Chapter 2

# The patient journey through hospital

Qualitative and quantitative findings from 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.

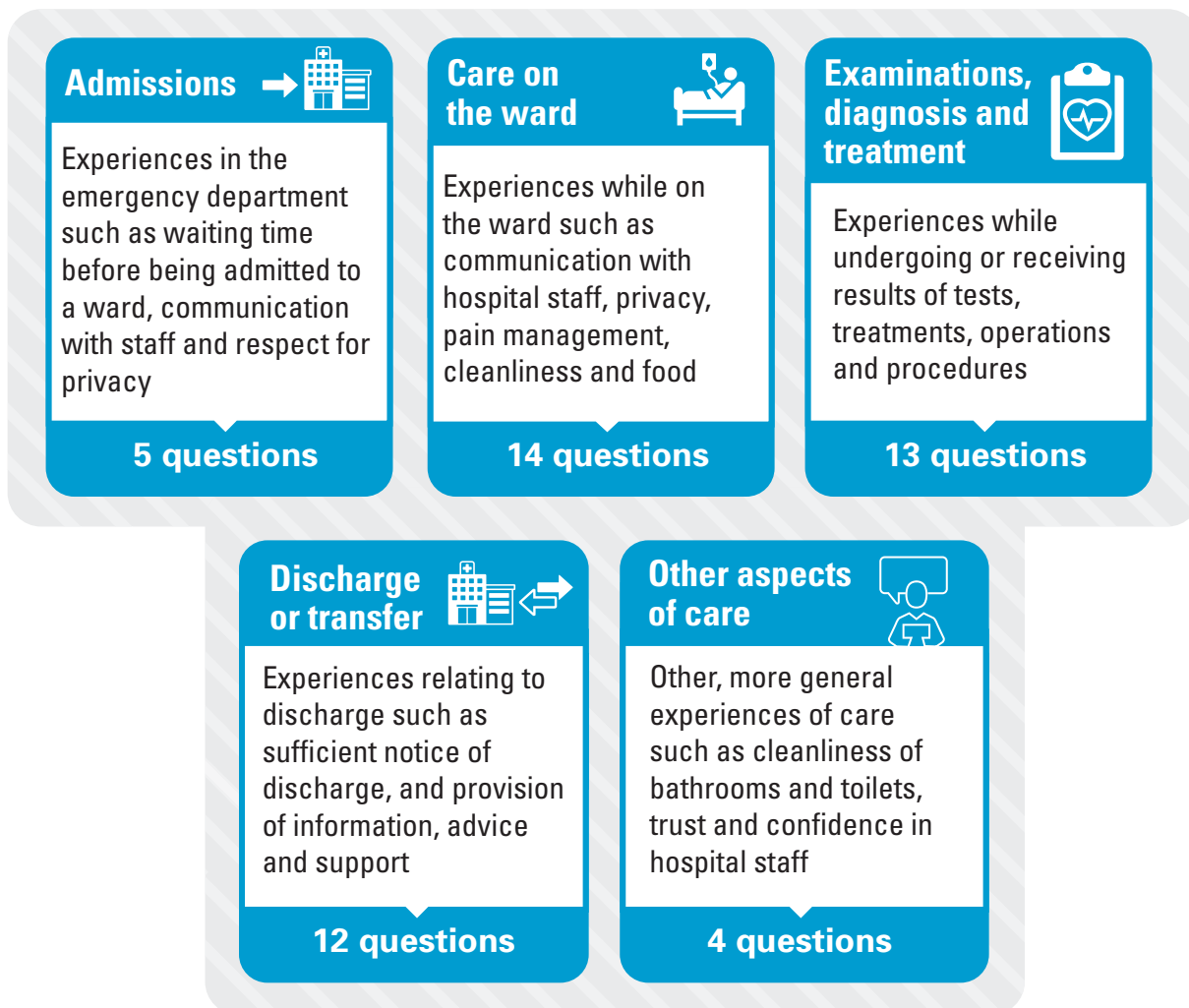
The survey questions were grouped into five stages along the patient journey:

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

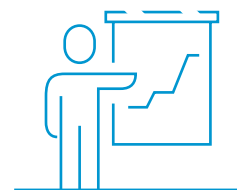
I only spent three days in hospital and in that time I was cared for by competent compassionate staff.

Figure 2. provides a brief 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 for many questions 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

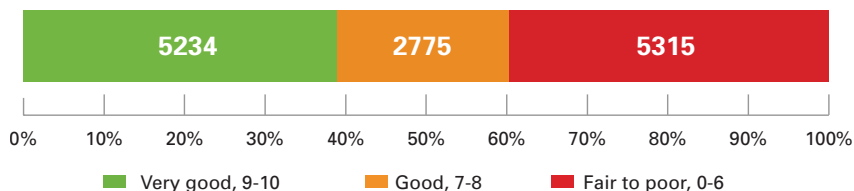
## 1. Experience rating for a stage of care

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.

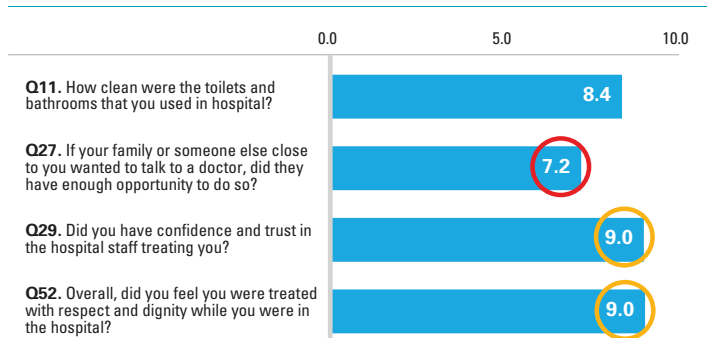
### Example:

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

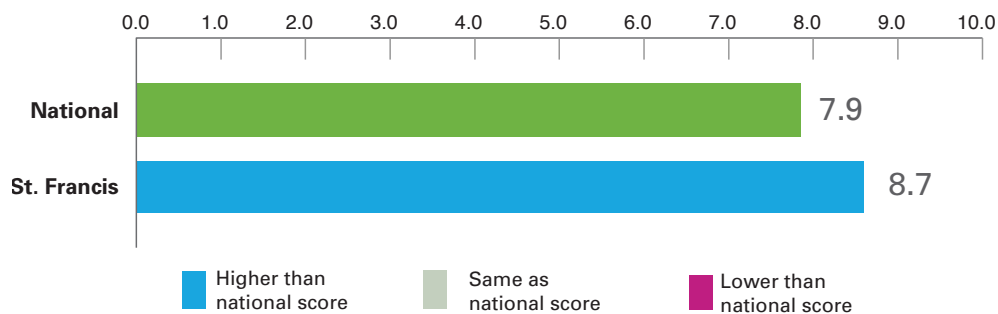


### 3. Comparisons

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

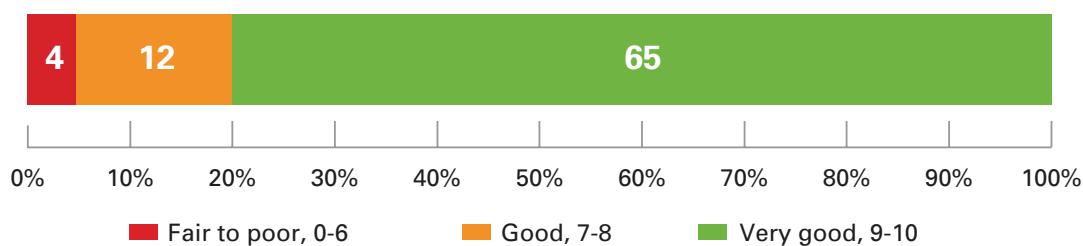


## In summary: what were patients' experiences of care on the ward?

'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.

4 respondents (5%) said that their experience of care on the ward was fair to poor. However, 65 respondents (80%) reported having a very good experience during their stay on a ward in Mallow General Hospital. Figure 4. summarises patients' experiences of care on the ward.

**Figure 4. Experience ratings for care on the ward**



## What were the key findings for care on the ward?

- 75 people (94%) reported positively on the cleanliness of the room or ward they stayed in during May 2017.
- 31% of patients said they could not or could only to some extent find a member of staff to talk to about their worries and fears.
- 19% of comments made by people offered suggestions for improvement during care on the ward in Mallow General Hospital.





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

31 open-ended comments from Mallow General Hospital related to the following themes: 'staffing levels', 'staff availability and responsiveness' 'other healthcare staff', 'other staff', 'food and drink' and 'cleanliness and hygiene'. 6 of these comments offered suggestions for improvement. Some examples of comments for this stage of care are provided below.

### Staffing levels, availability and responsiveness

"The staff are friendly and pleasant despite being extremely busy. Definitely more nursing staff required."

"As you know, hospitals are short staffed. They have a tough job to do."

### Other staff

"Went into hospital very sick and left three weeks later feeling very good. Thanks very much to the doctors, nurses and ward attendants for their help."

### Food and drink

"5 star food and care."

"The food was appalling!!!"

### Cleanliness and hygiene

"Everything was very good both nurses and staff were both kind and gentle. Hospital was kept very clean and well run."

"More staff particularly nursing staff. The food could be improved and better choice. Cleaning toilets and showers needs a lot of attention."

## Quantitative results for questions on care on the ward

### Fourteen questions asked about care on the ward.



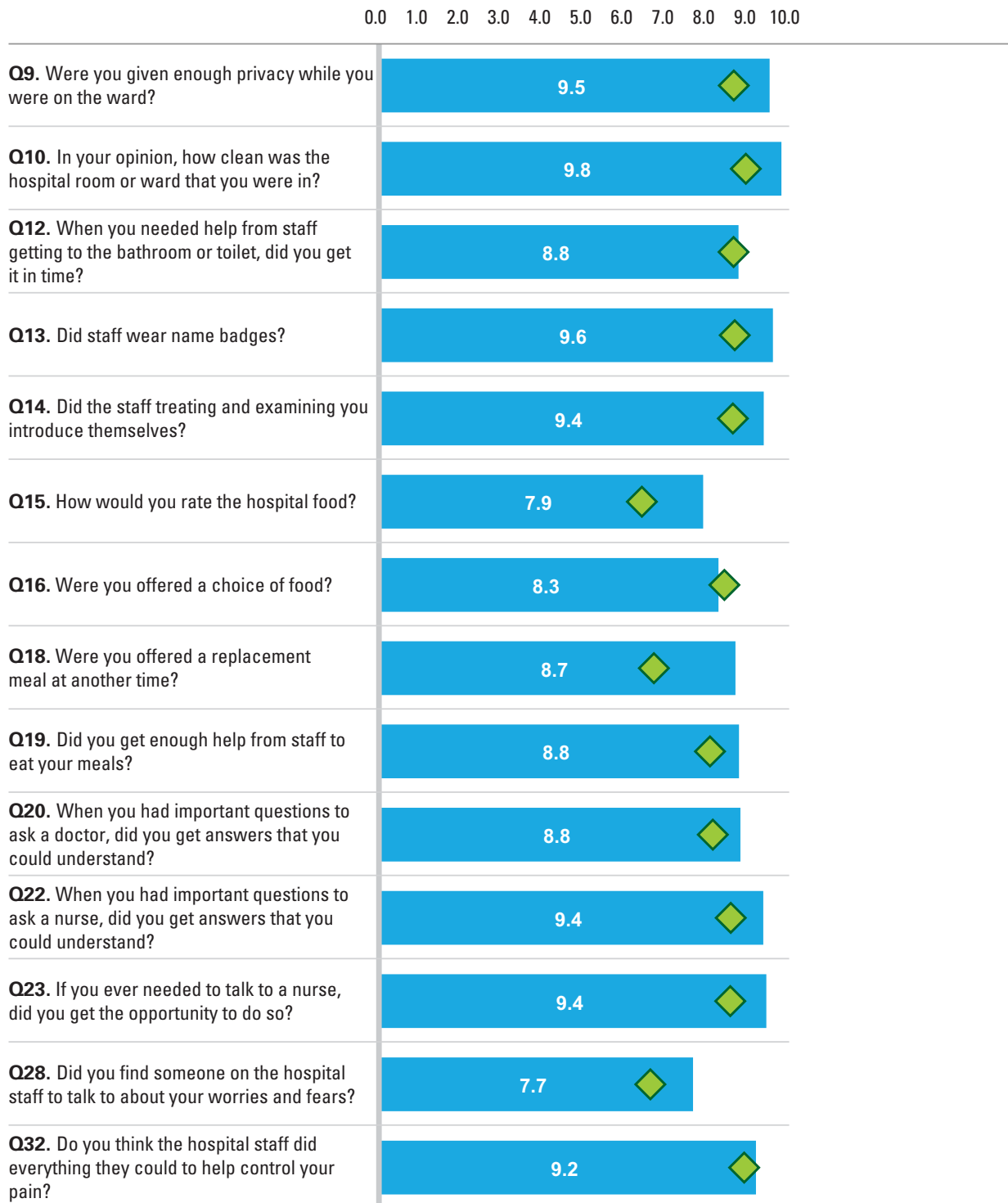
Q10, which asked about cleanliness, was the highest scoring question for the care on the ward stage. 80 people answered this question, with 75 (94%) reporting that the hospital room or ward they stayed in was very clean.

With a score of 7.7 out of 10, Q28 was the lowest scoring question on this stage of care. While Mallow General Hospital still rated above the national average for this question, there is still room for improvement with 31% of people reporting that they could not or could only to some extent find someone on the hospital staff to talk to about their worries and fears.

**“Thanks to all the staff in Mallow hospital.”**

Figure 5. below summarises the scores for Mallow General Hospital for the care on the ward stage.

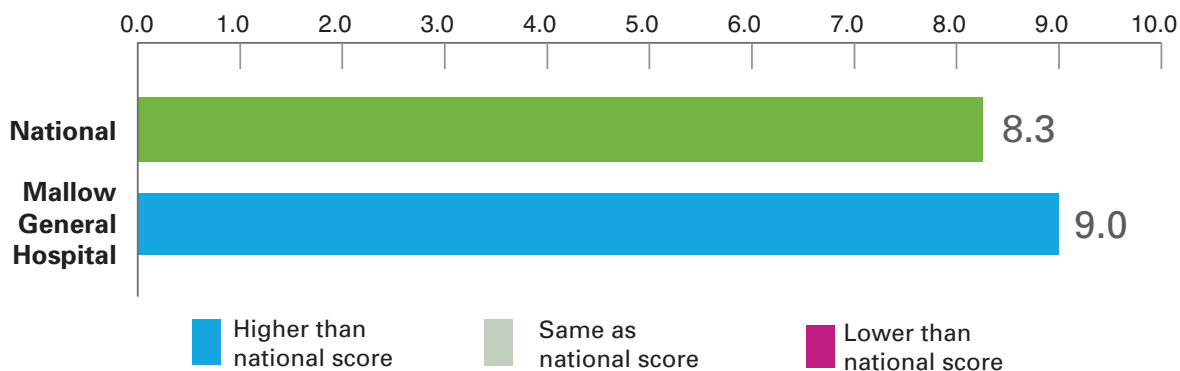
**Figure 5. Mallow General Hospital scores for questions on care on the ward**



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Figure 6. shows that, within the care on the ward stage, the average score for Mallow General Hospital (9.0 out of 10) is significantly higher than the national average (8.3 out of 10). This means that patients who attended Mallow General Hospital in May 2017 reported a more positive experience than patients in other hospitals, for this stage of care.

**Figure 6. Comparison of Mallow General 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?

Mallow General Hospital performed well on this stage of care. People reported most positively on the cleanliness of the ward they stayed in and also remarked on the number of staff who wore a name badge. However, they experienced difficulties in finding someone to talk to about their worries and fears. Food was also one of the more negative aspects of their experience in the hospital.

# Examinations, diagnosis and treatment

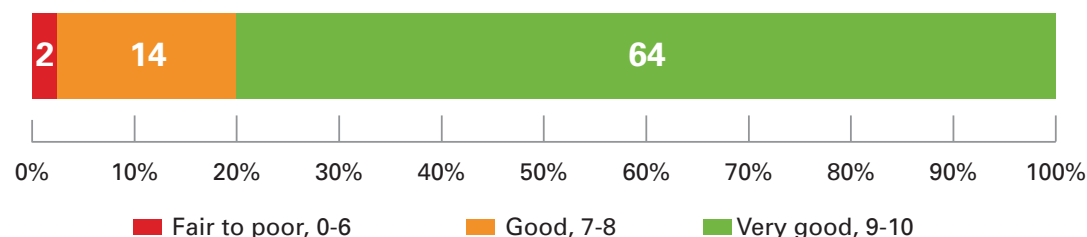


## In summary: what were patients' experiences of examinations, diagnosis and treatment?

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

2 respondents (3%) said that their experience of examinations, diagnosis and treatment in Mallow General Hospital was fair to poor. However, 64 respondents (80%) reported having a very good experience Mallow General Hospital in this regard. Figure 7. summarises patients' experiences of examinations, diagnosis and treatment.

**Figure 7. Experience ratings for examinations, diagnosis and treatment**



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

- 99% of people said that were always given enough privacy when being examined or treated while on the ward. This was the highest performing area of this stage of care.
- People reported less positively about explanations received from doctors and nurses before and after a procedure or operation, in particular informing patients afterwards about how the procedure went.
- The majority of comments (79%) for this stage contained positive feedback.



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

28 open-ended comments were made about the following themes: 'nursing staff', 'doctors or consultants' and 'waiting times for planned procedures'. 4 of the comments were in response to Q60 which asked for suggestions for improvement. Some examples of comments for this stage of care are provided below.

### Nursing staff

"Nursing staff are attentive and caring and the hospital is very clean."

### Doctors or consultants

"When I arrived at the Hospital I was taken care of immediately. During my stay, I feel I must complement and thank the doctors + staff for their very good care, they were top class."

### Waiting times for planned procedures

"When I was admitted to hospital the staff (nurses and doctors) treated me very well. The tests I had done to diagnose my condition were done without much delay. My consultant doctor explained to me my condition and me and my family got a lot of support."

## Quantitative results for questions on examinations, diagnosis and treatment

### Thirteen questions asked about examinations, diagnosis and treatment

Q31 was the highest scoring question in this stage of care. 78 people (99% of those who answered this question) said they were always given privacy when being examined or treated in Mallow General Hospital.

Q39 received the lowest score for this stage of care, with an average score of 7.5 out of 10. While the majority of people always received an explanation about how an operation went, 24% said that they did not always receive an explanation they could understand.

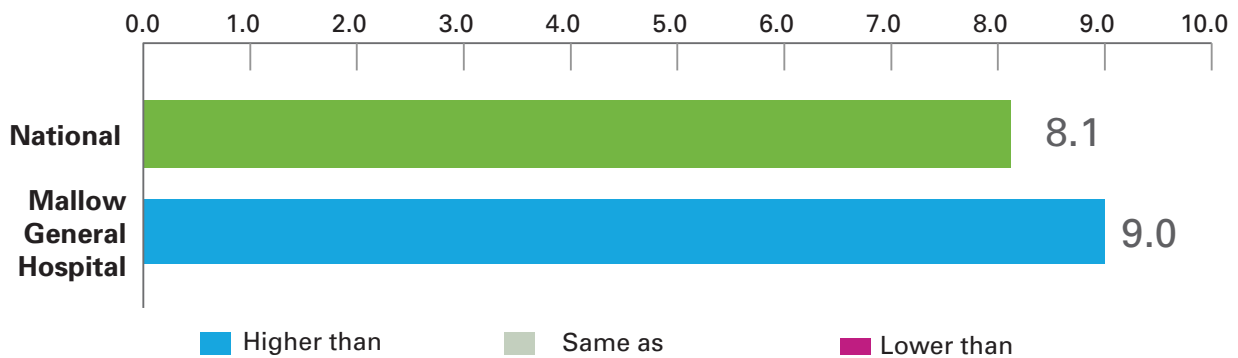
Figure 8. summarises the scores for Mallow General Hospital during examinations, diagnosis and treatment.

**Figure 8. Mallow General Hospital scores for questions on examinations, diagnosis and treatment**



Figure 9. shows that, within the examinations, diagnosis and treatment stage, the average score for Mallow General Hospital (9.0 out of 10) is significantly higher than the national average score (8.1 out of 10). This means that patients who attended Mallow General Hospital in May 2017 reported a more positive experience than patients in other hospitals, for this stage of care.

**Figure 9. Comparison of Mallow General Hospital with the national average for examinations, diagnosis and treatment (out of a maximum of 10).**

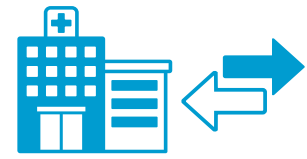


### Examination, diagnosis and treatment: what do these results mean?

Patients in Mallow General Hospital gave above-average ratings of the privacy they were given when being examined or treated, in addition to the amount of information the staff shared with them about their condition. However, people were less positive about the communication from staff about procedures and operations, particularly explanations around risks and benefits, and information on how the operation had gone.



# Discharge or transfer

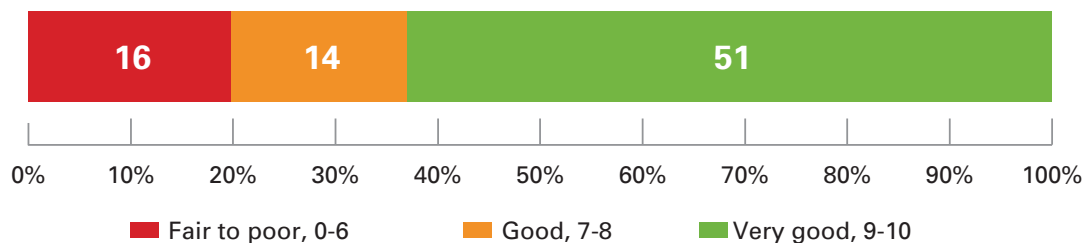


## In summary: what were the experiences of patients during discharge or transfer process from hospital?

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

Out of the 81 people who rated their experience of discharge or transfer from the hospital, 16 (19%) said that their experience was 'fair to poor'. 51 people (63%) reported having a very good experience during the discharge or transfer process from Mallow General 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?

- 60 people (86%) said that a member of staff explained the purpose of the medicines they would need to take at home in a way they could understand
- Communication as regards the discharge process requires improvement. People reported a lack of printed information and explanations about the side effects of medication as well as the danger signals to watch out for at home.
- Based on patient reports discharge or transfer was the lowest performing stage of care for Mallow General Hospital in May 2017 but, it was still higher than the national average.

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



In total, patients from Mallow General Hospital made 3 comments in the 2017 survey about 'discharge and aftercare management'. 2 of these comments were in response to Q60, which asked for suggestions for improvement. Some examples of comments for this stage of care are provided below.

### Discharge and aftercare

"I felt that when I started to improve, the bed was more important than my needs and the fact that I definitely needed home care when I was going home alone was not taken into consideration and as a result could be back to the hospital as quickly as I came in. I was discharged with antibiotics but needed another course from my doctor (home) meaning that I was discharged too quickly."

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## Quantitative results for questions on discharge or transfer from hospital

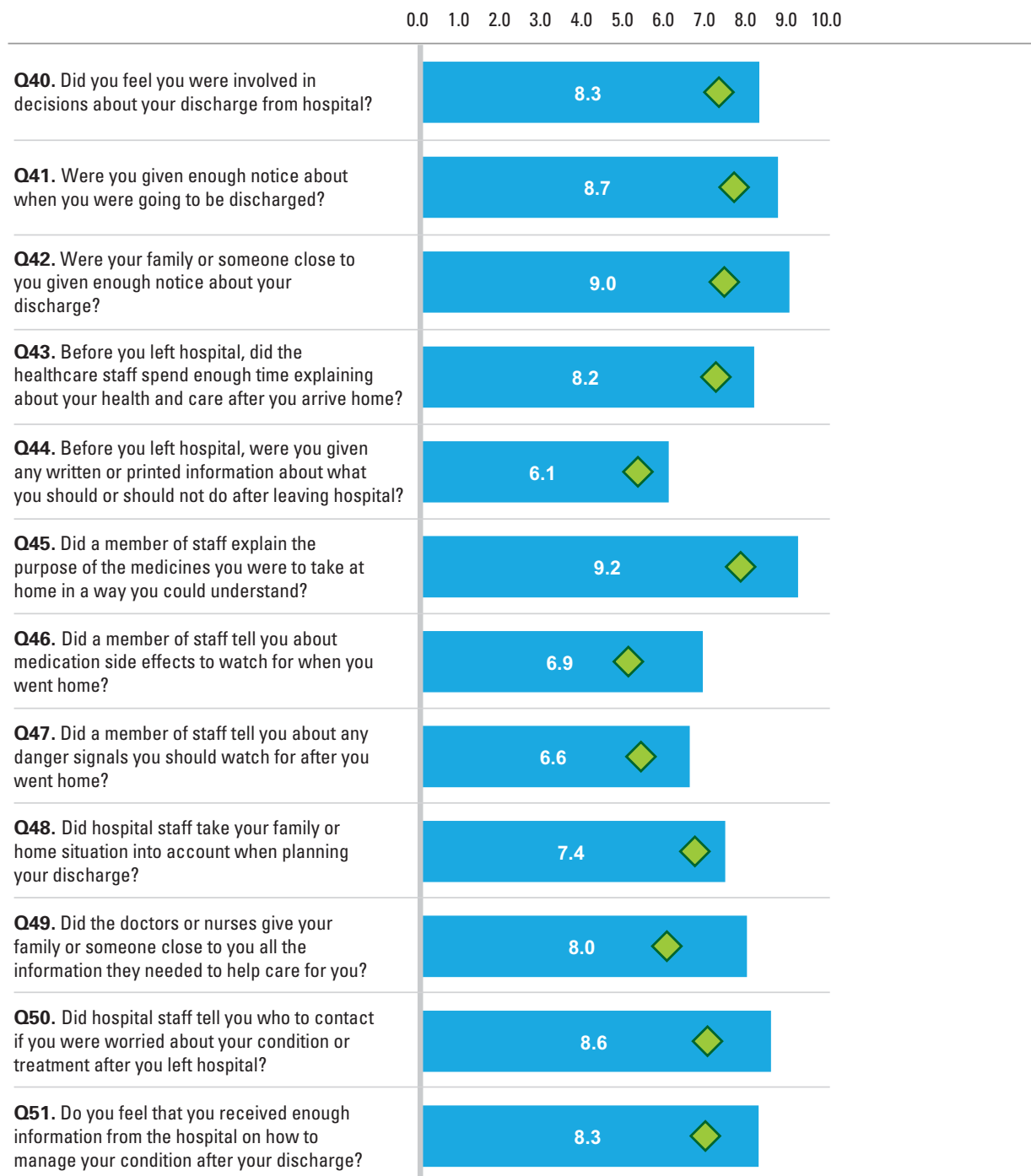
### Twelve questions asked about discharge or transfer

With an average score of 9.2 out of 10, Q45 was the highest scoring question in this stage of care. Out of 70 people, 60 (86%) said that a member of staff explained the purpose of the medicines they were to take home in a way they could understand.

Q44 was the lowest scoring question of this stage. 27 people (35%) said that they were not provided with any printed information about what they should or should not do at home, after leaving hospital.

Figure 11. presents the scores for discharge and transfer in Mallow General Hospital.

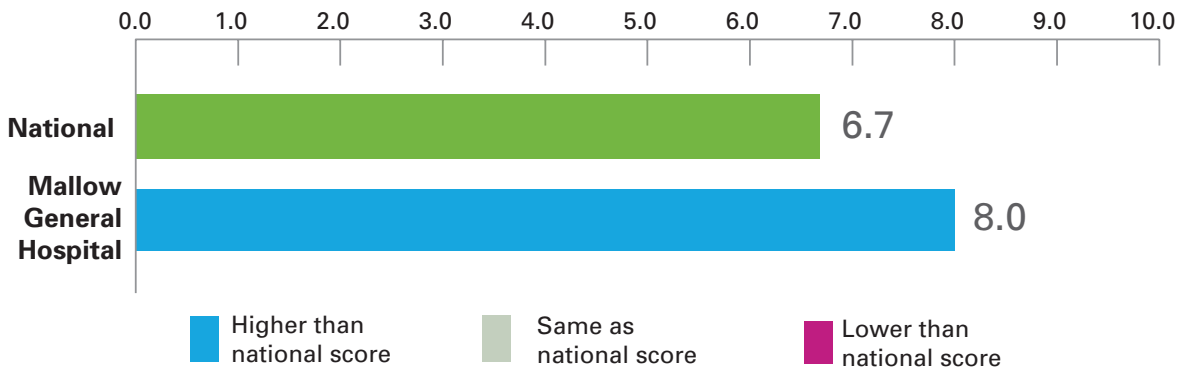
Figure 11. Mallow General Hospital scores for questions on discharge or transfer



■ Mallow General Hospital    ◆ National

Figure 12. shows that, as regards discharge or transfer from hospital, the average score for Mallow General Hospital (8.0 out of 10) is significantly higher than the national average score (6.7 out of 10). This means that patients who attended Mallow General Hospital in May 2017 reported a more positive experience than patients in other hospitals, for this stage of care.

**Figure 12. Comparison of Mallow General Hospital with the national average for discharge or transfer (out of a maximum of 10).**



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

Mallow General Hospital did not perform as well on this stage of care, compared with the other stages. Communication is a key area which needs to be improved within the discharge process; while patients reported being told about the purpose of the medicines they were to take at home, they reported a lack of communication about the danger signals to watch out for when at home and also said they did not receive any printed information on aftercare. It should also be recognised that a patient's family or home situation needs to be taken into account after they go home.

# 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?

- Out of 80 people, 77 (97%) said that they were treated with respect and dignity in Mallow General Hospital.
- 77 people (97%) said that they always had confidence and trust in hospital staff.
- 91% of people said that the toilets and bathrooms in Mallow General Hospital were very clean.
- Question 27 was the lowest scoring questions in other aspects of care, with an average score of 8.4 out of 10. While the majority of people reported that their family or friends were given sufficient opportunities to talk to a doctor, 11 (19%) said that they did not or only to some extent did.

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



38 open-ended comments were about 'dignity and respect', 'communication with patients', 'staff in general', 'communication with family and friends', 'physical comfort', 'hospital facilities', 'clinical information and history' and 'health insurance'. Seven of these comments were in response to Q60, which asked for suggestions for improvement. Some examples of comments for this stage of care are provided below.

### Dignity, respect and privacy

"Was treated with the upmost dignity and respect and am very thankful for the care I received in Mallow General Hospital Mallow."

### Communication with patients

"When I was admitted to hospital the staff (nurses and doctors) treated me very well. The tests I had done to diagnose my condition were done without much delay. My consultant doctor explained to me my condition and me and my family got a lot of support."

"More information on my condition before leaving Mallow Hospital."

### Communication with family and friends

"I was bowled over by the friendliness and willingness to be helpful of all categories of staff encountered by myself and family members during my stay in the hospital. Everybody we met or even saw on the corridors, looked at us, smiled and made themselves approachable. This made a huge positive difference to my experience."

### Staff in general

"From the moment I entered the [Ward Type] and until I was discharged from the ward I have nothing but the highest praise for all the staff doctors, nurses, consultants & kitchen staff. All my tests were carried out while I was in the hospital."

### Physical comfort

"I was made feel very safe by the nurse who brought me up from theatre, as I did not come out of the anaesthetic very well. She reassured me. Once I got into the ward the staff were fantastic."

### Hospital facilities

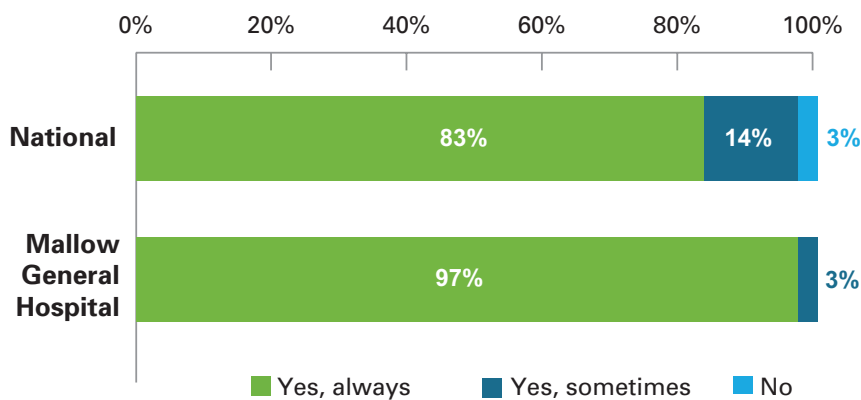
"Four bed wards can be cramped due to the beds equipment staff and visitors. As there is plenty of space available in the hospital surrounds, it would be good to plan for extra building in the future, which could allow for the beds to reduce to three beds."

## Quantitative results for questions on other aspects of care

**Question 52** asked people if they felt that they were treated with respect and dignity while in Mallow General Hospital. Overall, 77 people (97%) said that they were always treated with respect and dignity, while just two people (3%) said that they were sometimes treated with respect and dignity.

Figure 13. below shows patients' rating of the level of dignity and respect they were shown in hospital.

**Figure 13. Ratings for dignity and respect towards patients in Mallow General Hospital**



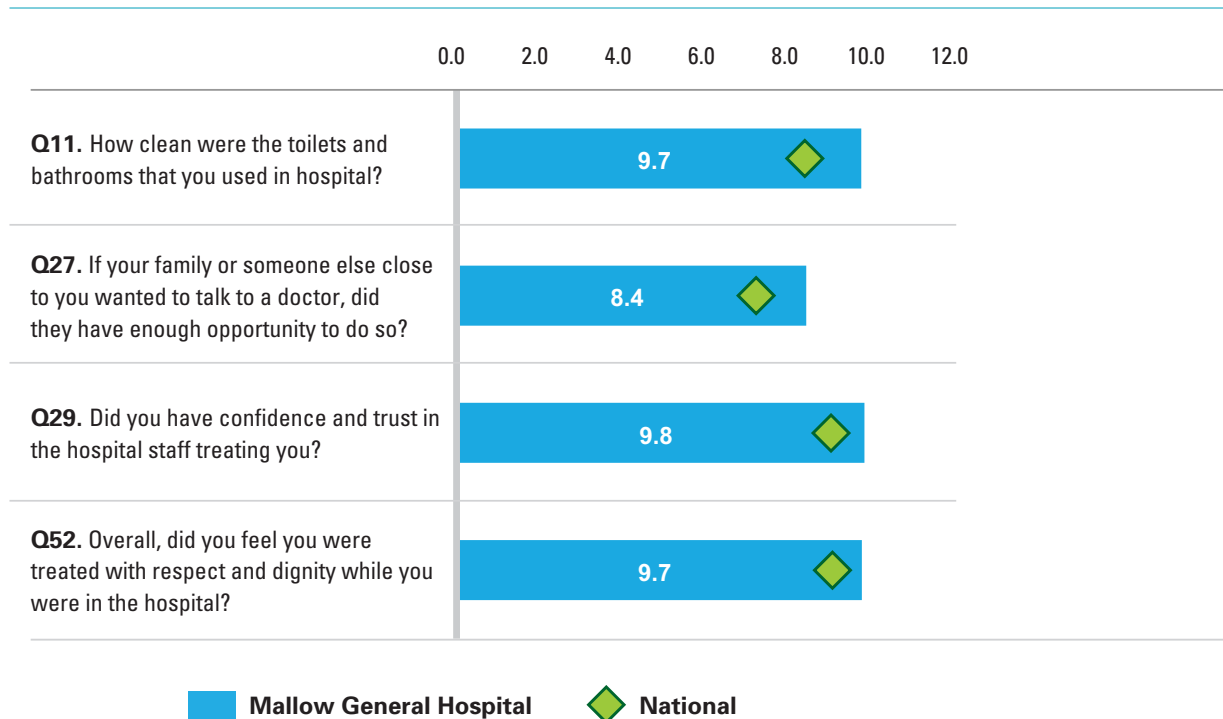
**Question 29** asked people if they had confidence and trust in the hospital staff treating them, and was the highest score question on this stage. 77 people (97% of all people who answered Q29) said that they always had confidence and trust in the hospital staff treating them.

**Question 11**, asked people about the cleanliness of the bathrooms and toilets in Mallow General Hospital. 69 people (91% of all people who answered Q11) said that the bathrooms and toilets were very clean.

**Question 27** asked people if their family or someone close to them had enough opportunity to talk to a doctor in Mallow General Hospital. Out of 59 people, eight (14%) said that, to some extent, that their family had enough opportunities to talk to a doctor, while three (5%) said that they did not.

Figure 14. summarises the scores for Mallow General Hospital for questions about other aspects of care.

**Figure 14. Mallow General Hospital scores for questions on other aspects of care**



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

Patients in Mallow General Hospital reported that they were treated with dignity and respect, and had confidence and trust in the hospital staff who treated them. The cleanliness of toilets and bathrooms was also rated highly. However, people reported a slightly less positive experience as regards the opportunities for their families or friends to speak with hospital staff.





## Chapter 3

# Overall experience

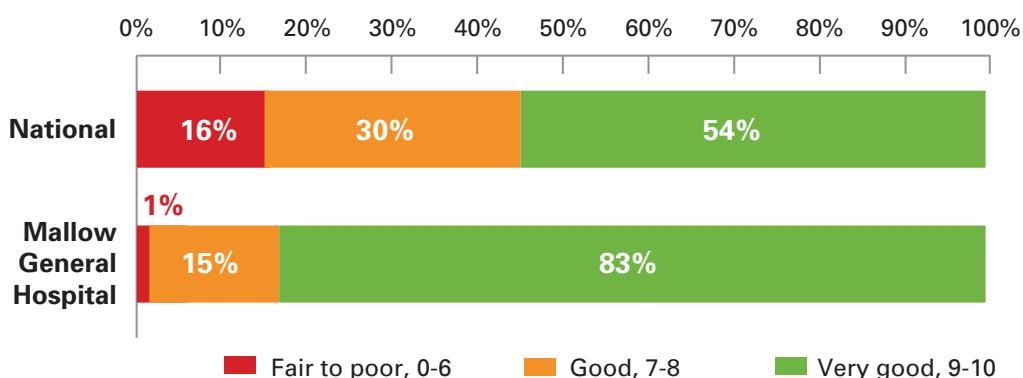
## Ratings of overall experience

People were also 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 Mallow General Hospital, compared with the national average.

In general, 60 people (83%) who stayed in Mallow General Hospital in May 2017, reported having a very good experience in this hospital and just 1% of people indicated a fair to poor experience.

**Figure 15. Overall rating of hospital experience for Mallow General Hospital and nationally**





## Chapter 4

# Conclusion

### How did patients experience hospital care in Mallow General Hospital in May 2017?

Overall, patients' ratings of their experiences at Mallow General Hospital were above the national average. 99% of patients at Mallow General Hospital said they had a 'very good' or 'good' experience, compared with 84% nationally.

Mallow General Hospital performed well in the National Patient Experience Survey 2017, scoring above the national average for most questions. This means that patients in Mallow General Hospital reported more positive experiences than the national average across the majority of questions.

Most of the people who responded to the survey said that they were treated with privacy, respect and dignity during their time in the hospital and had confidence and trust in the hospital staff treating them. Patients also had positive experiences of the cleanliness in the ward they stayed in and the bathrooms they used.

In general, people also reported positively on the number of staff who wore their name badge and introduced themselves to patients, while on the ward.

Nevertheless, some challenges were identified for Mallow General Hospital. In relation to the discharge process, many patients reported that they did not receive printed communication from the hospital staff about what they should or should not do at home. Patients also said that they did not always receive information about medication side effects and danger signals to watch out for after leaving hospital. The choice of food offered to patients is also an area for improvement in Mallow General Hospital.

## 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](http://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 experience, 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](http://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:

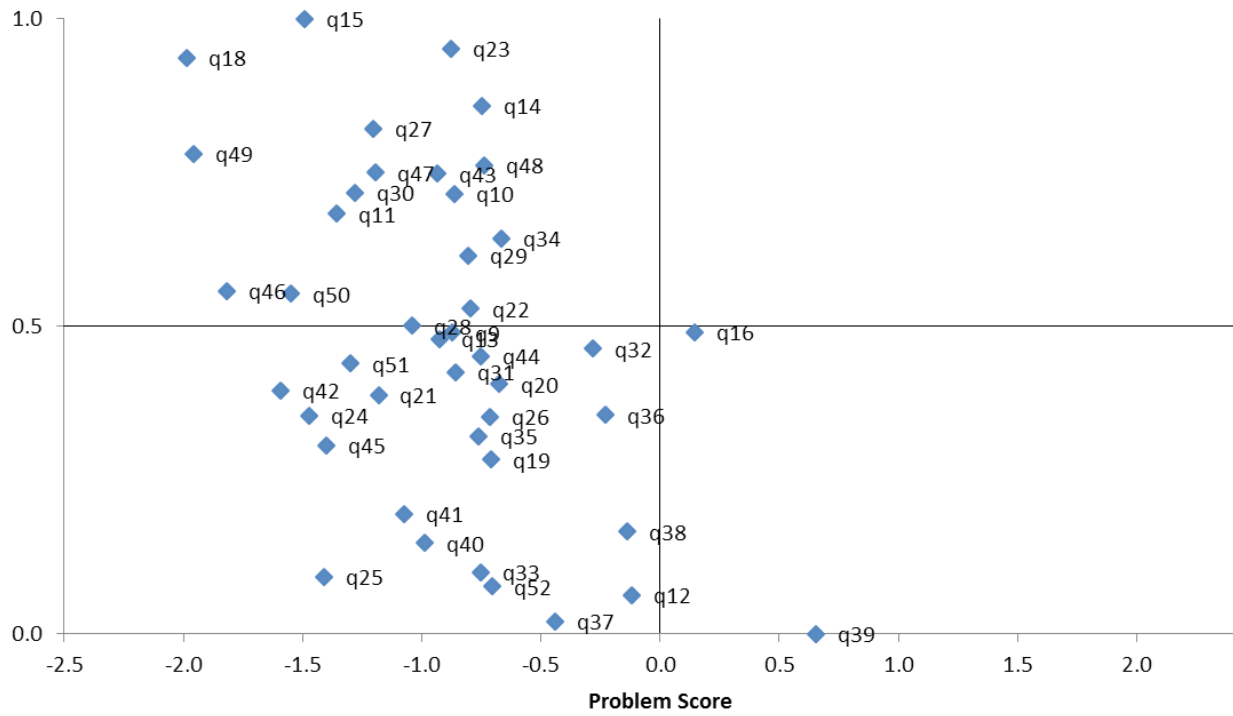
Some questions were more important to patients' ratings of overall experience. For example, a question on being treated with dignity and respect may have a stronger relationship with overall experience than a question on patient ratings of the hospital food.

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 Mallow General Hospital 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 Mallow General Hospital 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 Mallow General Hospital 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 Mallow General Hospital. 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 Mallow General Hospital.



Figure 16. Overall patient experience map for Mallow General 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 four stages of care<sup>1</sup>: 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.

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1 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
<b>Sum of scores</b>	<b>30</b>

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](http://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.

