



National
Patient
Experience
Survey

National Patient
Experience Survey
2018

Saolta University
Health Care Group

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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%. 2,380 patients from Saula University Health Care Group 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 <https://www.patientexperience.ie/improvements-in-care/>.

What were the main findings for Saula University Health Care Group?

The majority of participants from Saula University Health Care Group reported positive experiences in hospital. 85% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. There were no significant changes in patient experience scores compared with the 2017 survey. The findings of the 2018 survey helped inform quality improvement plans in hospitals of the Saula University Health Care Group.

Hospital group profile

Saula University Health Care Group is one of seven hospital groups¹ in Ireland. Hospital groups were established in Ireland in 2013 with the aim of integrating hospital networks in order to provide safer, more effective care. The purpose of this report is to compare the results for this hospital group with other groups, and also to

¹ The Children's Hospital Group is the seventh hospital group in Ireland. Paediatric hospitals and children's services were not surveyed on this occasion.

explore variation in results between the hospitals within the group. Specific reports on the results of the National Patient Experience Survey for each hospital, and associated quality improvement plans are available at www.patientexperience.ie.

The people who responded to the National Patient Experience Survey were admitted to a hospital in one of the six hospital groups listed below:

South/South West Hospital Group	
Ireland East Hospital Group	
RCSI Hospital Group	
UL Hospitals	
Saolta University Health Care Group	
Dublin Midlands Hospital Group	

There are 6 eligible hospitals in Saolta University Health Care Group (Table 1). The hospitals in Saolta University Health Care Group provide emergency as well as elective inpatient care. Participants were asked to answer questions across each stage of care. However, people who were not admitted through an emergency department did not answer the questions on admissions.

Table 1. Profile of hospitals in Saolta University Health Care Group

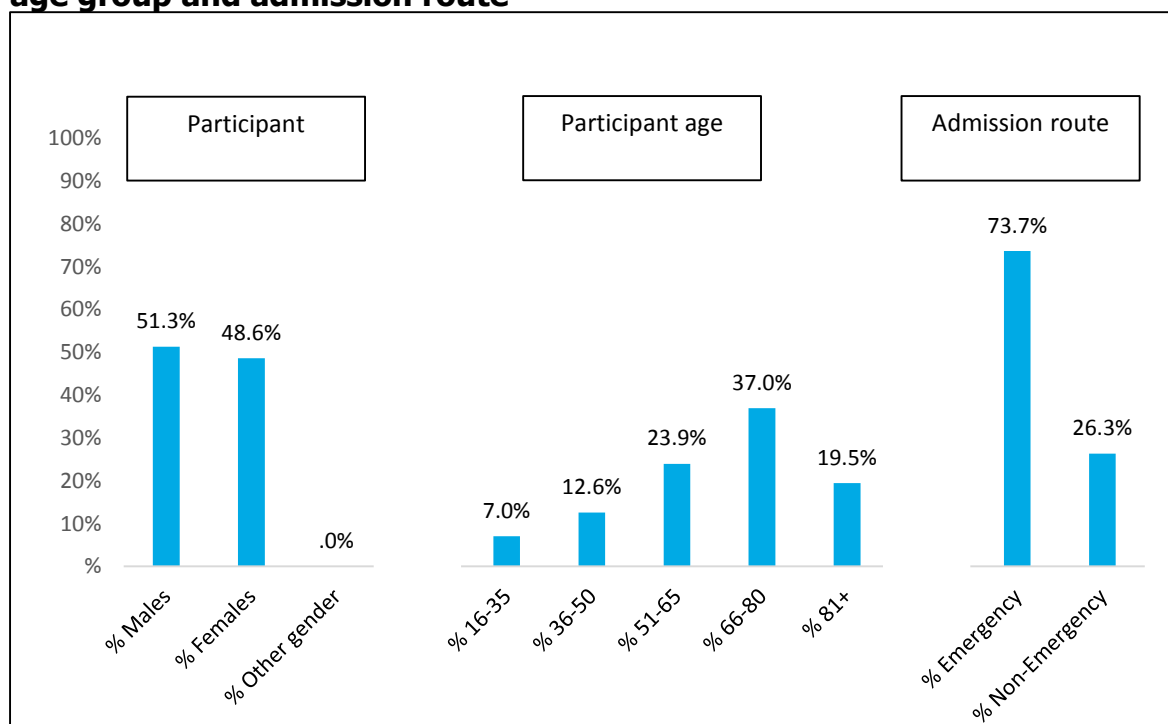
Hospital Name	Number of inpatient beds*	Number of eligible discharges	Number of participants	Emergency department
Galway University Hospitals	640	1,878	942	Yes
Letterkenny University Hospital	330	749	388	Yes
Mayo University Hospital	277	816	440	Yes
Portiuncula University Hospital	167	362	161	Yes
Roscommon University Hospital	67	101	45	No
Sligo University Hospital	289	837	404	Yes

* Refers to the number of inpatient beds in May 2018.

Who took part in the survey?

4,743 people discharged from a hospital in Saolta University Health Care Group during the month of May 2018 were invited to participate in the survey. 2,380 people completed the survey, achieving a response rate of 50%. 51.3% of participants were male and 48.6% were female. 1,753 respondents (73.7%) said that their stay in hospital was an emergency. Figure 1. below provides information on the respondents who took part in the survey from Saolta University Health Care Group.

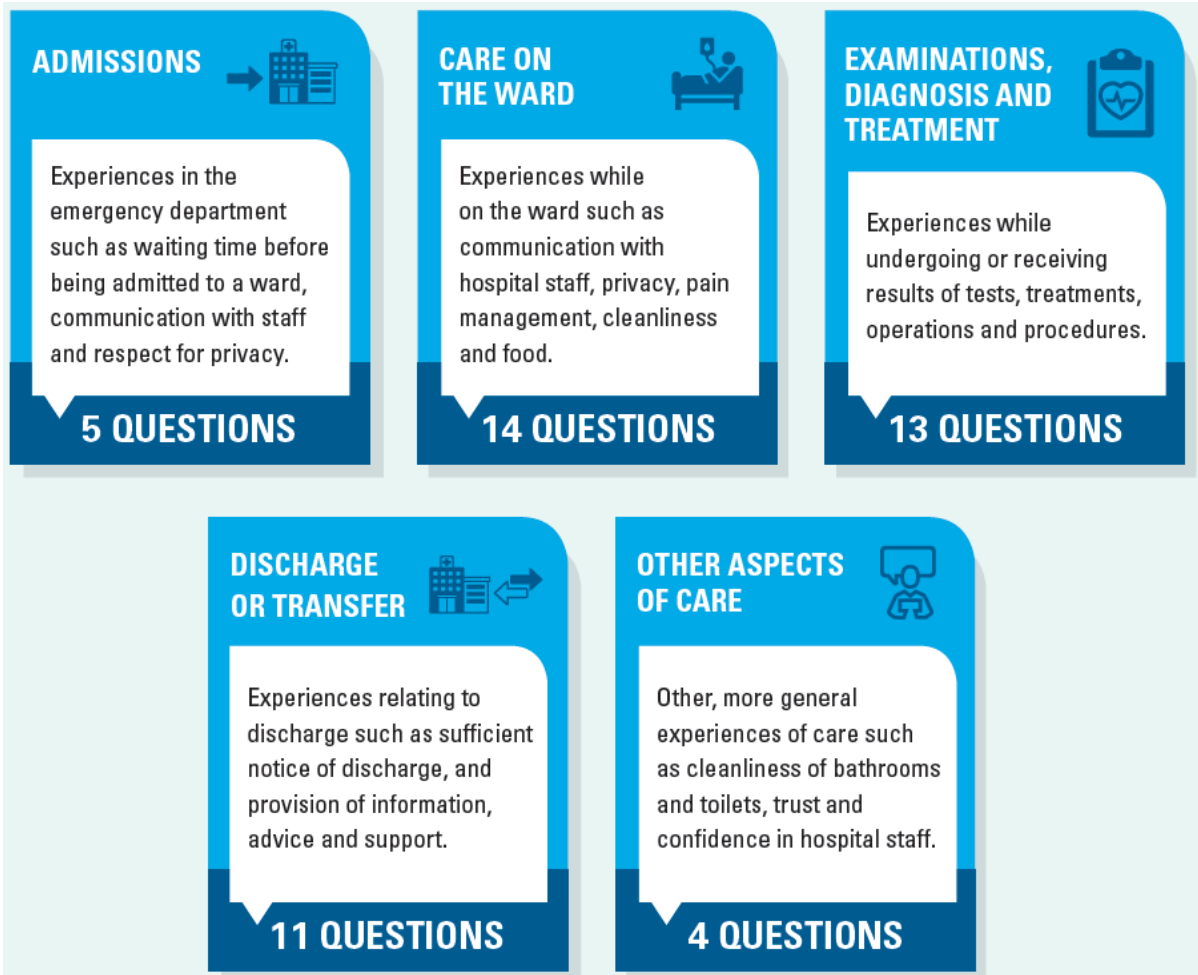
Figure 1. Participants from Saolta University Health Care Group by gender, age group and admission route



Survey results for the stages of care along the patient journey

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

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



Interpreting the results for the stages of care

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

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

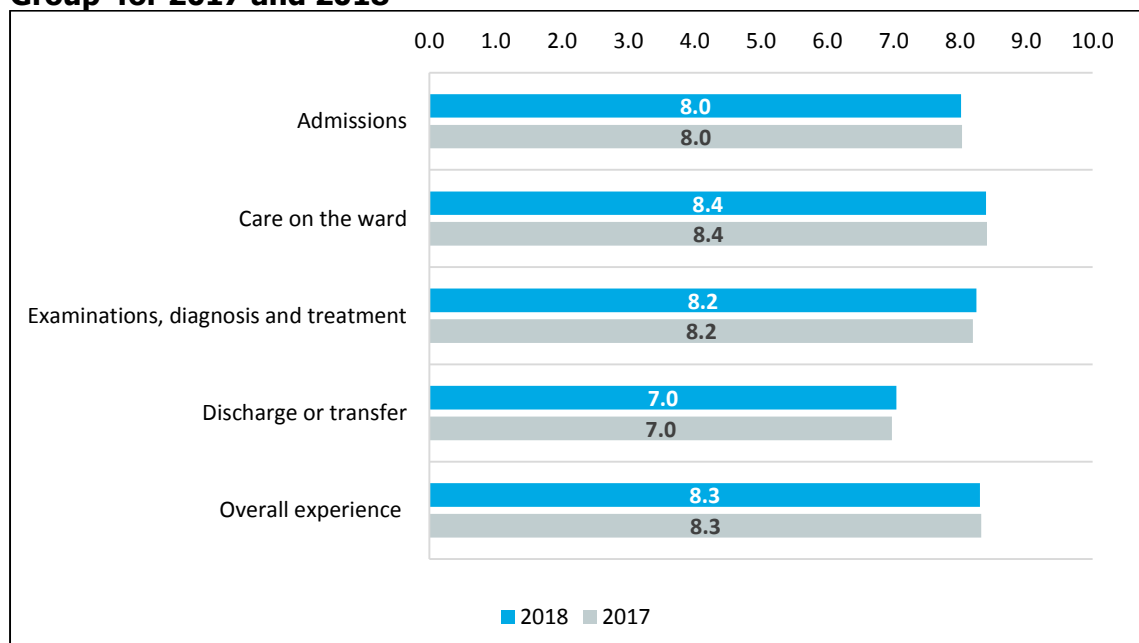
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, between a hospital and its group or between a group and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report,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

Changes in patient experience over time

Participants' average rating of their overall experience in a hospital of Saolta University Health Care Group remained similar to what it was in 2017. There group also achieved similar ratings across the various stages of care compared to last year's survey. 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 scores² for Saolta University Health Care Group for 2017 and 2018



Denotes a statistically significant difference between 2017 and 2018.

² Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

Admissions

Figure 3. shows the hospital group scores for questions on this stage of care. Figure 4. compares admissions scores for the hospitals of Saolta University Health Care Group with the group average. Figure 5. compares the six hospital group admissions scores with the national average.

Figure 3. Hospital group scores for questions on admissions

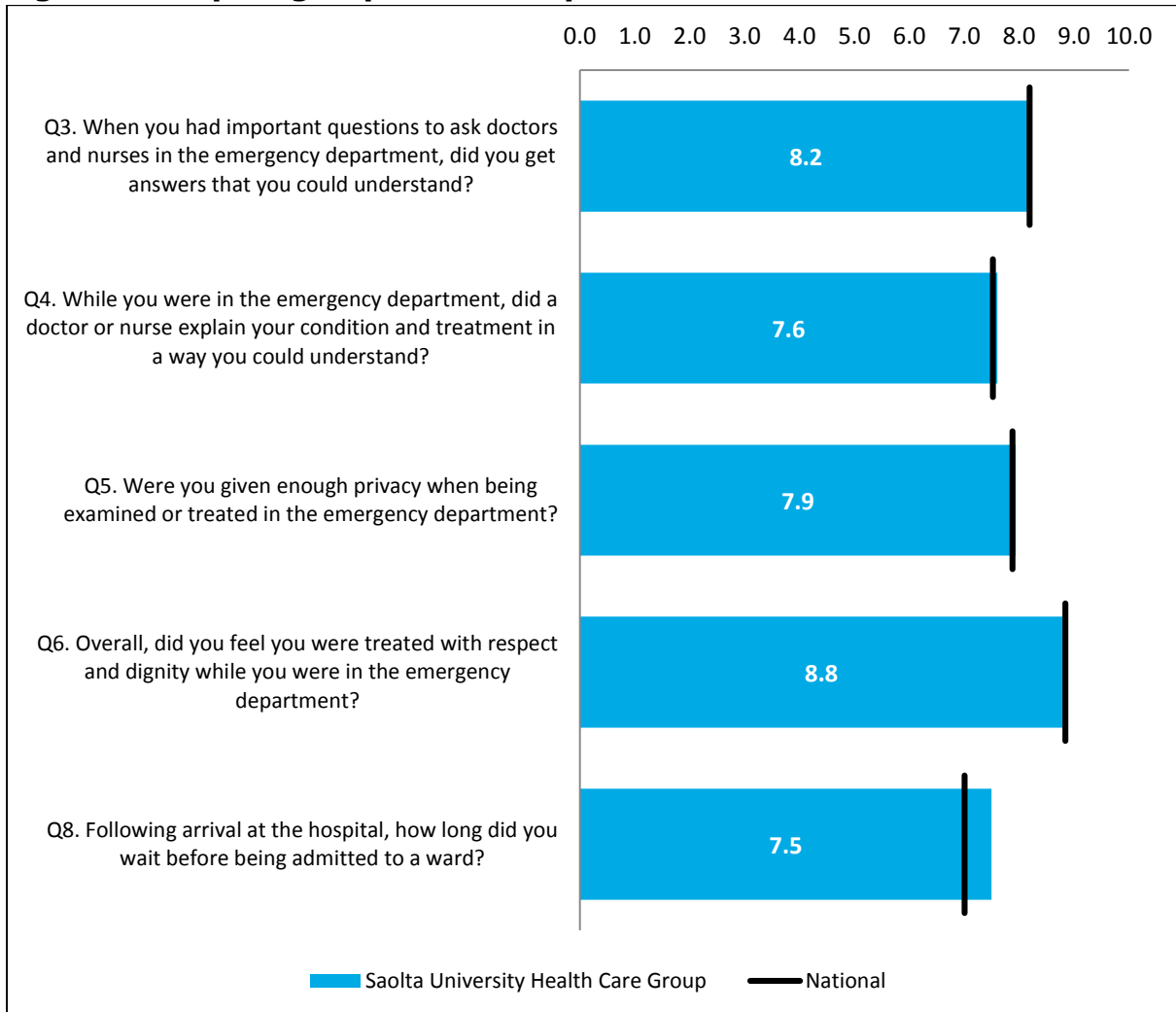
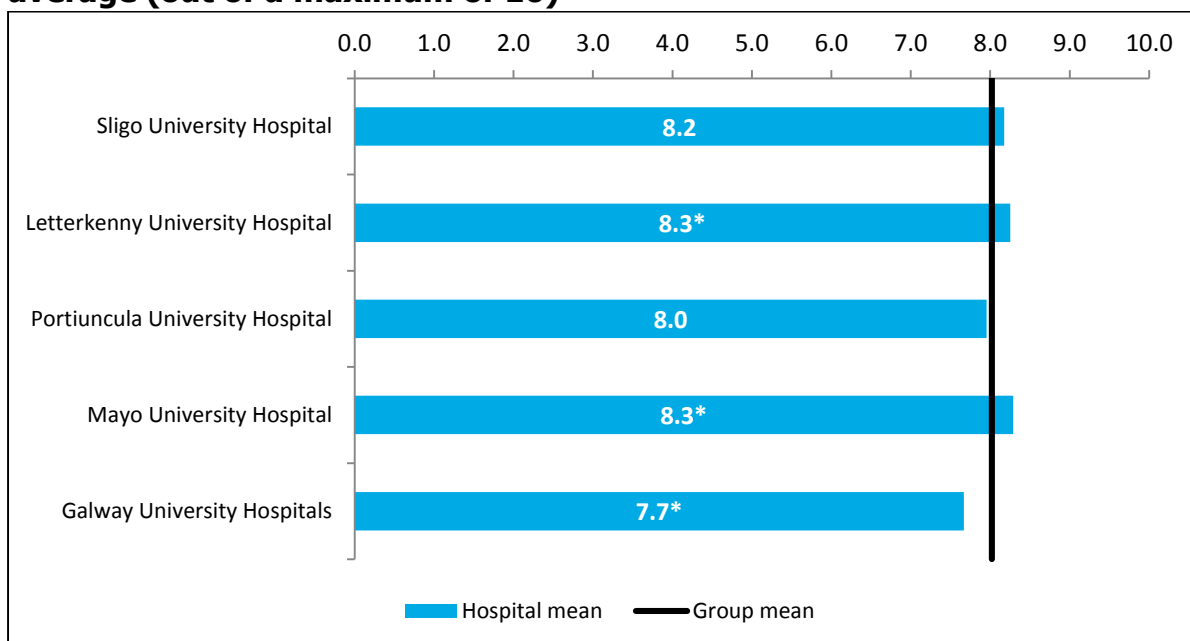
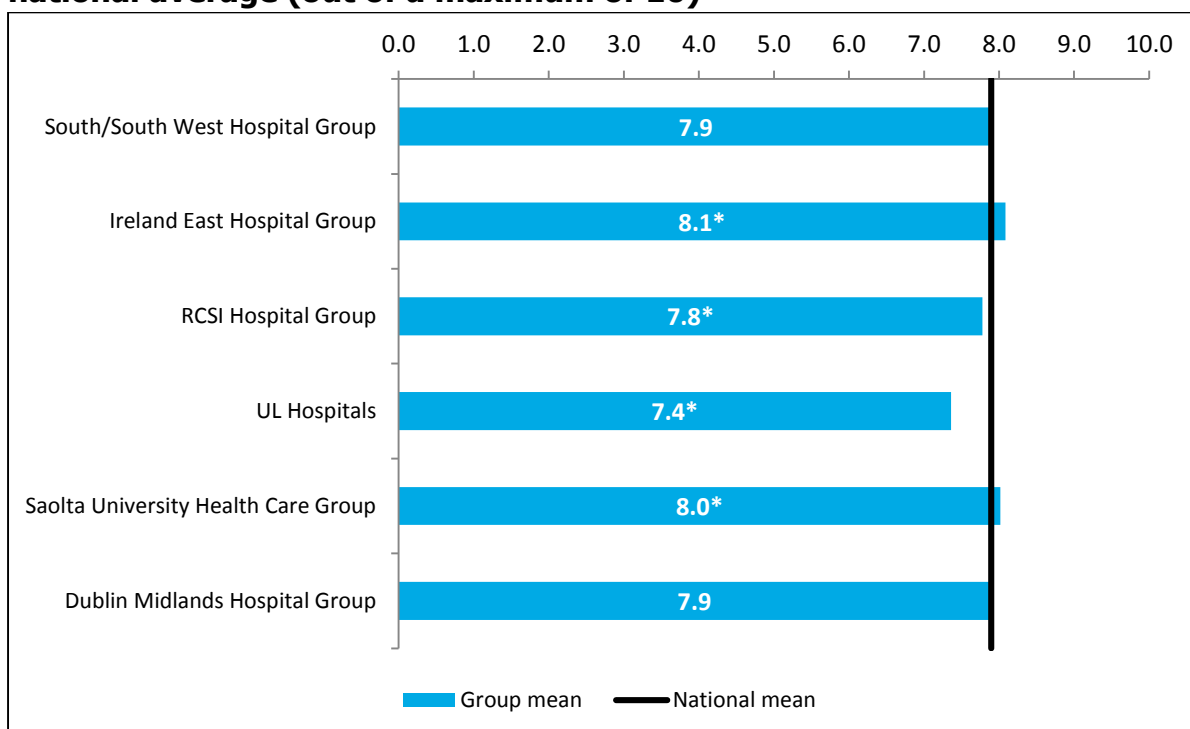


Figure 4. Comparison of hospital scores for admissions with the group average (out of a maximum of 10)



* Denotes a statistically significant difference from the group average

Figure 5. Comparison of hospital group scores for admissions with the national average (out of a maximum of 10)



* Denotes a statistically significant difference from the national average

Figure 6. shows patient-reported emergency department waiting times nationally and for the constituent hospitals of Saolta University Health Care Group. Figure 7. compares the waiting times for the different hospital groups.

Figure 6. Patient-reported emergency department waiting times for hospitals of Saolta University Health Care Group and nationally

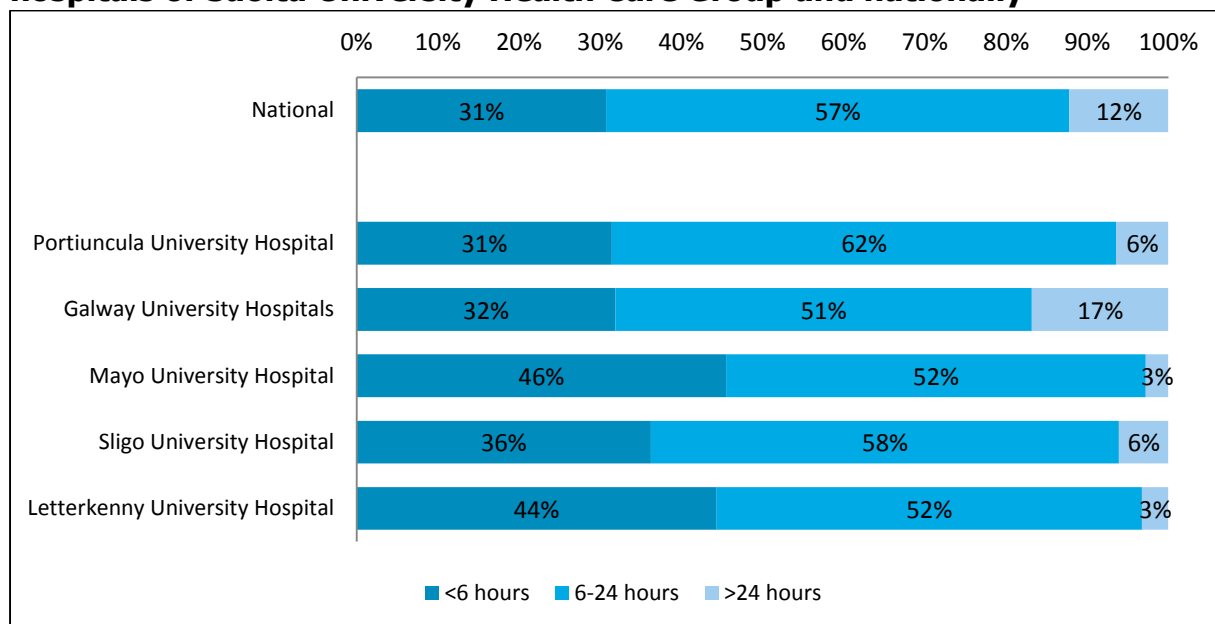
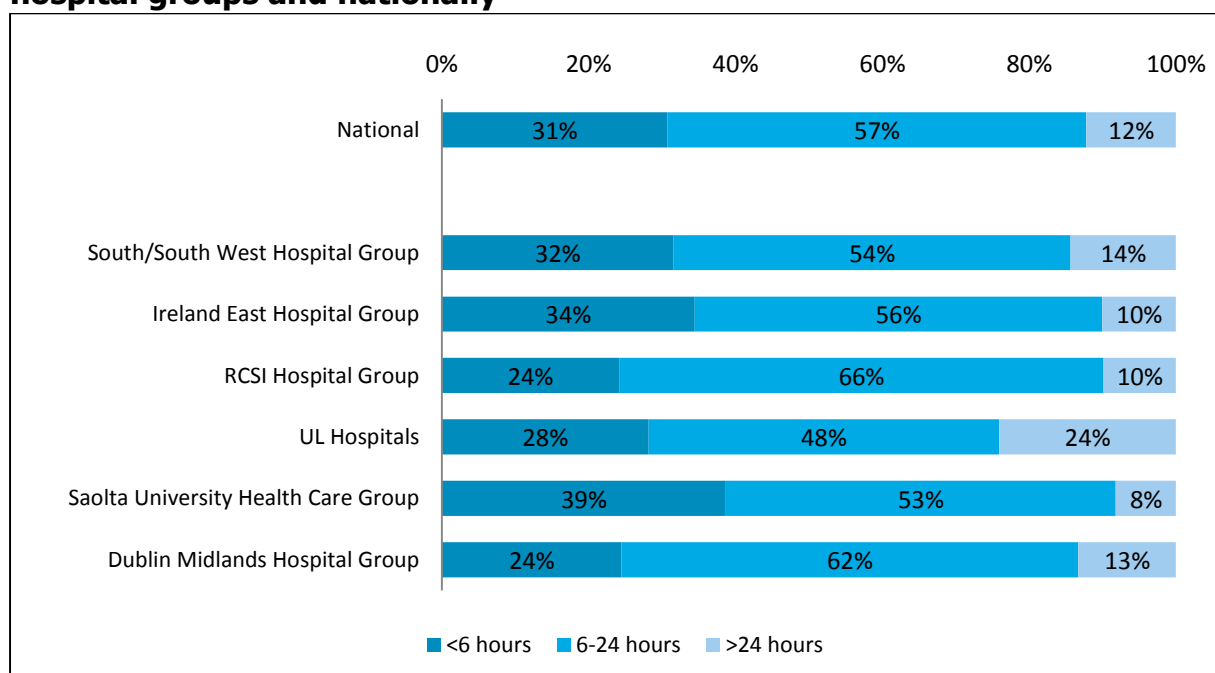


Figure 7. Patient-reported emergency department waiting times for hospital groups and nationally



Care on the ward

Figure 8. shows the hospital group scores for questions on care on the ward. Figure 9. compares the care on the ward scores for the hospitals of Saolta University Health Care Group with the group average. Figure 10. compares the six hospital group scores for this stage with the national average.

Figure 8. Hospital group scores for questions on care on the ward

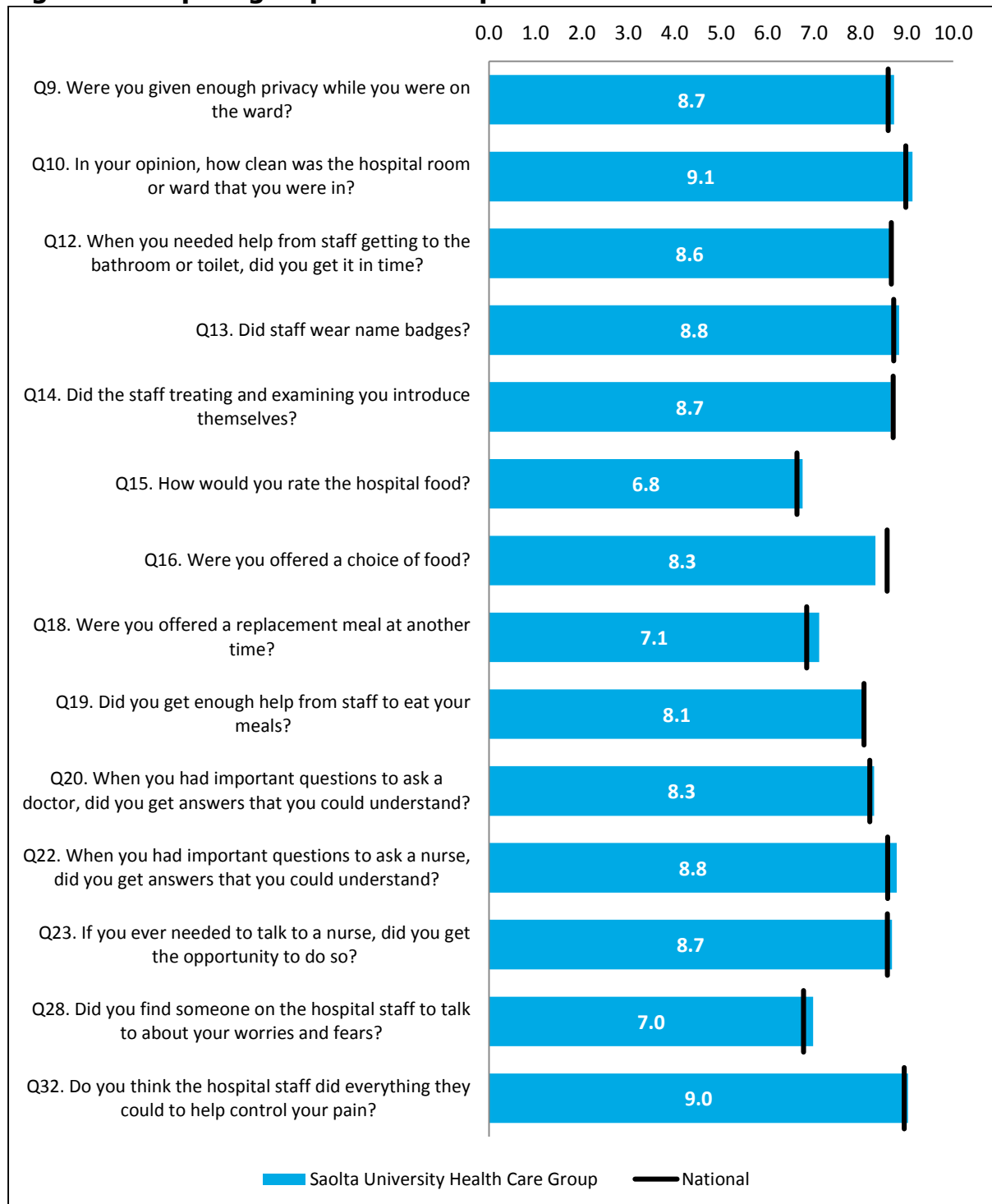
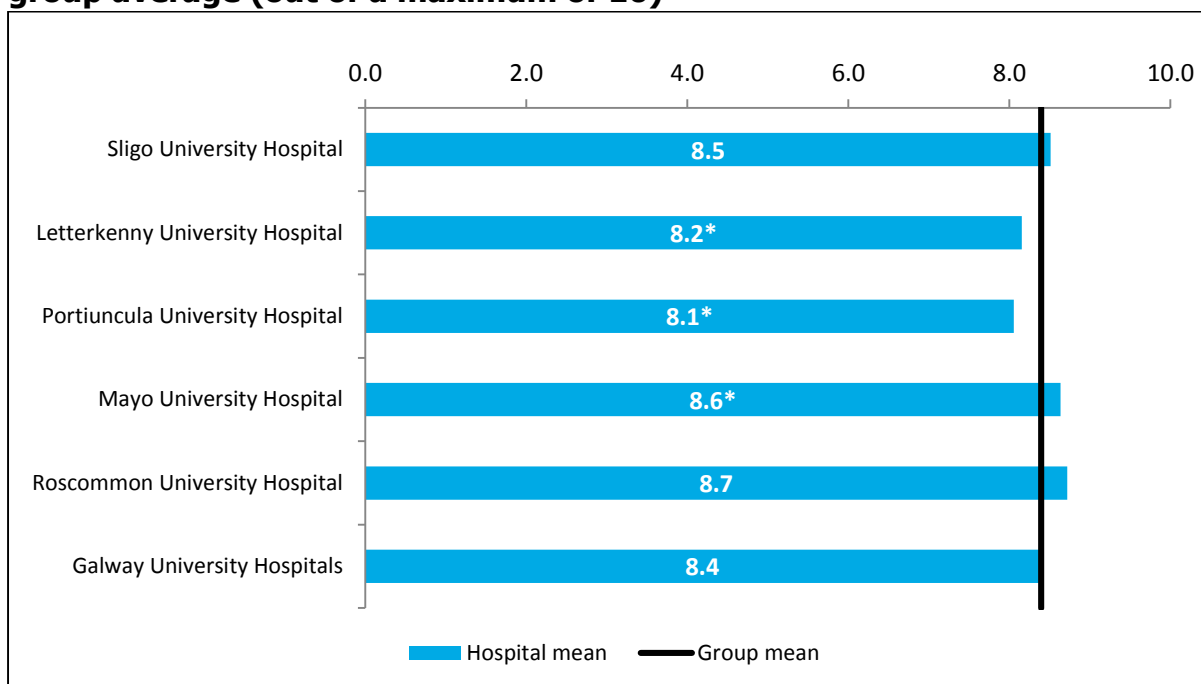
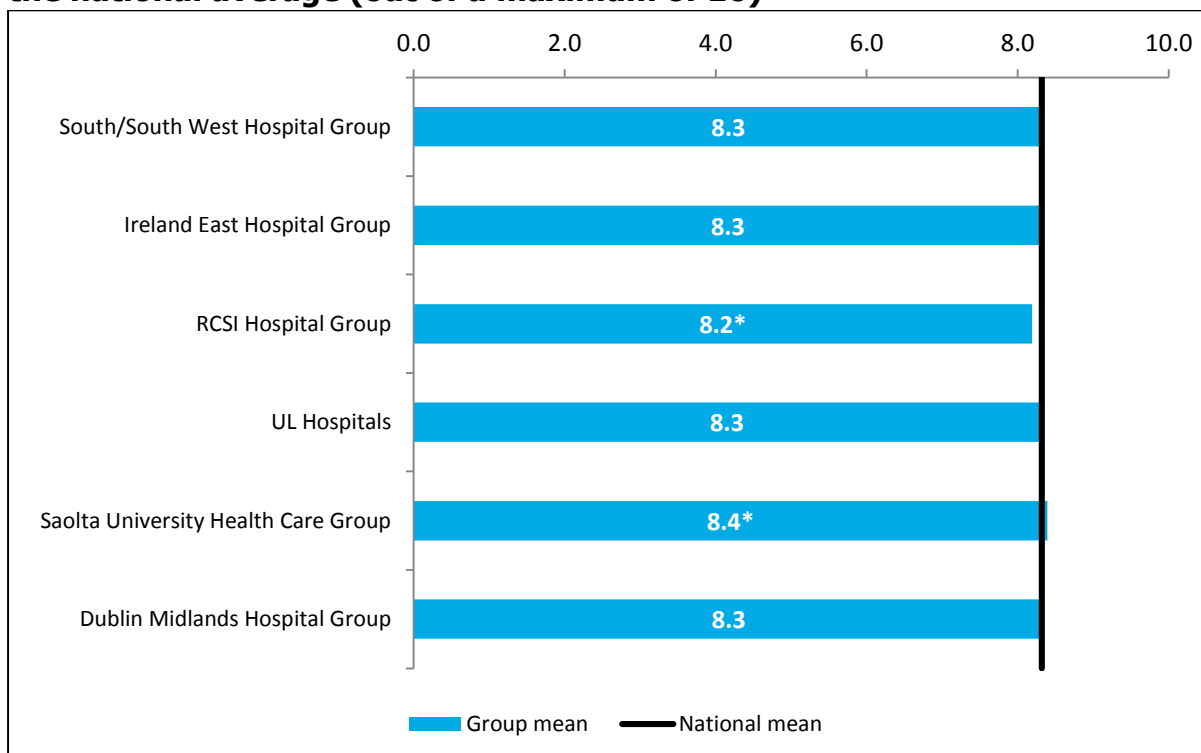


Figure 9. Comparison of hospital scores for care on the ward with the group average (out of a maximum of 10)



* Denotes a statistically significant difference from the group average

Figure 10. Comparison of hospital group scores for care on the ward with the national average (out of a maximum of 10)



* Denotes a statistically significant difference from the national average

Examinations, diagnosis and treatment

Figure 11. shows the hospital group scores for questions on examinations, diagnosis and treatment. Figure 12. compares the examinations, diagnosis and treatment scores for the hospitals of Saolta University Health Care Group with the group average. Figure 13. compares the six hospital group scores for this stage with the national average.

Figure 11. Hospital group scores for questions on examinations, diagnosis and treatment

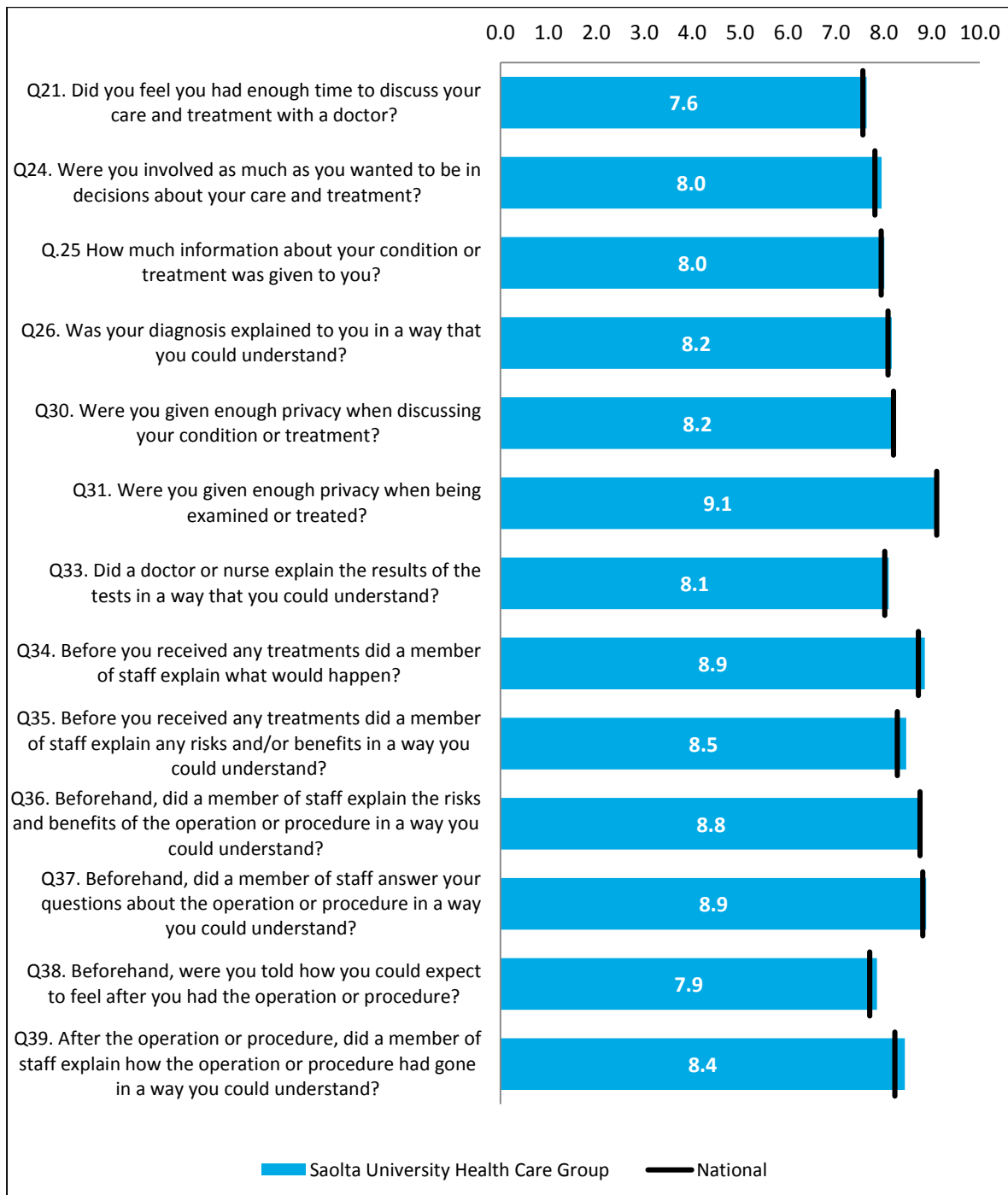
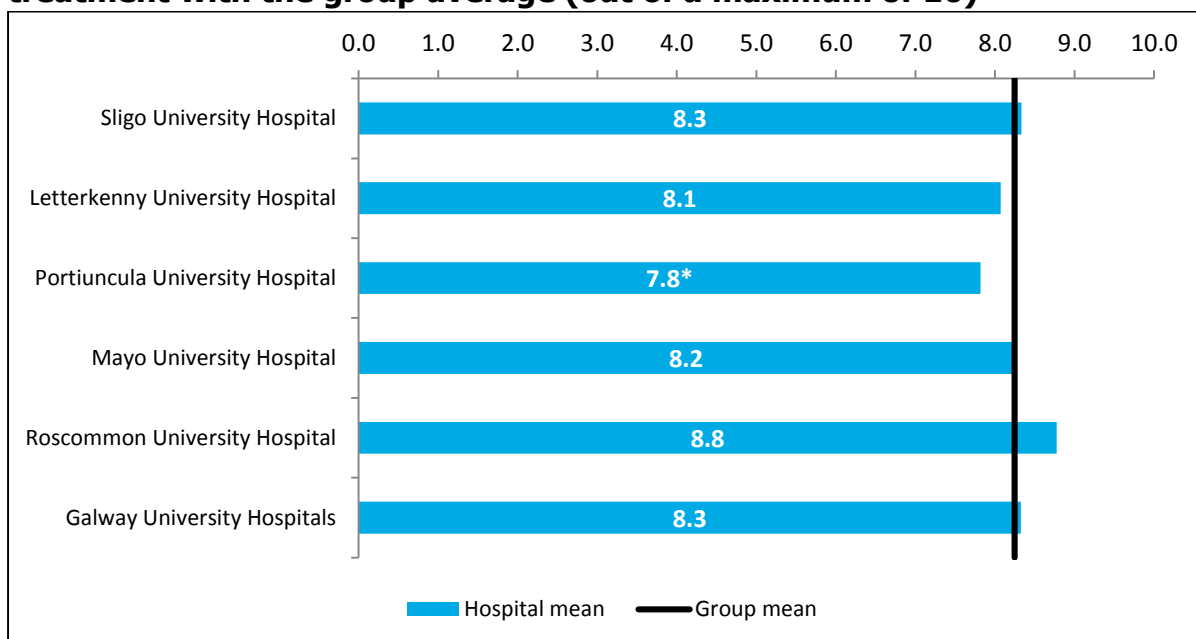
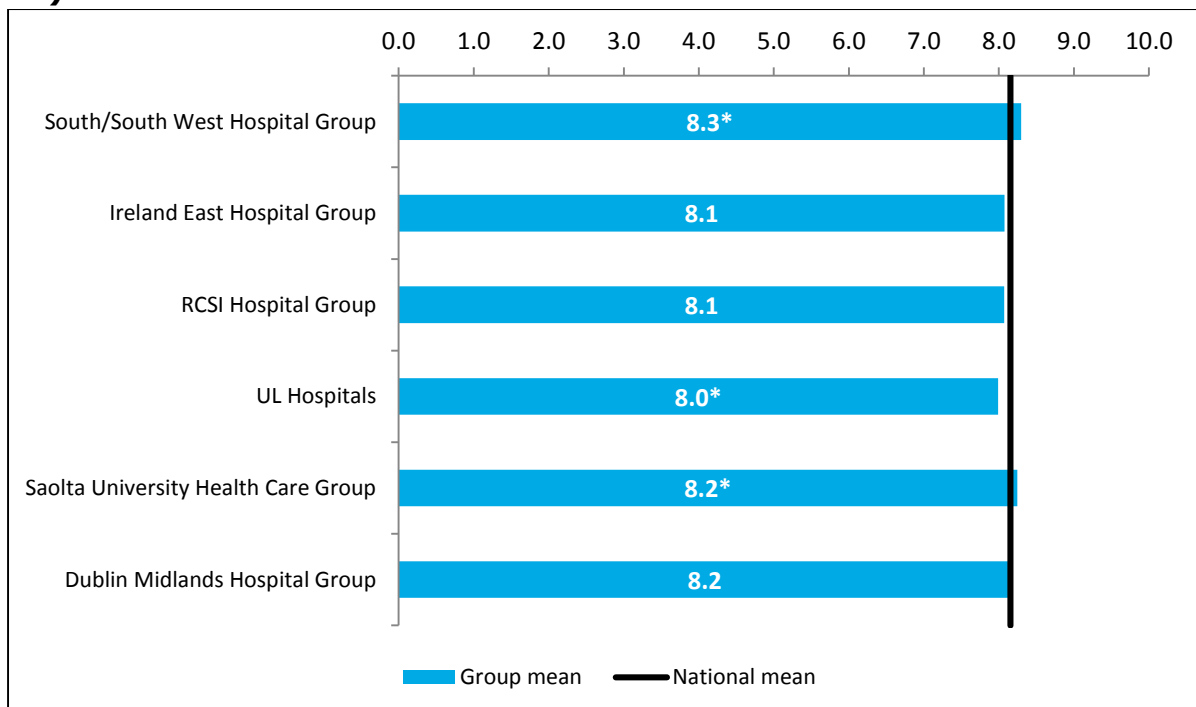


Figure 12. Comparison of hospital scores for examinations, diagnosis and treatment with the group average (out of a maximum of 10)



* Denotes a statistically significant difference from the group average

Figure 13. Comparison of hospital group scores for examinations, diagnosis and treatment with the national average (out of a maximum of 10)



* Denotes a statistically significant difference from the national average

Discharge or transfer

Figure 14. shows the hospital group scores for questions on discharge or transfer. Figure 15. compares the discharge or transfer scores for the hospitals of Saolta University Health Care Group with the group average. Figure 16. compares the six hospital group scores for this stage with the national average.

Figure 14. Hospital group scores for discharge or transfer

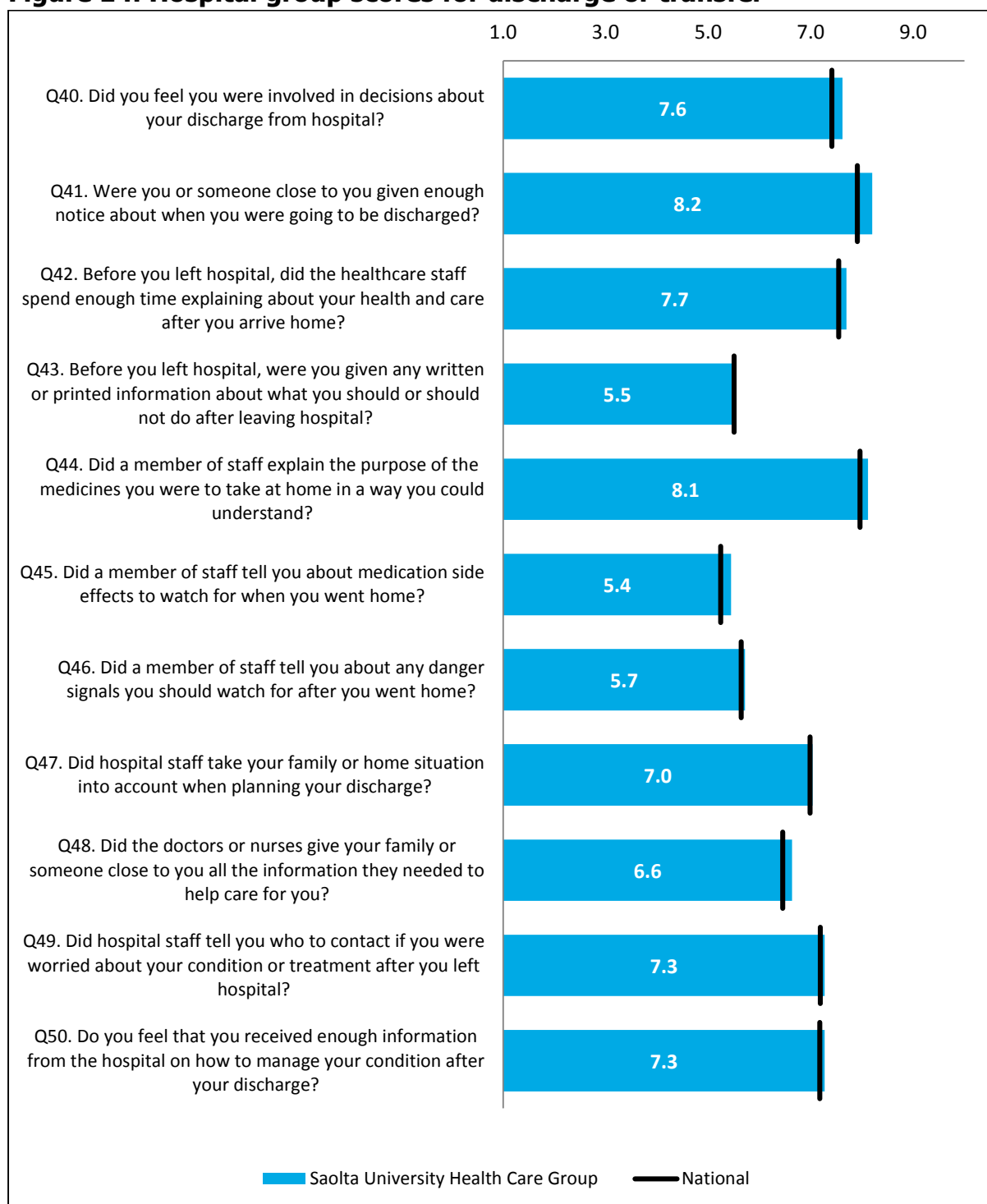
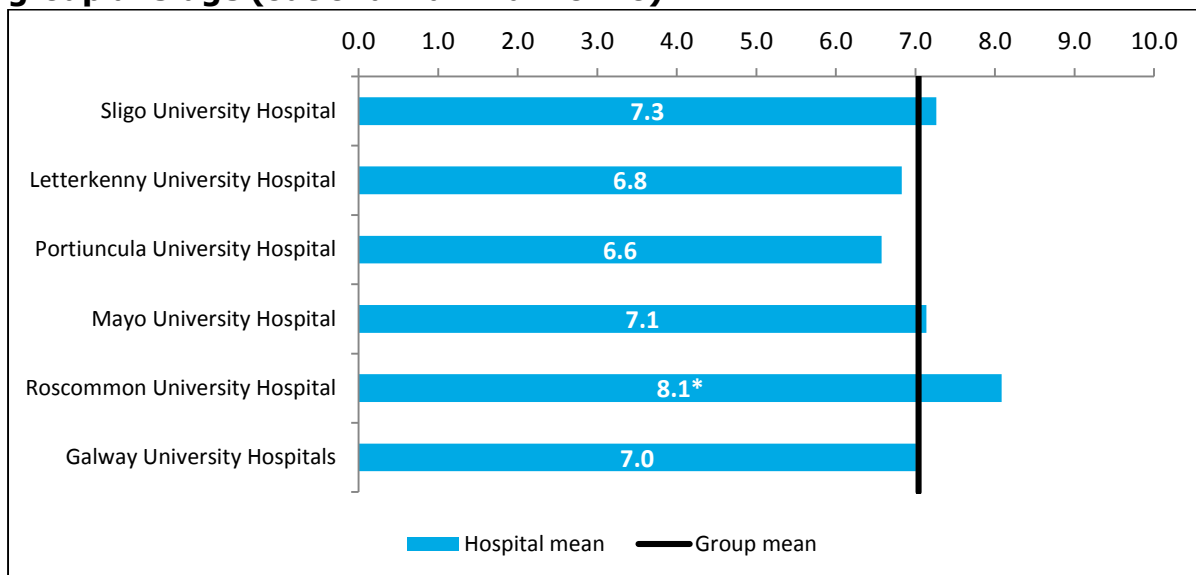
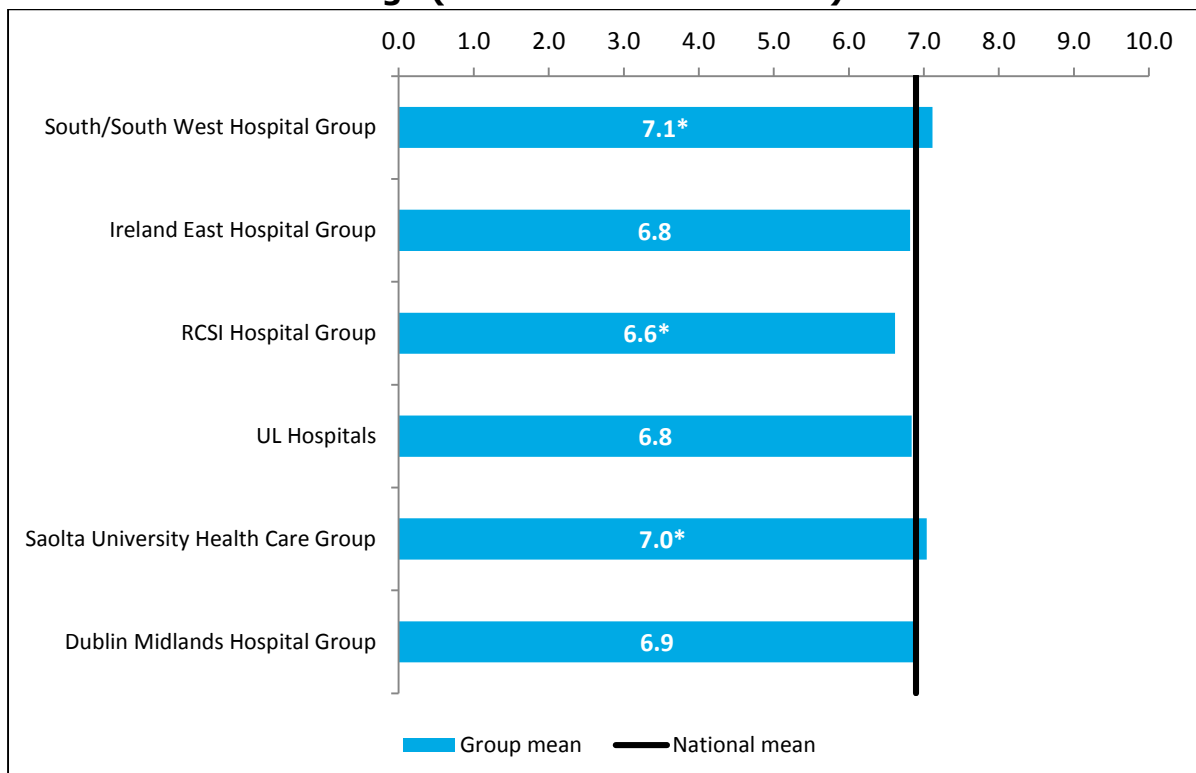


Figure 15. Comparison of hospital scores for discharge or transfer with the group average (out of a maximum of 10)



* Denotes a statistically significant difference from the group average

Figure 16. Comparison of hospital group scores for discharge or transfer with the national average (out of a maximum of 10)

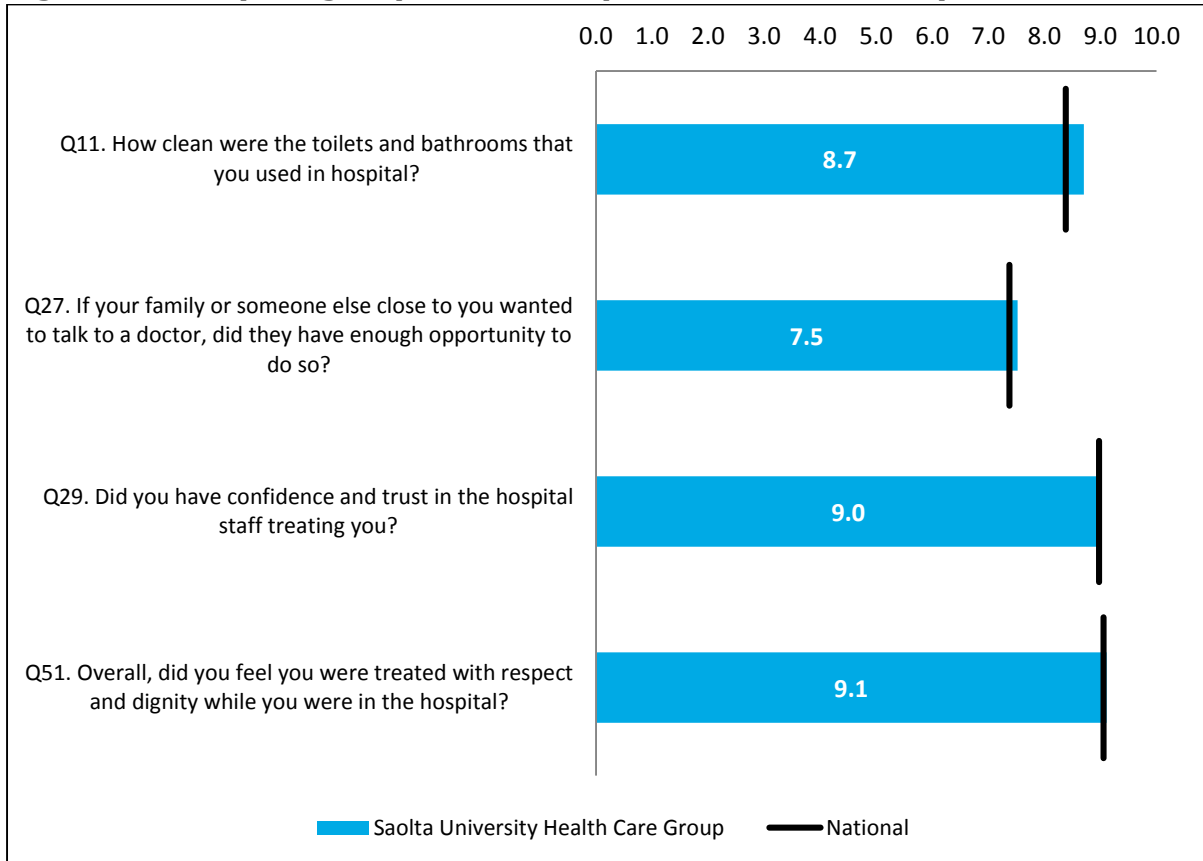


* Denotes a statistically significant difference from the national average

Other aspects of care

Figure 17. shows the hospital group scores for questions on other aspects of care.

Figure 17. Hospital group scores for questions on other aspects of care



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. 58% of participants from the Saolta University Health Care Group rated their care as very good which is above the national figure of 54%.

Figure 18. compares the overall ratings of hospital experience for Saolta University Health Care Group with the national average. Figure 19. compares the overall ratings for the group with that of individual hospitals.

Figure 18. Overall rating of hospital experience for the group and nationally

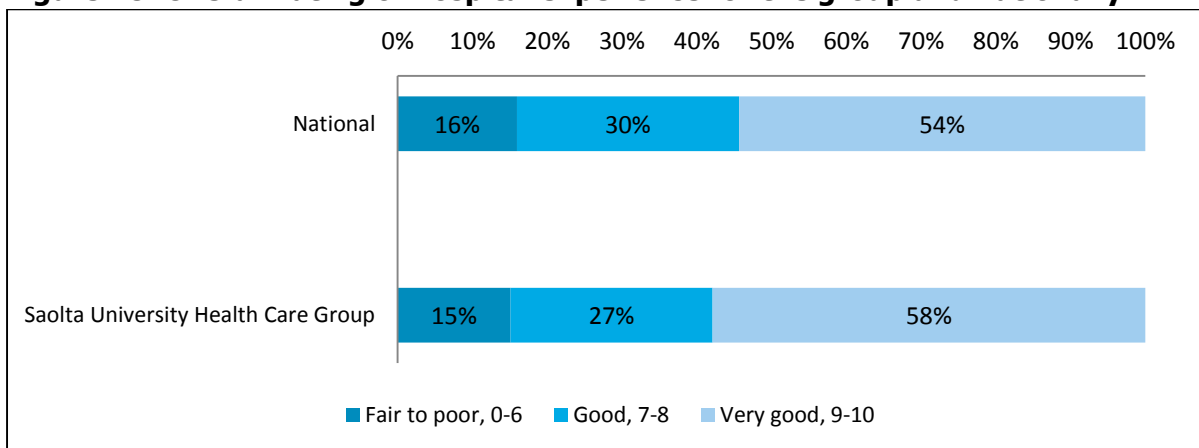
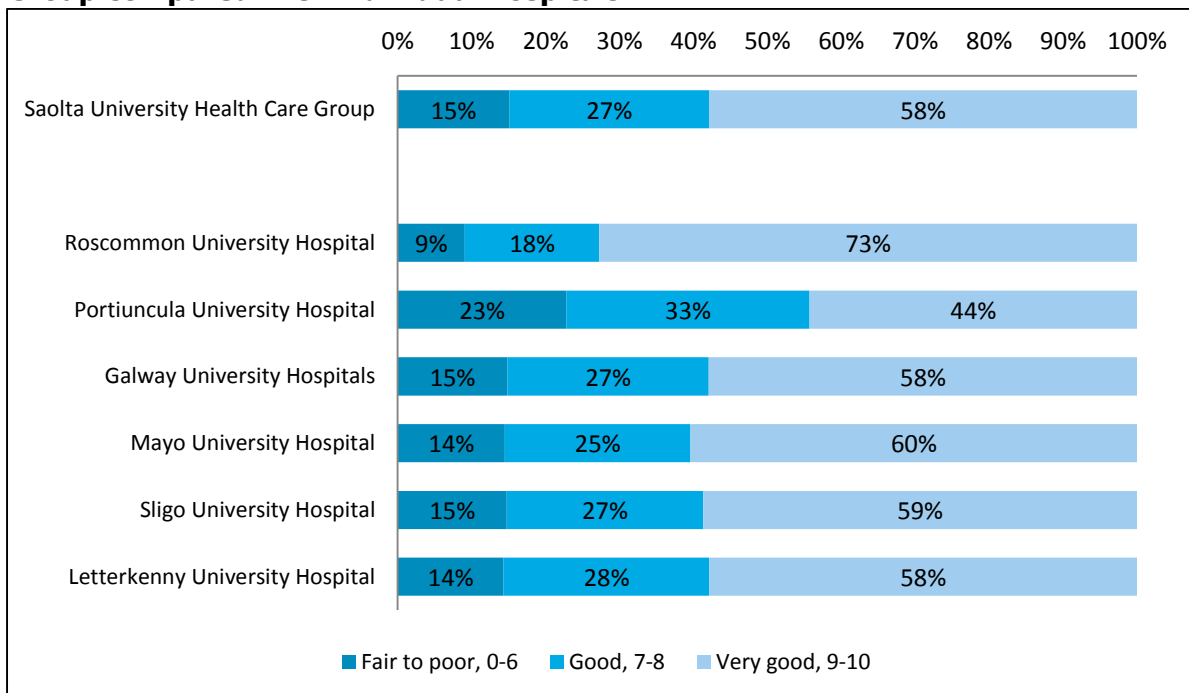


Figure 19. Overall rating of hospital experience for Saolta University Health Care Group compared with individual hospitals



Areas of good experience and areas needing improvement

The map below (Figure 20.) helps to identify areas of good experience and areas needing improvement in Saolta University Health Care Group. 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.

For example, Q6 — ‘Overall, did you feel you were treated with respect and dignity while you were in the emergency department?’ has a problem score greater than 0 and a significant relationship with overall experience. This suggests it is an area where the group should focus quality improvement efforts. The group scored above the national average on a number of questions that were important to patients’ rating of their overall experience. For example, Q50 — ‘Do you feel that you received enough information from the hospital on how to manage your condition after your discharge?’ has a problem score of less than 0 and a significant relationship with overall experience. This is a positive result for the group.

Interpreting the improvement map

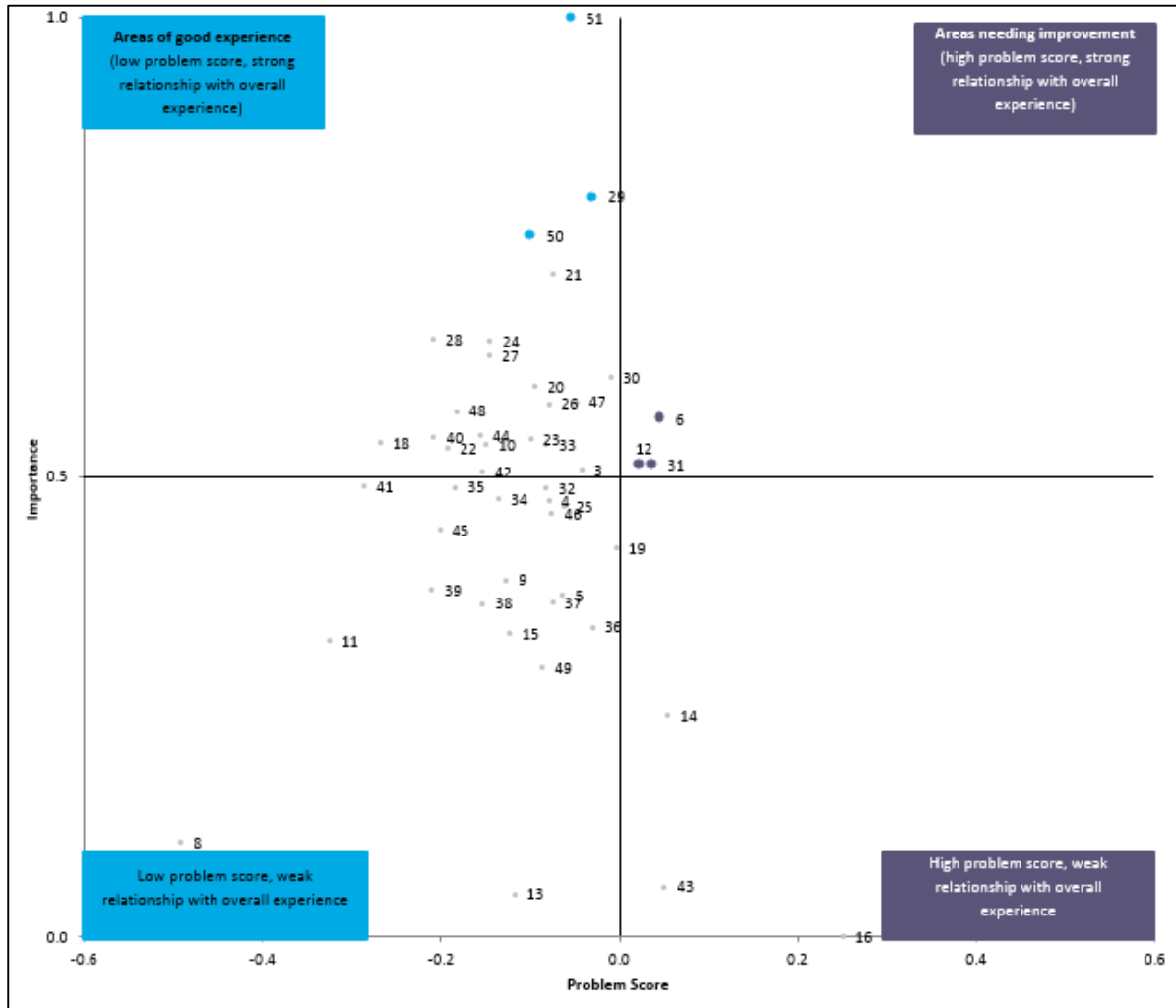
The **importance** of the relationship between each question and overall experience is given on the vertical axis as a number between 0 and 1, with 1 being the strongest possible relationship.

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 group.

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 group.

Figure 20. Overall patient experience map for Saolta University Health Care Group



Conclusion

What were patients' experiences of hospital care Saoita University Health Care Group in May 2018?

The majority of participants said they had a positive overall experience in a hospital of Saoita University Health Care Group. 85% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally. Patients at Roscommon University Hospital were most likely to rate their hospital experience as very good, compared with other hospitals in the group.

There were no significant differences between the 2017 and 2018 stage of care scores for the Saoita University Health Care Group. In addition, patients' average ratings of their overall care were also unchanged from 2017.

The highest ranking question on admission showed that the majority of patients were treated with respect and dignity in the emergency department. The lowest ranking question for this stage pertains to waiting times in the emergency department. Nevertheless, the Saoita University Health Care Group scored higher than the national average in this area.

Patients were generally satisfied with the cleanliness of the hospital ward or room they stayed in. The lowest ranking question shows that patients were less positive about the food they ate in hospital, with a number saying that it was fair or poor. Nonetheless, the group scored above the national average on both questions.

The majority of patients were satisfied with the privacy they were given when being examined or treated. Patients were less satisfied with the time they had to discuss their care and treatment with a doctor. This was the lowest ranking question on examinations, diagnosis and treatment. The hospital group scored similar to the national average for both questions.

Discharge or transfer was the lowest scoring stage of care, both nationally and for the Saoita University Health Care Group. Notwithstanding this, the group performed similar to or above the national average on every question related to this stage of care. The majority of patients said that they or someone close to them had been given sufficient notice about when they were going to be discharged. However, a

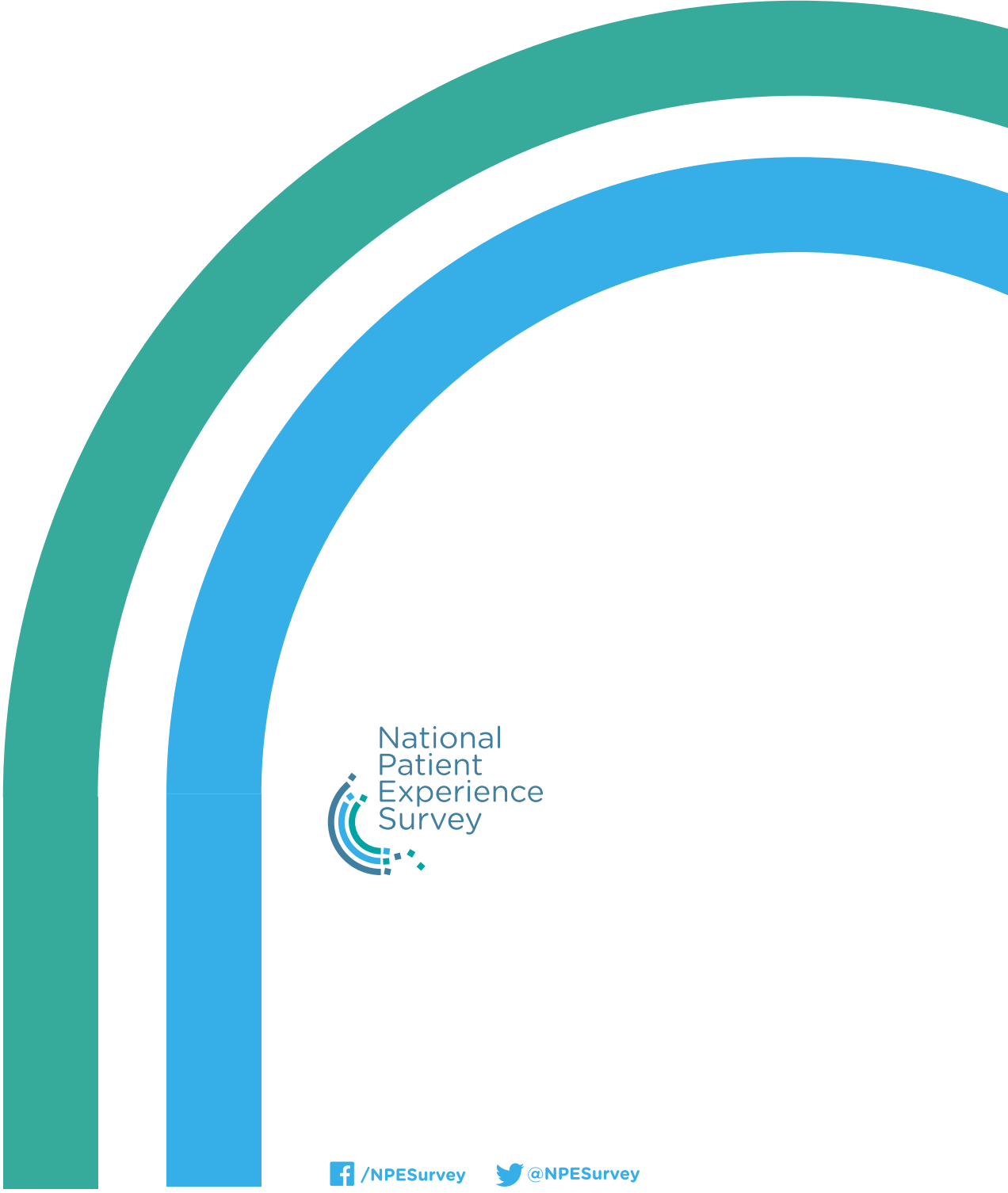
number of people said that they were not told about the medication side effects to watch out for at home.

In terms of areas of good experience, patients gave positive ratings for the respect and dignity with which they were treated (Q51). The majority of people also said that they had confidence and trust in the hospital staff treating them (Q29). Furthermore, most people were satisfied that they received information from staff to manage their condition at home (Q50).

Patients identified several areas needing improvement across the Saolta University Health Care Group. In particular, some patients were said they were not always treated with respect and dignity in emergency departments (Q6). Some patients also did not receive sufficient privacy when being examined or treated (Q31), while some pointed out that they could not always get timely help from staff in getting to the bathroom or toilet (Q12).

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 experienced insufficient privacy in the emergency department were less likely to give a positive rating of their overall experience.

The survey has provided valuable information on patients' experiences in acute hospitals at national, hospital group and hospital levels. The findings have been used to develop and implement quality improvement initiatives in Saolta University Health Care Group, intended to address the issues identified by patients.



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