



# National Patient Experience Survey 2018

## Our Lady's Hospital, Navan

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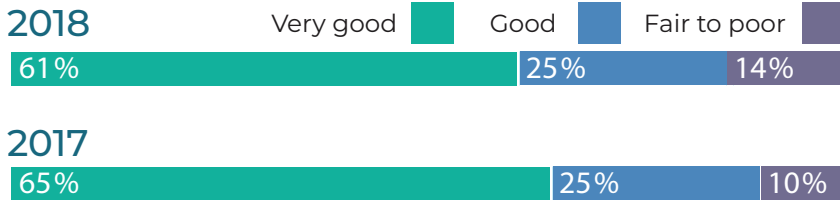
An Roinn Sláinte  
Department of Health



# Our Lady's Hospital, Navan

2018 survey results

## Overall experience



57%  
response rate

## Areas of good experience



Opportunity for family members to talk to a doctor



Privacy when discussing condition or treatment

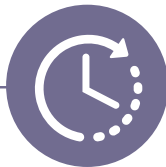


Respect and dignity

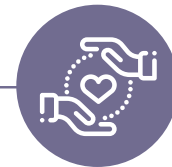
## Areas needing improvement



Clear answers from a doctor



Time to discuss care and treatment with a doctor



Involvement in decisions about care and treatment

## The patient voice

"I felt very safe and well looked after throughout the whole stay in hospital and even with after care. I would like to thank each and every one of them."



"I would like if the doctors would explain things in plain terms and also not talk across the bed to each other about me while I'm in the bed as if I don't exist."

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

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# About the National Patient Experience Survey 2018

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

Nationally 26,752 people were invited to participate in the second National Patient Experience Survey. In total, 13,404 completed the survey, resulting in a response rate of over 50%. 194 patients from Our Lady's Hospital, Navan took part in the survey.

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

## What were the main findings for Our Lady's Hospital, Navan?

The majority of participants from Our Lady's Hospital, Navan reported positive experiences in hospital. 86% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved similar scores to the national average across every stage of care, with the exception of care on the ward, which was significantly above-average.

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, most patients said that their families had sufficient opportunities to talk to a doctor. In addition, the majority of patients said they had enough privacy when discussing their treatment, and felt that they were treated with respect and dignity.

There were also several areas needing improvement. Some patients said they did not always get answers they could understand from doctors. In addition, a number of patients said that they did not have enough time to discuss their care with a doctor, and were not as involved as they wanted to be in decisions about their care.

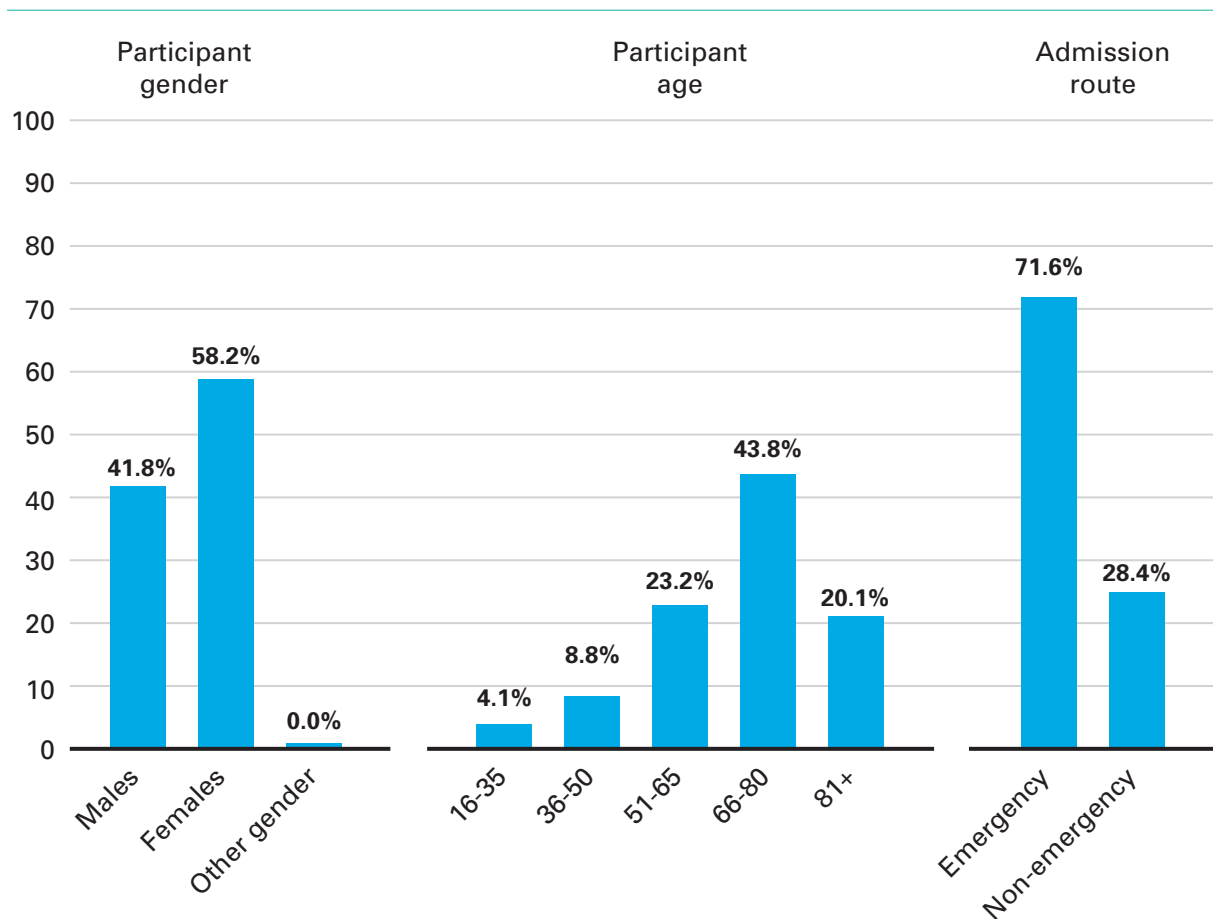
Patient experience ratings were slightly lower than those for the 2017 survey, particularly in relation to admissions. The findings of the 2018 survey will help Our Lady's Hospital, Navan to improve patients' experiences of care in the hospital.

# Hospital and participant profile

Our Lady's Hospital, Navan is a public acute hospital located in Navan, Co. Meath. There were 87 inpatient beds available in the hospital during the survey period of May 2018.

341 people discharged from Our Lady's Hospital, Navan during the month of May 2018 were invited to participate in the survey. 194 people completed the survey, achieving a response rate of 57%. 41.8% of participants were male and 58.2% were female. 139 respondents (71.6%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Our Lady's Hospital, Navan.

**Figure 1 Participants from Our Lady's Hospital, Navan 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 Our Lady's Hospital, Navan are:

<p><b>Other aspects of care</b></p>	<p>114 (89%) of the 128 people who answered this question said that their family definitely or to some extent had sufficient opportunities to talk to a doctor.</p>
<p><b>Opportunity for family members to talk to a doctor   Q27</b></p>	
<p><b>Examinations, diagnosis and treatment</b></p>	<p>176 people (94% of those who answered this question) said that they were always or sometimes given enough privacy when discussing their condition or treatment.</p>
<p><b>Privacy when discussing condition or treatment   Q30</b></p>	
<p><b>Other aspects of care</b></p>	<p>158 people (86% of those who answered this question) said that they were always treated with respect and dignity while they were in the hospital.</p>
<p><b>Respect and dignity   Q51</b></p>	

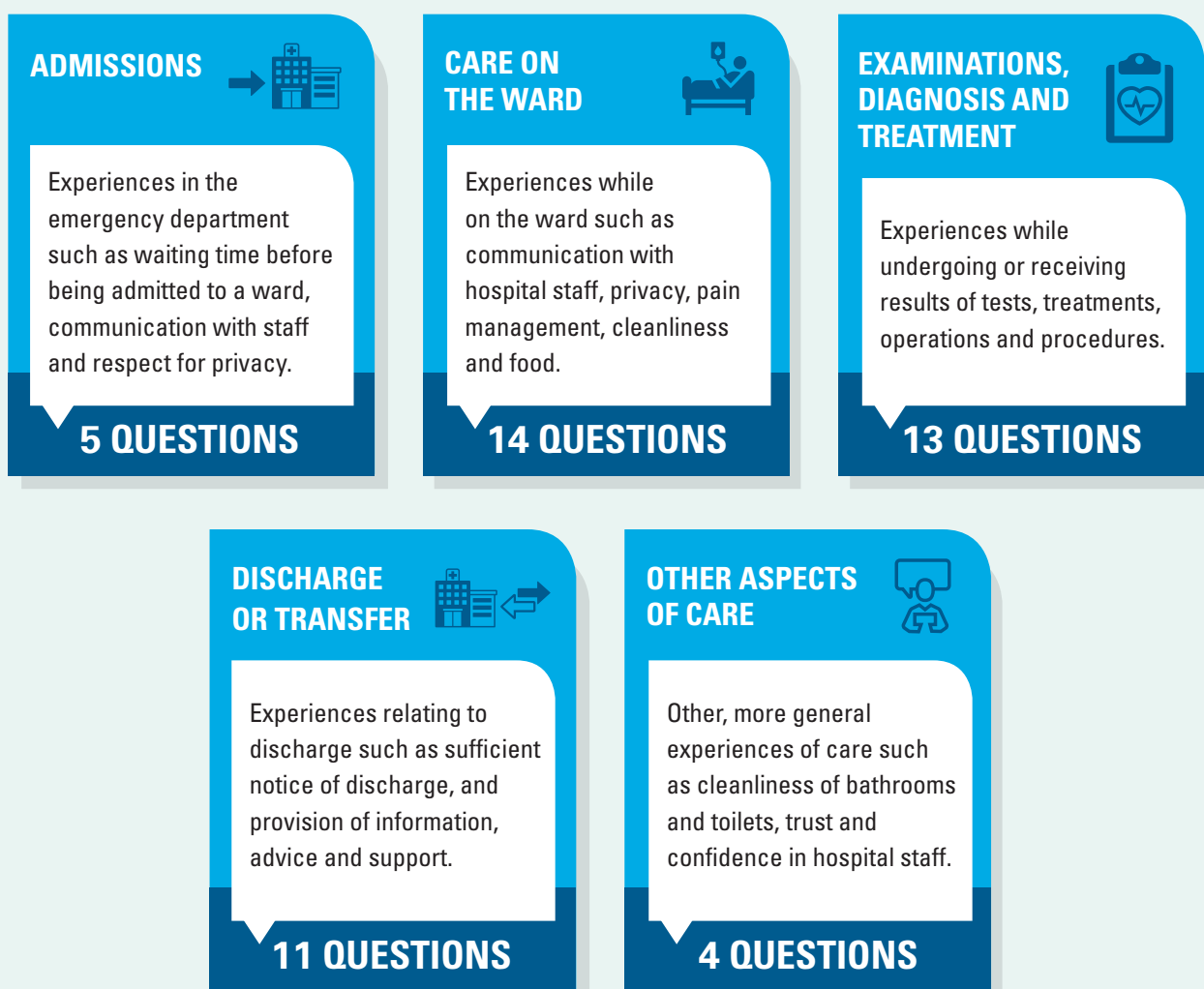
## The areas needing improvement in Our Lady's Hospital, Navan are:

<p><b>Care on the ward</b></p>	<p>Of the 177 people who answered this question, 65 (37%) said that did not get, or only sometimes got, clear answers to important questions from a doctor.</p>
<p><b>Clear answers from a doctor   Q20</b></p>	
<p><b>Examinations, diagnosis and treatment</b></p>	<p>80 people (44% of those who answered this question) said that they did not have, or only to some extent had, enough time to discuss their care and treatment with a doctor.</p>
<p><b>Time to discuss care and treatment with a doctor   Q21</b></p>	
<p><b>Examinations, diagnosis and treatment</b></p>	<p>71 people (38% of those who answered this question) said that they were not, or were only to some extent, involved as much as they wanted to be in decisions about their care and treatment.</p>
<p><b>Involvement in decisions about care and treatment   Q24</b></p>	

# Survey results for the stages of care along the patient journey

The National Patient Experience Survey 2018 follows the patient journey through hospital from admission to discharge. The 2018 questionnaire is available to download from [www.patientexperience.ie](http://www.patientexperience.ie).

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





## Interpreting the results for the stages of care

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

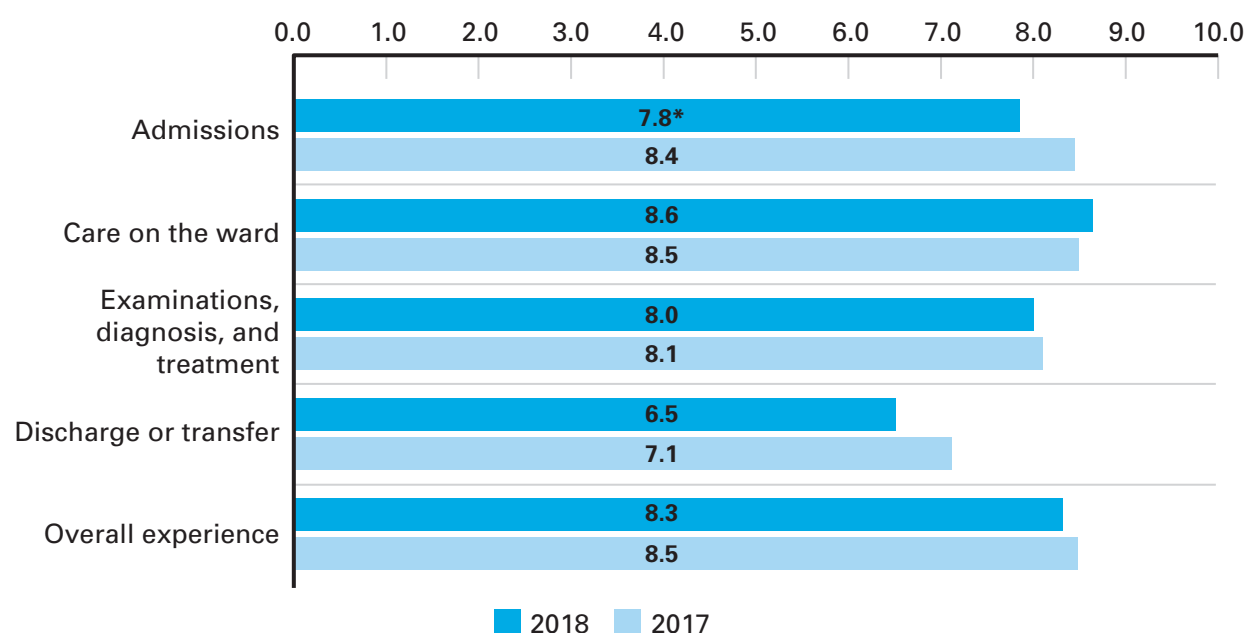
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from [www.patientexperience.ie](http://www.patientexperience.ie).

## Changes in patient experience over time

Participants' average rating of their overall experience was slightly lower in 2018 than in 2017. In addition, the 2018 ratings for every stage of care were generally below those of last year. However, the difference was only statistically significant for admissions. Figure 2 shows a comparison of scores for individual stages of care.

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

**Figure 2 Comparison of stage of care scores<sup>1</sup> for Our Lady's Hospital, Navan for 2017 and 2018**



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

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

# Admissions

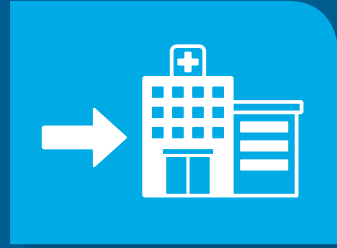
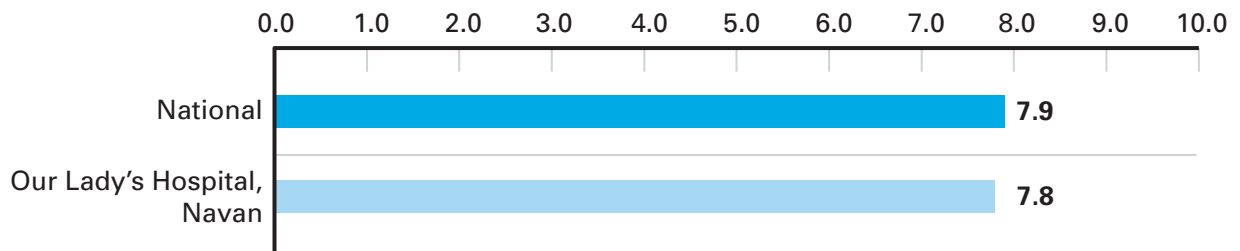
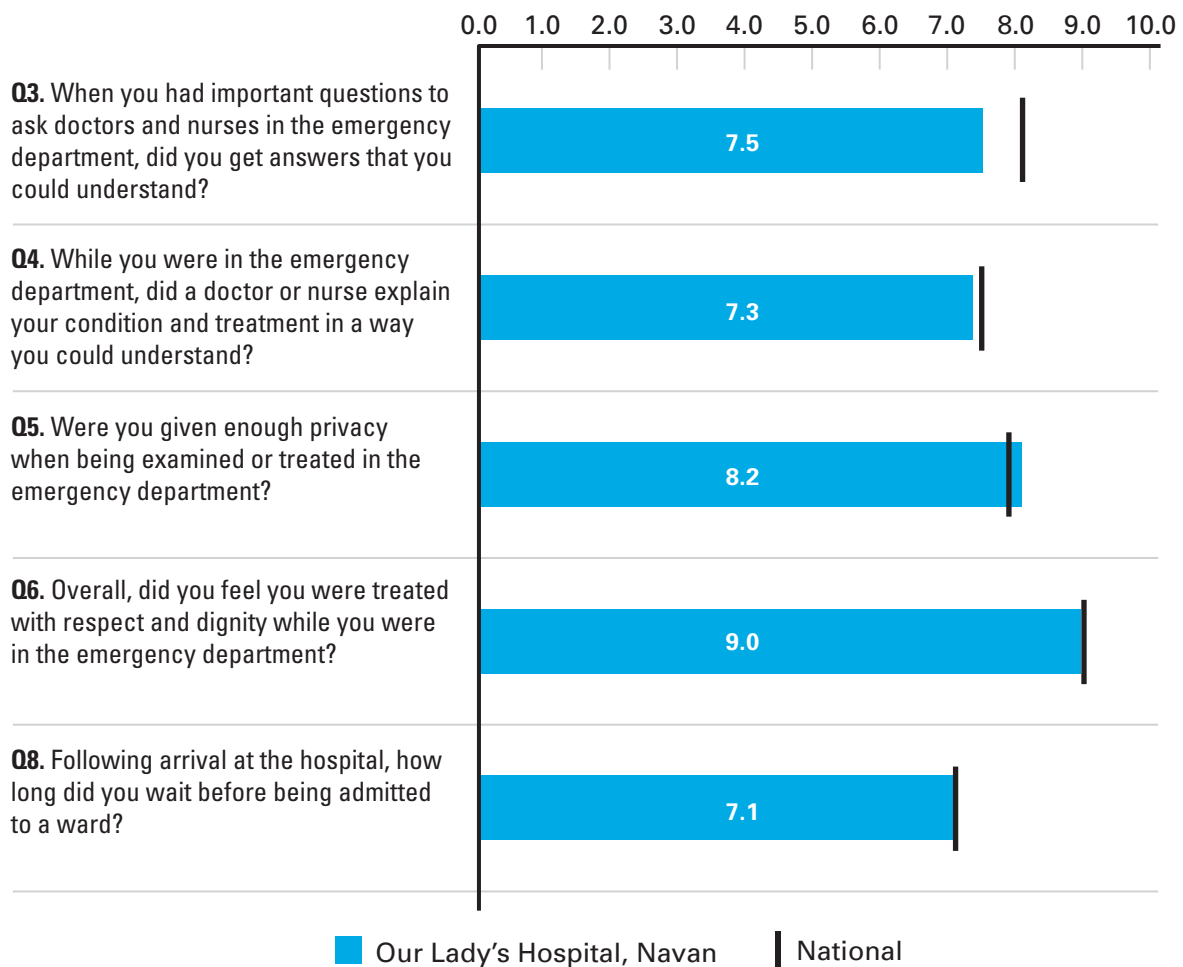


Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions related to this stage of care.

**Figure 3 Comparison of Our Lady's Hospital, Navan with the national average score for admissions (out of a maximum of 10)**



**Figure 4 Our Lady's Hospital, Navan scores for questions on admissions**



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

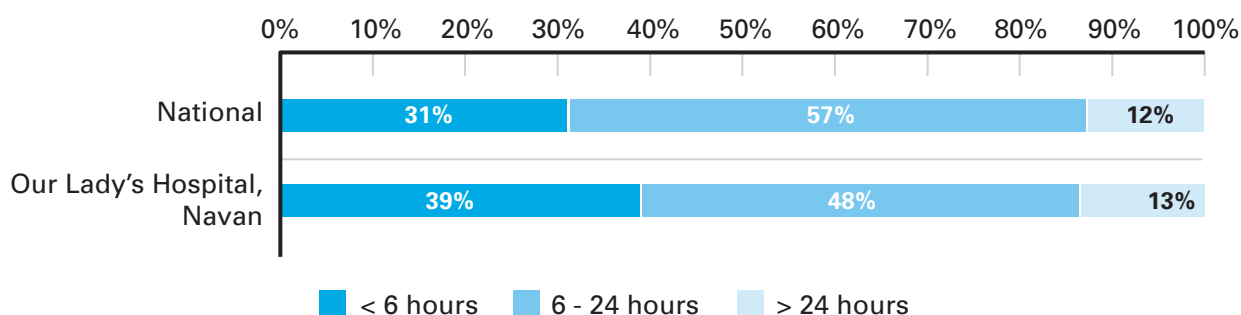
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

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

In Our Lady's Hospital, Navan 47 respondents (39%) said they were admitted to a ward within six hours of arriving at the emergency department, while 59 respondents (48%) reported waiting between six and 24 hours. 16 respondents (13%) reported waiting 24 hours or more before being admitted to a ward in Our Lady's Hospital, Navan with one of these saying they waited more than 48 hours.

Figure 5 outlines the patient-reported waiting times in Our Lady's Hospital, Navan compared with the national average.

**Figure 5 Patient-reported emergency department waiting times for Our Lady's Hospital, Navan 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

"A+E was modern, spotless and uncrowded."

"Very efficient ED dept - happy with level of treatment and how quickly I was assessed [procedure type] and bloods etc."

"When staying in A&E, I was on a chair for 8 hours and then on a trolley directly under a light overnight. A waiting area away from the main area would have been a big improvement."

"I felt the emergency department is overstretched and the medical staff are operating under near impossible conditions. It would be of benefit if a patient could be told in the waiting room roughly how long before he would be seen"

### Admissions: what do these results mean?

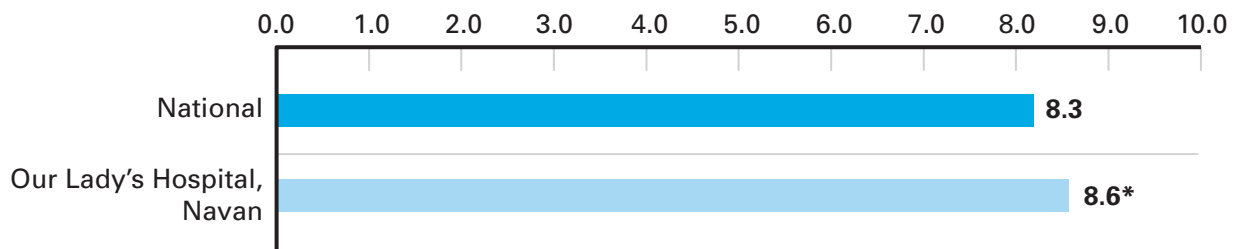
Patient ratings of admission to Our Lady's Hospital, Navan were similar to the national average but were lower than the hospital's 2017 score. Most patients said that they were treated with respect and dignity in the emergency department. The hospital performed above the national average but below the recommended level on emergency department waiting times. 39% of participants said that they were admitted to a ward within the recommended six hours. This is an important issue, as lengthy waiting times are associated with poor outcomes for patients.<sup>(1,2)</sup>

# Care on the ward



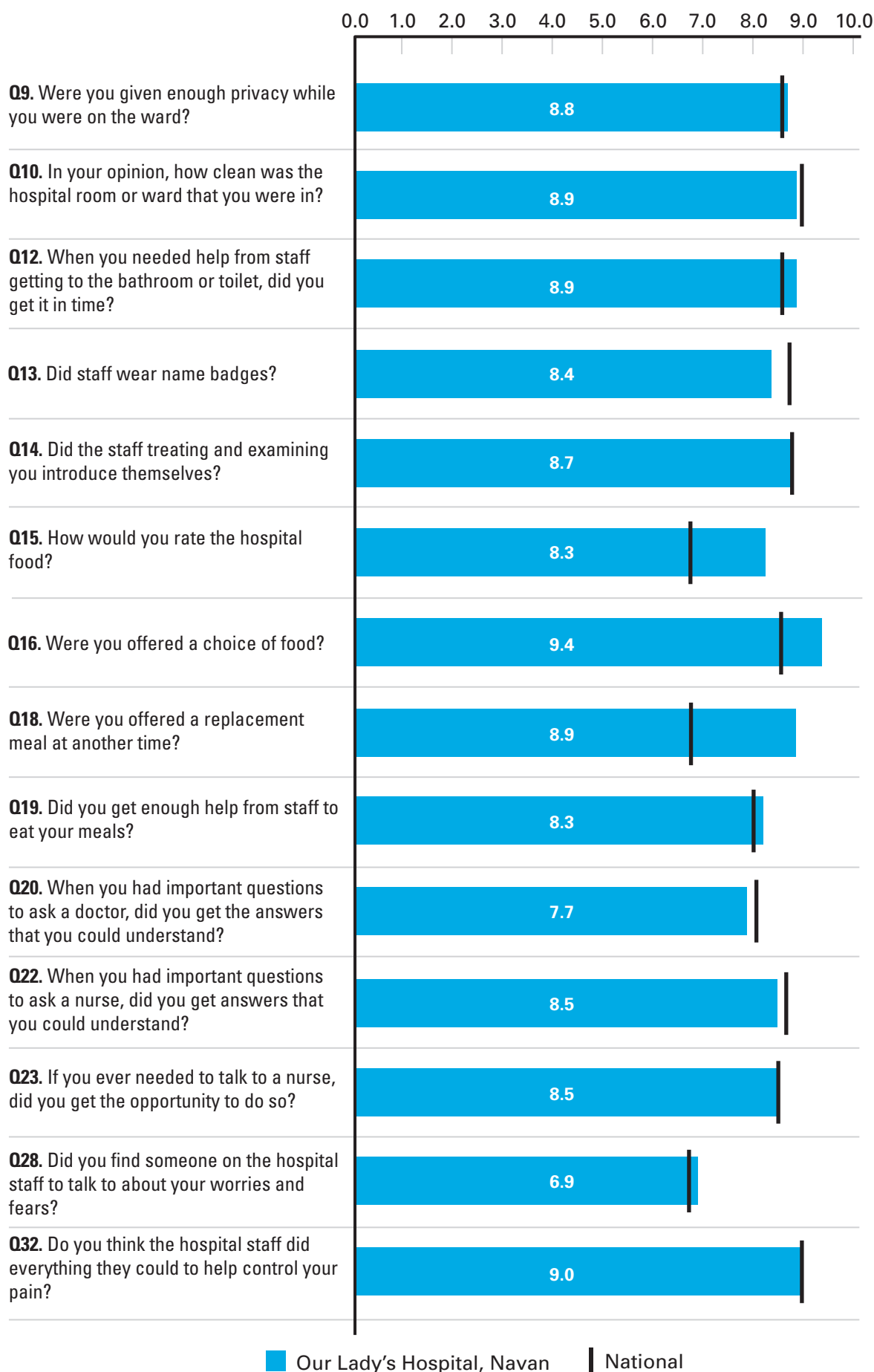
Figure 6 compares the hospital's overall score for care on the ward with the national average. Figure 7 shows the hospital's scores for questions related to this stage of care.

**Figure 6 Comparison of Our Lady's Hospital, Navan 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 Our Lady's Hospital, Navan scores for questions on care on the ward**



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

"The care and attention given by all the staff was excellent. You would not get such treatment in a private hospital."

"The food was excellent and the catering staff on the ward were very kind to us."

"Information was given but difficult to understand at times (accents). Staff (doctors) need to check patients can understand them."

"At night there was some noise in the ward. Nurses talking between themselves which was at times annoying. But once I was asleep it didn't bother me."

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

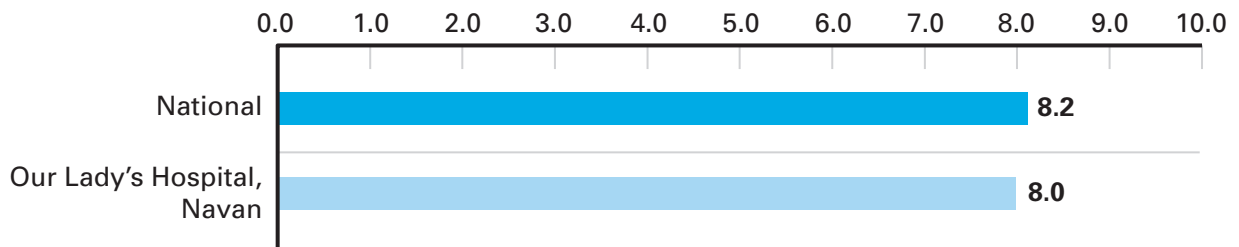
Our Lady's Hospital, Navan received higher ratings of care on the ward than the national average. Patient ratings of the stage were similar to the hospital's 2017 score. Most patients gave positive feedback on the food, including the choice and availability of replacement meals. Some patients said that they did not always find someone to talk to about their worries and fears. Nevertheless, the hospital scored above the national average for this question.

# Examinations, diagnosis and treatment



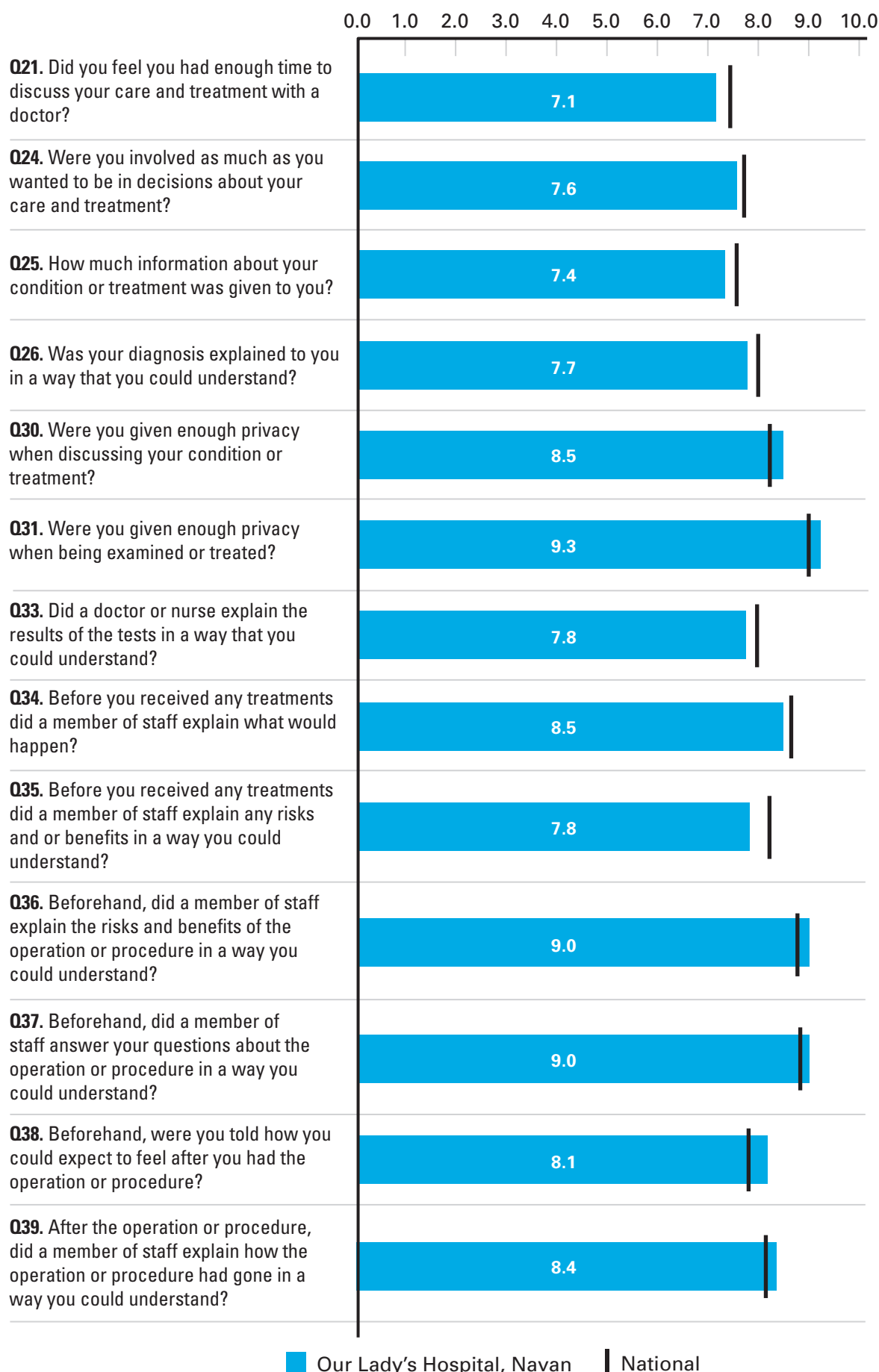
Figure 8 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 9 shows the hospital's scores for questions related to this stage of care.

**Figure 8 Comparison of Our Lady's Hospital, Navan with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)**





**Figure 9 Our Lady's Hospital, Navan scores for questions on examinations, diagnosis and treatment**



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

"My surgeon came to visit me after the operation and twice during my stay on his days off, I thought this was a very nice touch and made me feel cared for and not just a number."

"I would like if the doctors would explain things in plain terms and also not talk across the bed to each other about me while I'm in the bed as if I don't exist."

"Everyone, nurses, doctors, were all very nice and helpful and answered all my questions and operation was a success."

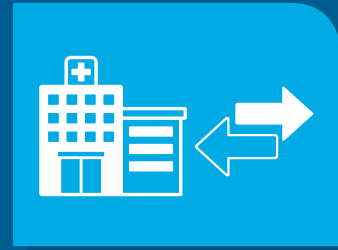
"Very poor communication from doctor to patient, and to family."

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

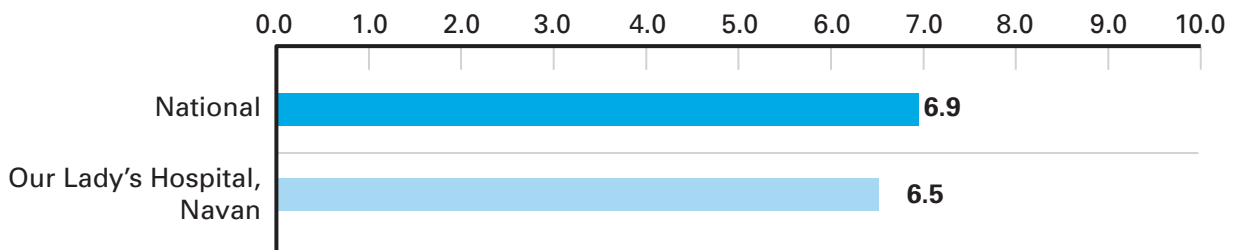
Ratings of examination, diagnosis and treatment were similar to the national average, but slightly lower than the hospital's score in 2017. Patients generally felt that they had sufficient privacy while discussing and receiving treatment. However, some patients said that they did not have enough time to discuss their care with a doctor.

# Discharge or transfer

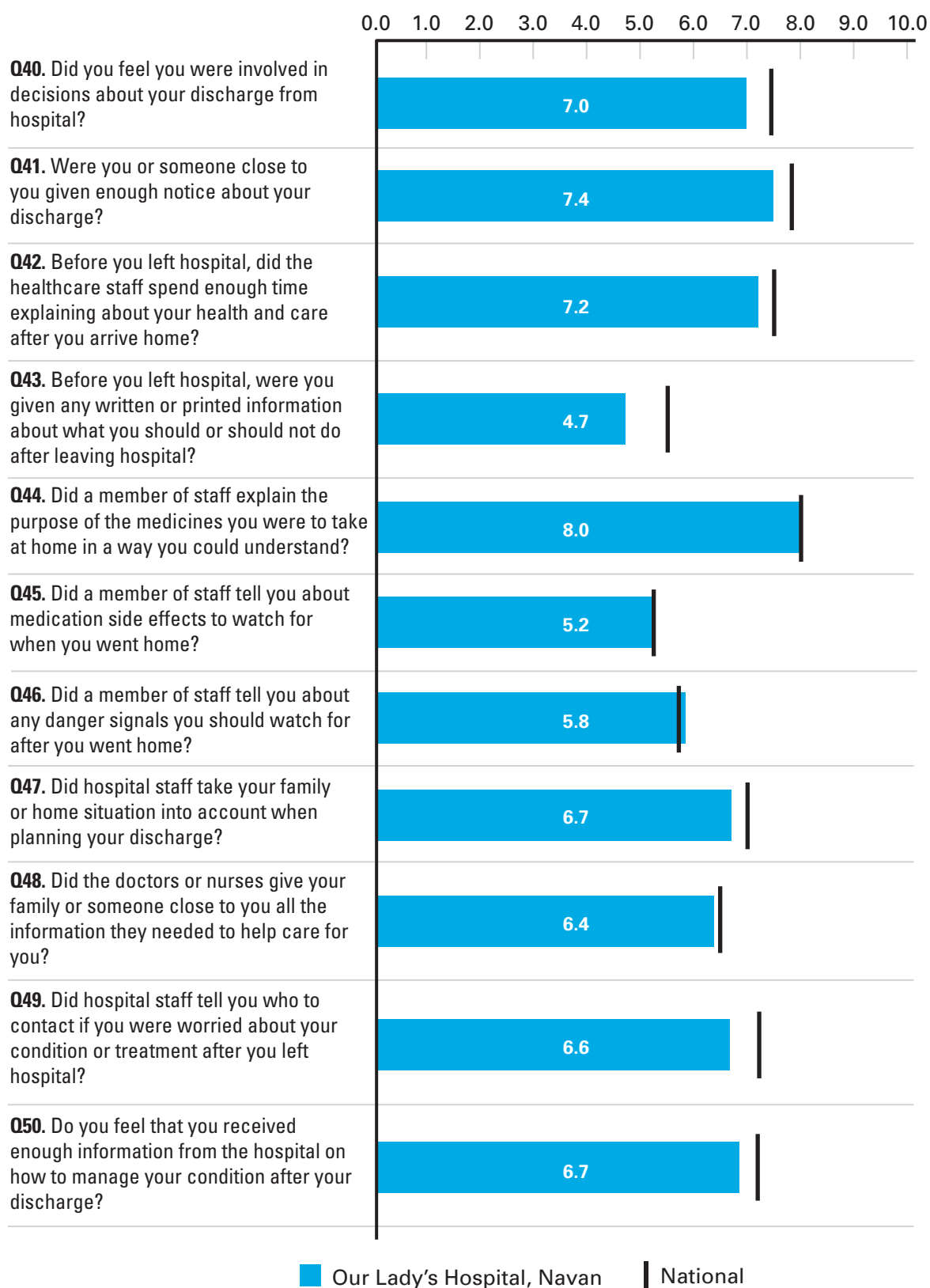
Figure 10 compares the hospital's overall score for discharge or transfer with the national average. Figure 11 shows the hospital's scores for questions related to this stage of care.



**Figure 10 Comparison of Our Lady's Hospital, Navan with the national average score for discharge or transfer (out of a maximum of 10)**



**Figure 11 Our Lady's Hospital, Navan scores for questions on discharge or transfer**



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

"I felt very safe and well looked after throughout the whole stay in hospital and even with after care. I would like to thank each and every one of them."

"The time all members of staff took to explain what was going to happen during the surgery, also the advice on how to look after my operation site when I was home."

"While there, the treatment was excellent but on discharge I was not given much information about my treatment and diagnosis."

"More thought needs to be given in regards to discharge, and proper use of service and links between acute and community. Was most definitely not enough communication."

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

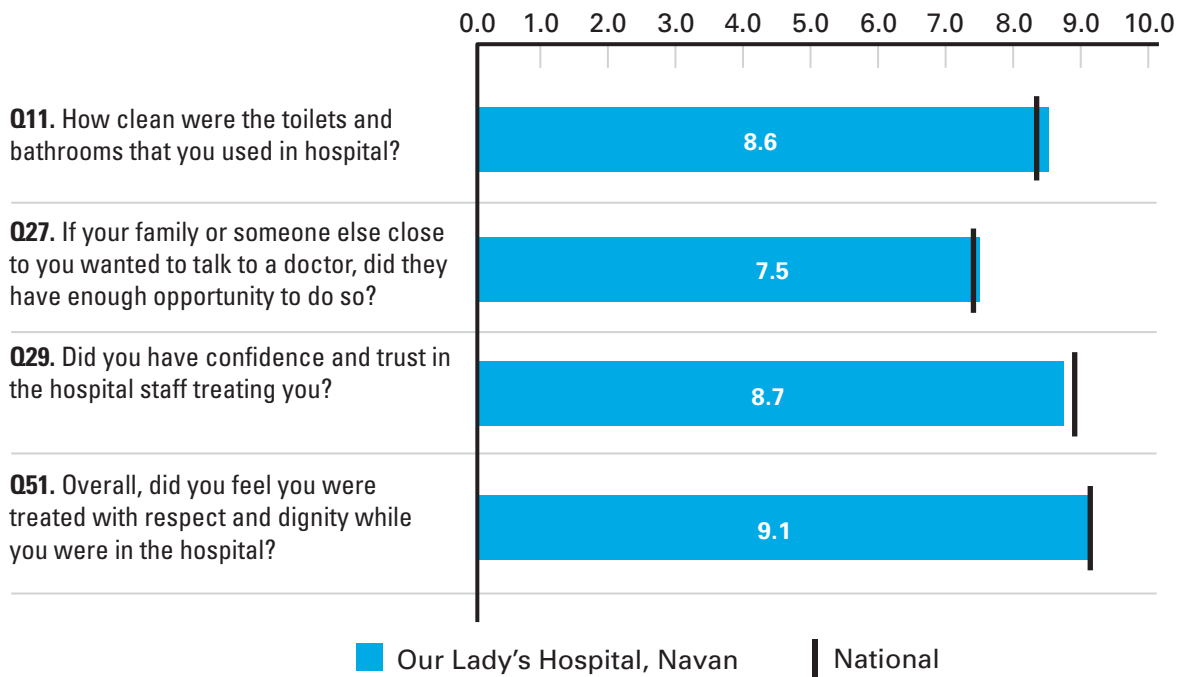
Participant ratings of this stage of care were similar to the national average. Our Lady's Hospital, Navan received slightly lower ratings of discharge or transfer in 2018 compared to its score in the 2017 survey. Patients said that staff generally explained the purpose of medications they were to take at home but potential side effects of medications were not always explained. In addition, a significant number of patients said that they did not receive any written or printed information on how to care for themselves after leaving hospital.

# Other aspects of care



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

**Figure 12** Our Lady's Hospital, Navan scores for other aspects of care



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

"I was positively surprised by the speed at which I was triaged, admitted to an isolation room, explained what they were testing for, and the dignity both my family and myself were treated with."

"Treated with compassion and concern. Always treated with respect."

"The overall manners of some of the senior doctors and respect and understanding of the patients' concerns on health issues."

"One doctor did not listen when I explained to him that a certain antibiotic did not work for me. The result was I returned five days later having dis-improved considerably."

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

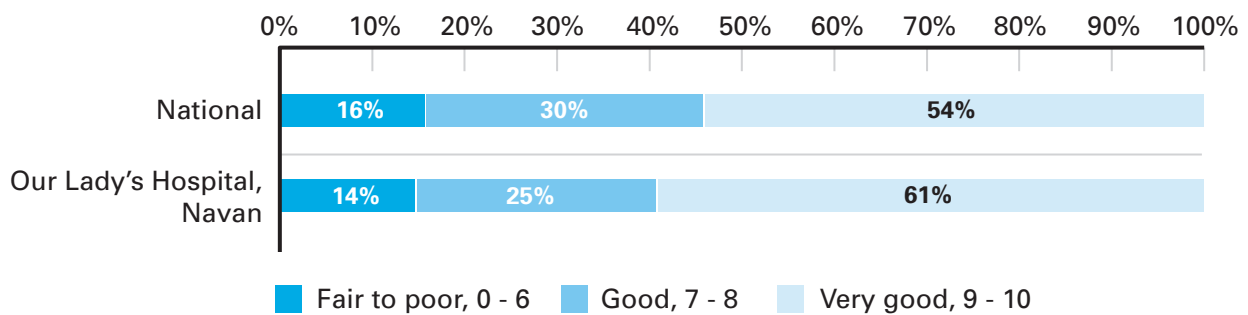
The ratings for the questions on other aspects of care were similar to the national average. For example, while most participants said they were treated with respect and dignity, a significant number did not give a positive rating in this area. Patients were generally positive about the cleanliness of bathrooms; however, some patients did not have confidence and trust in the hospital staff treating them.

# 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. 61% of participants from Our Lady's Hospital, Navan rated their care as very good, above the national figure of 54%.

Figure 13 compares the average overall rating of hospital experience for Our Lady's Hospital, Navan with the national average.

**Figure 13 Overall rating of hospital experience for Our Lady's Hospital, Navan and nationally**





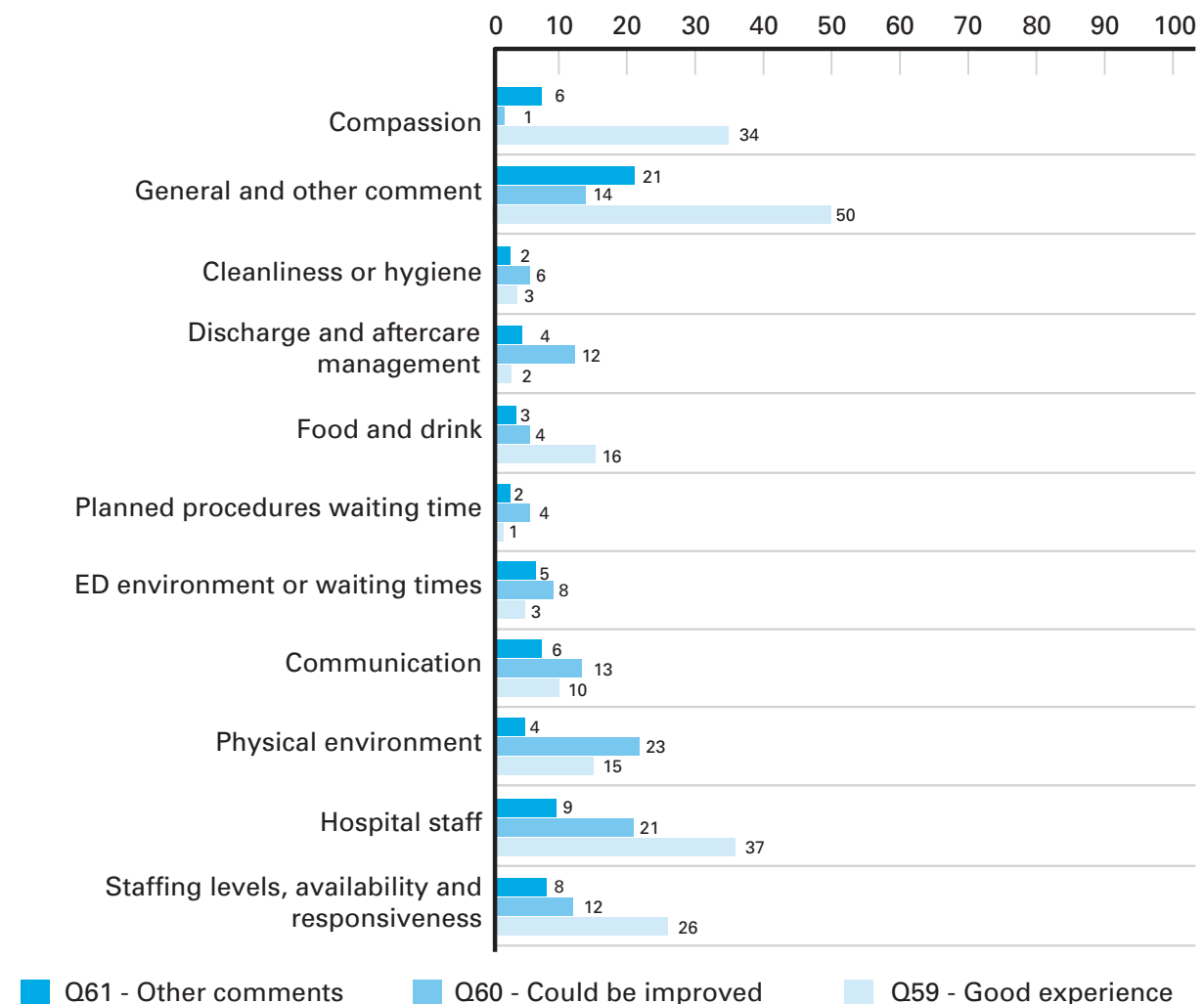
# In their own words: analysis of patients' comments

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, 385 comments were received from patients of Our Lady's Hospital, Navan 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 the 'physical environment' and 'hospital staff' themes.

**Figure 14 Participant comments by theme**



# Conclusion

## What were patients' experiences of hospital care in Our Lady's Hospital, Navan in May 2018?

The majority of participants said they had a positive overall experience at Our Lady's Hospital, Navan. 86% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Our Lady's Hospital, Navan received above-average scores for care on the ward and similar scores to the national average across the other stages of care. Participant ratings of care were generally slightly below those received in 2017, particularly in relation to admissions, which received significantly lower scores than last year.

A number of areas of good experience were identified based on patient feedback. For example, patients said that their families generally had the opportunity to talk to a doctor if required. In addition, most patients were given enough privacy when discussing their condition or treatment, and felt that they were treated with respect and dignity.

Several areas needing improvement were also identified. A number of patients could not always understand the answers they got from doctors. In addition some patients felt that they did not have enough time to discuss their care with a doctor and were not as involved as they wanted to be in decision-making.

These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experience. For example, patients who felt that they were not involved in decisions about their care were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Our Lady's Hospital, Navan 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 Our Lady's Hospital, Navan. 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.

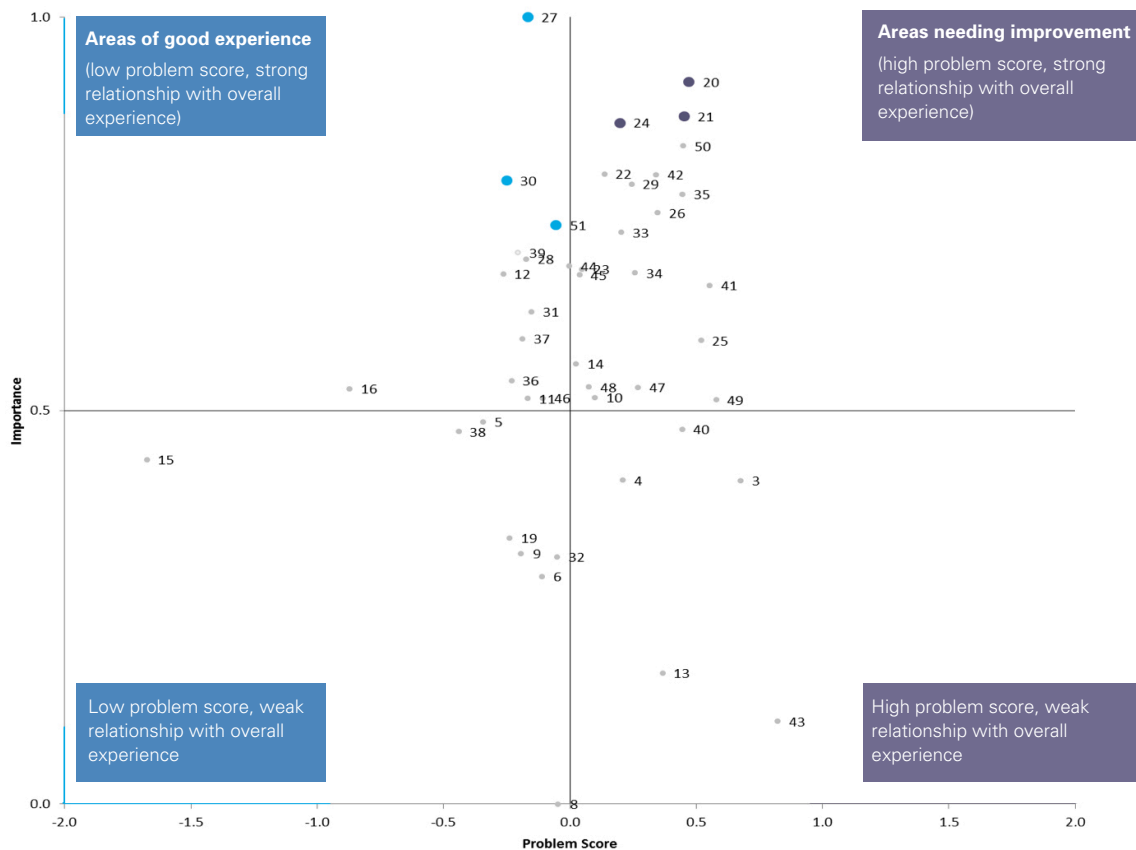
### Interpreting the improvement map

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.