



National Patient Experience Survey 2018

Nenagh Hospital

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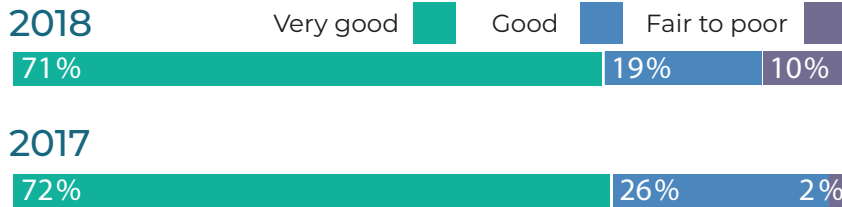
An Roinn Sláinte
Department of Health



Nenagh Hospital

2018 survey results

Overall experience

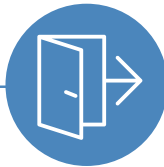


50% response rate

Areas of good experience



Offer of a replacement meal



Involvement in decisions about discharge



Information on how to manage a condition

Areas needing improvement



Clear explanation of a diagnosis



Clear explanation of test results



Explanation of the purpose of medications

The patient voice

"Yes, the level of care, attention & kindness was excellent from staff. The food was home cooked & piping hot at all times."



"Patients should be taken for a walk where assistance is required. Spent five days in hospital without any walk. Did not leave the vicinity of the bed and chair beside it."

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%. 57 patients from Nenagh 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 Nenagh Hospital?

The majority of participants from Nenagh Hospital reported positive experiences in hospital. 90% 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 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 they were offered a replacement meal when they missed one. Patients felt involved in decisions about their discharge from hospital and said they received enough information to manage their condition at home.

There were also several areas needing improvement. Some patients said that they didn't understand explanations of their diagnosis or their test results. In addition, a number of patients said that the purpose medications they were to take at home was not explained.

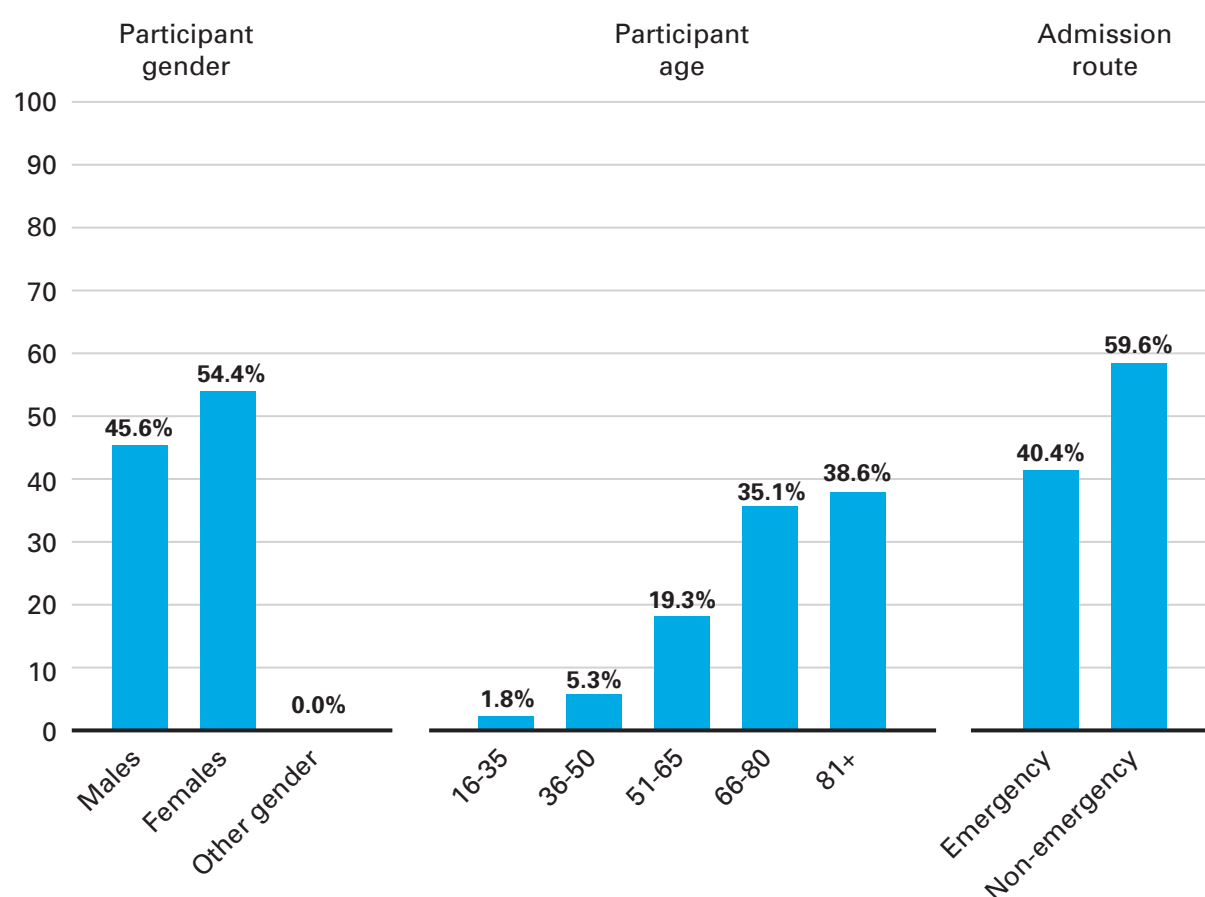
Patient experience ratings were generally similar to those in the 2017 survey. The findings of the 2018 survey will help Nenagh Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

Nenagh Hospital is a public acute hospital located in Nenagh, Co. Tipperary. There were 48 inpatient beds available in the hospital during the survey period of May 2018.

113 people discharged from Nenagh Hospital during the month of May 2018 were invited to participate in the survey. 57 people completed the survey, achieving a response rate of 50%. 45.6% of participants were male and 54.4% were female. 23 respondents (40.4%) said that their stay in hospital was an emergency¹. Figure 1 below provides information on the respondents who took part in the survey from Nenagh Hospital.

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



¹ Patients were asked if their hospital stay was planned in advance or an emergency. While Nenagh Hospital does not have an emergency department, patients may have felt that their condition was an emergency. It is also possible that these patients were originally admitted to a hospital with an emergency department before being transferred to Nenagh Hospital.

Areas of good experience and areas needing improvement

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

The areas of good experience in Nenagh Hospital are:

<p>Care on the ward</p>	<p>9 (82%) of the 11 people who answered this question said that they always received a replacement meal when it was needed.</p>
<p>Offer of a replacement meal Q18</p>	
<p>Discharge or transfer</p>	<p>53 people (95%) said that they were definitely, or to some extent, involved in decisions about their discharge from hospital.</p>
<p>Involvement in decisions about discharge Q40</p>	
<p>Discharge or transfer</p>	<p>42 people (91%) said that they definitely, or to some extent, received enough information on how to manage their condition at home.</p>
<p>Information on how to manage a condition Q50</p>	

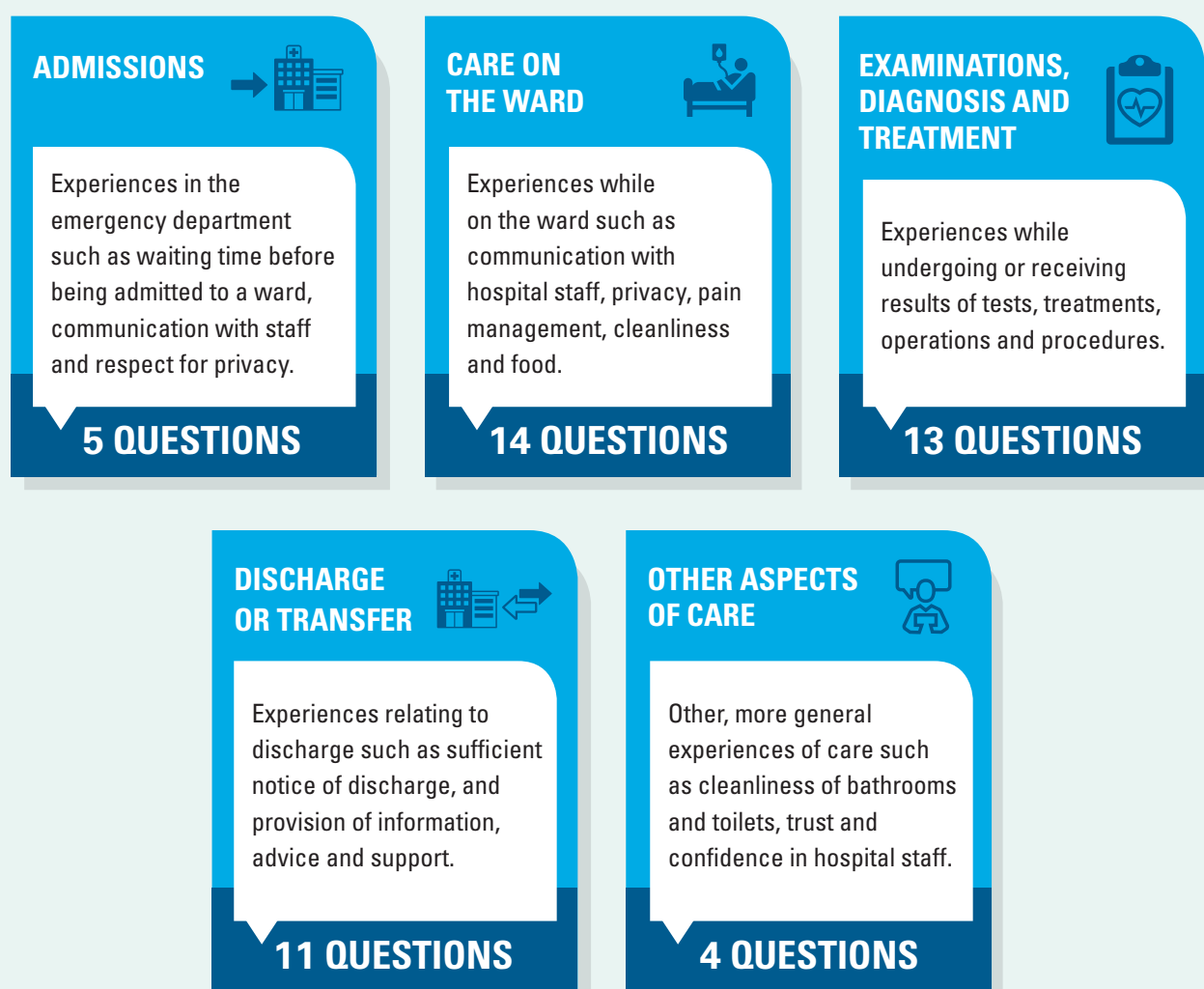
The areas needing improvement in Nenagh Hospital are:

<p>Examination, diagnosis and treatment</p>	<p>Of the 56 people who answered this question, 25 (45%) said that they did not understand, or only to some extent understood, explanations of their diagnosis.</p>
<p>Clear explanation of a diagnosis Q26</p>	
<p>Examinations, diagnosis and treatment</p>	<p>15 people (34% of those who answered Q33) said that they did not fully understand explanations of their test results.</p>
<p>Clear explanation of test results Q33</p>	
<p>Discharge or transfer</p>	<p>18 people (39% of those who answered Q44) said that the purpose of medications they were to take at home was not, or was only to some extent, explained by hospital staff.</p>
<p>Explanation of the purpose of medications Q44</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 journey²:



2 As Nenagh Hospital does not have an emergency department, survey participants did not answer the questions on Admissions.

Interpreting the results for the stages of care

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

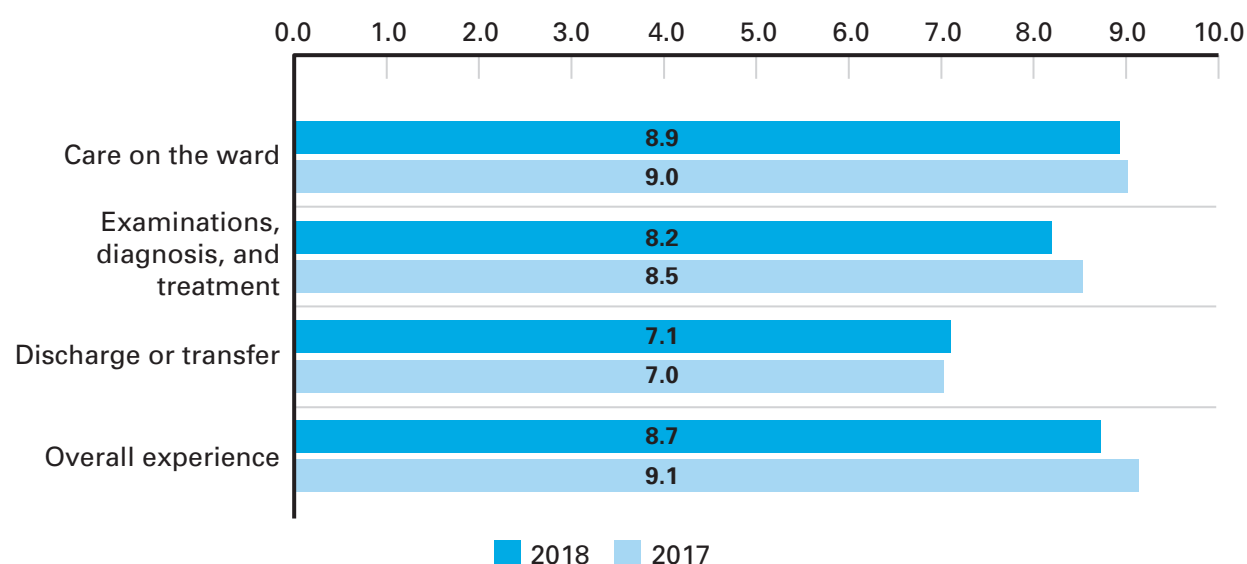
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience was slightly lower than in 2017, although the difference was not statistically significant. In addition, patient ratings of each stage of care were similar to 2017. 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 scores³ for Nenagh Hospital in 2017 and 2018



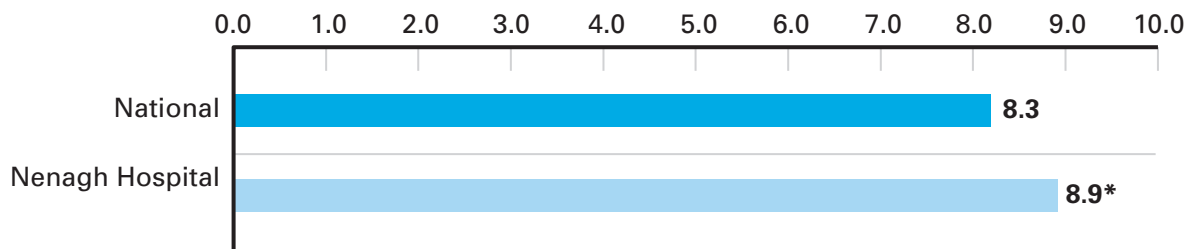
³ Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

Care on the ward

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

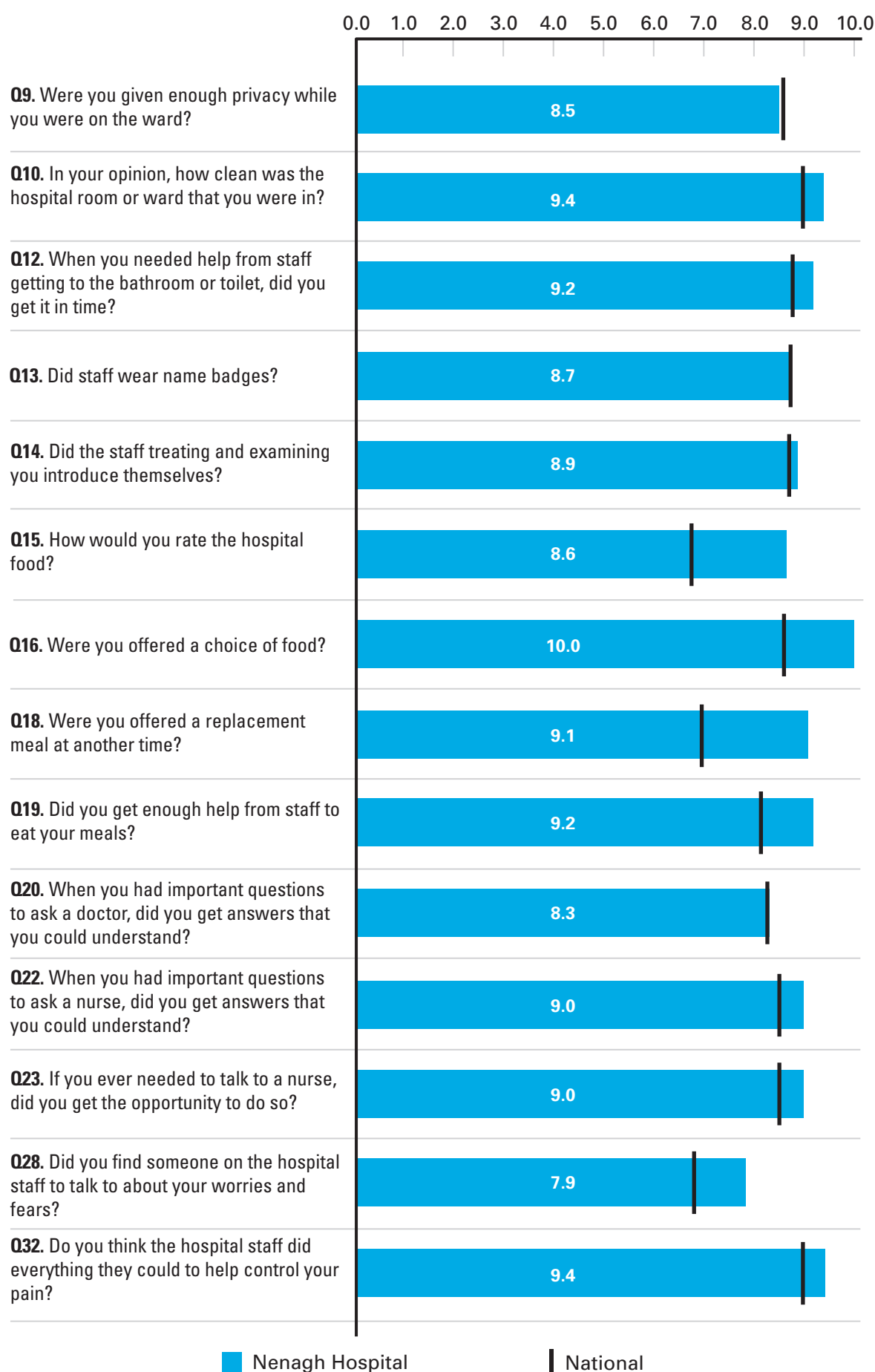


Figure 3 Comparison of Nenagh Hospital with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 4 Nenagh Hospital scores for questions on care on the ward



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

"It was spotless. It was quiet. It was near to home. The ward was small - only 3 beds. The staff were relaxed and caring."

"Yes, the level of care, attention & kindness was excellent from staff. The food was home cooked & piping hot at all times."

"Patients should be taken for a walk where assistance is required. Spent five days in hospital without any walk. Did not leave the vicinity of the bed and chair beside it."

"Put mirror in bathroom. No chair in the bathroom to sit on when washing yourself."

Care on the ward: what do these results mean?

Nenagh Hospital received higher ratings of care on the ward than the national average, and similar ratings to last year. Patients were happy with the choice of food offered, pain management and hospital cleanliness. Some patients said they could not always find someone to talk to about their worries and fears, though the hospital scored above the national average for this question.

Examinations, diagnosis and treatment



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

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

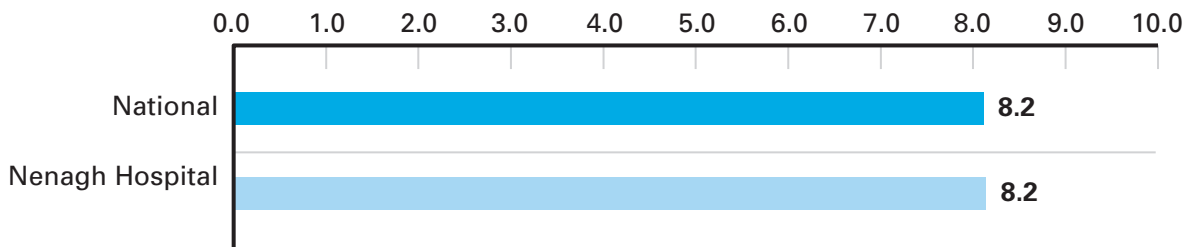
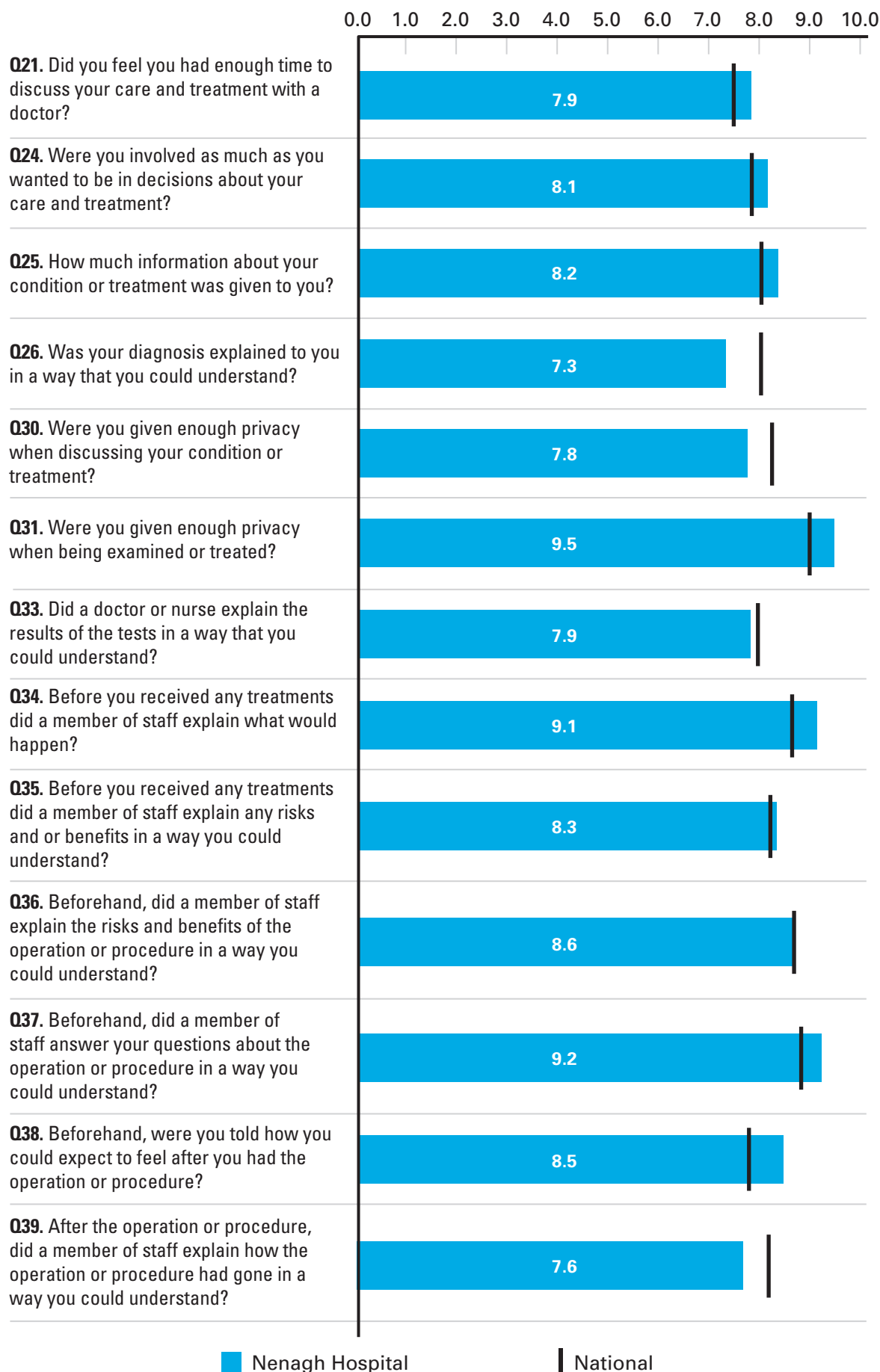


Figure 6 Nenagh Hospital scores for questions on examinations, diagnosis and treatment



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

"The doctors and nurses and staff were very helpful throughout my stay in hospital."

"Found the doctors difficult to understand, a bit of a language barrier."

"Information from the hospital consultants was very hard to get."

"The staff were efficient and helpful, and easy to talk to. They were on top of things quickly, e.g. a temperature spike led to an IV antibiotic very quickly."

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

Ratings of examination, diagnosis and treatment were similar to the national average and to last year's ratings. Most patients said they were given enough privacy when being examined or treated. However, a number of patients were not able to understand explanations of their diagnosis and the results of tests.

Discharge or transfer

Figure 7 compares the hospital's overall score for discharge or transfer with the national average. Figure 8 shows the hospital's scores for questions on this stage of care.

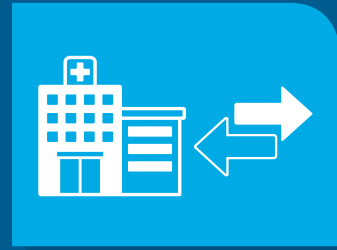


Figure 7 Comparison of Nenagh Hospital with the national average score for discharge or transfer (out of a maximum of 10)

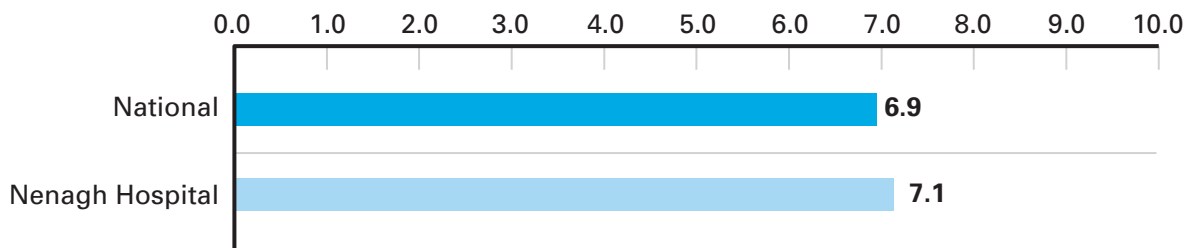
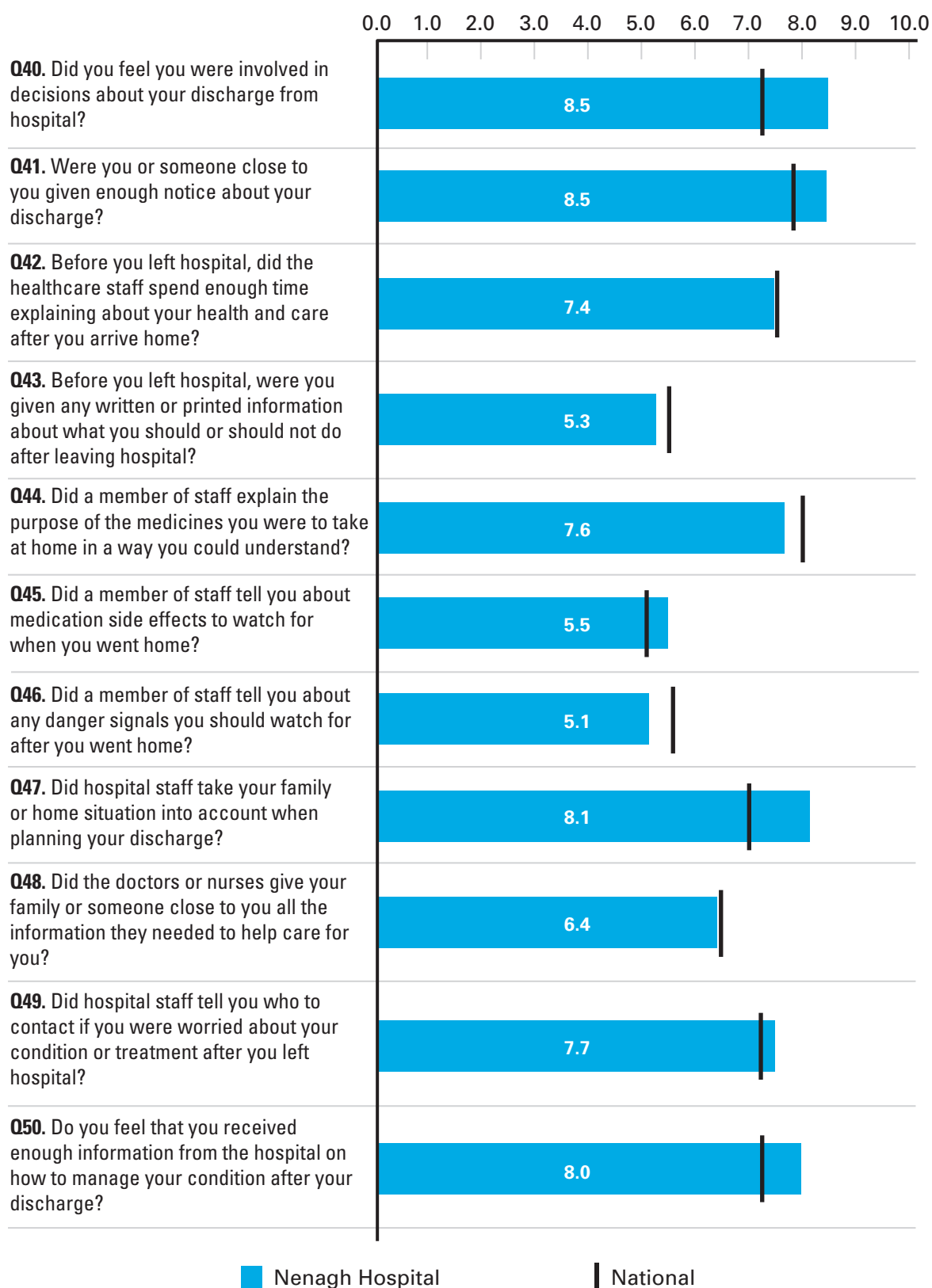


Figure 8 Nenagh Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"[The hospital should be] more decisive about the date of discharge and what they were treating the patient for and why."

"Follow up care was very slow (6 weeks)."

Discharge or transfer: what do these results mean?

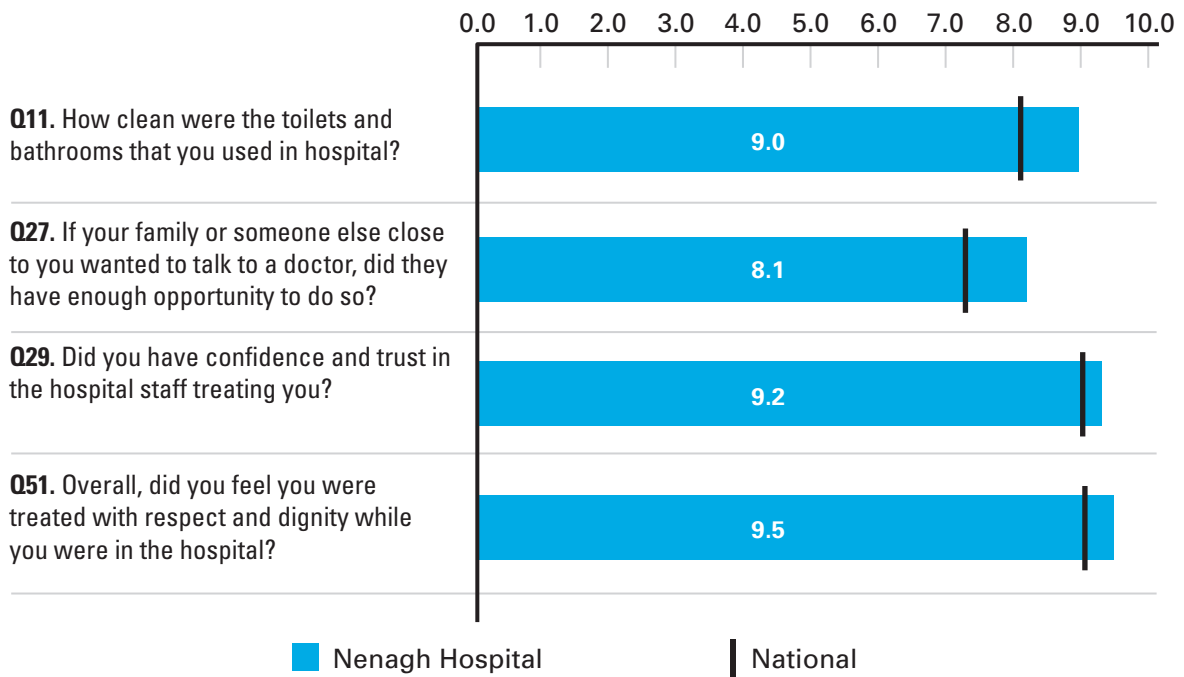
Participant ratings for this stage of care were slightly above the national average and the 2017 score. Most patients said they were involved in decisions about their discharge and were given enough notice of it. A number of patients said they were not told about danger signals they should watch out for after they went home.

Other aspects of care



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

Figure 9 Nenagh Hospital scores for other aspects of care



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

"This was my first experience of staying at a 'small' hospital. Overall, I found the level of care and comfort was very good and, as a patient, I felt much more at ease and relaxed, mainly due to the slower pace and size of the hospital. I felt I got as much time as I needed and would have no objection to going back there if the need arose. The atmosphere in the smaller hospitals is much more pleasant."

"The way the doctors & nurses went out of their way to give me the best care and when nurses were very busy they would say sorry I can't give you more time."

"There was only 2 ward toilets, one of which had no lock on the door, and they were right next to the sluice."

"Some of the nursing staff would ask you how you were and then turn away and focus on something else - not interested nor listening to your reply - just going through the motions of caring about the patient, while clearly uninterested."

Other aspects of care: what do these results mean?

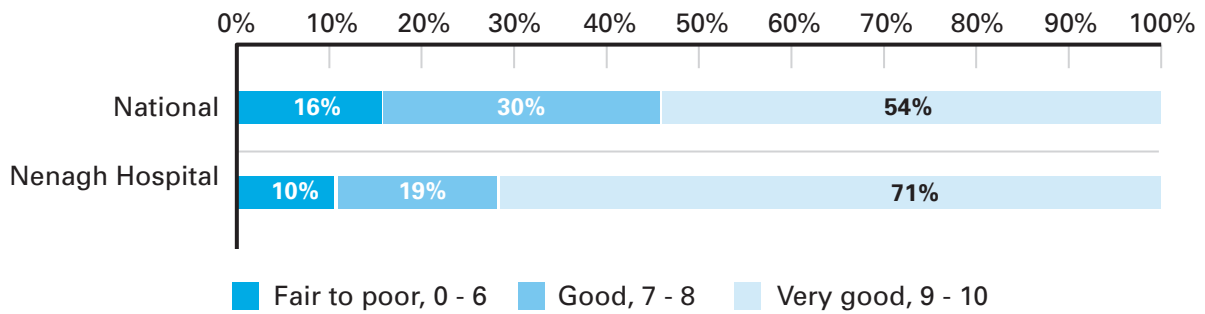
The ratings for the questions on other aspects of care were slightly above the national average. Most participants said they were treated with respect and dignity, and had confidence and trust in hospital staff.

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. 71% of participants from Nenagh Hospital rated their care as very good, well above the national figure of 54%.

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

Figure 10 Overall rating of hospital experience for Nenagh Hospital and nationally



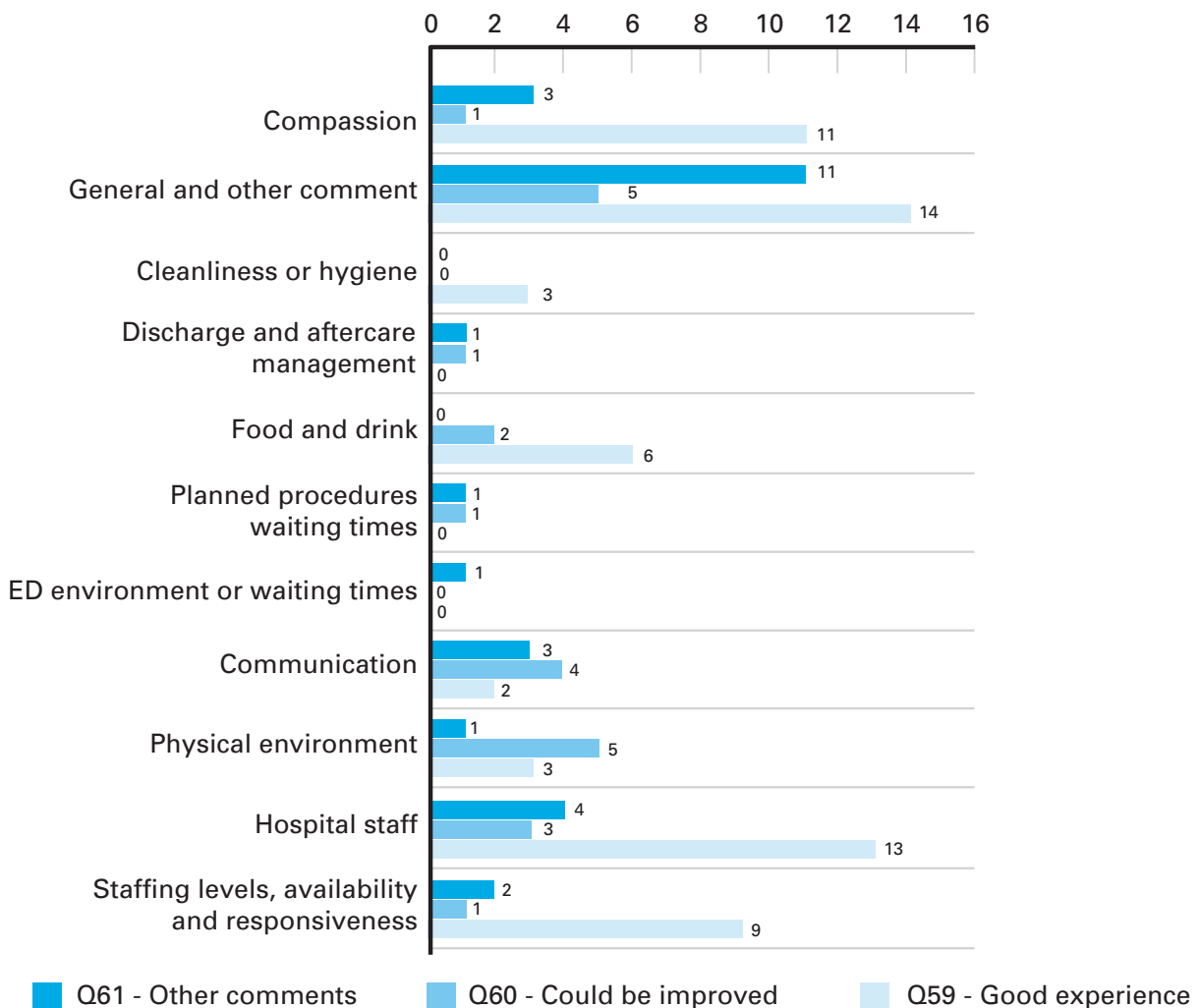
In their own words: analysis of patients' comments

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, 111 comments were received from patients of Nenagh Hospital in response to the free-text questions in the 2018 survey.

Figure 11 shows the breakdown of participant comments by theme for each of the three open-ended questions. Q59 asked participants what was particularly good about their hospital care, Q60 asked participants what could be improved, and Q61 asked participants for any other comments or suggestions.

For Q59, most of the comments related to the 'general and other comment' and 'hospital staff' themes. For Q60, most comments related to the 'physical environment' and 'general and other comment' themes.

Figure 11 Participant comments by theme



Conclusion

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

The majority of participants said they had a positive overall experience in Nenagh Hospital. 90% of patients in the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Nenagh Hospital received similar scores to the national average across every stage of care, with the exception of care on the ward, which was above-average. Participant ratings of care were generally similar to those received in 2017.

Areas of good experience were identified. For example, patients generally received a replacement meal if they had missed one. Most patients were involved in decisions about their discharge and were given enough information to manage their condition at home.

Several areas needing improvement were also identified. Some patients could not understand the explanations they were given about their diagnoses and test results. A number of patients said they were not told about the purpose of medications they were to take at home.

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 told about the purpose of medications were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Nenagh Hospital improve the experiences of patients in the hospital.

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 Nenagh 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.

