



## National Patient Experience Survey 2017

# Roscommon County Hospital

We're committed to excellence in healthcare





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

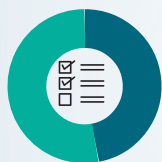
By putting the voice of the patient at the centre of acute healthcare, we can make sure that the needs and wishes of the people who matter most are met. The survey will be repeated annually in the future, which will allow us to explore how the patient voice has helped shape changes in acute healthcare.

Thank you to the staff of all participating hospitals for contributing to the success of the survey, and in particular for engaging with and informing patients while the survey was ongoing.

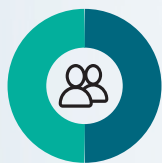
The survey was overseen by a national steering group, a delivery group and an advisory group. We acknowledge the direction and guidance provided by the members of these groups.



# Roscommon County Hospital



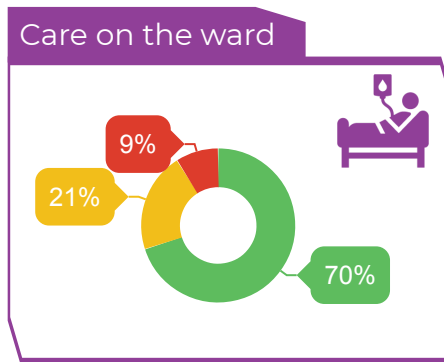
55% of 97 eligible patients took part



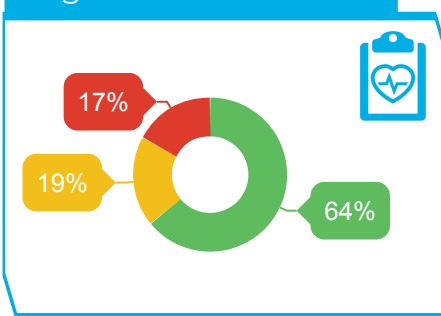
47% female  
53% male

Average age:  
**72 years**

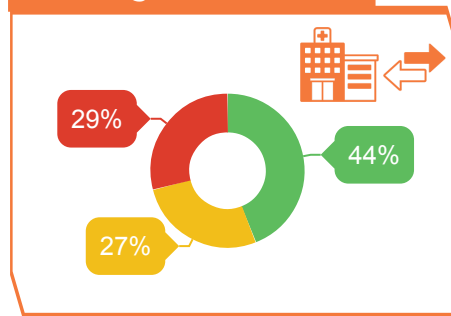
## Stages of care



## Examinations, diagnosis & treatment

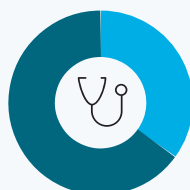


## Discharge or transfer



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

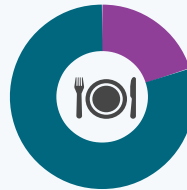
### Treatment



**35%**

were not always told how they could expect to feel after their operation or procedure.

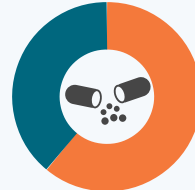
### Food



**20%**

rated the food as fair or poor.

### Medication

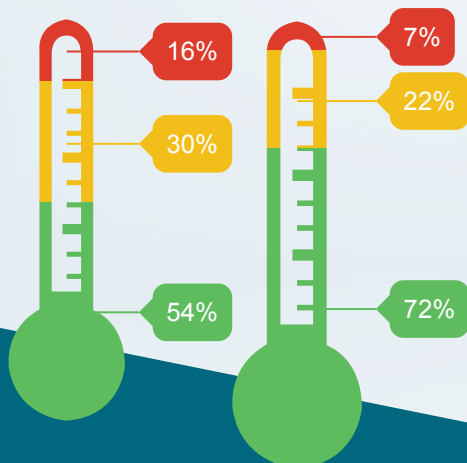


**61%**

were not fully informed about potential side effects to watch for at home.

## Overall experience

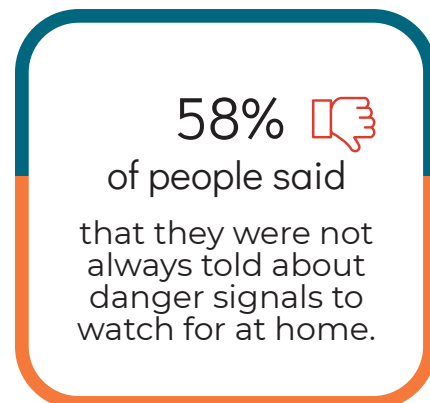
Nationally      This hospital



## Areas of good experience



## Areas needing improvement



# Structure and content of this report

## Chapter 1: patients' experiences of acute hospital care in Roscommon County Hospital

4

This chapter presents the areas of good experience and the areas needing improvement in Roscommon County Hospital

About the National Patient Experience Survey 2017

4

Roscommon County Hospital profile

5

Purpose of the Report

5

Who took part in the survey?

6

What were the main findings?

7

Areas of good experience and areas needing improvement

8

## Chapter 2: The patient journey through hospital

10

This chapter presents the findings of the 2017 survey.

The stages of care along the patient journey

10

How to interpret the results for the stages of care

11

Care on the ward

14

Examinations, diagnosis and treatment

19

Discharge or transfer

23

Other aspects of care

27

## Chapter 3: Overall experience

30

This chapter analyses patients' overall experiences in Roscommon County Hospital

## Chapter 4: Conclusion

31

This chapter summarises the findings of the 2017 survey

## Appendices

33

Appendix 1: National Patient Experience Survey 2017 questions

Appendix 2: Background to the National Patient Experience Survey Programme

Appendix 3: Identifying areas of good experience and areas needing improvement

Appendix 4: A technical note on analyses and interpretation

## Glossary

43



## Chapter 1

---

# Patients' experiences of acute care in Roscommon County Hospital

## About the National Patient Experience Survey 2017

The National Patient Experience Survey is a new national survey, asking people for feedback on their recent stay in a public acute hospital. This survey will run on an annual basis and is a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The survey was developed with the involvement of Patient Focus, a patient advocacy organisation, in order to ensure that patients were central to the design and execution of the survey.

Nationally, 26,635 people were invited to participate in the first National Patient Experience Survey in 2017. In total, 13,706 people took part. The results outlined in this report reflect the experience of patients who were discharged from the Roscommon County Hospital during the month of May 2017. In total, 53 participants from Roscommon County Hospital took part in the survey.

The survey asked 61 questions, based on five stages of care along the patient journey in hospital: admissions<sup>1</sup>; care on the ward; examinations, diagnosis and treatment; discharge or transfer; and other aspects of care. Three of the questions asked respondents for written comments about what was good about the care they received and what could be improved. The list of questions from the National Patient Experience Survey can be found in Appendix 1.

---

<sup>1</sup> As Roscommon County Hospital does not have an emergency department, survey participants did not answer the questions on Admissions.

It is important to note that patients did not always answer every question so there is variation in the number of responses to each question.

This survey is part of the National Patient Experience Survey Programme, which aims to help improve the quality and safety of healthcare services provided to people in Ireland. A more detailed background to the survey programme can be found in Appendix 2.

The National Patient Experience Survey values and seeks to represent the patient voice, which is a fundamental principle of patient-centred care. The survey acknowledges both positive and negative experiences, as told by the 53 patients from Roscommon County Hospital who completed the survey. While thousands of people surveyed nationally said that they had a very good experience of acute hospital care, it is important also to listen to those people who identified areas for improvement. These voices and experiences will play a key role in shaping the future of patient-centred care in Ireland.

## Hospital profile

Roscommon County Hospital is a public acute hospital, located in Co. Roscommon. There were 63 inpatient beds available in the hospital during the survey period of 1 – 31 May 2017 and 97 eligible discharges were recorded during this time. Roscommon County Hospital does not have an emergency department. This means that patients admitted to this hospital were not required to answer questions on the 'admissions' stage of care.

## Purpose of this report

The purpose of this report is to present the key findings of the National Patient Experience Survey, based on the experiences of patients who stayed in Roscommon County Hospital in May 2017. The report highlights areas where patients had positive experiences and outlines where there is significant room for improvement.

The Health Service Executive (HSE) is committed to using the findings of the survey to make improvements to the quality of care provided to patients and to outline a direction for the future of patient-centred care in Roscommon County Hospital. A quality improvement plan will be developed by Roscommon County Hospital in response to the survey results and will be publicly available from [www.patientexperience.ie](http://www.patientexperience.ie) in December 2017.

The Department of Health will use the information gathered to inform the development of policy in relation to acute healthcare. Finally, the findings of the survey will be used to inform HIQA's approach to monitoring of hospitals.



# Who took part in the survey?

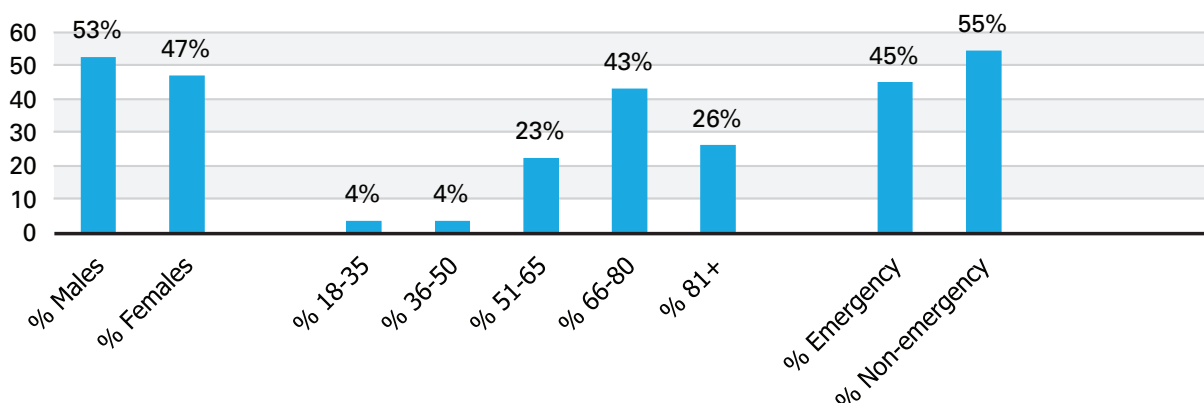
## Description of the respondents who took part in the survey

**97** people discharged from Roscommon County Hospital during the month of May 2017 were invited to participate in the survey.

**53** people completed the survey, achieving a response rate of 55%.

53% of people who responded to the survey were male and 47% were female. 45% of respondents entered hospital on an emergency basis<sup>2</sup>. Figure 1. below shows information about the respondents who took part in the survey from Roscommon County Hospital.

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



<sup>2</sup> Patients were asked if their hospital stay was planned in advance or an emergency. While Roscommon County Hospital does not have an emergency department, patients may have felt that their admission was an emergency. It is also possible that these patients were originally admitted to a hospital with an emergency department before being transferred to Roscommon County Hospital.



## What were the main findings for Roscommon County Hospital?



Overall, patients' ratings of their experiences at Roscommon County Hospital were above the national average. 93% of patients at Roscommon County Hospital said they had a 'very good' or 'good' experience, compared with 84% nationally.

Patients in Roscommon County Hospital reported many positive experiences, particularly in relation to care on the ward. Many said that they were given a replacement meal if they could not eat during the mealtimes. Patients also said that they always got help from hospital staff on time, if they ever needed to get to a bathroom or toilet. Communication with healthcare staff was found to be better on the ward, with many patients reporting positive experiences of having been given the right amount of information about their condition and treatment. Patients also reported that if their family or someone close to them wanted to talk to a doctor that they definitely had the opportunity to do so.

People in Roscommon County Hospital generally said that they felt treated with respect and dignity throughout their hospital stay. Q52, which asked about overall treatment with respect and dignity in the hospital, was the highest rated question in the entire survey.

However, several areas across each stage of care were identified as areas needing improvement. These areas correspond to the five questions for which Roscommon County Hospital received some of the lowest scores in the entire survey.

The majority of the lowest scoring questions were found within the discharge or transfer stage of care. Even though patients in Roscommon County Hospital reported more positive experiences of the discharge or transfer stage of care, compared with other patients nationally, significant issues were found to exist in relation to communication and information provision between healthcare staff and patients. The survey found that many patients left Roscommon County Hospital without the necessary information that would allow them to manage to recover at home. For example, many patients said that they had not been sufficiently informed about medication side effects and the danger signals they should watch out for at home. The survey also found issues of communication within examinations, diagnosis and treatment. Many patients did not feel as though they had enough time with doctors to discuss their care and treatment. The majority of people also reported that they were not told about how they could expect to feel after an operation or procedure.

As regards positive experiences of examinations, diagnosis and treatment, the survey found that, overall, people in Roscommon County Hospital were generally given privacy when discussing or receiving treatment. As regards care on the wards, many patients in Roscommon County Hospital were not impressed with the food, rating it as fair or poor.

## Areas of good experience and areas needing improvement in Roscommon County Hospital

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

Appendix 3 explains how these areas were identified.

### The areas of good experience in Roscommon County Hospital are:

Patients had positive experiences in several areas, particularly as regards their care on the ward. Patients also reported positive experiences of the communication in relation to their condition and treatment.

#### Other stages of care | Q27.

##### Opportunity for family members to talk to a doctor

31 respondents (79%) said that their families or people close to them definitely had sufficient opportunities to talk to a doctor if they ever wanted to.

#### Care on the ward | Q12.

##### Help from staff to get to the bathroom

31 respondents (91% of people who required assistance) said that they always got help from staff in time in getting to the bathroom or toilet.

#### Examinations, diagnosis and treatment | Q25.

##### Information about a condition or treatment

46 (88%) of the 52 people who answered this question said that they were given the right amount of information about their condition or treatment.

## The areas needing improvement in Roscommon County Hospital are:

Patients highlighted areas needing improvement, for example, as regards the food in Roscommon County Hospital. The remaining areas needing improvement were all related to communication between patients and hospital staff, either during examinations, diagnosis or treatment or the discharge or transfer process.

### Examination, diagnosis and treatment | Q35.

#### Clear explanation of the risks/benefits of a treatment

14 (30%) of the 46 people who answered this question said that staff did not explain, or only to some extent explained the risk or benefits of treatments.

### Discharge or transfer | Q44.

#### Written or printed information

19 (37%) of the 51 people who answered this question said that they were not given any written or printed information about what they should or should not do after leaving hospital.

### Discharge or transfer | Q47.

#### Danger signals to watch out for

23 people (58%) said that they were not or were only to some extent told about danger signals they should watch out for after they went home.



## Chapter 2

# The patient journey through hospital

Qualitative and quantitative findings of the 2017 survey

## Findings of the 2017 survey

### The stages of care along the patient journey

The National Patient Experience Survey 2017 follows the patient journey through hospital from admission to discharge.

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

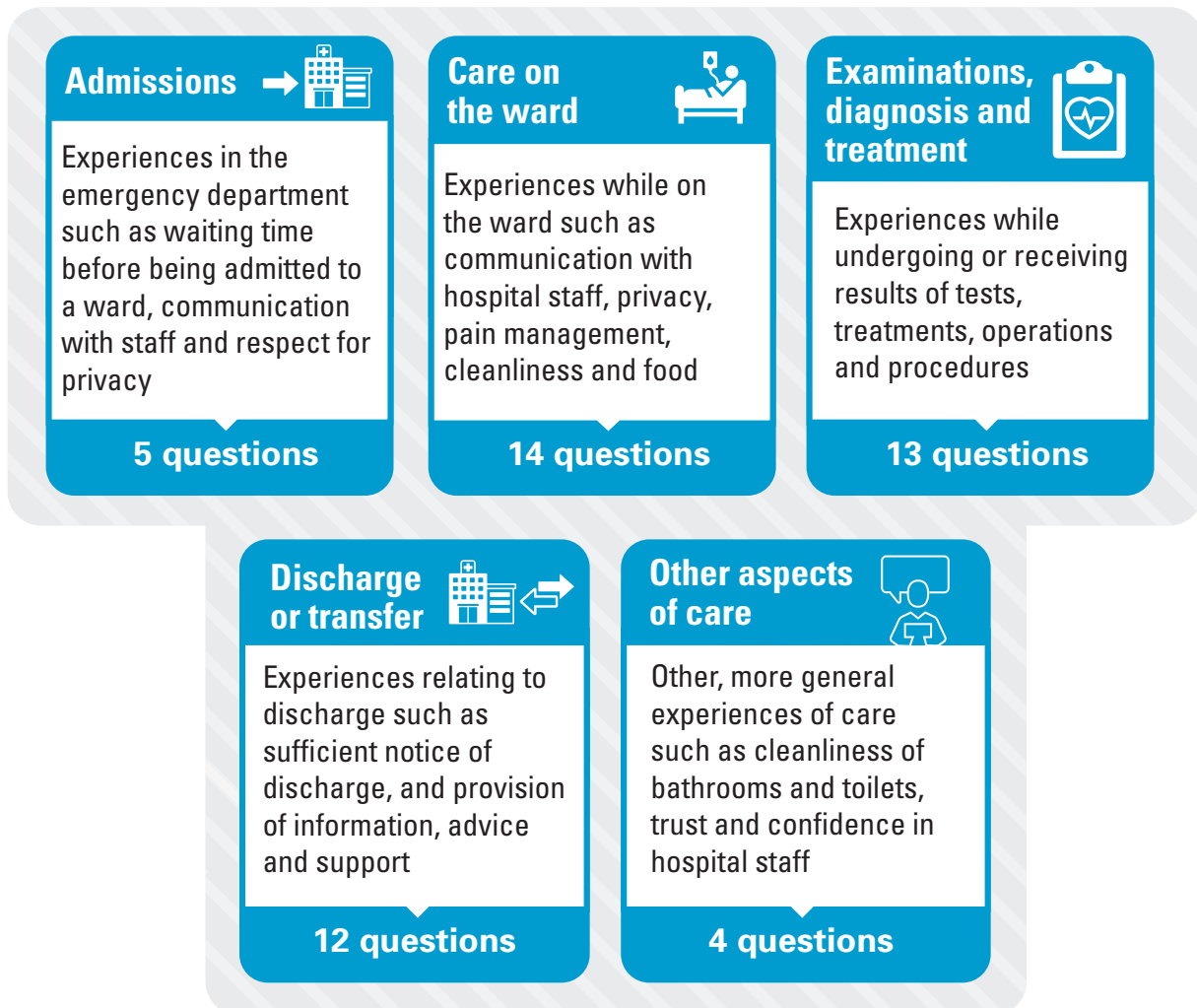
- **admissions<sup>3</sup>**
- **care on the ward**
- **examinations, diagnosis and treatment**
- **discharge or transfer**
- **other aspects of care.**

**“I could not say enough good about my stay. Everything was perfect. The hospital was spotless. Food was very good. Doctors and nurses were excellent. I could not fault this hospital for anything.”**

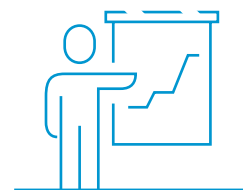
<sup>3</sup> As Roscommon County Hospital does not have an emergency department, survey participants did not answer the questions on Admissions.

Figure 2. gives a short description of the stages along the patient journey. It also indicates how many questions in the survey relate to each stage.

**Figure 2. Description of stages of care along the patient journey**



## How to interpret the results for the stages of care



While the results show that many people had a positive experience in hospital, it is important to listen to those patients who had negative experiences. Listening to the voices of all patients allows hospitals to make improvements across the patient journey. For each stage of care the results are presented in the following way, as shown in Figure 3.:

1. **Experience rating for a stage of care.**
2. **Scores out of 10.**
3. **Comparisons.**

Figure 3. Guide to interpreting the results

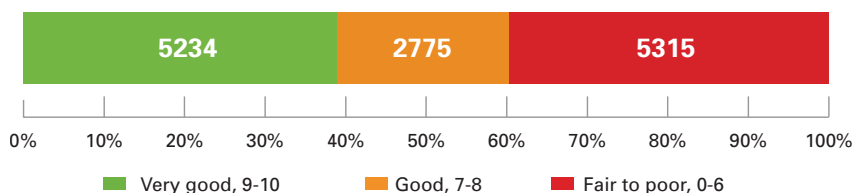
## 1 Experience rating for a stage of care

The experience rating summarises the average patient experience for each stage of care. The graphs show how many people rated a particular stage as 'very good', 'good' or 'fair to poor'.

### Example:

The example below shows how many people rated the care they received on the ward as 'very good', 'good' and 'fair to poor'.

Figure 2.22 | Discharge or transfer ratings



## 2. Scores out of 10

Scores out of 10 are given for each question belonging to a stage of care or a stage as whole. A score of 0 indicates a very negative experience and a score of 10 indicates a very positive experience.

Sometimes questions are described as high or low ranking questions. These are questions with the highest or lowest score when compared to a set of questions.

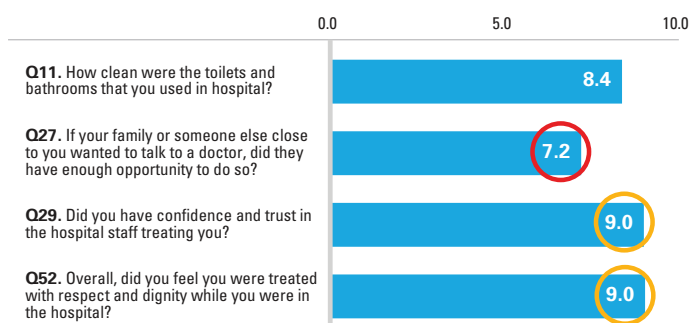
### Example:

The example below shows the scores for four questions. Q52 and Q29 had the highest scores (9 out of 10). A score of 9 means that on average, people gave positive responses to these questions.

Q27 is the lowest ranking question (score of 7.2 out of 10). This result shows that Q27 received more mixed or negative responses than Q52 and Q29.

Appendix 4 includes additional notes on interpreting these survey results. It also explains the methodology for the scoring of individual questions and stages of care.

Figure 2.28 | National score for other aspects of care

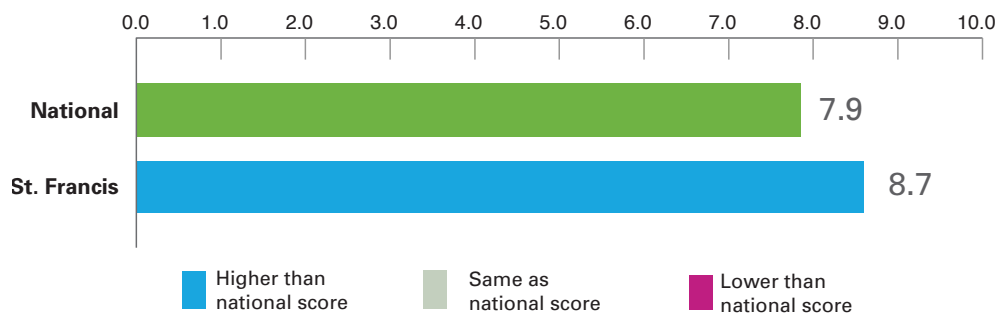


### 3 Comparisons

When hospital scores are compared with the national average, statistical tests were carried out to check if any differences were genuine or simply down to chance. The way hospital scores are calculated is explained in Appendix 4.

#### Example:

The example below compares the scores for the fictional St. Francis Hospital and the national score for the 'admissions' stage of care. The shading on the graph shows whether a difference exists between the two scores and whether this difference is statistically significant. The shading for the hospital score tells us that it is significantly higher than the national score.



# Care on the ward

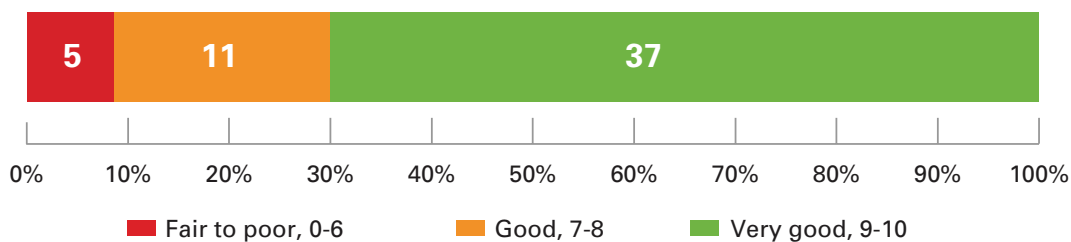


## In summary: what were patients' experiences of care on the ward?

'Care on the ward' refers to people's experiences while on the ward, such as communication with hospital staff, privacy, pain management, cleanliness and food.

Five respondents (9%) said that their experience of care on the ward was fair to poor. However, 37 respondents (70%) reported having a very good experience during their stay on a ward in Roscommon County Hospital. Figure 4. summarises patients' experiences of care on the ward.

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

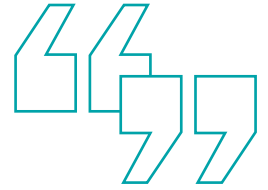


## What were the key findings for care on the ward?

- Many people said that the hospital staff always helped them in time, if they ever needed to get to a bathroom or toilet.
- The food in hospital was the lowest rated area, scoring 7.6 out of 10. 20% of respondents rated the food as 'poor' or 'fair'.
- Roscommon County Hospital scored 8.9 out of 10 for care on the ward, which is higher than the national average score of 8.3 out of 10.

**"The nurses were excellent, they give medications and meals on time. Helped me when I needed. Answered my questions if I had any."**





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

22 open-ended comments from Roscommon County Hospital related to the following themes: 'staffing levels', 'staff availability and responsiveness' 'other healthcare staff', 'other staff', 'food and drink' and 'cleanliness and hygiene'. 7 of the comments offered suggestions for improvement. Some examples of comments for this stage of care are provided below.

### Staffing levels

"Yes. There should be more numbers on duty."

### Staff availability and responsiveness

"The doctors & nurses staff were very helpful during my dad's stay in Roscommon hospital."

"Access to staff during visiting times to get an update on patients condition [Nurse Name] not always available- staff I.D was worn on lower pockets so not easy to see who you were dealing with."

### Other staff

"The staff in Roscommon are extremely kind and helpful with older people. Everyone from catering to nursing staff had a kind word to say when passing or dealing with me the patient."

### Food and drink

"My hospital stay was only fantastic. Nurses so good and kind. Food 100%. Without Roscommon hospital I would have died! 'Doctors all or better than another'. Excellent care at all times."

"I feel the standard of food could be improved. The breakfast and teas were lovely however the dinner each day was inedible, staff serving the food were extra nice."

### Cleanliness and hygiene

"Staff very nice i.e Nurses and Doctor's and very helpful. Hospital spotless."

## Quantitative results for questions on care on the ward

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



Figure 5. shows the scores out of 10 for each question. Roscommon County Hospital scored higher than the national average on every question related to care on the ward. With a score of 9.7 out of 10, Q12 was the highest scoring question for this stage of care. Out of 34 people who needed help in getting to the toilet, 31 (91%) said that they always received help from hospital staff in time.

The lowest scoring question (Q15) relates to hospital food. Out of 49 people who ate food in Roscommon County Hospital, 10 people (20%) said that the food they were given was either fair or poor. Nonetheless, patients in Roscommon County Hospital rated the food significantly better than patients in other hospitals.

**“I was moved to a different ward for my last night and no one introduced themselves on that ward. The food was poor.”**

Figure 5. Hospital scores for questions on care on the ward

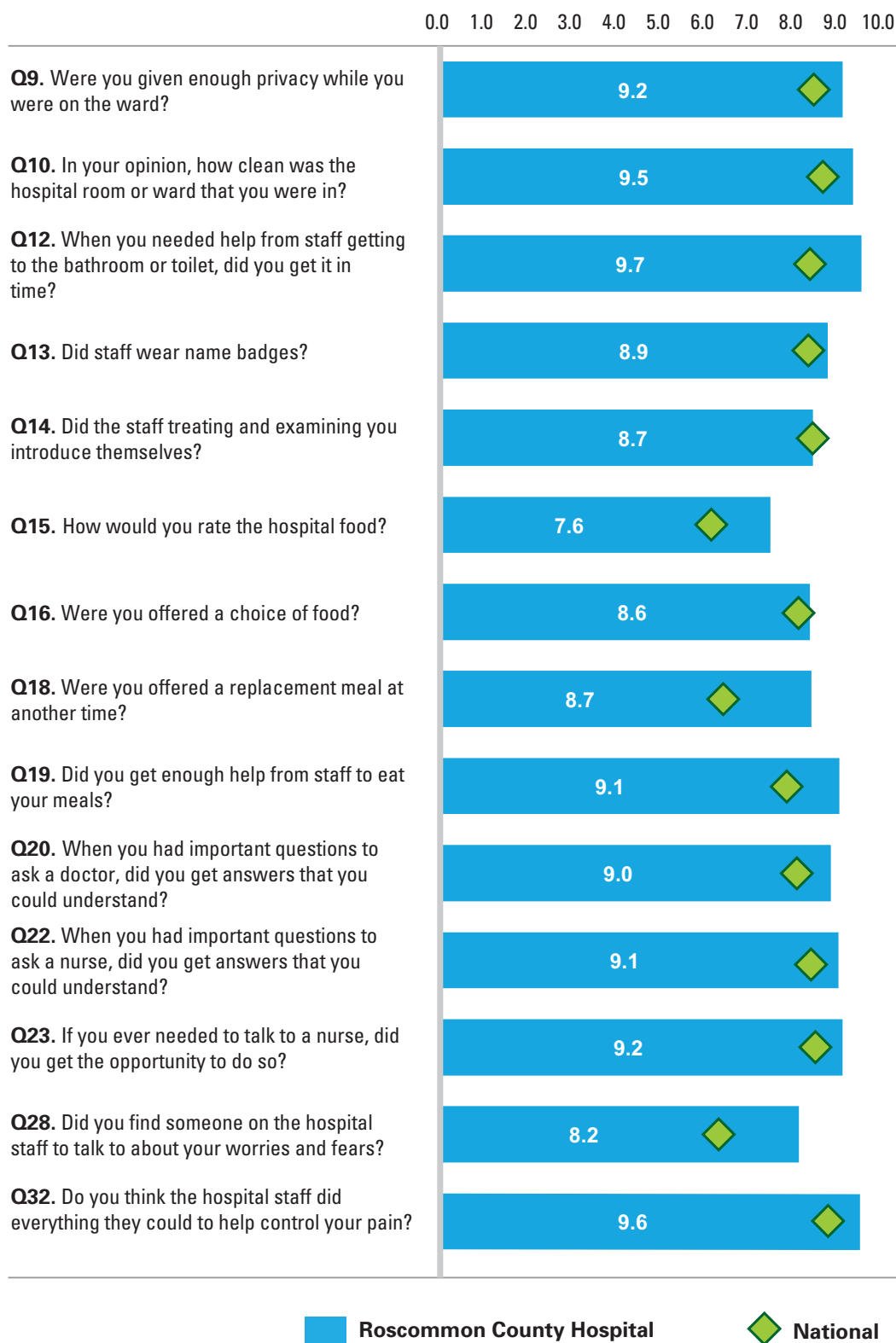
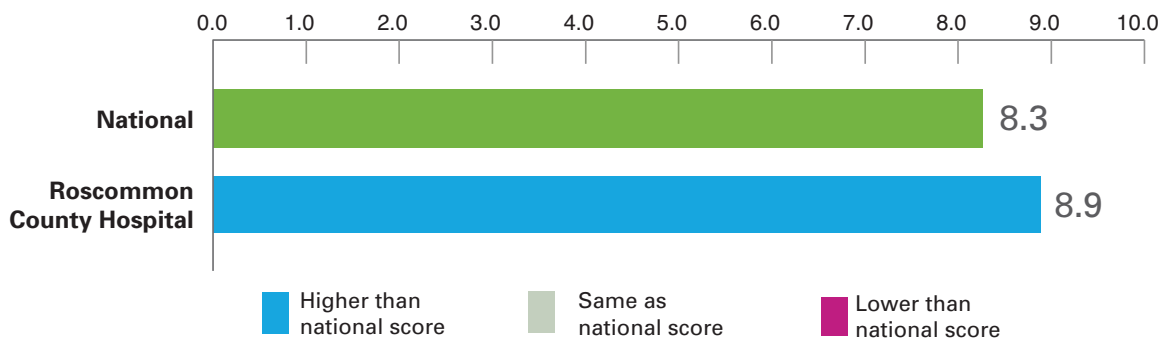


Figure 6. shows that, within the care on the ward stage, the average score for Roscommon County Hospital (8.9 out of 10) was higher than the national average (8.3 out of 10). This means that patients who attended Roscommon County Hospital in May 2017 reported more positive experiences in comparison to the national average for this stage of care.

**Figure 6. Comparison of Roscommon County Hospital with the national average for care on the ward (out of a maximum of 10).**



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

Generally, patients in Roscommon County Hospital had positive experiences of care on the ward. The hospital scored above the national average on every question related to this stage of care. Nonetheless, patients in this survey identified areas for improvement as regards care on the ward. In particular, the food in Roscommon County Hospital is one area where patients reported negative experiences.

# Examinations, diagnosis and treatment

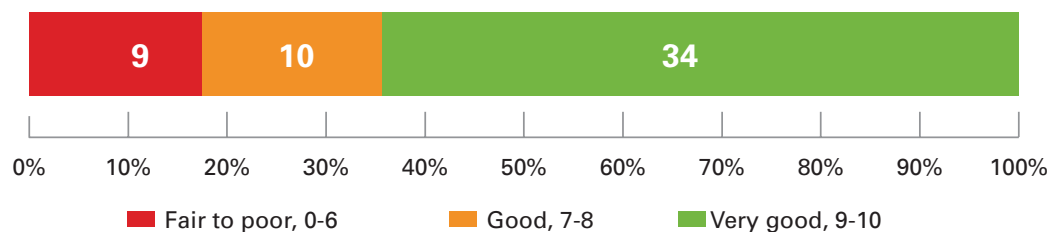


## In summary: what were patients' experiences of examinations, diagnosis and treatment?

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

9 respondents (17%) said that their experience of examinations, diagnosis and treatment in Roscommon County Hospital was fair to poor. On the other hand, 34 respondents (64%) reported having a very good experience in this regard. Figure 7. summarises patients' experiences of examinations, diagnosis and treatment.

**Figure 7. Roscommon County Hospital scores for questions on care on the ward**



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

- Many people said that they were given enough privacy when they were being examined or treated, with a score of 9.3 out of 10 for this question.
- The lowest rated question asked patients if before an operation or procedure they were told about how they could expect to feel afterwards. 35% said they were not or were only to some extent told.

**"Good care received during treatment and on the overnight stay. Very helpful nurses."**

- Roscommon County Hospital scored 8.4 out of 10 for examinations, diagnosis and treatment, which was about the same as the national average score.



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

18 open-ended comments were made about the following themes: 'nursing staff', 'doctors or consultants' and 'waiting time for planned procedures'. All of the comments were positive. Some examples of comments for this stage of care are provided below.

### Nursing staff

"Hospital stay was only fantastic. Nurses so good and kind. Food 100%. Without Roscommon hospital I would have died! 'Doctors all or better than another'. Excellent care at all times."

### Doctors or consultants

"I found my consultant physician very thorough and kind - a real 'people person'."

### Waiting times for planned procedures

"I was seen promptly by consultant in [Ward Type] Bloods, [Procedure Name] and [Procedure Name] was done. I was admitted to a [Ward Type] within 6 hrs and treated with care, respect and dignity."

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

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

Figure 8. shows the scores out of 10 for each question in this stage. Q31 asked if people were given enough privacy when being examined or treated. 48 (92%) of respondents who answered the question said they always received enough privacy when being examined or treated. This was the highest scoring question for the stage, at 9.3 out of 10 overall.

"More privacy when doctors and nurses are speaking to patient in the wards."

The lowest scoring question (Q38) asked people whether they were told about how they could feel after they had the operation or procedure. 35% said they were not or were only to some extent told.

**Figure 8. Roscommon County Hospital scores for questions on examinations, diagnosis and treatment**

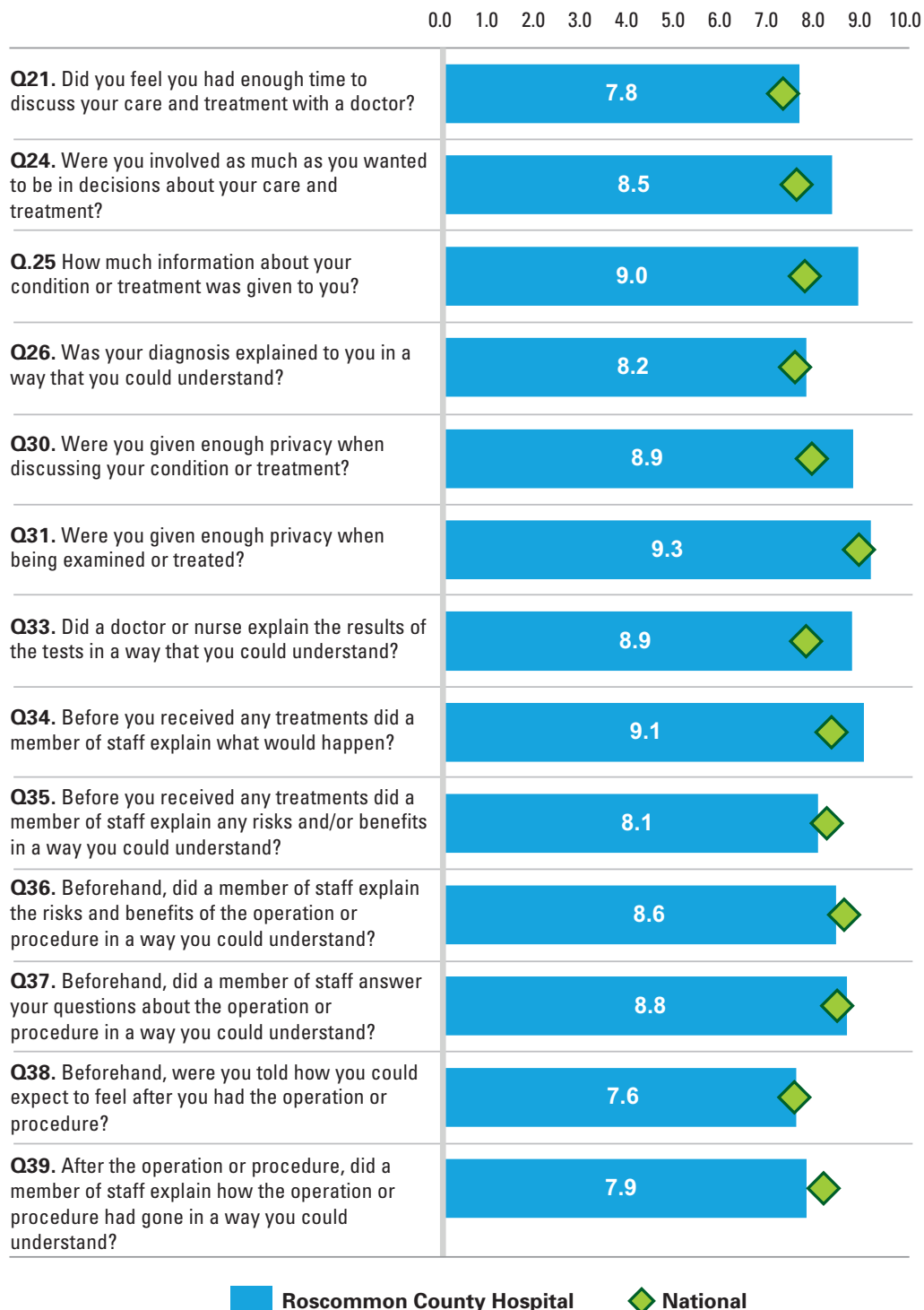
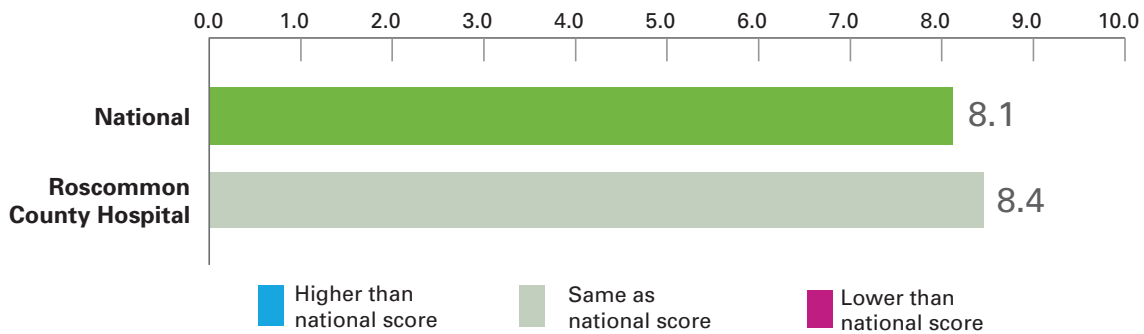


Figure 9. shows that, within the examinations, diagnosis and treatment stage, the average score for Roscommon County Hospital (8.4 out of 10) is about the same as the national average (8.1 out of 10)<sup>4</sup>. This means that patients who attended Roscommon County Hospital in May 2017 reported a similar experience to the national average for this stage of care.

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



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

Patients in Roscommon County Hospital gave above-average ratings on the privacy they were given when discussing or receiving treatment. Patients reported positive experiences of having been adequately informed about their condition or treatment. This aspect of information sharing was found to be of importance to patients' overall experiences. However, patients were less positive about how staff communicated with them in advance of operations or procedures.

<sup>4</sup> Though Roscommon County Hospital's score for examinations, diagnosis and treatment is higher than the national score, the difference is not statistically significant. For further information see Appendix 4.



# Discharge or transfer

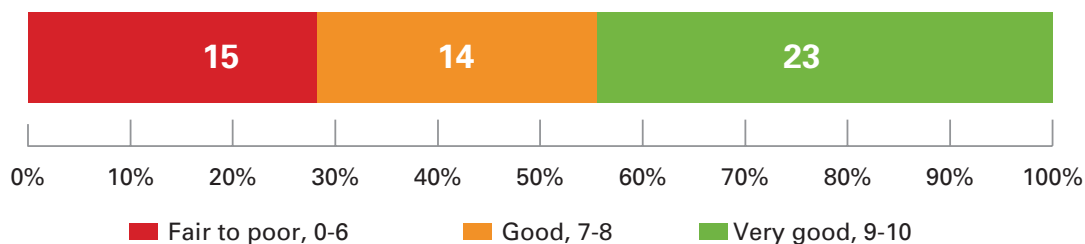


## In summary: what were the experiences of patients during discharge or transfer from hospital?

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

Out of the 52 people who rated their experience of discharge or transfer from Roscommon County Hospital, 15 (29%) said that their experience was 'fair to poor'. On the other hand, 23 (44%) reported having a very good experience of being discharged or transferred from the hospital. Figure 10. below summarises these experience ratings.

**Figure 10. Experience ratings for discharge or transfer**



## What were the key findings for discharge or transfer?

- 40 people (77%) reported that they were definitely given enough notice about when they were going to be discharged from Roscommon County Hospital.
- 20 people (61%) said that they were not informed or only to some extent informed about medication side effects to watch for when they went home.
- Roscommon County Hospital scored above the national average for this stage of care, with an overall score of 8.1 out of 10. This means that the experiences of patients in this hospital were more positive than the national average for this stage of care.

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

### Twelve questions asked about discharge or transfer.

Q41 was the highest scoring question on discharge or transfer (score of 9.1 out of 10). Out of 52 people who responded to this question, 40 people (77%) said that they were definitely given enough notice about when they were going to be discharged from the hospital.

20 people (61%) who answered Q46 said that they were not or were only to some extent informed about any medication side effects to watch for when they went home. With a score of 5.5 out of 10, this question was the lowest scoring question on discharge or transfer.

Q44 was also among the lowest scoring questions on this stage of care. Out of 51 people who answered this question, 19 (37%) said that they were not given any written or printed information about what they should or should not do after leaving hospital.

Figure 11. summarises the scores for Roscommon County Hospital for questions on discharge or transfer from the hospital.

**Figure 11. Roscommon County Hospital scores for questions on discharge or transfer**

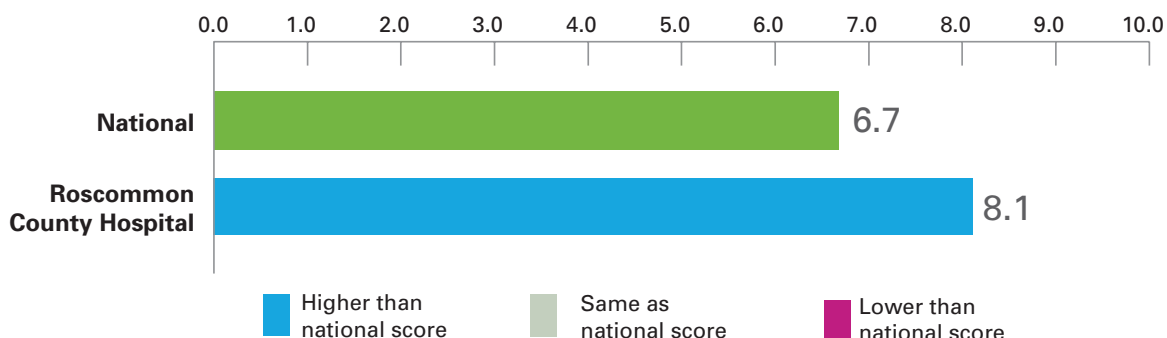


 Roscommon County Hospital

 National

Figure 12. shows that within the discharge or transfer from hospital stage the average score for Roscommon County Hospital (8.1 out of 10) is higher than the national average (6.7 out of 10). This means that patients who attended Roscommon County Hospital in May 2017 reported more positive experiences, on this stage of care, in comparison to the national average.

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



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

Roscommon County Hospital scored above the national average on every question related to this stage of care, with the exception of Q44. Even though in comparison with the national average, Roscommon County Hospital performed reasonably well, patients nonetheless highlighted areas needing improvement. The results for the discharge or transfer stage of care suggest that the discharge process was not as patient-centred as it should have been. Specifically, patients reported leaving Roscommon County Hospital without sufficient information to allow them to recover at home. Patients who are unsure about how to care for themselves at home are at a higher risk of being re-admitted to hospital.

# Other aspects of care



## In summary: what were patients' experiences of other aspects of care?

'Other aspects of care' refers to the more general aspects of care that are not specific to a particular stage of care, but rather, apply throughout the hospital journey.

### What were the key findings for other aspects of care?

- Q52 (score of 9.9 out of 10) was the highest ranking questions on other aspects of care. 50 people (94%) said that they were always treated with respect and dignity while they were in hospital.
- Q27 was the lowest scoring question on other aspects of care (score of 9.1 out of 10). 8 people (21%) said that their family or someone close to them only to some extent had sufficient opportunities to talk to a doctor.
- Roscommon County Hospital scored above the national average score on every question related to other aspects of care.

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



20 open-ended comments asked about 'staff in general', 'communication with family and friends', 'physical comfort' and 'hospital facilities'. 16 of these comments were in response to Q59, which asked for what was particularly good about the care people received in Roscommon County Hospital. Some examples of comments for this stage of care are provided below.

### Staff in general

"the staff were very helpful & friendly. Overall a very pleasant experience."

**Physical comfort**

"I could rest."

"Having received an anti-sickness injection from the nursing staff I continued to vomit for several hours. A doctor was summoned to the ward on a couple of occasions but refused to intervene with another injection or treatment."

**Hospital facilities**

"Spacious area and the hospital was nearer home, so easier for visitors."

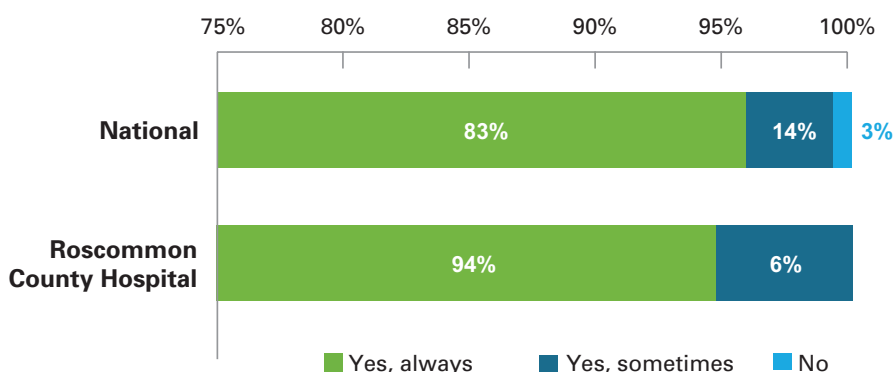
"It's an old hospital but toilet facilities as in bathrooms could be updated and made more wheelchair accessible - aware of old building."

## Quantitative results for questions on other aspects of care

**Question 52** asked people if they felt that they were treated with respect and dignity while in Roscommon County Hospital. Overall, 50 people (94%) said that they were always treated with respect and dignity, while 3 people (6%) said that they were sometimes treated as such. This question scored an average of 9.9 out of 10, meaning that, in general, people reported a positive experience of this aspect of care.

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

**Figure 13. Ratings for dignity and respect**



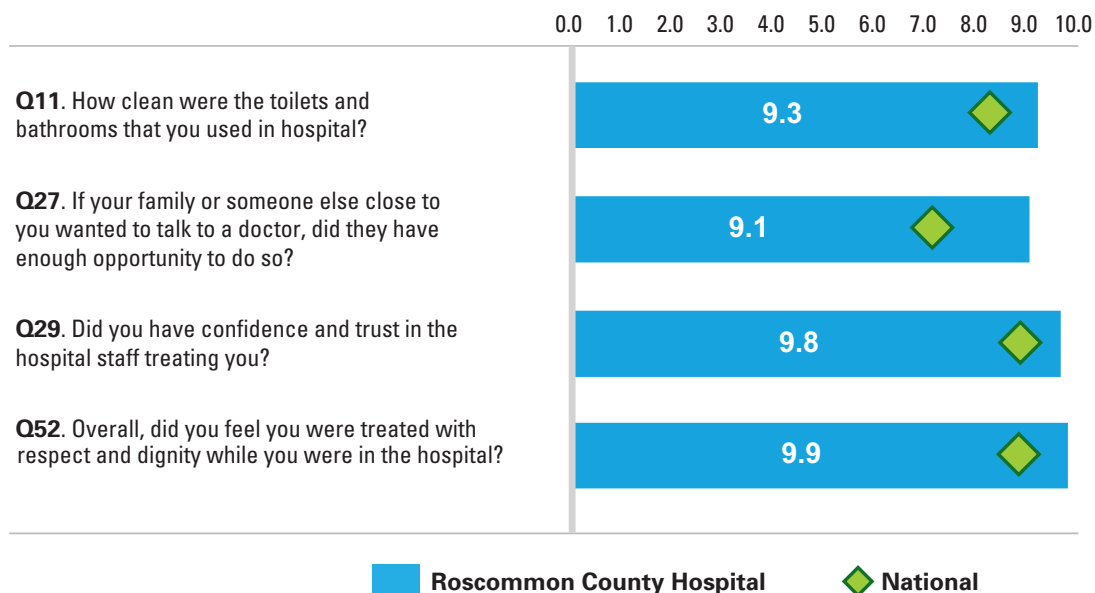
**Question 29** asked people if they had confidence and trust in the hospital staff treating them. 48 people (94% of all people who answered Q29) said that they always had confidence and trust in the hospital staff, while three people (6%) said that sometimes they did not.

**Question 11** asked people about the cleanliness of the bathrooms and toilets in Roscommon County Hospital. While 39 people (75% of people who answered the question) said that the bathrooms and toilets were very clean, two people (4%) said that they were not very clean.

**Question 27** asked people if their family or someone close to them had sufficient opportunities to talk to a doctor in Roscommon County Hospital. Out of 39 people, 31 (80%) said that their family or people close to them definitely had sufficient opportunities to talk to a doctor. However, eight people (21%) said that their family or friends only to some extent had sufficient opportunities.

Figure 14. summarises the scores for Roscommon County Hospital for questions about other aspects of care.

**Figure 14. Roscommon County Hospital scores for questions on other aspects of care**



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

Roscommon County Hospital scored higher than the national average on every question related to other aspects of care. The scores for every question were higher than 9 out of 10, which means that patients reported above-average experiences in response to each of the four questions. The majority of patients said that they were treated with respect and dignity and had confidence in the hospital staff treating them. Patients reported positively as regards opportunities to talk to a doctor; Roscommon County Hospital scored significantly higher than the national average of 7.2.



## Chapter 3

# Overall experience

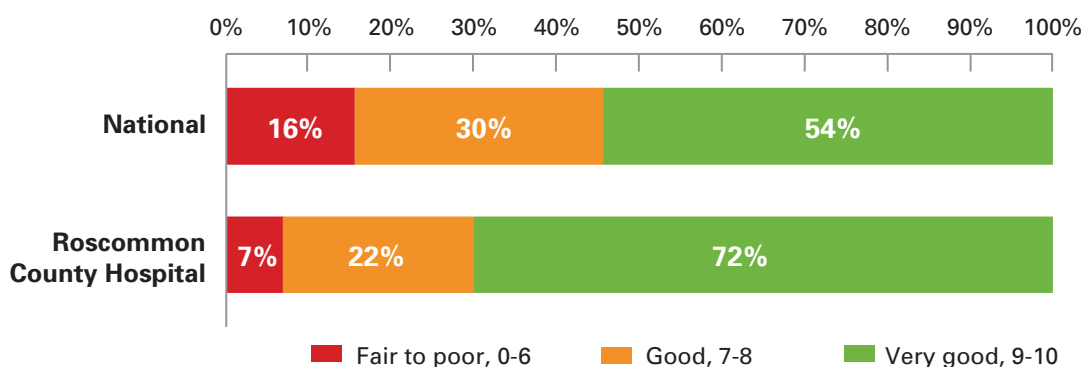
### Ratings of overall experience

Respondents were also asked to rate their overall hospital experience on a scale of 0 to 10, with 10 being the most positive experience, and 0 the most negative experience.

In Figure 15. below, the average overall rating of hospital experience for Roscommon County Hospital is provided and compared with the national average.

33 people (72%), who stayed in Roscommon County Hospital in May 2017, reported having a very good experience in this hospital, while three respondents (7%) indicated a fair to poor experience in Roscommon County Hospital.

**Figure 15. Overall rating of hospital experience for Roscommon County Hospital and nationally**





# 4

## Chapter 4 Conclusion

### How did patients experience hospital care in Roscommon County Hospital in May 2017?

Overall, patients' ratings of their experiences at Roscommon County Hospital were above the national average. 93% of patients at Roscommon County Hospital said they had a 'very good' or 'good' experience, compared with 84% nationally.

Patients reported positive experiences across each stage of care. In relation to care on the ward, patients said they received a replacement meal when it was required. Staff also helped patients to the bathroom when they needed it. Communication between healthcare staff and patients was generally positively received, with patients stating that they were given the right amount of information about their condition and treatment. Patients also reported that if their family or someone close to them wanted to talk to a doctor that they definitely had the opportunity to do so.

Patients said that they were generally treated with respect and dignity throughout their hospital stay. Q52, which asked about overall treatment with respect and dignity in the hospital, was the highest rated question in the entire survey.

However, several areas across each stage of care were identified as areas needing improvement. These areas correspond to the five questions for which Roscommon County Hospital received some of the lowest scores in the entire survey. Most of the lowest scoring questions were found within the discharge or transfer stage of care. Even though patients in Roscommon County Hospital reported more positive experiences of the discharge or transfer stage of care, compared with other patients nationally, significant issues were found to exist in relation to communication and information provision between healthcare staff and patients. The survey found that many patients left Roscommon County Hospital without the necessary information that would allow them to manage to recover at home.

For example, many patients said that they had not been sufficiently informed about medication side effects and the danger signals they should watch out for at home. The survey also found issues of communication within examinations, diagnosis and treatment. Many patients did not feel as though they had enough time with doctors to discuss their care and treatment. The majority of people also reported that they were not told about how they could expect to feel after an operation or procedure.

## What happens next?

The HSE has committed to using the findings of the National Patient Experience Survey 2017 to support wide-ranging quality improvements in every public hospital in Ireland. In direct response to what people have said in this survey, the HSE will develop and publish a national quality improvement plan, which will outline a vision and direction for the future of patient-centred care in Ireland.

The HSE has also set up a governance structure, including an oversight group, to lead the development of a national quality improvement plan, which will be made publicly available on [www.patientexperience.ie](http://www.patientexperience.ie) in December 2017.

The Department of Health will use the information gathered to inform the development of policy in relation to acute healthcare. Finally, the findings of the survey will be used to develop HIQA's approach to monitoring of hospitals.

# Appendix 1:

## National Patient Experience Survey 2017 questions

No.	Question
1	Was your most recent hospital stay planned in advance or an emergency?
2	When you arrived at the hospital, did you go to the Emergency Department (also known as the A&E Department or Casualty)?
3	When you had important questions to ask doctors and nurses in the Emergency Department, did you get answers that you could understand?
4	While you were in the Emergency Department, did a doctor or nurse explain your condition and treatment in a way you could understand?
5	Were you given enough privacy when being examined or treated in the Emergency Department?
6	Overall, did you feel you were treated with respect and dignity while you were in the Emergency Department?
7	Did you remain in the Emergency Department for the entire time of your stay?
8	Following arrival at the hospital, how long did you wait before being admitted to a ward?
9	Were you given enough privacy while you were on the ward?
10	In your opinion, how clean was the hospital room or ward that you were in?
11	How clean were the toilets and bathrooms that you used in hospital?
12	When you needed help from staff getting to the bathroom or toilet, did you get it in time?
13	Did staff wear name badges?
14	Did the staff treating and examining you introduce themselves?
15	How would you rate the hospital food?
16	Were you offered a choice of food?
17	Were you ever unable to eat during mealtimes (e.g. because you were away from the ward, recovery from surgery etc.)?
18	Were you offered a replacement meal at another time?
19	Did you get enough help from staff to eat your meals?
20	When you had important questions to ask a doctor, did you get answers that you could understand?
21	Did you feel you had enough time to discuss your care and treatment with a doctor?

No.	Question
22	When you had important questions to ask a nurse, did you get answers that you could understand?
23	If you ever needed to talk to a nurse, did you get the opportunity to do so?
24	Were you involved as much as you wanted to be in decisions about your care and treatment?
25	How much information about your condition or treatment was given to you?
26	Was your diagnosis explained to you in a way that you could understand?
27	If your family or someone else close to you wanted to talk to a doctor, did they have enough opportunity to do so?
28	Did you find someone on the hospital staff to talk to about your worries and fears?
29	Did you have confidence and trust in the hospital staff treating you?
30	Were you given enough privacy when discussing your condition or treatment?
31	Were you given enough privacy when being examined or treated?
32	Do you think the hospital staff did everything they could to help control your pain?
33	Did a doctor or nurse explain the results of the tests in a way that you could understand?
34	Before you received any treatments did a member of staff explain what would happen?
35	Before you received any treatments did a member of staff explain any risks and/or benefits in a way you could understand?
36	Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?
37	Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?
38	Beforehand, were you told how you could expect to feel after you had the operation or procedure?
39	After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?
40	Did you feel you were involved in decisions about your discharge from hospital?
41	Were you given enough notice about when you were going to be discharged?
42	Were your family or someone close to you given enough notice about your discharge?
43	Before you left hospital, did the healthcare staff spend enough time explaining about your health and care after you arrive home?
44	Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital?

No.	Question
45	Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand?
46	Did a member of staff tell you about medication side effects to watch for when you went home?
47	Did a member of staff tell you about any danger signals you should watch for after you went home?
48	Did hospital staff take your family or home situation into account when planning your discharge?
49	Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you?
50	Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital?
51	Do you feel that you received enough information from the hospital on how to manage your condition after your discharge?
52	Overall, did you feel you were treated with respect and dignity while you were in the hospital?
53	Overall... (please circle a number from 0 to 10 that summarises your experience. 0 represents a very poor experience, 10 represents a very good experience.)
54	Who was the main person or people that filled in this questionnaire?
55	Are you male or female?
56	What is your month and year of birth?
57	What is your ethnic or cultural background?
58	Do you currently have: A medical card; Private health insurance; Both medical card and private health insurance; Neither medical card nor private health insurance?
59	Was there anything particularly good about your hospital care?
60	Was there anything that could be improved?
61	Any other comments or suggestions?

# Appendix 2:

## Background to the National Patient Experience Survey Programme

The National Patient Experience Survey Programme is a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. The aim of the National Patient Experience Survey Programme is to engage with and understand the experience of patients, and use this feedback to inform the future development, planning, design and delivery of improved patient-centred care in Irish hospitals.

The objectives of the programme are to provide patients with the opportunity to share their experiences, helping the partner organisations to:

- determine the quality of healthcare delivery in Ireland
- identify areas of best practice in Irish healthcare, as well as areas in need of improvement
- provide measures of patient experience which will inform the future planning and delivery of healthcare
- allow for comparisons of patient experiences nationally and internationally, and
- develop and build quality and safety improvement initiatives.

The programme is governed by a steering group, which is made up of patient representatives and senior decision-makers from each of the partner organisations. A delivery group and an advisory group were also set up to oversee the development and implementation of the National Patient Experience Survey.

Further information on the management of the survey is available at [www.patientexperience.ie](http://www.patientexperience.ie).

# Appendix 3:

## Identifying areas of good experience and areas needing improvement

Two methods were combined to identify the areas of good experience and the areas needing improvement.

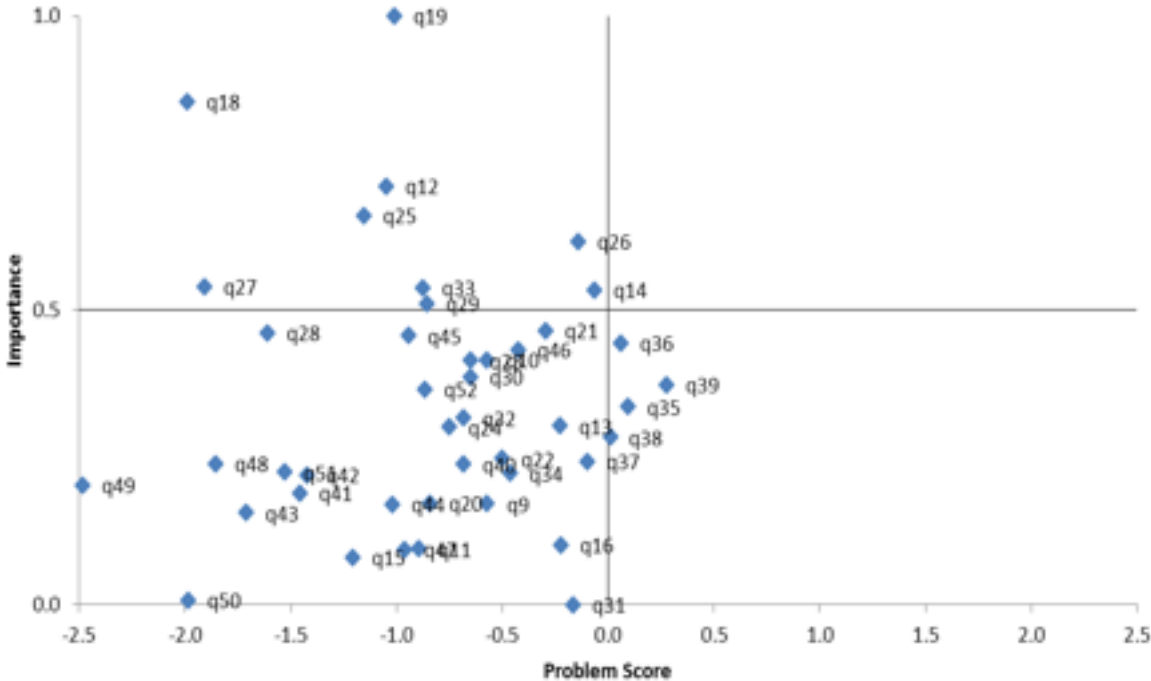
1. Questions that had particularly high scores out of 10 were identified as areas of good experience, while questions that had particularly low scores out of 10 were identified as areas needing improvement.
2. Questions that had a strong relationship with overall ratings of experience (Q53) were selected as areas of good experience or areas needing improvement. Further detail on this process is provided below:

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

Figure 16. below, shows a map of the survey questions based on how strongly each question is connected to overall experience. The map also shows the difference between the score for each question in Roscommon County Hospital and the score for each question nationally. This map helps to identify some of the areas of positive experience and areas needing improvement presented in Chapter 1. The importance of the relationship between each question and overall experience is given as a number between 0 and 1, with 1 being the most important possible relationship. The difference between question scores for Roscommon County Hospital and national scores is described as a 'problem score'. If a question has a problem score with a value greater than zero, it means that Roscommon County Hospital has scored less than the national average for that question. For example, if a hospital scored 8.8 for Q52 which is lower than the national average of 9.0, this would mean it had a problem score of 0.2 for this question.

Questions that have high problem scores and are important to patients' overall experience appear in the top right section of the map - these are areas needing improvement in Roscommon County Hospital. Questions that have low problem scores and are important to patients' overall experience can be found in the top left-hand section of the map - these are areas of good experience, as reported by patients of Roscommon County Hospital.

Figure 20. Overall patient experience map for Roscommon County Hospital





# Appendix 4:

## A technical note on analyses and interpretation

### Preliminary note

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

### Scoring methodology

The National Patient Experience Survey scoring methodology is based on the methodology adopted by the Care Quality Commission on behalf of the National Health Service (NHS) in England.

The scores for the patient journey were calculated by grouping survey questions into five stages of care<sup>5</sup>: admissions; care on the ward; examinations, diagnosis and treatment; discharge or transfer; and other stages of care. Scores are presented for individual questions making up a stage of care. The responses to questions in each stage were also summarised to form overall scales ranging from 0-10.

Figure A. is an example of how response options were converted into scores in the 2017 survey. It should be noted that only evaluative questions could be scored, that is, questions which assess an actual experience of care. Routing or demographic questions were not scored. More 'positive' answers were assigned higher scores than more negative response options. In the example 'No' was given a score of 0, 'Yes, sometimes' was given a score of 5 and 'Yes, always' was given a score of 10. The last response option 'I had no need to ask/I was too unwell to ask any questions' was not scored, as it cannot be evaluated in terms of best practice.

---

5 There are 48 questions relating to the patient journey stages of care. Filter questions, that is, questions whose main purpose it was to route respondents to the next applicable question, were excluded from this categorisation.

Figure A. Example of a scored question in the 2017 survey

### The Emergency Department

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

- 10 Yes, always
- 5 Yes, sometimes
- 0 No
- 5 I had no need to ask / I was too unwell to ask any questions

The table below shows how scores are calculated for a specific question. In this example the scores of five respondents are presented. The score for Q3 is calculated by summing the scores in the right hand column (10+10+5+0+5), before dividing them by the number of people who responded to this question (30/5=6). The average score for Q3 is 6 out of 10.

Q3. When you had important questions to ask doctors and nurses in the Emergency Department, did you get answers that you could understand?	
Respondent	Score
1	10
2	10
3	5
4	0
5	5
<b>Sum of scores</b>	<b>30</b>

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

## Comparing groups

### When is a difference a 'real' difference?

Statistical tests were carried out to examine if there were significant differences in patient experience across patient groups (that is men and women, and different age groups).

A 'z-test' was used to compare patient experience data at the 99% confidence level. A z-test is a statistical test used to examine whether two population mean scores are different, when the variances are known and the sample size is large. A statistically significant difference means it is very unlikely that results were obtained by chance alone. Therefore, when a score is significantly 'higher than' or 'lower than' the national average, this is highly unlikely to have occurred by chance.

To protect anonymity of people who took part in the survey, and to allow for strong comparisons, sample sizes of less than 30 were not reported.

The National Patient Experience Survey 2017 technical report, available in 2018 at [www.patientexperience.ie](http://www.patientexperience.ie), provides details on all aspects of the analyses, including response rates, mapping of questions to reporting themes, computation of patient journey scores, statistical comparisons, and application of adjustment weights.

## How was the survey data analysed and reported?

Quantitative survey data was analysed using the statistical package SPSS (Version 24).

The responses to the open-ended questions were transcribed and anonymised. All references to names of patients or hospital staff, places, nationalities, wards, specific health conditions, operations and procedures were removed from the qualitative comments before they were thematically analysed and coded.

### Analysing open-ended comments

The last three questions (questions 59-61) of the 2017 survey encouraged participants to provide additional information, in their own words, on their experience in hospitals. The free-text comments were very useful as they allowed people to give a more in-depth description of their experience. It also allowed them to talk about various things (good or bad) that could not be captured by the structured questions. Nationally, a total of 21,528 comments were received in response to the open-ended questions in the 2017 survey.

A coding framework was developed to carry out a thematic analysis of the open-ended responses to the free-text questions at the end of the questionnaire. All open-ended-questions were analysed and multi-coded using the following 20 codes:

- Dignity, respect and privacy
- Communication with the patient
- Emergency Department management and environment
- Emergency Department waiting times
- Staffing levels
- Staff availability and responsiveness
- Other healthcare staff
- Other staff
- Food and drink
- Cleanliness and hygiene
- Nursing staff
- Doctors or consultants
- Waiting times for planned procedures
- Discharge and aftercare management
- Staff in general
- Communication with family and friends
- Hospital facilities
- Parking facilities
- Clinical information and history
- Private health insurance.

## Glossary

**Acute hospital:** a hospital that delivers emergency, non-emergency/elective and outpatient care to people who are ill or injured.

**Emergency care:** refers to life-saving care. People who present to hospital with a medical emergency may need to be admitted to hospital.

**Emergency department:** an area in a hospital where patients can access emergency care 24 hours a day, seven days a week. The emergency department is also sometimes known as 'Accident and Emergency' (A&E) or 'casualty'.

**Hospital groups:** all public hospitals in Ireland are organised into seven hospital groups, six of which participated in the 2017 survey. The Children's Hospital Group is the seventh hospital group in Ireland. Paediatric hospitals and children's services were not surveyed on this occasion.

**Inpatient:** a person who is admitted to hospital to receive medical or surgical treatment and stays at least one night.

**Non-emergency/elective care:** care that is not usually urgent, but rather is planned in advance by the patient and a doctor.

**Patient experience of hospital care:** what a person feels, observes, perceives, recognises, understands and remembers about their medical care and treatment in hospital.

**Patient journey:** the patient's progression through hospital from admission to discharge.

**Patient or person-centred care:** care that is centred on the needs, values and preferences of the patient/person. Essential to this definition is the promotion of kindness, dignity, privacy and autonomy.

**Stages of care:** refers to specific points along the patient journey. The stages of care are: admissions; care on the ward; examinations, diagnosis and treatment; and discharge or transfer.

