



National Patient Experience Survey 2018

Naas General Hospital

We're committed to excellence in healthcare

 @NPESurvey

 /NPESurvey



Seirbhís Sláinte | Building a
Níos Fearr | Better Health
á Forbairt | Service



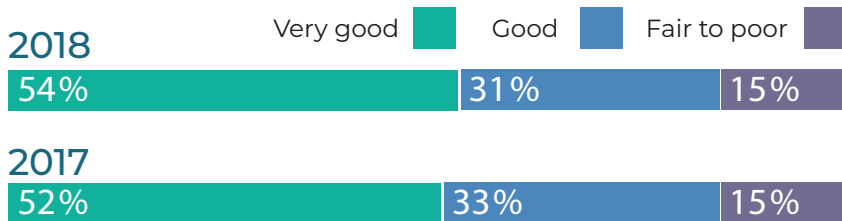
An Roinn Sláinte
Department of Health



Naas General Hospital

2018 survey results

Overall experience



51% response rate

Areas of good experience



Confidence and trust in hospital staff



Respect and dignity

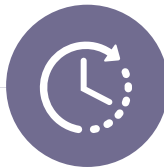


Involvement in decisions about care and treatment

Areas needing improvement



Clear answers from a doctor



Time to discuss care and treatment with a doctor



Someone to talk to about worries and fears

The patient voice

"In A&E the staff were wonderful, caring, considerate, explained everything, couldn't have asked for better."



"Communication between the doctors was unacceptable. Got fed up telling them information that was not passed on."

www.patientexperience.ie

Structure and content of this report

About the National Patient Experience Survey 2018	4
What were the main findings for Naas General Hospital?	4
Hospital and participant profile	5
Areas of good experience and areas needing improvement	6
Survey results for the stages of care along the patient journey	8
Interpreting the results for the stages of care	9
Changes in patient experience over time	9
Admissions	10
Care on the ward	13
Examinations, diagnosis and treatment	16
Discharge or transfer	19
Other aspects of care	22
Overall experience	24
In their own words: analysis of patients' comments	25
Conclusion	26
What were patients' experiences of hospital care in Naas General Hospital in May 2018?	26
Appendix 1: Areas of good experience and areas needing improvement	27
Improvement map	27
References	28

About the National Patient Experience Survey 2018

The National Patient Experience Survey is a nationwide survey that offers patients the opportunity to describe their experiences of public acute healthcare in Ireland. The survey is a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The survey was conducted for the first time in 2017 and repeated in 2018.

Nationally, 26,752 people were invited to participate in the second National Patient Experience Survey. In total, 13,404 completed the survey, resulting in a response rate of over 50%. 297 patients from Naas General Hospital took part in the survey.

The aim of the survey is to find out about patients' experiences in public acute hospitals and to use their feedback to identify areas of good experience, and areas needing improvement. The HSE responded to the 2017 survey results by producing detailed quality improvement plans at national, hospital group and hospital levels. The implementation of these plans is coordinated by an oversight group, and a wide range of initiatives have already been introduced across Ireland's public acute hospitals. Some examples of these initiatives can be seen at www.patientexperience.ie/improvements-in-care.

What were the main findings for Naas General Hospital?

The majority of participants from Naas General Hospital reported positive experiences in hospital. 85% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. In 2018, the hospital performed below-average on admissions but above-average on care on the ward.

Several areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave above-average ratings. For example, the majority of patients felt involved in their care and treatment and expressed confidence and trust in the hospital staff treating them.

There were also several areas needing improvement. A number of patients said that they did not receive clear answers from clinicians. Similarly, a number of people said that they had limited time to discuss their care and treatment with a doctor. In addition, some participants said they could not always find someone to talk to about their worries and fears.

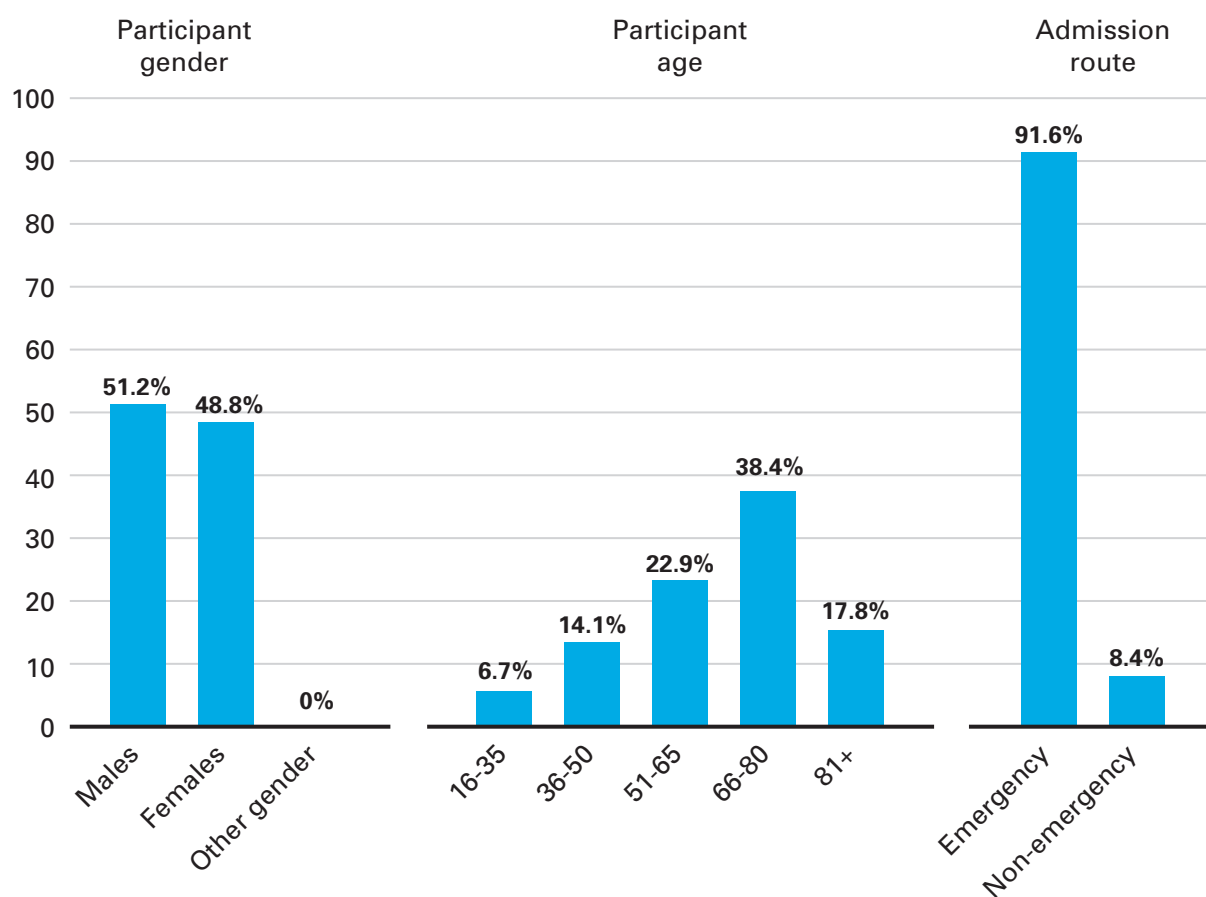
Some improvements in patient experience ratings were identified since the 2017 survey. The findings of this year's survey will help Naas General Hospital to continue to improve patients' experiences of care in the hospital.

Hospital and participant profile

Naas General Hospital is a public acute hospital located in Co. Kildare. There were 195 inpatient beds available in the hospital during the survey period of May 2018.

579 people discharged from Naas General Hospital during the month of May 2018 were invited to participate in the survey. 297 people completed the survey, achieving a response rate of 51%. 51.2% of participants were male and 48.8% were female. 272 respondents (91.6%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Naas General Hospital.

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



Areas of good experience and areas needing improvement

This section lists the areas where most patients had positive experiences, and those areas where there is the most room for improvement. Appendix 1 explains how these areas were identified.

The areas of good experience in Naas General Hospital are:

Examinations, diagnosis and treatment	182 (65%) of the 280 people who answered this question said that they were definitely involved as much as they wanted to be in the decisions about their care and treatment.
Involvement in decisions about care and treatment Q24	
Other aspects of care	232 (83%) of the 281 people who answered this question said that they always had confidence and trust in the hospital staff treating them.
Confidence and trust in hospital staff Q29	
Other aspects of care	236 (84%) of the 282 people who answered this question said that they were always treated with respect and dignity in the hospital.
Respect and dignity Q51	

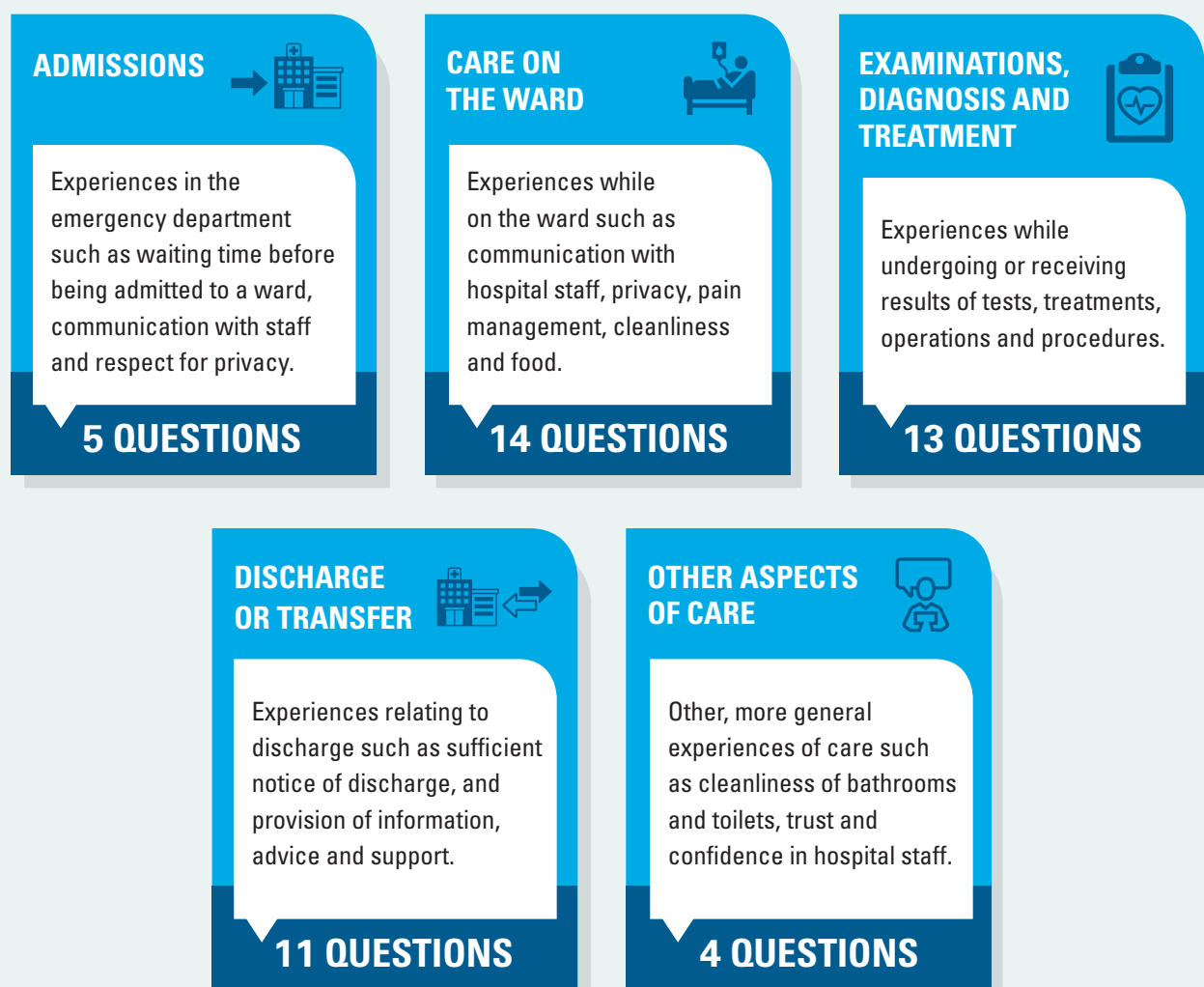
The areas needing improvement in Naas General Hospital are:

<p>Care on the ward</p>	<p>Of the 250 people who had important questions to ask a doctor, 99 (40%) said that they did not receive, or only sometimes received, answers they could understand.</p>
<p>Clear answers from a doctor Q20</p>	
<p>Examinations, diagnosis and treatment</p>	<p>Of the 278 people who answered this question, 117 (42%) said that they did not feel, or only to some extent felt, that they had enough time to discuss their care and treatment with a doctor.</p>
<p>Time to discuss care and treatment with a doctor Q21</p>	
<p>Care on the ward</p>	<p>Of the 167 people who experienced worries and fear while in hospital, 81 (49%) said that they could not find, or only to some extent found, a member of staff to talk to.</p>
<p>Someone to talk to about worries and fears Q28</p>	

Survey results for the stages of care along the patient journey

The National Patient Experience Survey 2018 follows the patient journey through hospital from admission to discharge. The 2018 questionnaire is available to download from www.patientexperience.ie.

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



Interpreting the results for the stages of care

Scores out of 10 are given for each question belonging to a stage of care or a stage as whole. A score of 0 indicates a very negative experience and a score of 10 indicates a very positive experience. Sometimes questions are described as high or low ranking questions. These are questions with the highest or lowest score when compared to a set of questions.

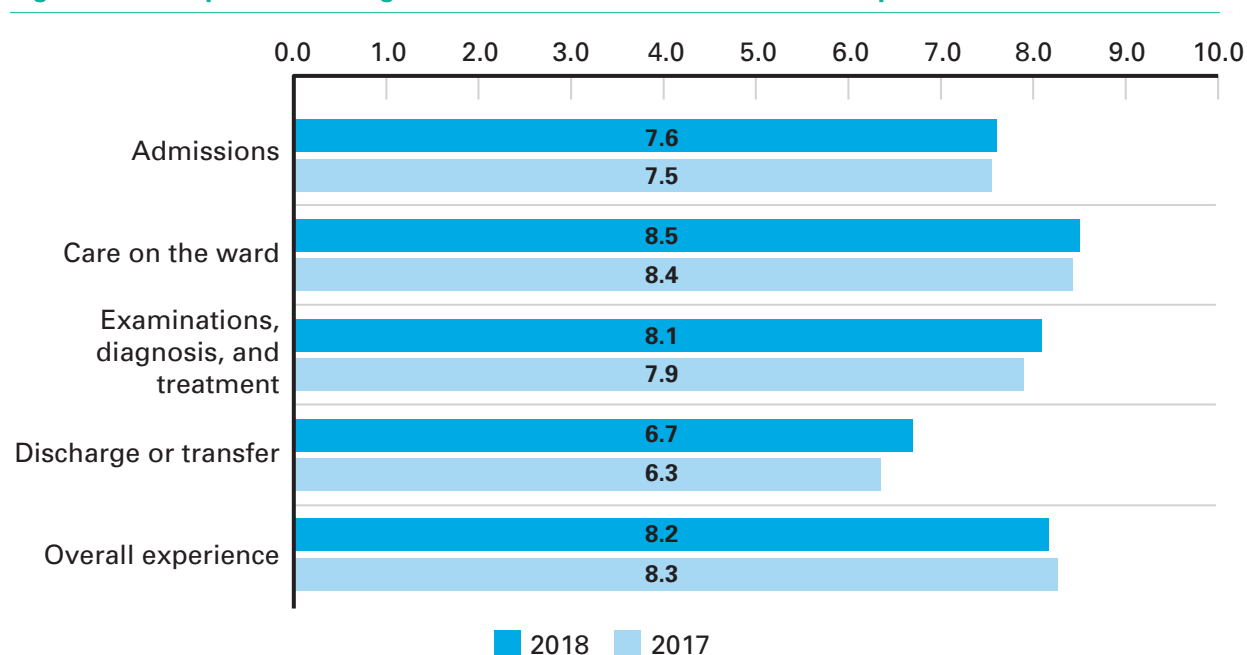
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience remained similar to what it was in 2017. The greatest improvement for Naas General Hospital has been achieved in the area of discharge or transfer, though the difference to the 2017 score was not statistically significant. Figure 2 shows a comparison of scores for individual stages of care.

It is important that these changes are interpreted with caution as scores will naturally vary from year to year for a variety of reasons. Several rounds of survey data will be required before meaningful trends and changes in patient experience can be accurately identified.

Figure 2 Comparison of stage of care scores¹ for Naas General Hospital for 2017 and 2018



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

Admissions

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

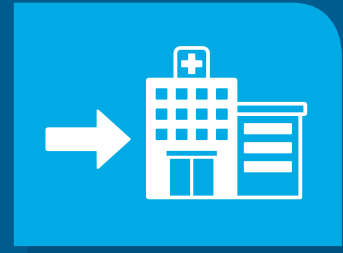
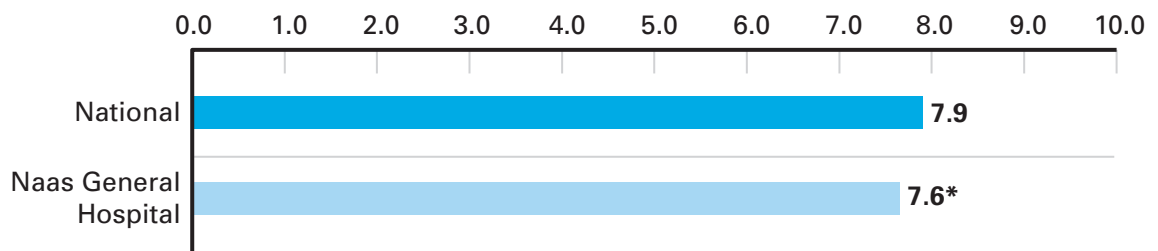
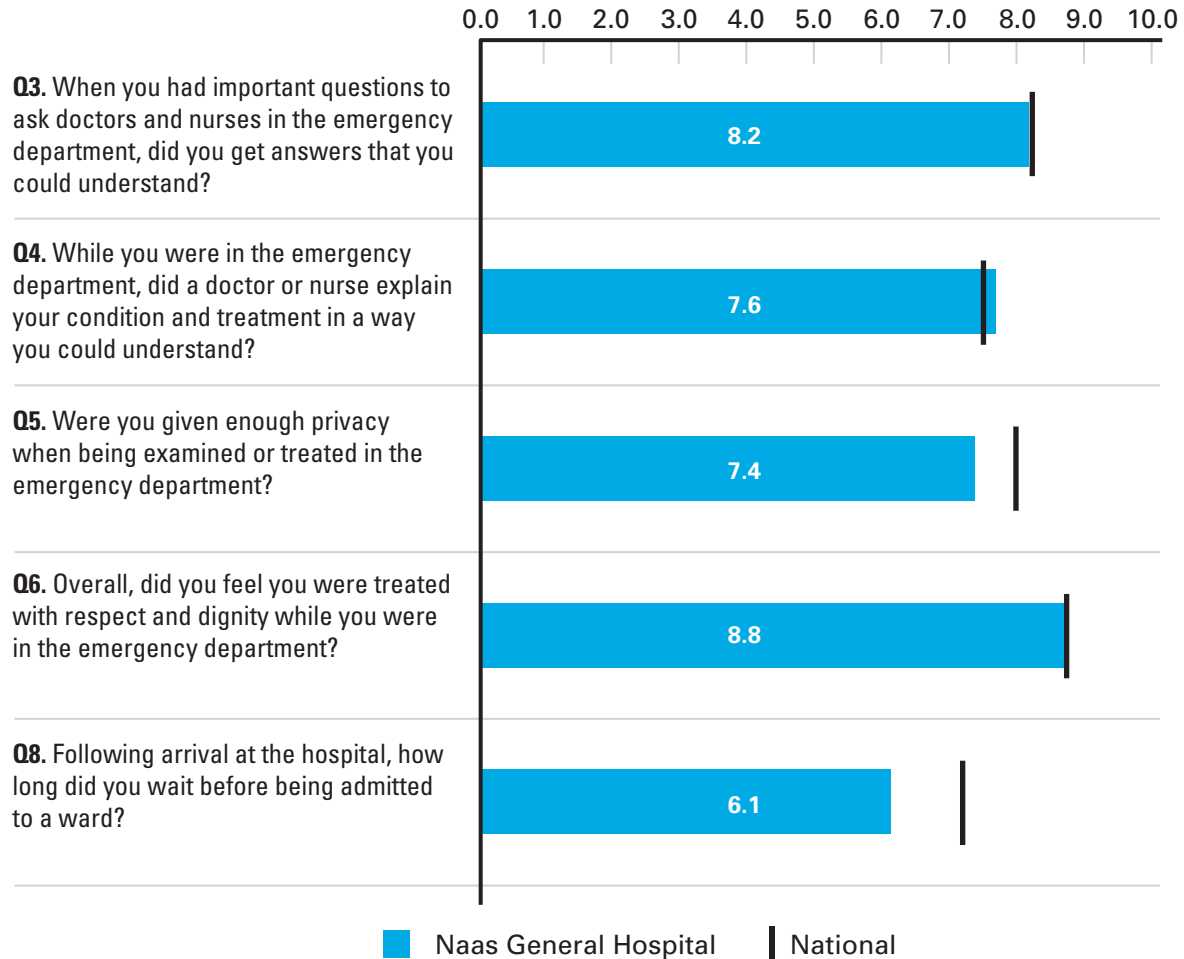


Figure 3 Comparison of Naas General Hospital with the national average score for admissions (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 4 Naas General Hospital scores for questions on admissions



Emergency department waiting times²

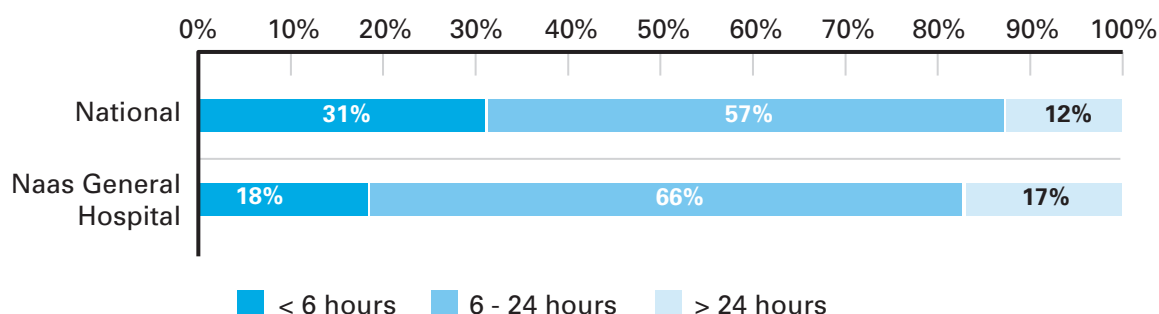
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

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

In Naas General Hospital, 43 respondents (18%) said they were admitted to a ward within six hours of arriving at the emergency department, while 160 respondents (66%) reported waiting between six and 24 hours. 41 respondents (17%) said that they waited 24 hours or more before being admitted to a ward in Naas General Hospital, with 12 of these saying they waited more than 48 hours.

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

Figure 5 Patient-reported emergency department waiting times for Naas General Hospital and nationally



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

The patient voice: what patients said about admissions

"In A&E the staff were wonderful, caring, considerate, explained everything, couldn't have asked for better."

"A and E waiting time is ridiculous; too many people asking the same questions over and over. I feel if they just read the patients file there wouldn't be need for such time wasting and people may get treated faster."

"A very quick response on entering A&E."

"More beds - old people and young left on trolleys in the A&E for days on end. Shocking conditions for both staff and patients to put up with."

Admissions: what do these results mean?

Patient ratings of admission to Naas General Hospital were significantly lower than the national average, but were similar to the hospital's 2017 score. The majority of patients said that they were treated with respect and dignity in the emergency department — this was the highest-ranking question for this stage and scored similar to the national average.

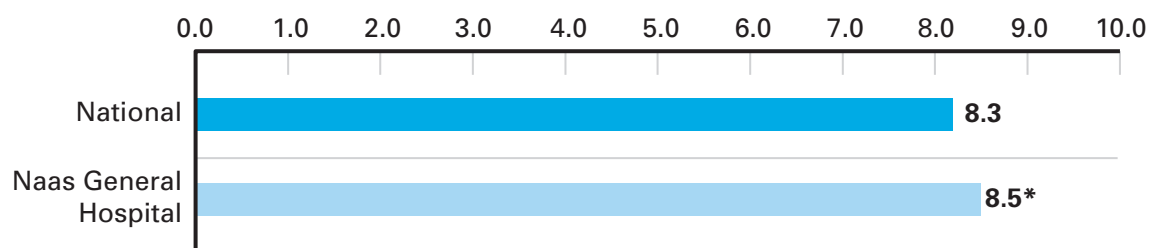
However, the hospital performed below the national average on emergency department waiting times. This was also the lowest-scoring question on admission, with only 18% of participants saying that they were admitted to a ward within the recommended six hours. This is an important issue, as lengthy waiting times are associated with poor outcomes for patients.^(1,2)

Care on the ward

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

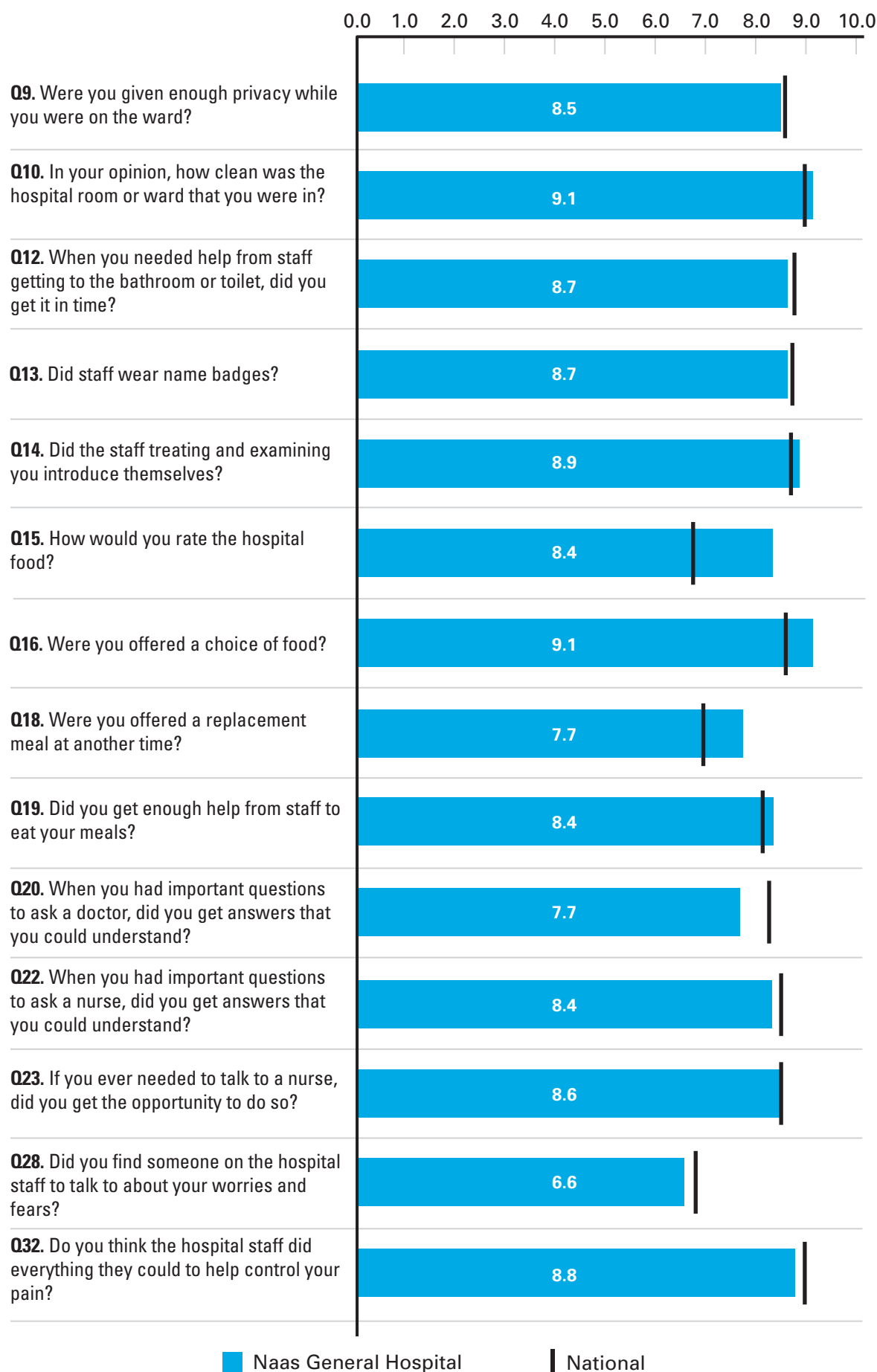


Figure 6 Comparison of Naas General Hospital with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 7 Naas General Hospital scores for questions on care on the ward



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

"Once I was in and being treated everything was great. The staff, the wards, the food and the care given were excellent. I felt the staff especially gave 100% care to their patients."

"Friendly, professional nurses, doctors, staff in Naas. Vegetarian meals provided for me. Delighted! Doctor approved me to be allowed leave during the day, most days."

"I feel that extra staff would certainly improve the quality of care patients receive."

"Privacy while doctors on rounds etc. Other patients could hear conversations and likewise the other way round. Also didn't like being in ward with males (privacy!)."

Care on the ward: what do these results mean?

Naas General Hospital received significantly higher ratings of care on the ward than the national average. Patient ratings of the stage were similar to what they were in last year's survey. The majority of patients said that they were always given a choice of food, and their room or ward was very clean. A number of people gave negative or mixed ratings of emotional support on the ward, with Q28 scoring below average.

Examinations, diagnosis and treatment



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

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

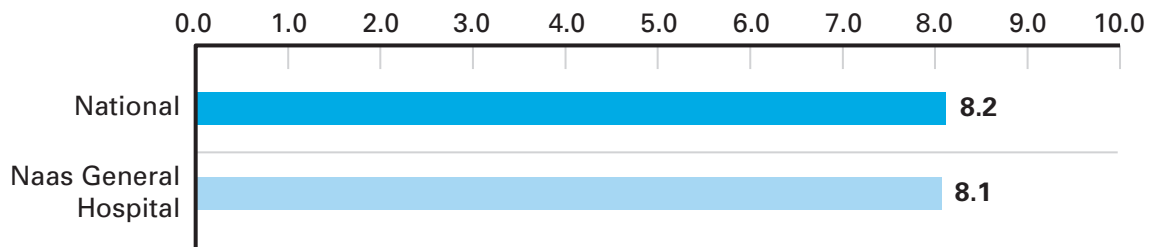
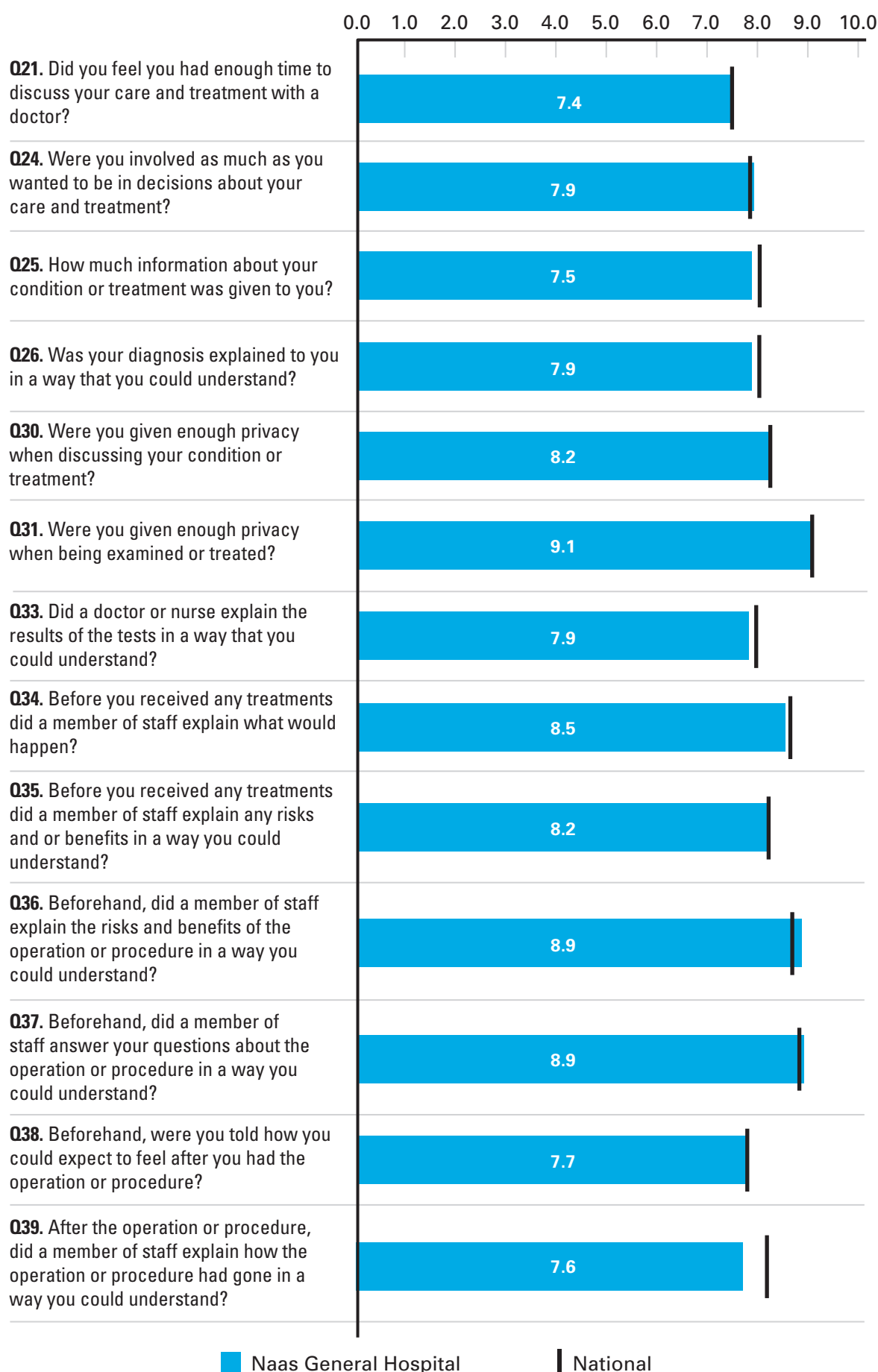


Figure 9 Naas General Hospital scores for questions on examinations, diagnosis and treatment



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

"The nursing staff were wonderful. I found the doctors very concerned, polite and interested in my condition. I was monitored very well and felt safe."

"Always seemed to be talking to a different doctor over the course of the week... I don't know can that be helped either with rosters etc."

"Communication between the doctors was unacceptable. Got fed up telling them information that was not passed on."

"I found all theatre staff very professional and they explained everything as it was happening. They put me completely at ease and allayed all my fears and anxiety."

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

Ratings of examination, diagnosis and treatment were similar to the national average and slightly above the hospital's 2017 score. The majority of patients were positive about the privacy they were given during their examinations or treatments, with this question matching the national average score. Patients were less satisfied with the amount of time they had to discuss their care and treatment with a doctor.

Discharge or transfer

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

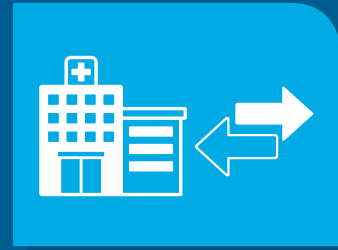


Figure 10 Comparison of Naas General Hospital with the national average score for discharge or transfer (out of a maximum of 10)

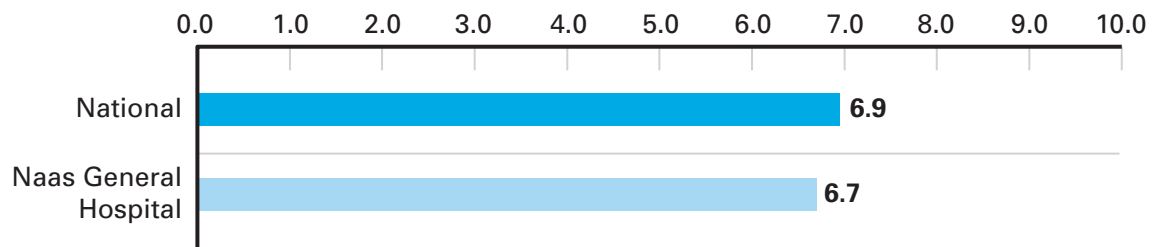
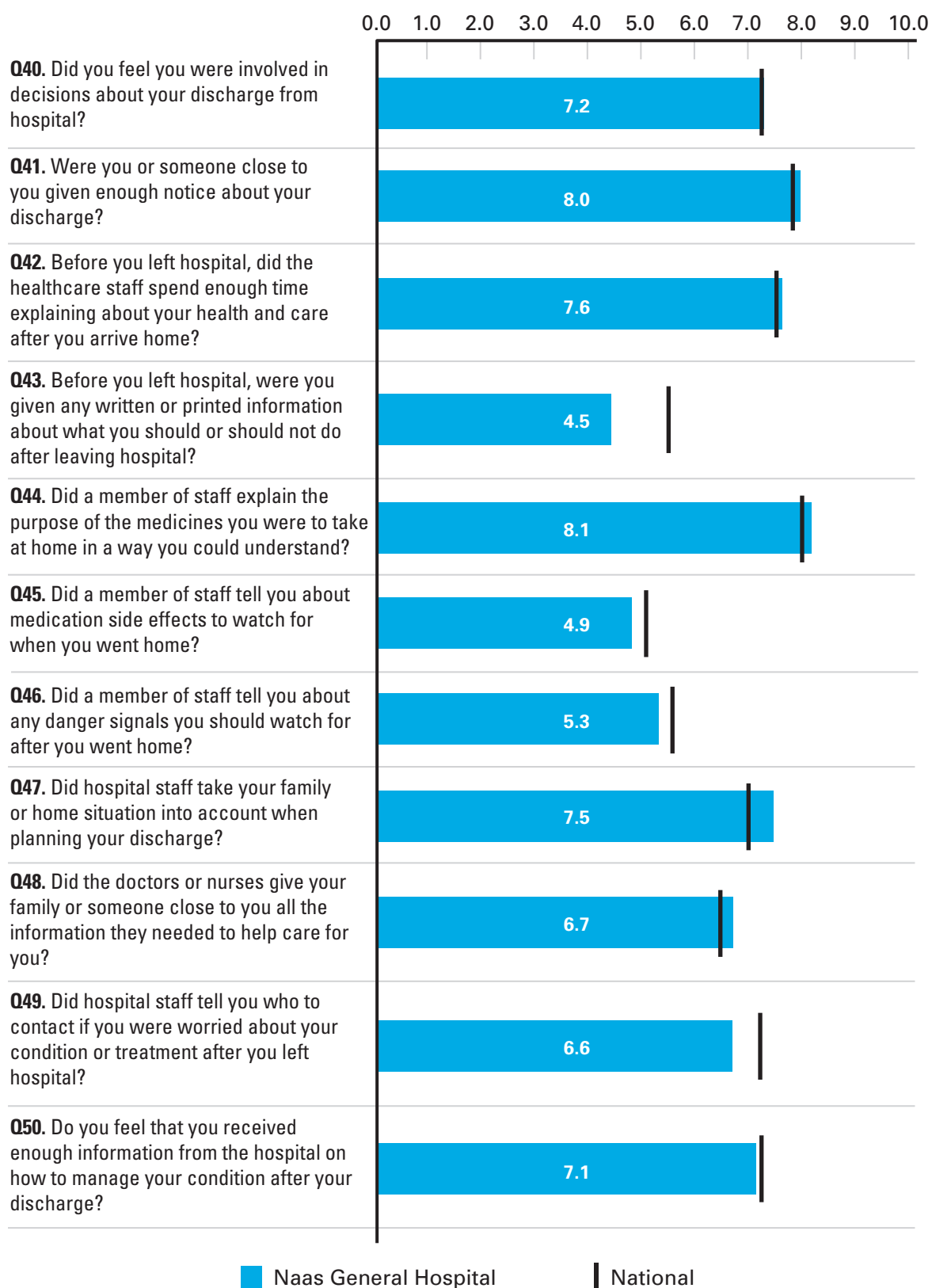


Figure 11 Naas General Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"The staff were all so lovely and re-assured me regarding my procedure. Early discharge the next morning was great."

"The doctors and nurses were very friendly and very kind and good at explaining everything that was going to happen and what to do after I went home."

"The discharge was appalling! I am [age] and was in a horrific amount of pain so didn't really understand what doctors were saying. When my dad arrived there was no doctor for him to talk to see what was happening. No one discharged me just left after waiting 3 hours to see the doctor."

"The aftercare ... I am still waiting for the doctor I was under to get back to me as I need a scope and rang to go privately but still awaiting a response!"

Discharge or transfer: what do these results mean?

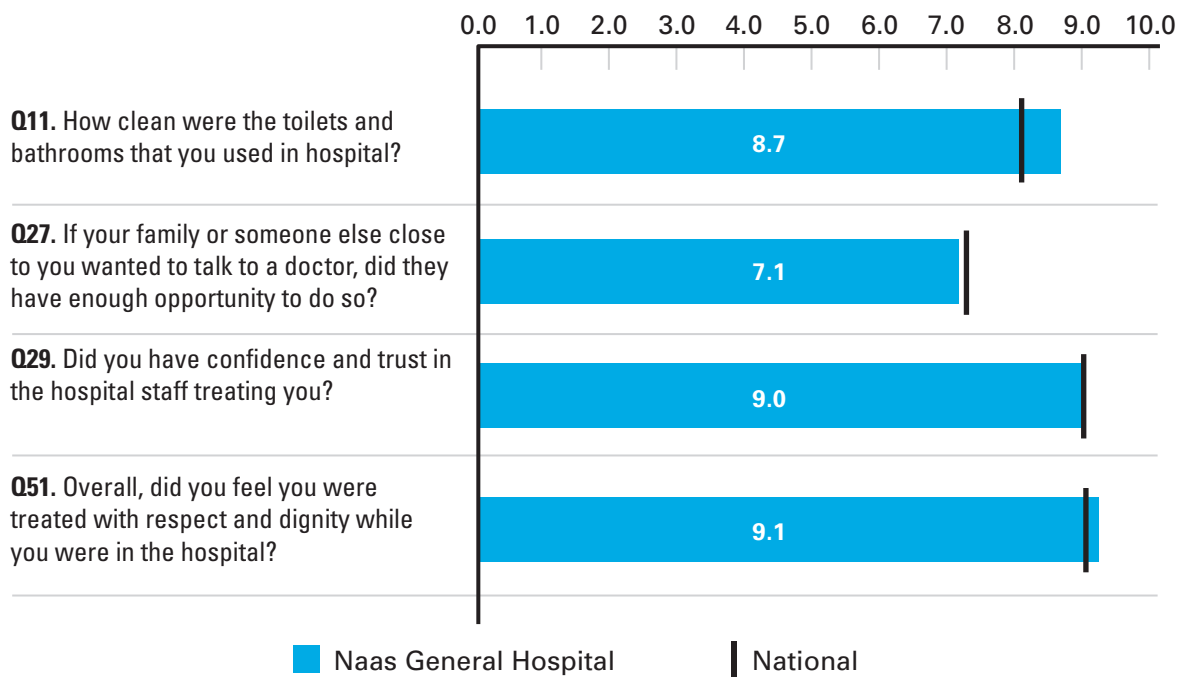
Participant ratings of this stage of care were slightly below the national average but marginally higher than the hospital's score in 2017. Patients were satisfied with the clarity of explanations they received of the purpose of the medicines they were to take at home. This was the highest-ranking question for discharge or transfer and scored above the national average. However, the majority of patients said that they did not receive any written or printed information about what they should or should not do after leaving hospital, with this question falling below the national average. This was also the lowest-scoring question for this stage of care.

Other aspects of care



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

Figure 12 Naas General Hospital scores for other aspects of care



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

"From the time I was admitted and for the following 3 days all of the staff of Naas A&E were courteous, respectful, helpful and knowledgeable in their particular field. [doctor's name] and his team are excellent. I was treated with the utmost respect while they worked under difficult and busy circumstances."

"Doctors should talk to relative/wife about my condition, especially as I have had [condition type], so understanding and memory are a big problem for me."

"The staff of the hospital were very respectful at all times."

"I know space is limited in A&E and wards, I was in a cubicle in A&E, got moved onto the corridor where I had no privacy and from there, I was moved to a corridor in a ward, where I also had no privacy. Made me feel a bit degraded as a human."

Other aspects of care: what do these results mean?

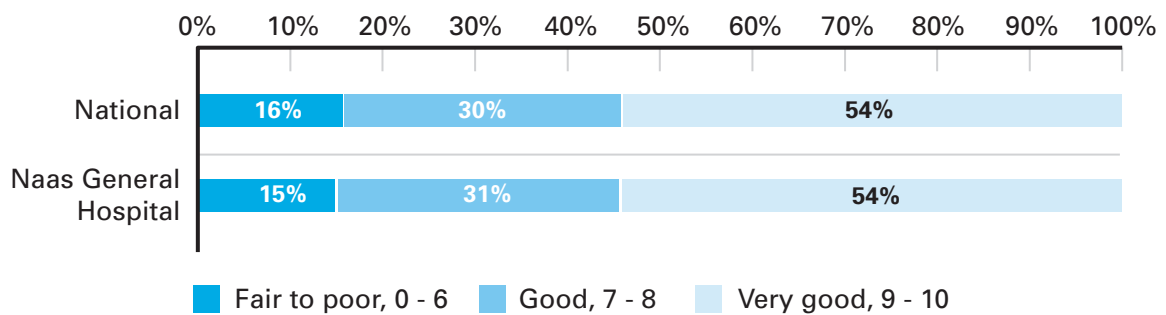
The ratings for the questions on other aspects of care were generally above the national average, with the exception of Q27. The majority of participants said they were treated with respect and dignity in the hospital, with this question matching the national average. Many people, however, highlighted the limited opportunities for their families or friends to talk to a doctor. This question fell below the national average.

Overall experience

Respondents were asked to rate their overall hospital experience on a scale from 0 to 10, with 10 being the most positive experience, and 0 the most negative experience. 54% of participants from Naas General Hospital rated their care as very good, similar to the national figure of 54%.

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

Figure 13 Overall rating of hospital experience for Naas General Hospital and nationally



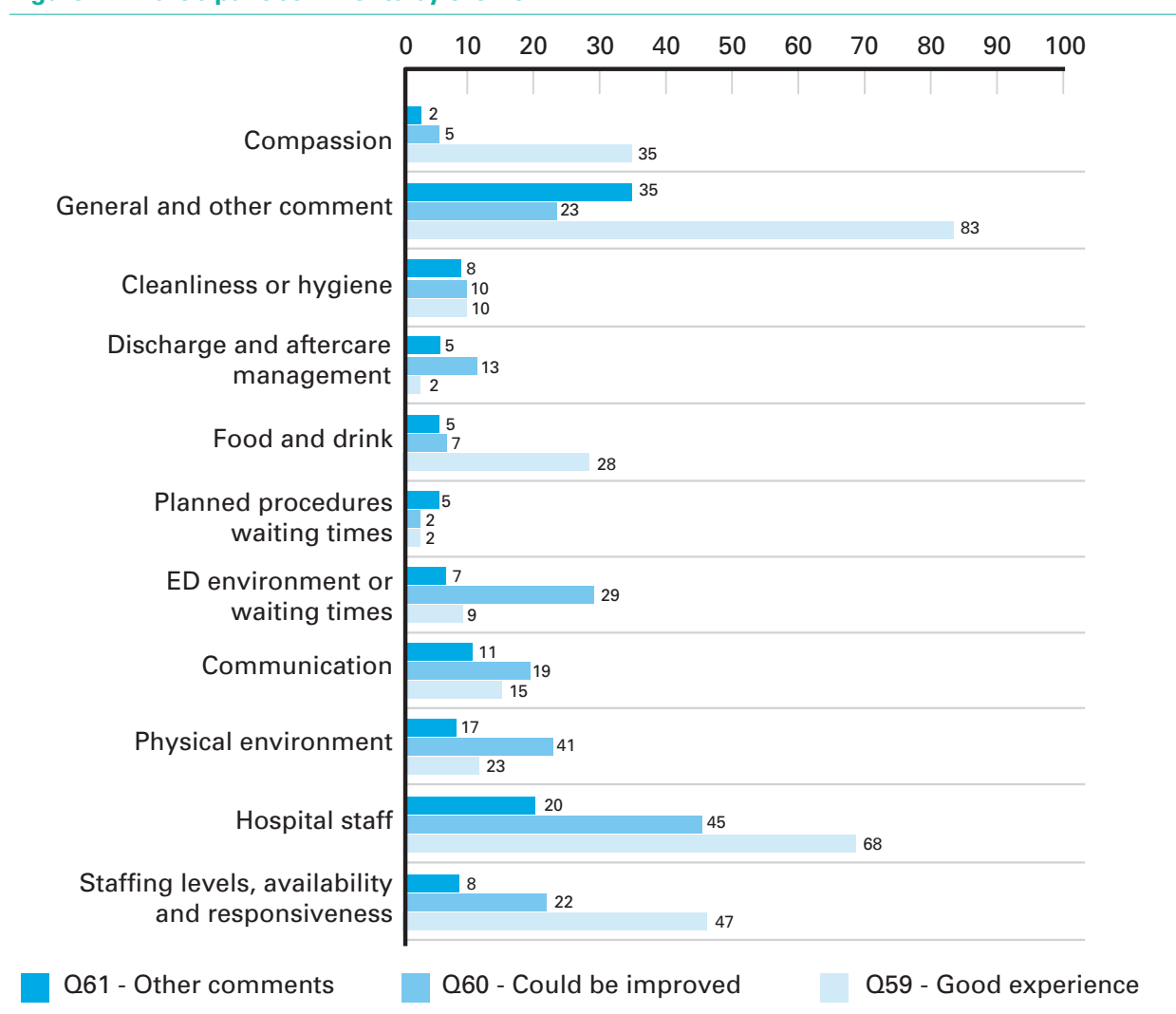
In their own words: analysis of patients' comments

The last three questions (questions 59-61) of the survey asked patients to provide additional information, in their own words, on their experiences in hospitals. These free-text questions allowed people to give a more in-depth description of specific aspects of their care. It also allowed them to talk about various things (good or bad) that could not be captured by the structured questions. In total, 661 comments were received from patients of Naas General Hospital in response to the free-text questions in the 2018 survey.

Figure 14 shows the breakdown of participant comments by theme for each of the three open-ended questions. Q59 asked participants what was particularly good about their hospital care, Q60 asked participants what could be improved, and Q61 asked participants for any other comments or suggestions.

For Q59, most of the comments related to the 'general and other comment' and 'hospital staff' themes. For Q60, most comments related to 'hospital staff', the 'physical environment' and the 'ED environment and waiting times'. Finally, most responses to Q61 fell into the 'general and other comment' theme.

Figure 14 Participant comments by theme



Conclusion

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

The majority of participants said they had a positive experience in Naas General Hospital. 85% of patients in the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Naas General Hospital received below-average scores for admissions but above-average ratings of care on the ward. Participant ratings of care were, in general, slightly more positive than in 2017, but the differences were not statistically significant.

It was possible to identify a number of areas of good experience. Participants generally said they were as involved as they wanted to be in decisions about their care and treatment. Most patients also had confidence and trust in the hospital staff treating them, and felt that they were treated with respect and dignity while in the hospital.

Several areas needing improvement were also identified. For example, some patients said they were not given sufficient time to discuss their care and treatment with a doctor. A number of patients said that doctors didn't always answer questions in a way they could understand. Furthermore, patients weren't always able to find someone to talk to about their worries and fears.

These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experience. For example, patients who said they were not given sufficient time to discuss their care and treatment with a doctor were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Naas General Hospital improve the experiences of patients in the hospital, continuing the good work done in response to the 2017 survey.

Appendix 1: Areas of good experience and areas needing improvement

Improvement map

The map below helps to identify areas of good experience and areas needing improvement in Naas General Hospital. Questions that have a strong relationship with overall ratings of experience (Q52) are selected as areas of good experience or areas needing improvement respectively.

Three areas of good experience (highlighted in blue) and three areas needing improvement (highlighted in purple) are identified on the map.

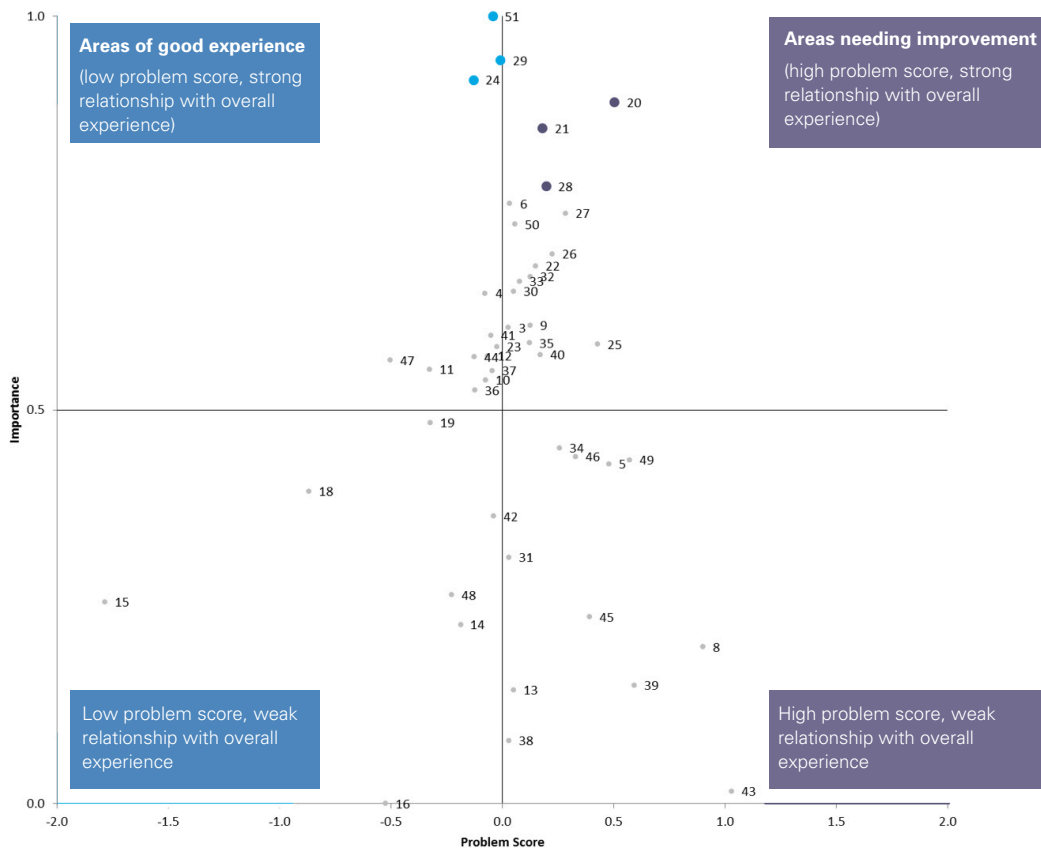
Interpreting the improvement map

The **importance** of the relationship between each question and overall experience is given on the vertical axis as a number between 0 and 1, with 1 being the strongest possible relationship.

Problem scores show the difference (positive or negative) between the national average and a question score (out of 10). These are given on the horizontal axis.

Questions that have high problem scores and are important to patients' overall experiences appear in the **top right section** of the map — these are **areas needing improvement** in this hospital.

Questions that have low problem scores and are important to patients' overall experiences can be found in the **top left section** of the map — these are **areas of good experience** in this hospital.



References

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