



National Patient Experience Survey 2018

Royal Victoria Eye and Ear Hospital

We're committed to excellence in healthcare

 @NPESurvey

 /NPESurvey



Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
Service



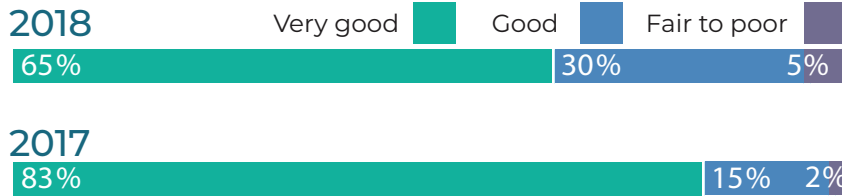
An Roinn Sláinte
Department of Health



Royal Victoria Eye and Ear Hospital

2018 survey results

Overall experience

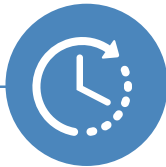


62% response rate

Areas of good experience



Confidence and trust in hospital staff



Time to discuss care and treatment with a doctor



Clear answers to questions about an operation or procedure

Areas needing improvement



Danger signals to watch out for



Information on the side effects of medication

The patient voice

"100% professional care, empathetic and caring. Very hard working staff, excellent effort made in all areas."



"I'd like to talk to my doctor after surgery. The information about some details in my nose after surgery were not fully given from other doctors"

www.patientexperience.ie

Structure and content of this report

About the National Patient Experience Survey 2018	4
What were the main findings for the Royal Victoria Eye and Ear Hospital?	4
Hospital and participant profile	5
Areas of good experience and areas needing improvement	6
Survey results for the stages of care along the patient journey	8
Interpreting the results for the stages of care	9
Changes in patient experience over time	9
Care on the ward	10
Examinations, diagnosis and treatment	13
Discharge or transfer	16
Other aspects of care	19
Overall experience	21
In their own words: analysis of patients' comments	22
Conclusion	23
What were patients' experiences of hospital care in the Royal Victoria Eye and Ear Hospital in May 2018?	23
Appendix 1: Areas of good experience and areas needing improvement	24
Improvement map	24

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%. 86 patients from the Royal Victoria Eye and Ear 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 the Royal Victoria Eye and Ear Hospital?

The majority of participants from the Royal Victoria Eye and Ear Hospital reported positive experiences in hospital. 95% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital scored above the national average across every stage of care.

Several areas of good experience were identified. These were areas that were related to patients' overall experiences and where they gave above-average ratings. For example, most participants said they were given enough time to discuss their care and treatment with a doctor. In addition, most patients had confidence and trust in hospital staff, and received clear answers when they had questions on procedures.

While the hospital scored above the national average on all of the survey questions, there were some areas where a number of patients did not have a positive experience. For example, a number of patients said that they were not told about the potential side effects of medication or danger signals to watch out for when they went home.

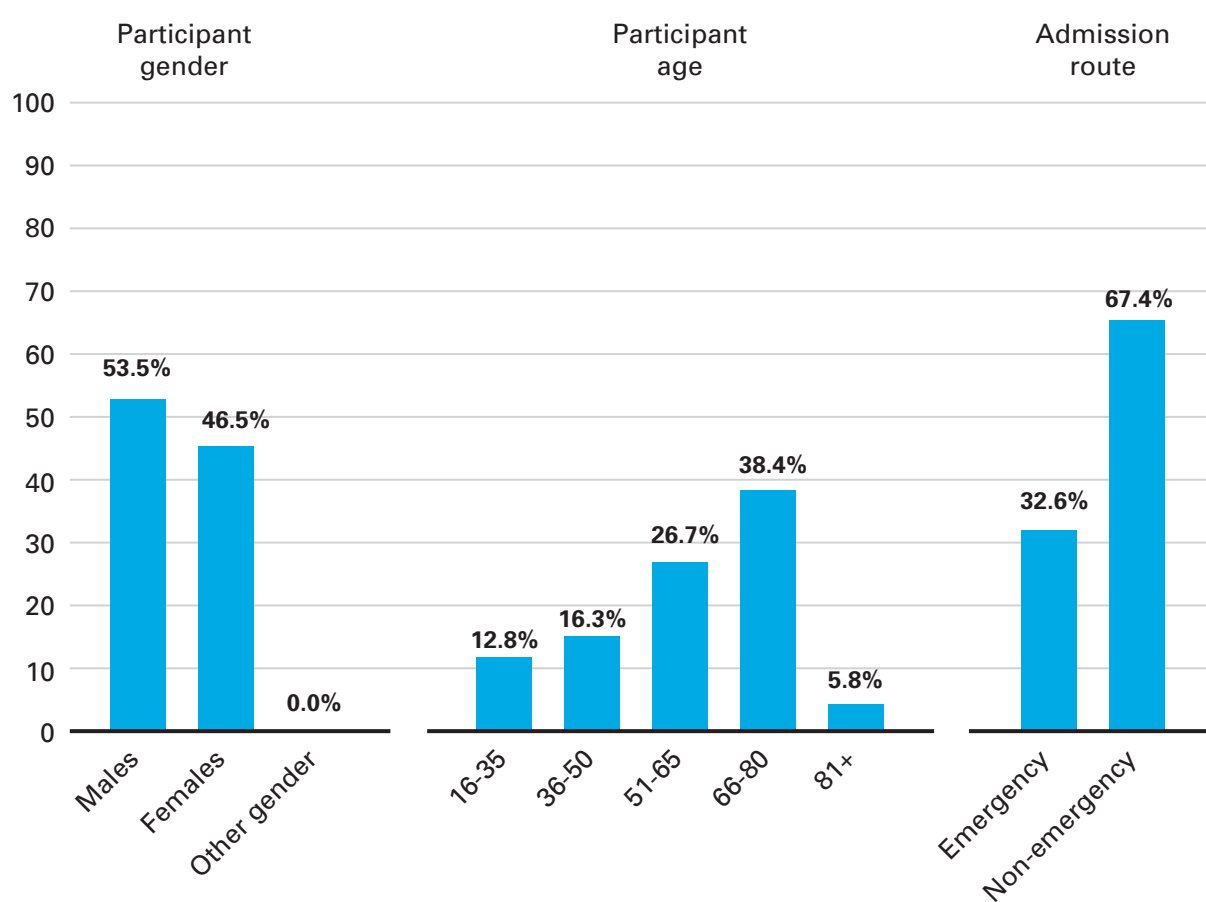
There was no significant difference between the 2018 and 2017 survey scores. The findings of this year's survey will help the Royal Victoria Eye and Ear Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

The Royal Victoria Eye and Ear Hospital is a public acute hospital located in Dublin city. There were 25 inpatient beds available in the hospital during the survey period of May 2018.

138 people discharged from the Royal Victoria Eye and Ear Hospital during the month of May 2018 were invited to participate in the survey. 86 people completed the survey, achieving a response rate of 62%. 53.5% of participants were male and 46.5% were female. 28 respondents (32.6%) said that their stay in hospital was an emergency.¹ Figure 1 below provides information on the respondents who took part in the survey from the Royal Victoria Eye and Ear Hospital.

Figure 1 Participants from the Royal Victoria Eye and Ear Hospital by gender, age group and admission route



¹ As there were fewer than 30 responses to admissions questions for the Royal Victoria Eye and Ear Hospital, the results for this stage of care are suppressed to protect the anonymity of respondents. This approach follows international best-practice.

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 the Royal Victoria Eye and Ear Hospital are:

Examinations, diagnosis and treatment	81 (96%) of the 84 people who answered this question said they were either definitely or to some extent given enough time to discuss their care and treatment with a doctor.
Time to discuss care and treatment with a doctor Q21	
Other aspects of care	76 people (89% of those who answered this question) said that they always had confidence and trust in the hospital staff that treated them.
Confidence and trust in hospital staff Q29	
Examinations, diagnosis and treatment	60 people (86% of those who answered this question) said that they completely understood the answers staff provided to questions about their operation or procedure.
Clear answers to questions about an operation or procedure Q37	

The areas needing improvement in the Royal Victoria Eye and Ear Hospital are:

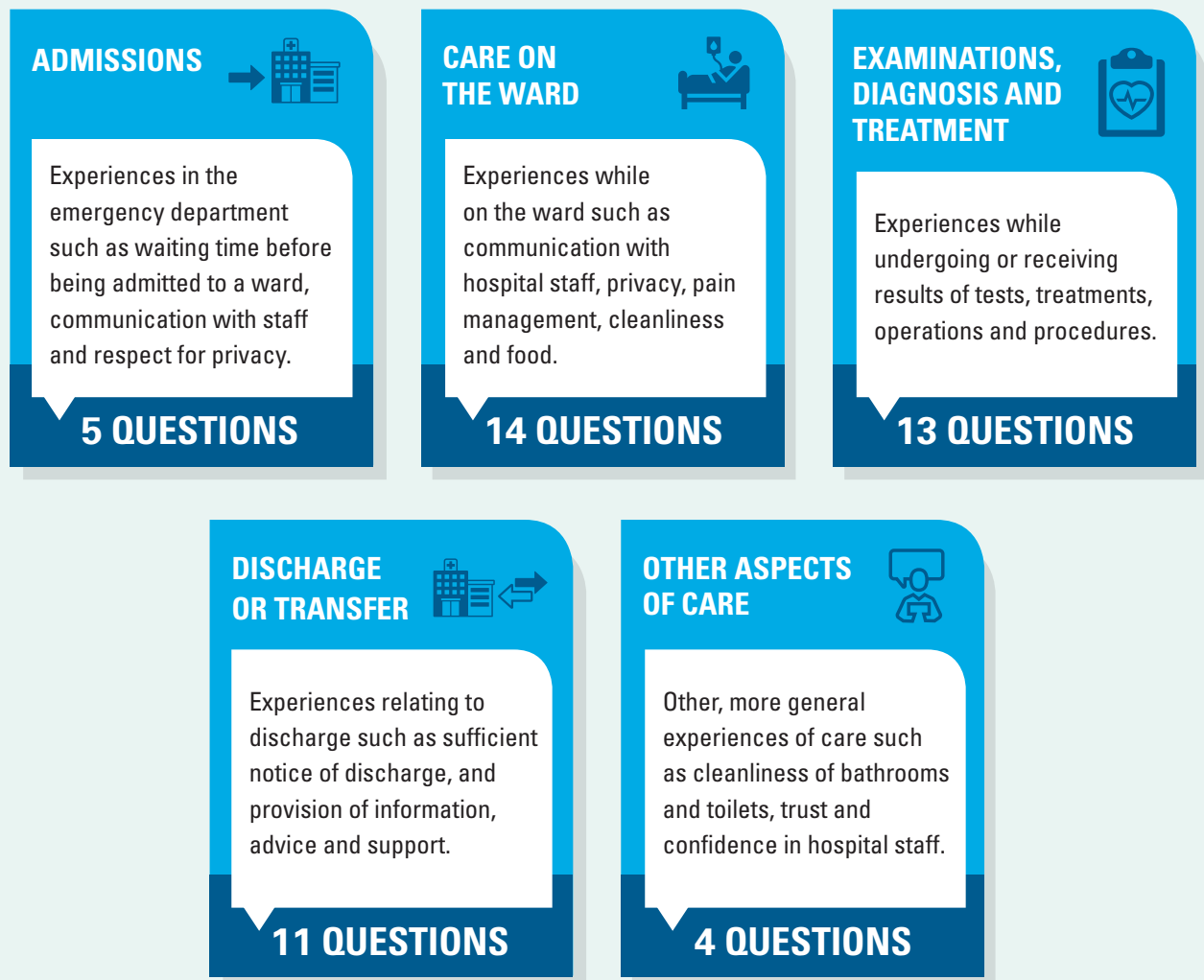
The majority patients had positive experiences, and the hospital scored above the national average on every question in the survey. Nevertheless, room for improvement was apparent in several areas.

<p>Discharge or transfer</p>	<p>23 people (42% of those who answered this question) said that they were not, or were only to some extent, told about medication side effects to watch out for when they went home.</p>
<p>Information on the side effects of medication Q45</p>	
<p>Discharge or transfer</p>	<p>16 people (25% of those who answered this question) said that they were not, or were only to some extent, told about danger signals to watch out for when they went home.</p>
<p>Danger signals to watch out for Q46</p>	

Survey results for the stages of care along the patient journey

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

The survey questions were grouped into five stages along the patient journey:²



² As there were fewer than 30 responses to admissions questions for the Royal Victoria Eye and Ear Hospital, the results for this stage of care are suppressed to protect the anonymity of respondents. This approach follows international best-practice.

Interpreting the results for the stages of care

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

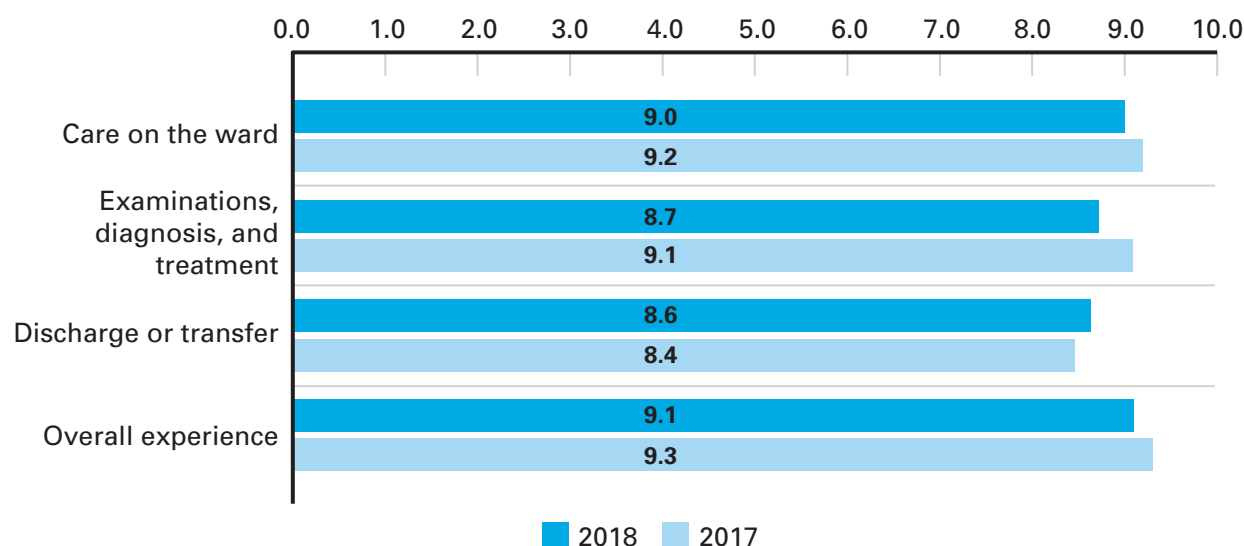
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience remained largely the same in 2018 as in 2017. There were some differences in scores but these were not statistically significant. Figure 2 shows a comparison of scores for individual stages of care.

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

Figure 2 Comparison of stage of care scores³ for 2017 and 2018



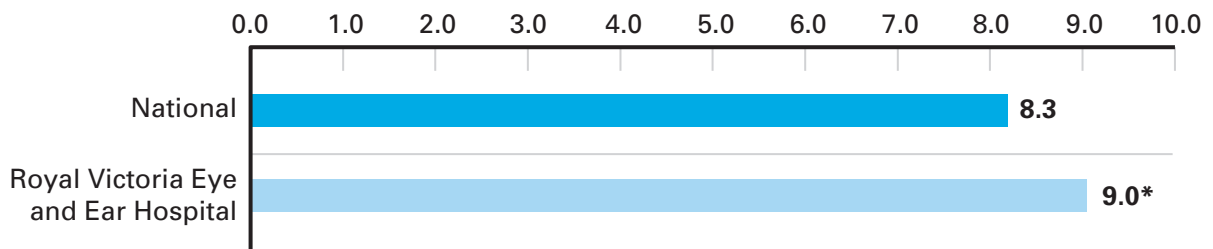
³ Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

Care on the ward



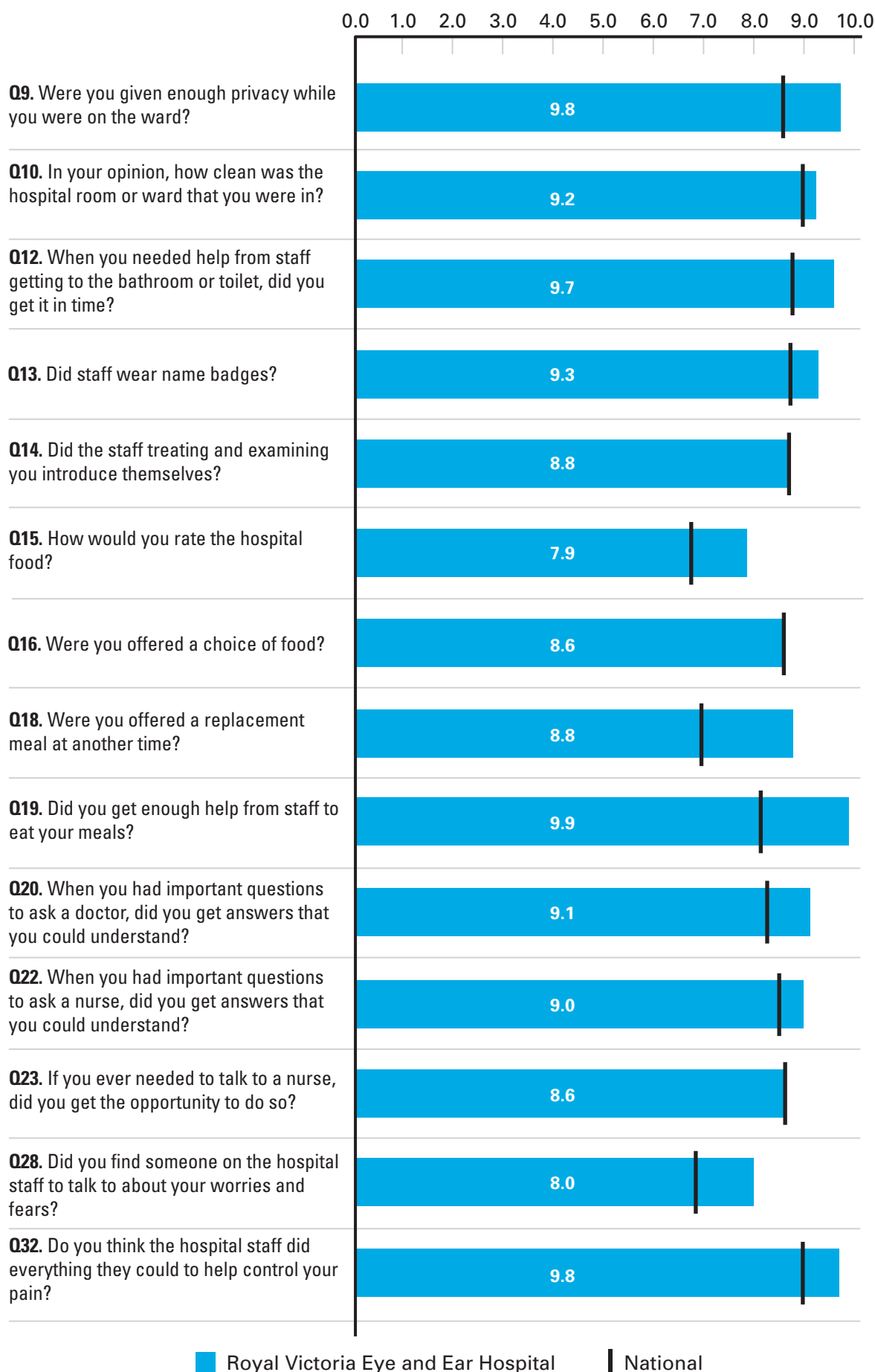
Figure 3 compares the hospital's overall score for care on the ward with the national average. Figure 4 shows the hospital's scores for questions related to this stage of care.

Figure 3 Comparison of the Royal Victoria Eye and Ear 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 The Royal Victoria Eye and Ear Hospital scores for questions on care on the ward



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

"100% professional care, empathetic and caring. Very hard working staff, excellent effort made in all areas."

"The doctors and nurses were excellent, also the catering staff were second to none. All lovely people."

"Very cramped space in ward."

"Ward had 7-8 patients. Hospital old. Food very basic - I found some inedible. Toilet and shower facilities were basic."

Care on the ward: what do these results mean?

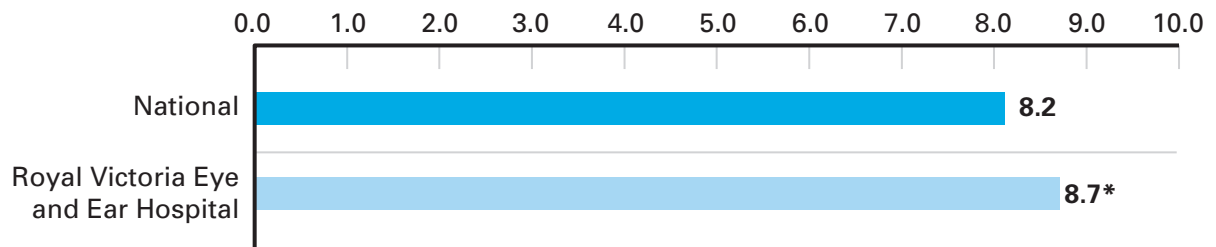
The Royal Victoria Eye and Ear Hospital received higher ratings of care on the ward than the national average, but similar to its 2017 score. Patients had particularly positive experiences of privacy, pain management and the assistance they received to eat their meals when required.

Examinations, diagnosis and treatment



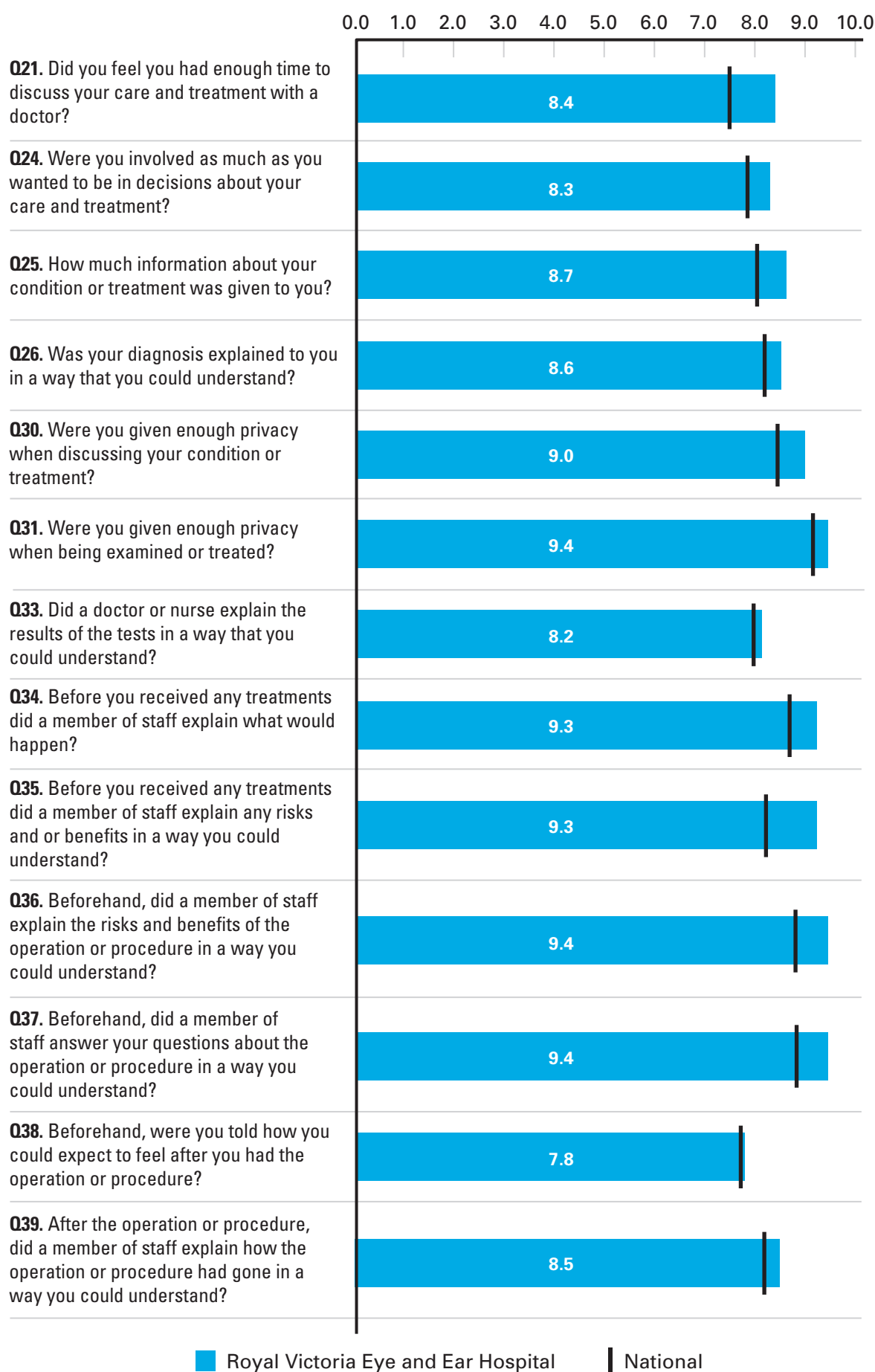
Figure 5 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 6 shows the hospital's scores for questions related to this stage of care.

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



* Denotes a statistically significant difference from the national average.

Figure 6 The Royal Victoria Eye and Ear Hospital scores for questions on examinations, diagnosis and treatment



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

“Doctors very helpful with questions. Nurses were there to help whenever.”

“I’d like to talk to my doctor after surgery. The information about some details in my nose after surgery were not fully given from other doctors”

“I found my experience quite pleasant. No complaints at all. Doctors and nurses and any staff that I had contact with were very, very helpful”

“The doctor only told me after the operation how she could operate on my [body part] while I was fully conscious and only had local anaesthesia!! I made this comment to her in her rooms without anybody present. If she had told me beforehand I would have been a lot more relaxed, as I would have known it was possible”

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

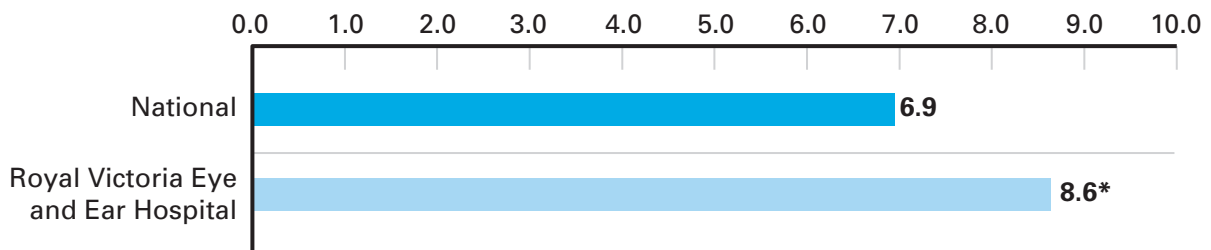
Ratings of examination, diagnosis and treatment were above the national average, and similar to last year’s score. Patients generally said that they were given enough privacy when discussing their care, and received answers and explanations they could understand. Some patients said they were not fully told how they could expect to feel after an operation or procedure.

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 related to this stage of care.

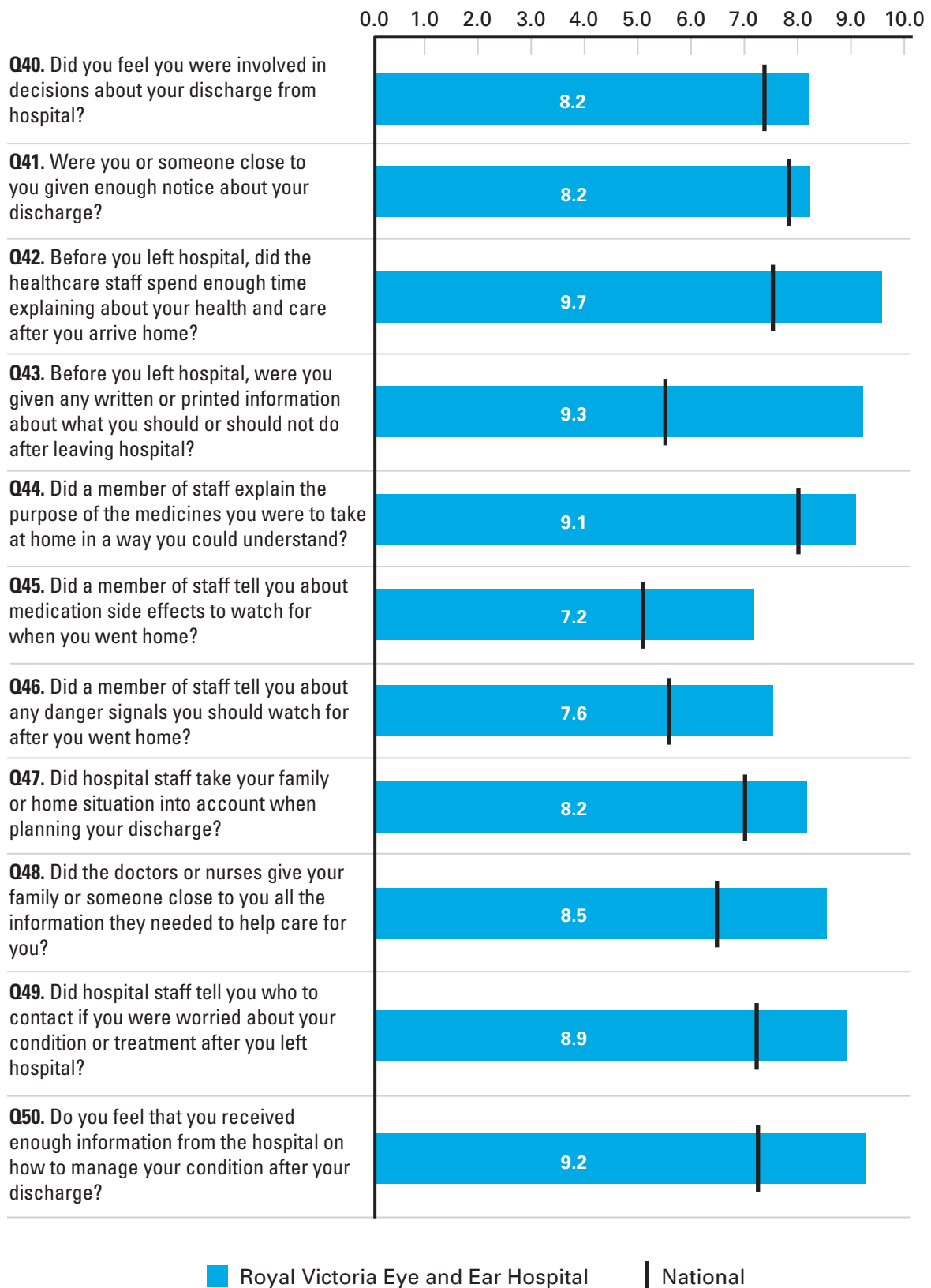


Figure 7 Comparison of the Royal Victoria Eye and Ear Hospital with the national average score for discharge or transfer (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 8 The Royal Victoria Eye and Ear Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

“Staff were very helpful. I had a question when I returned home. I rang the ward and got 100% reassurance from staff nurse - very helpful.”

“There should have been a follow up in OPD for any problems after procedure.”

Discharge or transfer: what do these results mean?

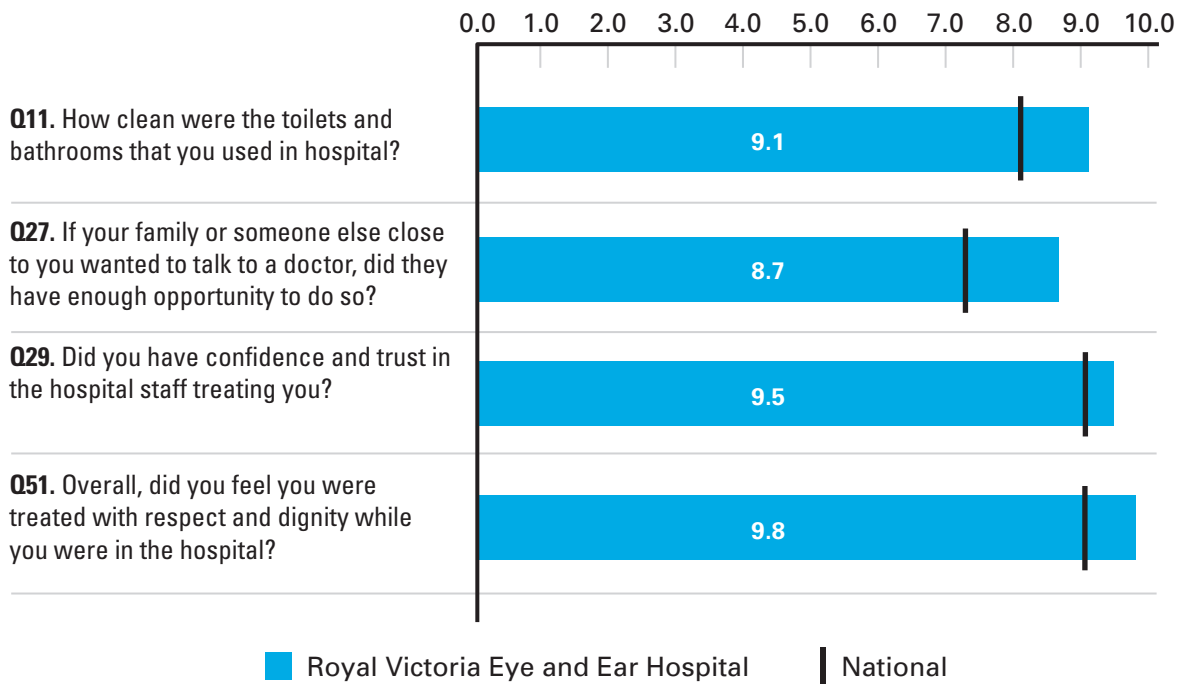
Participant ratings for this stage of care were significantly higher than the national average, but similar to 2017. The hospital scored well above the national average on every question for this stage of care, with most patients saying that they received explanations about their care at home. Some patients said that they were not fully informed about medication side effects or danger signals to watch out for at home.

Other aspects of care



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

Figure 9 Royal Victoria Eye and Ear Hospital scores for other aspects of care



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

"The hospital was spotlessly clean throughout."

"Wonderful care and respect."

"Bathrooms & toilets a bit old fashioned. Could do with modernisation"

"After my operation I was feeling very sick and tired. Some of the staff were talking very loud on the corridor. I couldn't sleep at all. People having operations should have more quiet places to stay."

Other aspects of care: what do these results mean?

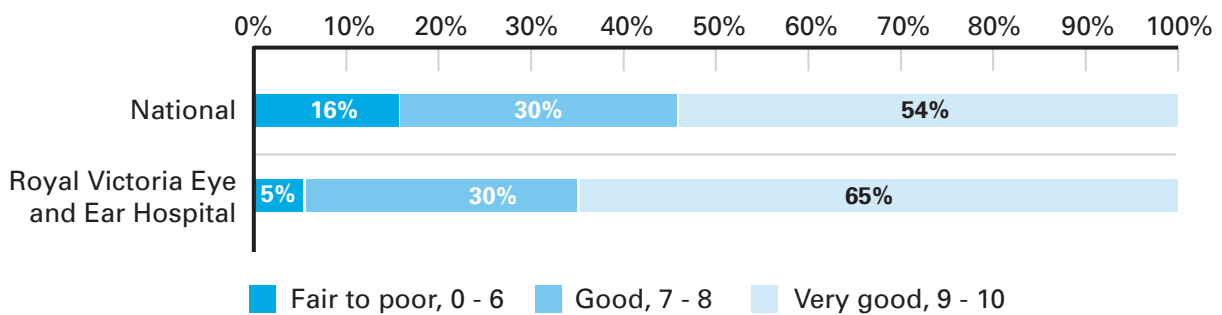
The ratings for the questions on other aspects of care were above the national average. Most participants said they were treated with respect and dignity, and had confidence and trust in hospital staff.

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. 65% of participants from the Royal Victoria Eye and Ear Hospital rated their care as very good, slightly below/above the national figure of 54%.

Figure 10 compares the average overall rating of hospital experience for the Royal Victoria Eye and Ear Hospital with the national average.

Figure 10 Overall rating of hospital experience for the Royal Victoria Eye and Ear Hospital and nationally



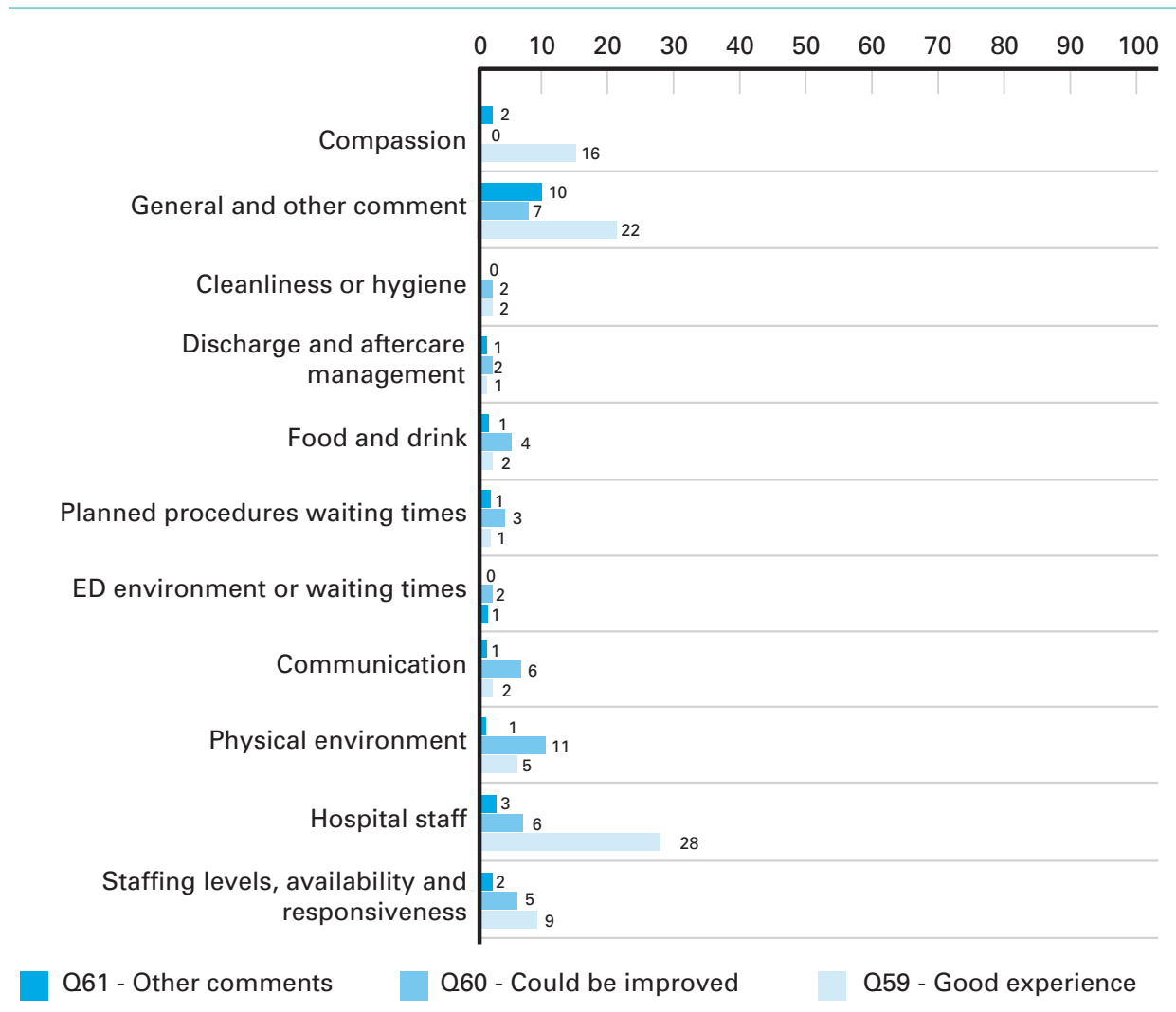
In their own words: analysis of patients' comments

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, 159 comments were received from patients of the Royal Victoria Eye and Ear 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. For Q61, most comments related to the 'general and other comment' and 'hospital staff' themes.

Figure 11 Participant comments by theme



Conclusion

What were patients' experiences of hospital care in the Royal Victoria Eye and Ear Hospital in May 2018?

The majority of participants said that they had a positive overall experience in the Royal Victoria Eye and Ear Hospital. 95% of patients in the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

The Royal Victoria Eye and Ear Hospital received significantly higher scores than the national average across every stage of care. The 2018 ratings were similar to those in 2017.

A number of areas of particularly good experience were identified based on patient feedback. The majority of patients said that they had enough time to discuss their care and treatment with a doctor. In addition, most patients said that they had confidence and trust in hospital staff, and understood answers that they were given.

In relation to areas for improvement, some patients said they did not receive enough information on medication side effects or danger signals to watch out for. Despite this, the hospital performed above the national average on all survey questions.

The findings of the 2018 survey will be used to help the Royal Victoria Eye and Ear Hospital improve the experiences of patients in the hospital, continuing the good work done in response to the 2017 survey.

Appendix 1: Areas of good experience and areas needing improvement

Improvement map

The map below helps to identify areas of good experience and areas needing improvement in the Royal Victoria Eye and Ear 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) 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.

