National Patient
Experience Survey

Adult Inpatient
Survey

Data Dictionary

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Introduction

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. It was first conducted in May 2017 and repeated in May 2018. Survey data is used to identify areas of patient experience that require improvement, and to inform quality improvement plans at national, hospital group and hospital level. The data also informs policy making and regulation.

The survey asks patients 61 questions about their journey through hospital, 58 of which are structured and three of which were free-text questions. The survey questions originate from a library of internationally-validated questions developed by the Picker Institute.[1] The complete question set is included in Appendix 1. The questionnaire development is described on www.patientexperience.ie. The National Patient Experience Survey is based on a concurrent mixed-mode response design, which allows participants to complete the survey online or by returning a paper-based questionnaire in the post. The mode of contact, however, is via post only. A third-party contractor processes the returned questionnaires. The data is subsequently analysed by researchers in HIQA who report on the survey findings. Figure 1.1. outlines the data collection and processing approach of the National Patient Experience Survey.

Figure 1.1. The National Patient Experience Survey process
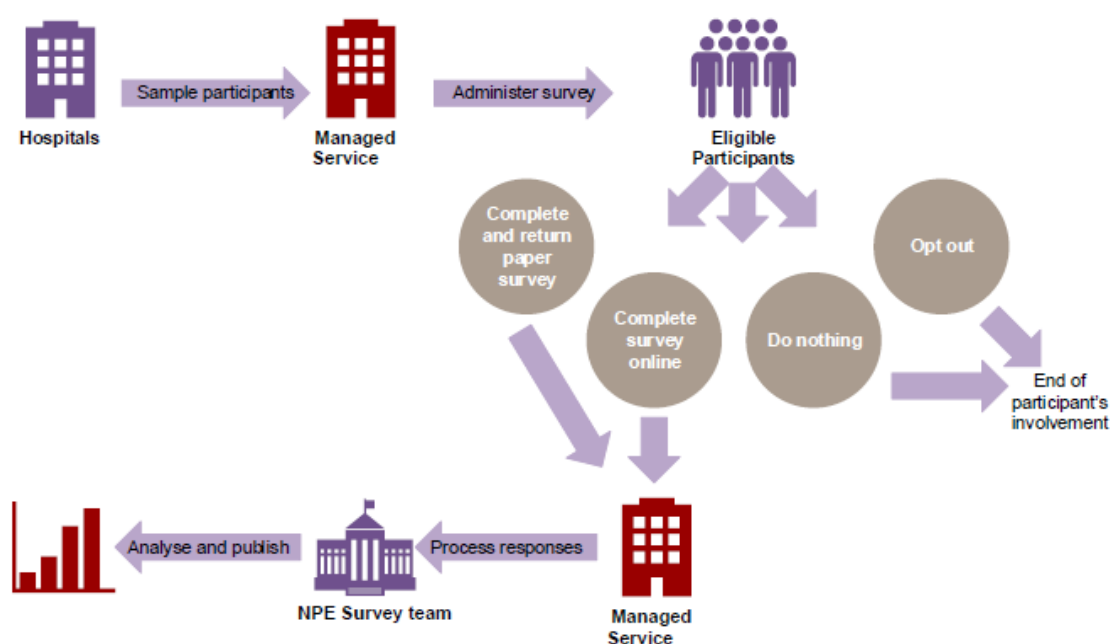
Purpose of the data dictionary

The data dictionary provides a descriptive list of the variables used in the National Patient Experience Survey data file. This version of the data dictionary covers the variables used in the 2018 survey, and will be updated as required in the coming years. Data dictionaries are important and they outline standardised data definitions, ensure consistency in data collection, and assist data users to accurately interpret data. A data dictionary contributes to data quality within and across organisations, facilitating standardisation and comparison of data. The National Patient Experience Survey data dictionary follows the template outlined in the HIQA *Guidance on a data quality framework for health and social care*.[2]

Using the data dictionary

The National Patient Experience Data Dictionary contains information on the variables that are collected and reported. Internal variables used to assist in calculations and quality assurance are not included. Variables are listing in numerical order and largely correspond to the questions on the survey. A description of each variable is provided, along with its related values and data elements.

Q1 Planned or emergency

Name	Q1
Label	Planned or emergency
Dataset	2017, 2018
Definition	Patient self-report of whether their admission was scheduled or unscheduled
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Was your most recent hospital stay planned in advance or an emergency?
Codes and values	1 = Emergency or urgent 2 = Planned in advance or waiting list 3 = Something else
Verification rule	Hospital data extract includes information on type of admission
Comments/guidelines	This is routing question. Participants who respond with 1 or 3 are directed to Q2. Participants who respond with 2 are directed to Q9.
Related data elements	Q2, Q9, admtype, AdmtypeBinary

Q2 Attendance at ED

Name	Q2
Label	Did you go to ED?
Dataset	2017, 2018
Definition	Patient self-report of whether they went to the emergency department or not.
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	When you arrived at the hospital, did you go to the emergency department (also known as the A&E department or casualty)?
Codes and values	1 = Yes 2 = No
Verification rule	Hospital data extract includes information on type of admission
Comments/guidelines	This is routing question. Participants who respond with 1 are directed to Q3. Participants who respond with 2 are directed to Q9.
Related data elements	Q1, Q3, Q9

Q3 ED – Answers you could understand

Name	Q3
Label	ED get answers you could understand
Dataset	2017, 2018
Definition	Patients asked if doctors and nurses in ED gave them answers they could understand.
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	When you had important questions to ask doctors and nurses in the emergency department, did you get answers that you could understand?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0) 4 = I had no need to ask/I was too unwell to ask and questions (M)
Verification rule	N/A
Comments/guidelines	This is the first scored question on the survey. It is one of five questions on the 'Admission to hospital' stage of care.
Related data elements	Q4, 5, 6, 8

Q4 ED – Explained condition or treatment

Name	Q4
Label	ED explain condition or treatment
Dataset	2017, 2018
Definition	Patients asked if doctors and nurses in ED explained their condition in a way they could understand.
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	While you were in the emergency department, did a doctor or nurse explain your condition and treatment in a way you could understand?
Codes and values	1 = Yes, always (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = I did not need an explanation (M)
Verification rule	N/A
Comments/guidelines	This is the second of five questions on the 'Admission to hospital' stage of care.
Related data elements	Q3, 5, 6, 8

Q5 ED – Privacy when examined or treated

Name	Q5
Label	ED privacy when examined or treated
Dataset	2017, 2018
Definition	Patients asked if they were given enough privacy when being examined or treated in the ED
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Were you given enough privacy when being examined or treated in the emergency department?
Codes and values	1 = Yes, always (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = Don't know/can't remember (M)
Verification rule	N/A
Comments/guidelines	This is the third of five questions on the 'Admission to hospital' stage of care.
Related data elements	Q3, 4, 6, 8

Q6 ED – Treated with respect and dignity

Name	Q6
Label	ED respect and dignity
Dataset	2017, 2018
Definition	Patients asked if they felt they were treated with respect and dignity in the emergency department.
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Overall, did you feel you were treated with respect and dignity while you were in the emergency department?
Codes and values	1 = Yes, always (10) 2 = Yes, to some extent (5) 3 = No (0)
Verification rule	N/A
Comments/guidelines	This is the fourth of five questions on the 'Admission to hospital' stage of care.
Related data elements	Q3, 4, 5, 8

Q7 ED – Remained in ED

Name	Q7
Label	ED remain entire stay
Dataset	2017, 2018
Definition	Patients asked if they remained in the emergency department for their entire hospital stay
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did you remain in the emergency department for the entire time of your stay?
Codes and values	1 = Yes, I was discharged from the emergency department 2 = No, I was transferred to a different part of the hospital before I was discharged.
Verification rule	N/A
Comments/guidelines	This is a routing question. Participants who respond with 1 are directed to Q53. Participants who respond with 2 are directed to Q8.
Related data elements	Q8, Q53

Q8 ED – Waiting time for admission

Name	Q8
Label	How long wait until admitted to ward
Dataset	2017, 2018
Definition	Patients asked how long they waited before being admitted to a ward
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Following arrival at the hospital, how long did you wait before being admitted to a ward?
Codes and values	1 = Less than 6 hours (10) 2 = Between 6 and up to 12 hours (7.5) 3 = Between 12 and up to 24 hours (5) 4 = Between 24 and up to 48 hours (2.5) 5 = More than 48 hours (0) 6 = Don't know/can't remember (M) 7 = I was not admitted to a ward (M)
Verification rule	N/A
Comments/guidelines	This is the fifth of five questions on the 'Admission to hospital' stage of care. Participants who respond with 7 are directed to Q53.
Related data elements	Q3, Q4, Q5, Q6, Q53

Q9 Privacy on the ward

Name	Q9
Label	Enough privacy on ward
Dataset	2017, 2018
Definition	Patients asked if they were given enough privacy while on the ward
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Were you given enough privacy while you were on the ward?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0)
Verification rule	N/A
Comments/guidelines	This is the first of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q10, Q11, Q12, Q13, Q14, Q15, Q16, Q18, Q19, Q22, Q23, Q28, Q32

Q10 Cleanliness of room or ward

Name	Q10
Label	How clean was the room or ward
Dataset	2017, 2018
Definition	Patients asked how clean they felt their hospital room or ward was
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	In your opinion, how clean was the hospital room or ward that you were in?
Codes and values	1 = Very clean (10) 2 = Fairly clean (6.67) 3 = Not very clean (3.33) 4 = Not at all clean (0)
Verification rule	N/A
Comments/guidelines	This is the second of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q12, Q13, Q14, Q15, Q16, Q18, Q19, Q20, Q22, Q23, Q28, Q32

Q11 Cleanliness of toilets or bathrooms

Name	Q11
Label	How clean were toilets or bathrooms
Dataset	2017, 2018
Definition	Patients asked how clean the toilets and bathrooms they used were.
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	How clean were the toilets and bathrooms that you used in hospital?
Codes and values	1 = Very clean (10) 2 = Fairly clean (6.67) 3 = Not very clean (3.33) 4 = Not at all clean (0) 5 = I did not use a toilet or bathroom (M)
Verification rule	N/A
Comments/guidelines	This question comes under the 'Other aspects of care' set of questions
Related data elements	N/A

Q12 Help getting to toilet or bathroom

Name	Q12
Label	Help with bathroom or toilet on time
Dataset	2017, 2018
Definition	Patients asked if they got timely help in getting to the bathroom if required.
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	When you needed help from staff getting to the bathroom or toilet, did you get it in time?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0) 4 = I did not need help (M)
Verification rule	N/A
Comments/guidelines	This is the third of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q10, Q13, Q14, Q15, Q16, Q18, Q19, Q20, Q22, Q23, Q28, Q32

Q13 Staff name badges

Name	Q13
Label	Did staff wear name badges
Dataset	2017, 2018
Definition	Patients asked if staff wore name badges
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did staff wear name badges?
Codes and values	1 = Yes, all of the staff wore name badges (10) 2 = Some of the staff wore name badges (5) 3 = Very few or none of the staff wore name badges (0) 4 = Don't know/can't remember (M)
Verification rule	N/A
Comments/guidelines	This is the fourth of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q10, Q12, Q14, Q15, Q16, Q18, Q19, Q20, Q22, Q23, Q28, Q32

Q14 Staff introductions

Name	Q14
Label	Did staff introduce themselves
Dataset	2017, 2018
Definition	Patients asked if staff introduced themselves
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did the staff treating and examining you introduce themselves?
Codes and values	1 = Yes, all of the staff introduced themselves (10) 2 = Some of the staff introduced themselves (5) 3 = Very few or none of the staff introduced themselves (0) 4 = Don't know/can't remember (M)
Verification rule	N/A
Comments/guidelines	This is the fifth of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q10, Q12, Q13, Q15, Q16, Q18, Q19, Q20, Q22, Q23, Q28, Q32

Q15 Rating of hospital food

Name	Q15
Label	How rate hospital food
Dataset	2017, 2018
Definition	Patients asked how they would rate the hospital food
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	How would you rate the hospital food?
Codes and values	1 = Very good(10) 2 = Good (6.67) 3 = Fair (3.33) 4 = Poor (0) 5 = I did not have any food (M)
Verification rule	N/A
Comments/guidelines	This is the sixth of 14 questions on the 'Care on the ward' stage of care. Participants who respond with 5 are directed to Q20.
Related data elements	Q9, Q10, Q12 Q13, Q14, Q16, Q18, Q19, Q20, Q22, Q23, Q28, Q32

Q16 Choice of food

Name	Q16
Label	Choice of food
Dataset	2017, 2018
Definition	Patients asked if they were offered a choice of food
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Were you offered a choice of food?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0)
Verification rule	N/A
Comments/guidelines	This is the seventh of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q10, Q12 Q13, Q14, Q15, Q18, Q19, Q20, Q22, Q23, Q28, Q32

Q17 Unable to eat

Name	Q17
Label	Ever unable to eat
Dataset	2017, 2018
Definition	Patients asked if they were ever unable to eat during mealtimes
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Were you ever unable to eat during mealtimes (e.g. because you were away from the ward, recovering from surgery, etc.)?
Codes and values	1 = Yes 2 = No 3 = Don't know/can't remember
Verification rule	N/A
Comments/guidelines	This is a routing question. Participants who respond with 1 are directed to Q18. Participants who respond with 2 or 3 are directed to Q19.
Related data elements	Q18, Q19

Q18 Replacement meal

Name	Q18
Label	Offered replacement meal
Dataset	2017, 2018
Definition	Patients asked if they were offered a replacement meal if required
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Were you offered a replacement meal at another time?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0) 4 = I did not want a meal (M) 5 = I was not allowed a meal (e.g. because I was fasting) (M) 6 = Don't know/can't remember (M)
Verification rule	N/A
Comments/guidelines	This is the eighth of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q10, Q12 Q13, Q14, Q15, Q16, Q19, Q20, Q22, Q23, Q28, Q32

Q19 Help to eat meals

Name	Q19
Label	Enough help to eat meals
Dataset	2017, 2018
Definition	Patients asked if they got enough help with their meals
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did you get enough help from staff to eat your meals?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0) 4 = I did not need help to eat meals (M)
Verification rule	N/A
Comments/guidelines	This is the ninth of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q10, Q12 Q13, Q14, Q15, Q16, Q18, Q20, Q22, Q23, Q28, Q32

Q20 Clear answers from a doctor

Name	Q20
Label	Answers from doctor you could understand
Dataset	2017, 2018
Definition	Patients asked whether doctors answered their questions in a way they could understand
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	When you had important questions to ask a doctor, did you get answers that you could understand?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0) 4 = I had no need to ask (M)
Verification rule	N/A
Comments/guidelines	This is the tenth of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q10, Q12 Q13, Q14, Q15, Q16, Q18, Q19, Q22, Q23, Q28, Q32

Q21 Time to discuss care and treatment

Name	Q21
Label	Enough time to discuss care and treatment with a doctor
Dataset	2017, 2018
Definition	Patients asked if they were given sufficient time to discuss their care
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did you feel you had enough time to discuss your care and treatment with a doctor?
Codes and values	1 = Yes, definitely (10) 2 = Yes, to some extent (5) 3 = No (0)
Verification rule	N/A
Comments/guidelines	This is the first of 13 questions on the 'Examinations, diagnosis and treatment' stage of care.
Related data elements	Q24, Q25, Q26, Q30, Q31, Q33, Q34, Q35, Q36, Q37, Q38, Q39

Q22 Clear answers from a nurse

Name	Q22
Label	Answers from nurse you could understand
Dataset	2017, 2018
Definition	Patients asked whether nurses answered their questions in a way they could understand
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	When you had important questions to ask a nurse, did you get answers that you could understand?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0) 4 = I had no need to ask (M)
Verification rule	N/A
Comments/guidelines	This is the eleventh of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q10, Q12 Q13, Q14, Q15, Q16, Q18, Q19, Q20, Q23, Q28, Q32

Q23 Opportunity to talk to a nurse

Name	Q23
Label	Get opportunity to talk to a nurse
Dataset	2017, 2018
Definition	Patients asked if they could talk to a nurse when required
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	If you ever needed to talk to a nurse, did you get the opportunity to do so?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0) 4 = I had no need to talk to a nurse (M)
Verification rule	N/A
Comments/guidelines	This is the twelfth of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q10, Q12 Q13, Q14, Q15, Q16, Q18, Q19, Q20, Q22, Q28, Q32

Q24 Involved in decisions about care and treatment

Name	Q24
Label	Involved in decisions about care and treatment
Dataset	2017, 2018
Definition	Patients asked if they were involved in decisions about their care
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Were you involved as much as you wanted to be in decisions about your care and treatment?
Codes and values	1 = Yes, definitely (10) 2 = Yes, to some extent (5) 3 = No (0)
Verification rule	N/A
Comments/guidelines	This is the second of 13 questions on the 'Examinations, diagnosis and treatment' stage of care.
Related data elements	Q21, Q25, Q26, Q30, Q31, Q33, Q34, Q35, Q36, Q37, Q38, Q39

Q25 Information given about care and treatment

Name	Q25
Label	Amount of info given about care and treatment
Dataset	2017, 2018
Definition	Patients asked how much information they received about their condition or treatment
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	How much information about your condition or treatment was given to you?
Codes and values	1 = Not enough (0) 2 = The right amount (10) 3 = Too much (0)
Verification rule	N/A
Comments/guidelines	This is the third of 13 questions on the 'Examinations, diagnosis and treatment' stage of care.
Related data elements	Q21, Q24, Q26, Q30, Q31, Q33, Q34, Q35, Q36, Q37, Q38, Q39

Q26 Understandable explanation of diagnosis

Name	Q26
Label	Diagnosis explained in way you could understand
Dataset	2017, 2018
Definition	Patients asked if their diagnosis was explained in an understandable way
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Was your diagnosis explained to you in a way that you could understand?
Codes and values	1 = Yes, completely (10) 2 = Yes, to some extent (5) 3 = Too much (0)
Verification rule	N/A
Comments/guidelines	This is the fourth of 13 questions on the 'Examinations, diagnosis and treatment' stage of care.
Related data elements	Q21, Q24, Q25, Q30, Q31, Q33, Q34, Q35, Q36, Q37, Q38, Q39

Q27 Family opportunity to talk to a doctor

Name	Q27
Label	Family opportunity to talk to doctor
Dataset	2017, 2018
Definition	Patients asked if their family had sufficient opportunity to talk to a doctor
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?
Codes and values	1 = Yes, definitely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = No family or friends were involved (M) 5 = My family did not want or need information (M) 6 = I did not want my family or friends to talk to a doctor (M)
Verification rule	N/A
Comments/guidelines	This question comes under the 'Other aspects of care' set of questions
Related data elements	N/A

Q28 Someone to talk to about worries and fears

Name	Q28
Label	Talk to hospital staff about worries and fears
Dataset	2017, 2018
Definition	Patients asked if they could find someone to talk to about their worries and fears
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did you find someone on the hospital staff to talk to about your worries and fears?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0) 4 = I had no worries or fears (M)
Verification rule	N/A
Comments/guidelines	This is the thirteenth of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q10, Q12 Q13, Q14, Q15, Q16, Q18, Q19, Q20, Q22, Q23, Q32

Q29 Confidence and trust in hospital staff

Name	Q29
Label	Confidence and trust in hospital staff
Dataset	2017, 2018
Definition	Patients asked if they had confidence and trust in hospital staff
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did you have confidence and trust in the hospital staff treating you?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0)
Verification rule	N/A
Comments/guidelines	This question comes under the 'Other aspects of care' set of questions
Related data elements	N/A

Q30 Privacy when discussing care and treatment

Name	Q30
Label	Enough privacy discussing condition or treatment
Dataset	2017, 2018
Definition	Patients asked if they were given enough privacy when discussing their condition or treatment
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Were you given enough privacy when discussing your condition or treatment?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = Too much (0)
Verification rule	N/A
Comments/guidelines	This is the fifth of 13 questions on the 'Examinations, diagnosis and treatment' stage of care.
Related data elements	Q21, Q24, Q25, Q26, Q31, Q33, Q34, Q35, Q36, Q37, Q38, Q39

Q31 Privacy when being examined or treated

Name	Q31
Label	Enough privacy when examined or treated
Dataset	2017, 2018
Definition	Patients asked if they were given enough privacy when being examined or treated
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Were you given enough privacy when being examined or treated?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = Too much (0)
Verification rule	N/A
Comments/guidelines	This is the sixth of 13 questions on the 'Examinations, diagnosis and treatment' stage of care.
Related data elements	Q21, Q24, Q25, Q26, Q30, Q33, Q34, Q35, Q36, Q37, Q38, Q39

Q32 Pain management

Name	Q32
Label	Hospital staff help control pain
Dataset	2017, 2018
Definition	Patients asked about pain management
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Do you think the hospital staff did everything they could to help control your pain?
Codes and values	1 = Yes, definitely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = I was never in any pain (M)
Verification rule	N/A
Comments/guidelines	This is the fourteenth of 14 questions on the 'Care on the ward' stage of care.
Related data elements	Q9, Q10, Q12 Q13, Q14, Q15, Q16, Q18, Q19, Q20, Q22, Q23, Q28

Q33 Clear explanation of test results

Name	Q33
Label	Doctor or nurse explain results of tests
Dataset	2017, 2018
Definition	Patients asked doctor/nurses explained results of tests in understandable way
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did a doctor or nurse explain the results of the tests in a way that you could understand?
Codes and values	1 = Yes, definitely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = Not sure/can't remember (M) 5 = I was told I would get the results at a later date (M) 6 = I was never told the results of tests (M) 7 = I did not have any tests (M)
Verification rule	N/A
Comments/guidelines	This is the seventh of 13 questions on the 'Examinations, diagnosis and treatment' stage of care.
Related data elements	Q21, Q24, Q25, Q26, Q30, Q31, Q34, Q35, Q36, Q37, Q38, Q39

Q34 Clear explanation before treatment

Name	Q34
Label	Before treatment – staff explain what would happen
Dataset	2017, 2018
Definition	Patients asked if staff explained what would happen before treatments
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Before you received any treatments did a member of staff explain what would happen?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0) 4 = I did not want an explanation (M) 5 = I did not have any treatments (M)
Verification rule	N/A
Comments/guidelines	This is the eighth of 13 questions on the 'Examinations, diagnosis and treatment' stage of care. Participants who respond with 5 are directed to Q36. Otherwise participants are directed to Q35.
Related data elements	Q21, Q24, Q25, Q26, Q30, Q31, Q33, Q35, Q36, Q37, Q38, Q39

Q35 Clear explanation of risks of treatment

Name	Q35
Label	Before treatment – staff explain risks or benefits
Dataset	2017, 2018
Definition	Patients asked if staff explained risks or benefits of treatments
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Before you received any treatments did a member of staff explain any risks and or benefits in a way you could understand?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0) 4 = I did not want an explanation (M)
Verification rule	N/A
Comments/guidelines	This is the ninth of 13 questions on the 'Examinations, diagnosis and treatment' stage of care. Participants who respond with 5 are directed to Q36. Otherwise participants are directed to Q35.
Related data elements	Q21, Q24, Q25, Q26, Q30, Q31, Q33, Q34, Q36, Q37, Q38, Q39

Q36 Clear explanation of risks of an operation

Name	Q36
Label	Before operation – staff explain risks or benefits
Dataset	2017, 2018
Definition	Patients asked if staff explained risks or benefits of operations
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?
Codes and values	1 = Yes, completely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = I did not want an explanation (M) 5 = I did not have an operation or procedure (M)
Verification rule	N/A
Comments/guidelines	This is the tenth of 13 questions on the 'Examinations, diagnosis and treatment' stage of care. Participants who respond with 5 are directed to Q40. Otherwise participants are directed to Q37.
Related data elements	Q21, Q24, Q25, Q26, Q30, Q31, Q33, Q34, Q35, Q37, Q38, Q39

Q37 Clear answers to questions about an operation

Name	Q37
Label	Before operation – staff answer questions
Dataset	2017, 2018
Definition	Patients asked if staff answered questions before operations
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?
Codes and values	1 = Yes, completely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = I did not have any questions (M)
Verification rule	N/A
Comments/guidelines	This is the eleventh of 13 questions on the 'Examinations, diagnosis and treatment' stage of care.
Related data elements	Q21, Q24, Q25, Q26, Q30, Q31, Q33, Q34, Q35, Q36, Q38, Q39

Q38 Told how to expect to feel before an operation

Name	Q38
Label	Before operation – told how to expect to feel
Dataset	2017, 2018
Definition	Patients asked if they were told how they could expect to feel after an operation or procedure
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Beforehand, were you told how you could expect to feel after you had the operation or procedure?
Codes and values	1 = Yes, completely (10) 2 = Yes, to some extent (5) 3 = No (0)
Verification rule	N/A
Comments/guidelines	This is the twelfth of 13 questions on the 'Examinations, diagnosis and treatment' stage of care.
Related data elements	Q21, Q24, Q25, Q26, Q30, Q31, Q33, Q34, Q35, Q36, Q37, Q39

Q39 Clear explanation of how an operation had gone

Name	Q39
Label	After operation – staff explain how it had gone
Dataset	2017, 2018
Definition	Patients asked if staff gave an understandable explanation of how an operation had gone
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?
Codes and values	1 = Yes, completely (10) 2 = Yes, to some extent (5) 3 = No (0)
Verification rule	N/A
Comments/guidelines	This is the thirteenth of 13 questions on the 'Examinations, diagnosis and treatment' stage of care.
Related data elements	Q21, Q24, Q25, Q26, Q30, Q31, Q33, Q34, Q35, Q36, Q37, Q38

Q40 Involved in decisions about discharge

Name	Q40
Label	Involved in decisions about discharge
Dataset	2017, 2018
Definition	Patients asked if they felt involved in decisions about discharge
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did you feel you were involved in decisions about your discharge from hospital?
Codes and values	1 = Yes, definitely(10) 2 = Yes, to some extent (5) 3 = No (0) 4 = I did not want to be involved (M)
Verification rule	N/A
Comments/guidelines	This is the first of 11 questions on the 'Discharge or transfer' stage of care.
Related data elements	Q41, Q42, Q43, Q44, Q45, Q46, Q47, Q48, Q49, Q50

Q41 Given sufficient notice about discharge

Name	Q41
Label	Enough notice about discharge
Dataset	2018
Definition	Patients asked if they or someone close to them was given enough notice about discharge
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Were you or someone close to you given enough notice about your discharge?
Codes and values	1 = Yes, definitely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = Don't know/can't remember (M)
Verification rule	N/A
Comments/guidelines	This is the second of 11 questions on the 'Discharge or transfer' stage of care. This question resulted from the merging of two separate questions from the 2017 survey.
Related data elements	Q40, Q42, Q43, Q44, Q45, Q46, Q47, Q48, Q49, Q50

Q42 Clear explanation of care at home

Name	Q42
Label	Spend enough time explaining about health and care
Dataset	2017, 2018
Definition	Patients asked if staff gave sufficient time to explain care at home
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Before you left hospital, did the healthcare staff spend enough time explaining about your health and care after you arrive home?
Codes and values	1 = Yes, definitely (10) 2 = No (0)
Verification rule	N/A
Comments/guidelines	This is the third of 11 questions on the 'Discharge or transfer' stage of care.
Related data elements	Q40, Q41, Q43, Q44, Q45, Q46, Q47, Q48, Q49, Q50

Q43 Written or printed information at discharge

Name	Q43
Label	Given written or printed information
Dataset	2017, 2018
Definition	Patients asked if they received written or printed information before leaving hospital
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?
Codes and values	1 = Yes, definitely (10) 2 = No (0)
Verification rule	N/A
Comments/guidelines	This is the fourth of 11 questions on the 'Discharge or transfer' stage of care.
Related data elements	Q40, Q41, Q42, Q44, Q45, Q46, Q47, Q48, Q49, Q50

Q44 Explanation of purpose of medications

Name	Q44
Label	Explain purpose of medicines
Dataset	2017, 2018
Definition	Patients asked if staff explained purpose of medicines they were to take at home
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?
Codes and values	1 = Yes, completely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = I did not need an explanation (M) 5 = I had no medicines (M)
Verification rule	N/A
Comments/guidelines	This is the fifth of 11 questions on the 'Discharge or transfer' stage of care. Participants who respond with 5 are directed to Q46. Otherwise participants are directed to Q45
Related data elements	Q40, Q41, Q42, Q43, Q45, Q46, Q47, Q48, Q49, Q50

Q45 Medication side effects to watch out for

Name	Q45
Label	Medication side effects to watch for
Dataset	2017, 2018
Definition	Patients asked if staff explained medication side effects
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did a member of staff tell you about medication side effects to watch for when you went home?
Codes and values	1 = Yes, completely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = I did not need an explanation (M)
Verification rule	N/A
Comments/guidelines	This is the sixth of 11 questions on the 'Discharge or transfer' stage of care.
Related data elements	Q40, Q41, Q42, Q43, Q44, Q46, Q47, Q48, Q49, Q50

Q46 Danger signals to watch for

Name	Q46
Label	Danger signals to watch for
Dataset	2017, 2018
Definition	Patients asked if staff explained danger signals to watch for
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did a member of staff tell you about any danger signals you should watch for after you went home?
Codes and values	1 = Yes, completely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = It was not necessary(M)
Verification rule	N/A
Comments/guidelines	This is the seventh of 11 questions on the 'Discharge or transfer' stage of care.
Related data elements	Q40, Q41, Q42, Q43, Q44, Q45, Q47, Q48, Q49, Q50

Q47 Family or home situation taken into account

Name	Q47
Label	Take family or home situation into account
Dataset	2017, 2018
Definition	Patients asked if their home situation was taken into account in discharge planning
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did hospital staff take your family or home situation into account when planning your discharge?
Codes and values	1 = Yes, completely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = It was not necessary(M) 5 = Don't know/can't remember (M)
Verification rule	N/A
Comments/guidelines	This is the eighth of 11 questions on the 'Discharge or transfer' stage of care.
Related data elements	Q40, Q41, Q42, Q43, Q44, Q45, Q46, Q48, Q49, Q50

Q48 Family given information needed to help with care

Name	Q48
Label	Give family all info needed to help care for you
Dataset	2017, 2018
Definition	Patients asked if their family was given sufficient information to care for them
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?
Codes and values	1 = Yes, completely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = No family or friends were involved (M) 5 = My family or friends did not want or need information (M)
Verification rule	N/A
Comments/guidelines	This is the ninth of 11 questions on the 'Discharge or transfer' stage of care.
Related data elements	Q40, Q41, Q42, Q43, Q44, Q45, Q46, Q47, Q49, Q50

Q49 Told who to contact if worried

Name	Q49
Label	Told who to contact if worried
Dataset	2017, 2018
Definition	Patients asked if they were told who to contact if they were worried
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?
Codes and values	1 = Yes, completely (10) 2 = No (0) 3 = Don't know/can't remember
Verification rule	N/A
Comments/guidelines	This is the tenth of 11 questions on the 'Discharge or transfer' stage of care.
Related data elements	Q40, Q41, Q42, Q43, Q44, Q45, Q46, Q47, Q48, Q50

Q50 Given enough information to manage condition at home

Name	Q50
Label	Received enough information to manage condition
Dataset	2017, 2018
Definition	Patients asked if they were given enough information on managing their condition
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?
Codes and values	1 = Yes, definitely (10) 2 = Yes, to some extent (5) 3 = No (0) 4 = I did not need any help in managing my condition (M)
Verification rule	N/A
Comments/guidelines	This is the eleventh of 11 questions on the 'Discharge or transfer' stage of care.
Related data elements	Q40, Q41, Q42, Q43, Q44, Q45, Q46, Q47, Q48, Q49

Q51 Treated with respect and dignity overall

Name	Q51
Label	Overall treated with respect and dignity
Dataset	2017, 2018
Definition	Patients asked if they were treated with respect and dignity
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Overall, did you feel you were treated with respect and dignity while you were in the hospital?
Codes and values	1 = Yes, always (10) 2 = Yes, sometimes (5) 3 = No (0)
Verification rule	N/A
Comments/guidelines	This question comes under the 'Other aspects of care' set of questions
Related data elements	N/A

Q52 Overall experience

Name	Q52
Label	Overall rating of hospital experience
Dataset	2017, 2018
Definition	Patients asked to rate their overall experience out of 10.
Context	Self-report
Data type	Scale
Field length maximum	12
Instructions for answering field	Overall... (please circle a number)
Codes and values	Scale from 0 to 10, with 0 representing a very poor experience and 10 representing a very good experience.
Verification rule	N/A
Comments/guidelines	This is a standalone question for reporting. Item-level correlations with overall experience ratings are used to identify priorities for improvement and areas of good experience in hospitals.
Related data elements	N/A

Q53 Main person competing questionnaire

Name	Q53
Label	Main person completing questionnaire
Dataset	2017, 2018
Definition	Patients asked who filled in questionnaire
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Who was the main person or people who filled in this questionnaire?
Codes and values	1 = The patient 2 = A friend or relative of the patient 3 = Both patient and friend / relative together 4 = The patient with the help of a health professional
Verification rule	N/A
Comments/guidelines	Participants are reminded that answers must be from the perspective of the person named on the envelope.
Related data elements	N/A

Q54 Main reason for admission to hospital

Name	Q54
Label	Reason for stay in hospital
Dataset	2018
Definition	Patients asked the reason for their most recent hospital stay
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	What was the main reason for your most recent stay in hospital?
Codes and values	1 = Tumour/cancer 2 = Heart disease 3 = Lung disease 4 = Neurological condition 5 = Diabetes and related problems 6 = Adverse reaction/poisoning 7 = Injury and or accident 8 = Infection 9 = Mental health issue 10 = I was admitted for tests and investigations 11 = Don't know/I was not told 12 = Other, please specify
Verification rule	N/A
Comments/guidelines	Participants asked to tick one box only Participants who respond with 12 are asked to write their reason.
Related data elements	

Q55 Participant sex

Name	Q55
Label	Sex
Dataset	2018
Definition	Patients asked about their gender identification
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Do you identify as
Codes and values	1 = Male 2 = Female 3 = Other gender
Verification rule	Hospital data extract records sex (male or female). In cases where patients do not self-report, the value from the data extract is used.
Comments/guidelines	'Other gender' option added in 2018.
Related data elements	N/A

Q57 Ethnic or cultural background

Name	Q57
Label	Ethnic or cultural background
Dataset	2017, 2018
Definition	Patients asked about their ethnic/cultural background
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	What is your ethnic or cultural background?
Codes and values	1 = Irish 2 = Irish traveller 3 = Any other white background 4 = African 5 = Any other black background 6 = Chinese 7 = Any other Asian background 8 = Other, write in description
Verification rule	N/A
Comments/guidelines	Text explains that this question is asked to check if survey represents all sections of society. Participants asked to tick one box only. Participants who respond with 8 are asked to write their ethnicity.
Related data elements	Q57_QO12_OtherText

Q58 Medical card and health insurance status

Name	Q58
Label	Medical card and health insurance status
Dataset	2017, 2018
Definition	Patients asked about medical card and insurance cover
Context	Self-report
Data type	Nominal
Field length maximum	12
Instructions for answering field	Do you currently have:
Codes and values	1 = A medical card 2 = Private health insurance 3 = Both a medical card and private health insurance 4 = Neither a medical card nor private health insurance
Verification rule	N/A
Comments/guidelines	N/A
Related data elements	N/A

Hospital Size

Name	HospSize
Label	Hospital size
Dataset	2017, 2018
Definition	Hospital size based on number of eligible discharges and hospital status
Context	Derived based on eligible discharges from data extract
Data type	Nominal
Field length maximum	12
Instructions for answering field	N/A
Codes and values	1 = Large (>900 discharges) 2 = Medium (300 – 900 discharges) 3 = Small (<300 discharges) 4 = Specialist elective
Verification rule	N/A
Comments/guidelines	N/A
Related data elements	N/A

Q59 Anything particularly good

Name	Q59
Label	Q59 Particularly Good
Dataset	2017, 2018
Definition	Response to Q59
Context	Self-report
Data type	Qualitative
Field length maximum	12
Instructions for answering field	Was there anything particularly good about your hospital care?
Codes and values	1 = Staffing level 2 = Nurse comment 3 = Doctor comment 4 = Other healthcare staff 5 = Other staff 6 = General staff comment 7 = Dignity and respect 8 = Communication with patient 9 = Communication with family 10 = Physical comfort 11 = ED management and environment 12 = ED waiting time 13 = Planned waiting time 14 = Food and drink 15 = Staff availability 16 = Discharge 17 = Cleanliness 18 = Hospital facilities 19 = Parking 20 = Clinical information 21 = Insurance 22 = General comment 23 = Other 24 = Compassion
Verification rule	N/A
Comments/guidelines	Comments were categorised according to a 24-theme coding frame.
Related data elements	N/A

Q60 Anything that could be improved

Name	Q60
Label	Q60 Could be improved
Dataset	2017, 2018
Definition	Response to Q60
Context	Self-report
Data type	Qualitative
Field length maximum	12
Instructions for answering field	Was there anything that could be improved?
Codes and values	1 = Staffing level 2 = Nurse comment 3 = Doctor comment 4 = Other healthcare staff 5 = Other staff 6 = General staff comment 7 = Dignity and respect 8 = Communication with patient 9 = Communication with family 10 = Physical comfort 11 = ED management and environment 12 = ED waiting time 13 = Planned waiting time 14 = Food and drink 15 = Staff availability 16 = Discharge 17 = Cleanliness 18 = Hospital facilities 19 = Parking 20 = Clinical information 21 = Insurance 22 = General comment 23 = Other 24 = Compassion
Verification rule	N/A
Comments/guidelines	Comments were categorised according to a 24-theme coding frame.
Related data elements	N/A

Q61 Any other comment

Name	Q61
Label	Q61 Any other comment
Dataset	2017, 2018
Definition	Response to Q61
Context	Self-report
Data type	Qualitative
Field length maximum	12
Instructions for answering field	Any other comments or suggestions?
Codes and values	1 = Staffing level 2 = Nurse comment 3 = Doctor comment 4 = Other healthcare staff 5 = Other staff 6 = General staff comment 7 = Dignity and respect 8 = Communication with patient 9 = Communication with family 10 = Physical comfort 11 = ED management and environment 12 = ED waiting time 13 = Planned waiting time 14 = Food and drink 15 = Staff availability 16 = Discharge 17 = Cleanliness 18 = Hospital facilities 19 = Parking 20 = Clinical information 21 = Insurance 22 = General comment 23 = Other 24 = Compassion 25 = Positive 26 = Negative
Verification rule	N/A
Comments/guidelines	Comments were categorised according to a 24-theme coding frame. Comments were additional classified as positive or negative.
Related data elements	N/A

Appendix 1: 2018 National Patient Experience Survey Questionnaire

PATIENT QUESTIONNAIRE

Help us make hospital care better!

What is the survey about?

The National Patient Experience Survey is a nationwide survey asking patients about their recent stay in a public hospital. The results of the survey will be used to improve hospital care.

Please use this survey to provide general feedback about your hospital experience. If you would like to make a comment, compliment or complaint and receive a response, please email the HSE at yoursay@hse.ie, phone 1890 424 555, or go to www.healthcomplaints.ie.

Why did I get this questionnaire?

You got this questionnaire because you spent 24 hours or more in hospital, you are 16 years of age or over and you were discharged from hospital in May of this year.

Can I do the questionnaire online?

Yes, please go to **www.patientexperience.ie** to complete the survey online.

Can I ask a family member or friend to help me fill in the survey?

Yes, you can ask a friend or a relative to help you once the answers given are your own.

Completing the questionnaire

For each question please clearly tick ☑ one box using a black or a blue pen.

Please read the information in the boxes that accompany some of the questions as these provide important information to help you complete the questionnaire.

Do not worry if you make a mistake; simply fill in the box ◼ and put a tick ☑ in the correct box.

There is space at the end of the questionnaire for your written comments.

Please do not write your name or address anywhere on the questionnaire.

Thank you for completing the survey. If you have any questions about the survey, please call our Freephone number on **1800 314 093** (Monday- Friday, 9am-5pm), visit **www.patientexperience.ie** or email us at **info@patientexperience.ie**.

To opt out of this survey, call the Freephone number on **1800 314 093** or go to our website **www.patientexperience.ie**.

Your answers will remain anonymous and confidential.

Your feedback will not affect your future care in any way.

Survey Code:

We're committed to excellence in healthcare

Health Information and Quality Authority

Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive

An Roinn Sláinte
DEPARTMENT OF HEALTH

When answering the questions, please think of your **most recent stay** in the hospital **named** in the letter that was included with this survey.

ADMISSION TO HOSPITAL

Q1. Was your most recent hospital stay planned in advance or an emergency?

1 ☐ Emergency or urgent → **Go to Q2**

2 ☐ Planned in advance or waiting list → **Go to Q9**

3 ☐ Something else → **Go to Q2**

Q2. When you arrived at the hospital, did you go to the emergency department (also known as the A&E department or casualty)?

1 ☐ Yes → **Go to Q3**

2 ☐ No → **Go to Q9**

DEPARTMENT

Please only answer the questions about the emergency department if you answered '**Yes**' to **Q2**.

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

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

4 ☐ I had no need to ask/I was too unwell to ask any questions

Q4. While you were in the emergency department, did a doctor or nurse explain your condition and treatment in a way you could understand?

1 ☐ Yes, completely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ I did not need an explanation

Q5. Were you given enough privacy when being examined or treated in the emergency department?

1 ☐ Yes, definitely

2 ☐ Yes, to some extent

3 ☐ No

4 ☐ Don't know/can't remember

Q6. Overall, did you feel you were treated with respect and dignity while you were in the emergency department?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

Q7. Did you remain in the emergency department for the entire time of your stay?

1 ☐ Yes, I was discharged from the emergency department → **Go to Q53***

2 ☐ No, I was transferred to a different part of the hospital before I was discharged → **Go to Q8**

*If you were **discharged from the emergency department**, please go to page 9 and complete Q53 — 58, and provide any comments you may have on page 11.

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A **ward** is a room or area in the hospital where patients receive care **following admission**.

This is where you received your care **after you were moved from the emergency department**.

Q8. Following arrival at the hospital, how long did you wait before being admitted to a ward?

₁☐ Less than 6 hours   → **Go to Q9**

₂☐ Between 6 and up to 12 hours
   → **Go to Q9**

₃☐ Between 12 and up to 24 hours
   → **Go to Q9**

₄☐ Between 24 and up to 48 hours
   → **Go to Q9**

₅☐ More than 48 hours
   → **Go to Q9**

₆☐ Don't know/can't remember
   → **Go to Q9**

₇☐ I was not admitted to a ward
   → **Go to Q53**

THE HOSPITAL AND WARD

A **ward** is a room or area in the hospital where patients receive care **following admission**.

If you stayed in more than one ward, please answer the following questions about the ward in which you spent **most** of your time.

Q9. Were you given enough privacy while you were on the ward?

₁☐ Yes, always

₂☐ Yes, sometimes

₃☐ No

Q10. In your opinion, how clean was the hospital room or ward that you were in?

₁☐ Very clean

₂☐ Fairly clean

₃☐ Not very clean

₄☐ Not at all clean

Q11. How clean were the toilets and bathrooms that you used in hospital?

₁☐ Very clean

₂☐ Fairly clean

₃☐ Not very clean

₄☐ Not at all clean

₅☐ I did not use a toilet or bathroom

Q12. When you needed help from staff getting to the bathroom or toilet, did you get it in time?

₁☐ Yes, always

₂☐ Yes, sometimes

₃☐ No

₄☐ I did not need help

Q13. Did staff wear name badges?

₁☐ Yes, all of the staff wore name badges

₂☐ Some of the staff wore name badges

₃☐ Very few or none of the staff wore name badges

₄☐ Don't know/can't remember

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Q14. Did the staff treating and examining you introduce themselves?

- ₁ ☐ Yes, all of the staff introduced themselves
- ₂ ☐ Some of the staff introduced themselves
- ₃ ☐ Very few or none of the staff introduced themselves
- ₄ ☐ Don't know/can't remember

HOSPITAL FOOD

Q15. How would you rate the hospital food?

- ₁ ☐ Very good → **Go to Q16**
- ₂ ☐ Good → **Go to Q16**
- ₃ ☐ Fair → **Go to Q16**
- ₄ ☐ Poor → **Go to Q16**
- ₅ ☐ I did not have any hospital food → **Go to Q20**

Q16. Were you offered a choice of food?

- ₁ ☐ Yes, always
- ₂ ☐ Yes, sometimes
- ₃ ☐ No

Q17. Were you ever unable to eat during mealtimes (e.g. because you were away from the ward, recovering from surgery, etc.)?

- ₁ ☐ Yes → **Go to Q18**
- ₂ ☐ No → **Go to Q19**
- ₃ ☐ Don't know/can't remember → **Go to Q19**

Q18. Were you offered a replacement meal at another time?

- ₁ ☐ Yes, always
- ₂ ☐ Yes, sometimes
- ₃ ☐ No
- ₄ ☐ I did not want a meal
- ₅ ☐ I was not allowed a meal (e.g. because I was fasting)
- ₆ ☐ Don't know/can't remember

Q19. Did you get enough help from staff to eat your meals?

- ₁ ☐ Yes, always
- ₂ ☐ Yes, sometimes
- ₃ ☐ No
- ₄ ☐ I did not need help to eat meals

YOUR CARE AND TREATMENT

Q20. When you had important questions to ask a doctor, did you get answers that you could understand?

- ₁ ☐ Yes, always
- ₂ ☐ Yes, sometimes
- ₃ ☐ No
- ₄ ☐ I had no need to ask

Q21. Did you feel you had enough time to discuss your care and treatment with a doctor?

- ₁ ☐ Yes, definitely
- ₂ ☐ Yes, to some extent
- ₃ ☐ No

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Q22. When you had important questions to ask a nurse, did you get answers that you could understand?

₁ ☐ Yes, always

₂ ☐ Yes, sometimes

₃ ☐ No

₄ ☐ I had no need to ask

Q23. If you ever needed to talk to a nurse, did you get the opportunity to do so?

₁ ☐ Yes, always

₂ ☐ Yes, sometimes

₃ ☐ No

₄ ☐ I had no need to talk to a nurse

Q24. Were you involved as much as you wanted to be in decisions about your care and treatment?

₁ ☐ Yes, definitely

₂ ☐ Yes, to some extent

₃ ☐ No

Q25. How much information about your condition or treatment was given to you?

₁ ☐ Not enough

₂ ☐ The right amount

₃ ☐ Too much

Q26. Was your diagnosis explained to you in a way that you could understand?

₁ ☐ Yes, completely

₂ ☐ Yes, to some extent

₃ ☐ No

Q27. If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?

₁ ☐ Yes, definitely

₂ ☐ Yes, to some extent

₃ ☐ No

₄ ☐ No family or friends were involved

₅ ☐ My family did not want or need information

₆ ☐ I did not want my family or friends to talk to a doctor

Q28. Did you find someone on the hospital staff to talk to about your worries and fears?

₁ ☐ Yes, definitely

₂ ☐ Yes, to some extent

₃ ☐ No

₄ ☐ I had no worries or fears

Q29. Did you have confidence and trust in the hospital staff treating you?

₁ ☐ Yes, always

₂ ☐ Yes, sometimes

₃ ☐ No

Q30. Were you given enough privacy when discussing your condition or treatment?

₁ ☐ Yes, always

₂ ☐ Yes, sometimes

₃ ☐ No

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Q31. Were you given enough privacy when being examined or treated?

₁☐ Yes, always

₂☐ Yes, sometimes

₃☐ No

PAIN

Q32. Do you think the hospital staff did everything they could to help control your pain?

₁☐ Yes, definitely

₂☐ Yes, to some extent

₃☐ No

₄☐ I was never in any pain

TESTS

Tests are used to assess your needs or identify your condition. Examples of tests include: ECG, x-ray, CT scan, MRI scan, ultrasound, etc.

Q33. Did a doctor or nurse explain the results of the tests in a way that you could understand?

₁☐ Yes, definitely

₂☐ Yes, to some extent

₃☐ No

₄☐ Not sure/can't remember

₅☐ I was told I would get the results at a later date

₆☐ I was never told the results of tests

₇☐ I did not have any tests

TREATMENTS

Treatments help your recovery. Examples of treatments include: injection, dressing, physiotherapy, etc.

Q34. Before you received any treatments did a member of staff explain what would happen?

₁☐ Yes, always → **Go to Q35**

₂☐ Yes, sometimes → **Go to Q35**

₃☐ No → **Go to Q35**

₄☐ I did not want an explanation → **Go to Q35**

₅☐ I did not have any treatments → **Go to Q36**

Q35. Before you received any treatments did a member of staff explain any risks and or benefits in a way you could understand?

₁☐ Yes, always

₂☐ Yes, sometimes

₃☐ No

₄☐ I did not want an explanation

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OPERATIONS AND PROCEDURES

Examples of **operations** and **procedures** include: bypass surgery, surgery to repair a broken bone, removing an appendix, a colonoscopy, a lumbar puncture/spinal tap, etc.

Q36. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?

₁ ☐ Yes, completely → **Go to Q37**

₂ ☐ Yes, to some extent → **Go to Q37**

₃ ☐ No → **Go to Q37**

₄ ☐ I did not want an explanation → **Go to Q37**

₅ ☐ I did not have an operation or procedure → **Go to Q40**

Q37. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?

₁ ☐ Yes, completely

₂ ☐ Yes, to some extent

₃ ☐ No

₄ ☐ I did not have any questions

Q38. Beforehand, were you told how you could expect to feel after you had the operation or procedure?

₁ ☐ Yes, completely

₂ ☐ Yes, to some extent

₃ ☐ No

Q39. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?

₁ ☐ Yes, completely

₂ ☐ Yes, to some extent

₃ ☐ No

LEAVING HOSPITAL

Q40. Did you feel you were involved in decisions about your discharge from hospital?

₁ ☐ Yes, definitely

₂ ☐ Yes, to some extent

₃ ☐ No

₄ ☐ I did not want to be involved

Q41. Were you or someone close to you given enough notice about your discharge?

₁ ☐ Yes, definitely

₂ ☐ Yes, to some extent

₃ ☐ No

₄ ☐ Don't know/can't remember

Q42. Before you left hospital, did the healthcare staff spend enough time explaining about your health and care after you arrive home?

₁ ☐ Yes

₂ ☐ No

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Q43. Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

₁☐Yes

₂☐No

Q44. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?

₁☐Yes, completely → **Go to Q45**

₂☐Yes, to some extent → **Go to Q45**

₃☐No → **Go to Q45**

₄☐I did not need an explanation → **Go to Q45**

₅☐I had no medicines → **Go to Q46**

Q45. Did a member of staff tell you about medication side effects to watch for when you went home?

₁☐Yes, completely

₂☐Yes, to some extent

₃☐No

₄☐I did not need an explanation

Q46. Did a member of staff tell you about any danger signals you should watch for after you went home?

₁☐Yes, completely

₂☐Yes, to some extent

₃☐No

₄☐It was not necessary

Q47. Did hospital staff take your family or home situation into account when planning your discharge?

₁☐Yes, completely

₂☐Yes, to some extent

₃☐No

₄☐It was not necessary

₅☐Don't know/can't remember

Q48. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?

₁☐Yes, definitely

₂☐Yes, to some extent

₃☐No

₄☐No family or friends were involved

₅☐My family or friends did not want or need information

Q49. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?

₁☐Yes

₂☐No

₃☐Don't know/can't remember

Q50. Do you feel that you received enough information from the hospital on how to manage your condition after your discharge?

₁☐Yes, definitely

₂☐Yes, to some extent

₃☐No

₄☐I did not need any help in managing my condition

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OVERALL

Q51. Overall, did you feel you were treated with respect and dignity while you were in the hospital?

1 ☐ Yes, always

2 ☐ Yes, sometimes

3 ☐ No

Q52. Overall... (please circle a number)

I had a very **poor** experience										I had a very **good** experience
0	1	2	3	4	5	6	7	8	9	10

ABOUT YOU

Q53. Who was the main person or people who filled in this questionnaire?

1 ☐ The **patient** (named on the front of the envelope)

2 ☐ A **friend or relative** of the patient

3 ☐ **Both** patient and friend / relative together

4 ☐ The patient with the help of a health professional

Please keep in mind that all questions should be answered from the point of view of the person named on the envelope.

This includes the following questions.

Q54. What was the <u>main</u> reason for your most recent stay in hospital?
(Tick **ONE** box only)

1 ☐ Tumour/cancer

2 ☐ Heart disease

3 ☐ Lung disease

4 ☐ Neurological condition

5 ☐ Diabetes and related problems

6 ☐ Adverse reaction/poisoning

7 ☐ Injury and or accident

8 ☐ Infection

9 ☐ Mental health issue

10 ☐ I was admitted for tests and or investigations

11 ☐ Don't know/I was not told

12 ☐ Other, please specify

Q55. Do you identify as:

1 ☐ Male?

2 ☐ Female?

3 ☐ Other gender?

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Q56. What is your month and year of birth?
(Please tick the month and
write in the year)

1☐ January

2☐ February

3☐ March

4☐ April

5☐ May

6☐ June

7☐ July

8☐ August

9☐ September

10☐ October

11☐ November

12☐ December

(Please write in)

e.g. ☐1☐ ☐9☐ ☐6☐ ☐1☐

☐Y☐ ☐Y☐ ☐Y☐ ☐Y☐

We ask the next two questions because we
would like to know if the people who
responded to the survey represent all sections
of our society.

Q57. What is your ethnic or cultural
background?
(Tick **ONE** box only)

White

1☐ Irish

2☐ Irish Traveller

3☐ Any other White background

Black or Black Irish

4☐ African

5☐ Any other Black background

Asian or Asian Irish

6☐ Chinese

7☐ Any other Asian background

Other, including mixed background

8☐ Other, write in description

Q58. Do you currently have:

1☐ A medical card?

2☐ Private health insurance?

3☐ **Both** a medical card and private
health insurance?

4☐ **Neither** a medical card nor
private health insurance?

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OTHER COMMENTS

Thank you very much for taking part in this survey. Please feel free to tell us about your hospital stay by answering the questions below. You can use the back page of the questionnaire if you need more space. Comments will be entered into a secure database after removing any information that could identify you.

This anonymised feedback will be looked at by HIQA, the HSE and the Department of Health to try to understand and improve patients' experiences in hospital. We will give examples of feedback in the final survey reports to provide a fuller understanding of patients' experiences.

Q59. Was there anything particularly good about your hospital care?

Q60. Was there anything that could be improved?

Q61. Any other comments or suggestions?

Thank you very much for your help!

Please check that you have answered all of the questions that apply to you.
Please return this questionnaire in the Freepost envelope provided. No stamp is needed.

References

1. Health Information and Quality Authority. International Review on Patient Experience Surveys. https://www.patientexperience.ie/about-the-survey/survey-questionnaire/: 2016.
2. Health Information and Quality Authority. Guidance on a data quality framework for health and social care. https://www.hiqa.ie/sites/default/files/2018-10/Guidance-for-a-data-quality-framework.pdf: 2018.

Revision History

Number	Effective date	Reason for update