



National Patient Experience Survey 2018

Sligo University Hospital

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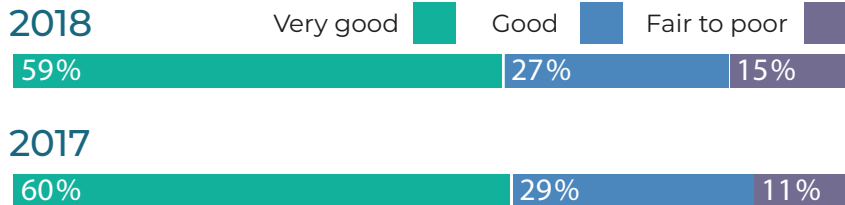
An Roinn Sláinte
Department of Health



Sligo University Hospital

2018 survey results

Overall experience



48%
response rate

Values in figures do not always add up to 100% due to rounding.

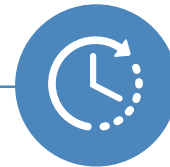
Areas of good experience



Respect and dignity



Cleanliness of room or ward



Time to discuss care and treatment with a doctor

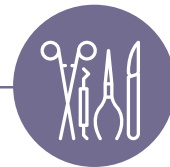
Areas needing improvement



Food



Choice of food



Information about condition or treatment

The patient voice

“The care and attention by my consultant was excellent and the care and attention by the nursing was excellent and the catering and cleaning staff were very friendly too.”



“I did not receive enough information regarding my condition. The doctor addressed the medical student staff rather than the patient.”

www.patientexperience.ie

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About the National Patient Experience Survey 2018

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

Nationally, 26,752 people were invited to participate in the second National Patient Experience Survey. In total, 13,404 completed the survey, resulting in a response rate of over 50%. 404 patients from Sligo University 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 Sligo University Hospital?

The majority of participants from Sligo University Hospital reported positive experiences in hospital. 85% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital scored significantly higher than the national average across every stage of care, with the exception of examinations, diagnosis and treatment.

Several areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave above-average ratings. For example, most patients said that their room or ward was very clean. The majority of patients also said that they were given enough time to discuss their care and treatment with a doctor. In addition, most patients said that they were always treated with respect and dignity while in the hospital.

There were also several areas needing improvement. Patient ratings of the hospital food were below the national average, and some patients said they were not offered a choice of food. In addition, a number of patients said they were not given the right amount of information about their condition or treatment.

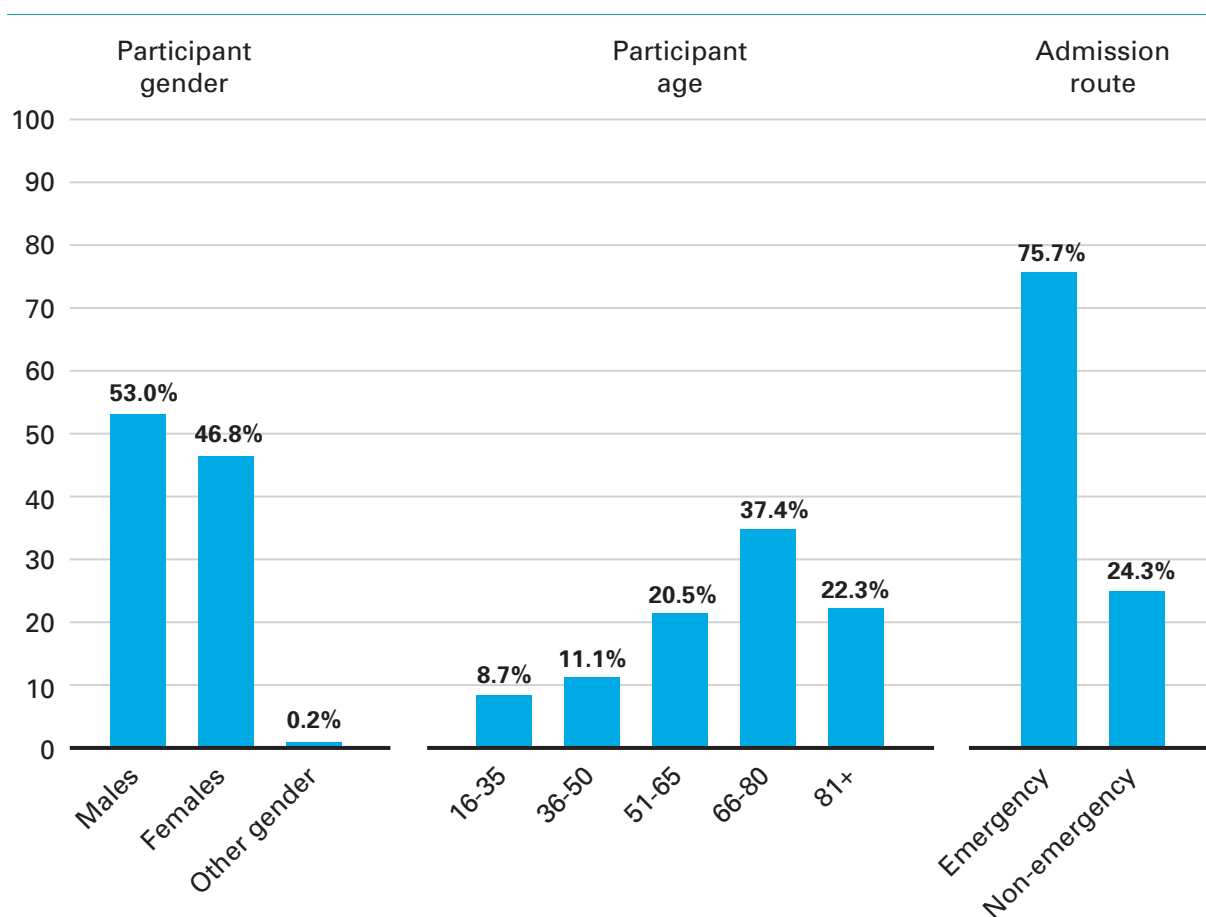
Ratings of patient experience were largely similar to the 2017 ratings, though admissions and overall experience scores were lower. The findings of the 2018 survey will help Sligo University Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

Sligo University Hospital is a public acute hospital located in Sligo. There were 289 inpatient beds available in the hospital during the survey period of May 2018.

837 people discharged from Sligo University Hospital during the month of May 2018 were invited to participate in the survey. 404 people completed the survey, achieving a response rate of 48%. 53% of participants were male, 46.8% were female and 0.2% were another gender. 306 respondents (75.7%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Sligo University Hospital.

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



Areas of good experience and areas needing improvement

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

The areas of good experience in Sligo University Hospital are:

<p>Care on the ward</p> <p>Cleanliness of room or ward Q10</p>	<p>389 (99%) of the 393 people who answered this question said their room or ward was very clean or fairly clean.</p>
<p>Examinations, diagnosis and treatment</p> <p>Time to discuss care and treatment with a doctor Q21</p>	<p>366 people (93% of those who answered this question) said that they they definitely or to some extent felt they had enough time to discuss their care and treatment with a doctor.</p>
<p>Other aspects of care</p> <p>Respect and dignity Q51</p>	<p>336 people (86% of those who answered this question) said that they were always treated with respect and dignity while in the hospital.</p>

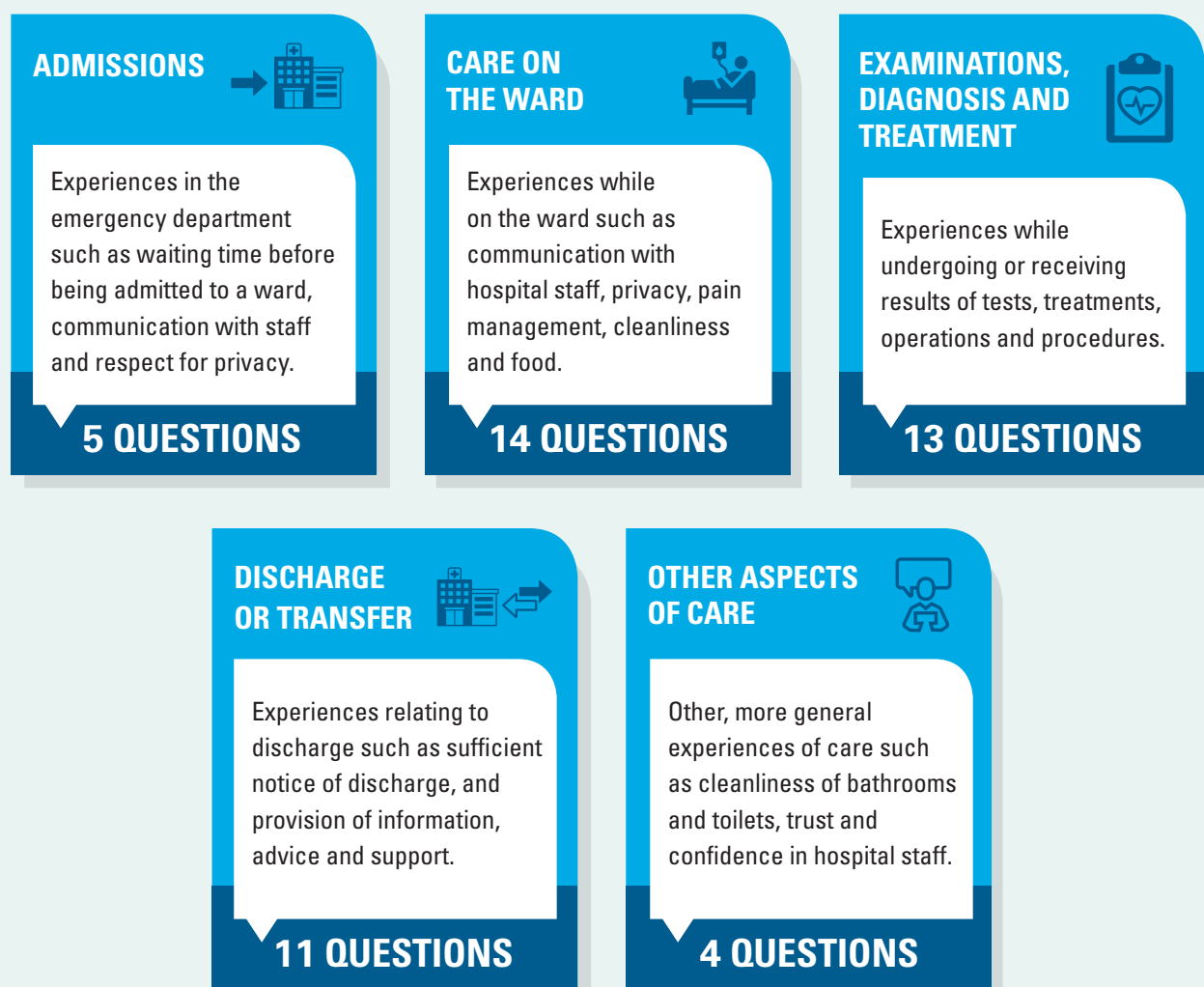
The areas needing improvement in Sligo University Hospital are:

Care on the ward	<p>Of the 377 people who answered this question, 103 (27%) said that the hospital food was 'fair' or 'poor'.</p>
Food rating Q15	
Care on the ward	<p>96 people (25% of those who answered this question) said that they were not, or were only sometimes, offered a choice of food.</p>
Choice of food Q16	
Examinations, diagnosis and treatment	<p>88 people (22% of those who answered this question) said that they were not given the right amount of information about their condition or treatment.</p>
Information about condition or treatment Q25	

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.

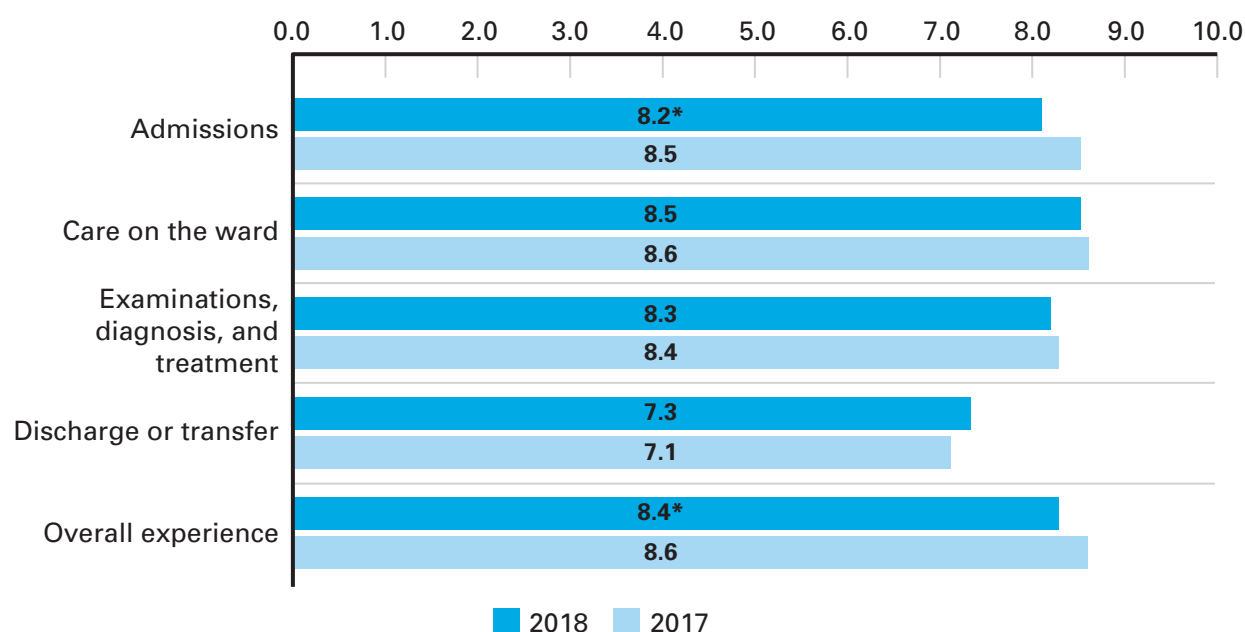
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience was lower in 2018 than in 2017. Patient ratings of admissions were also slightly lower than in 2017. Figure 2 shows a comparison of scores for individual stages of care.

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

Figure 2 Comparison of stage of care scores¹ for Sligo University Hospital for 2017 and 2018



* Denotes a statistically significant difference between 2017 and 2018.

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

Admissions

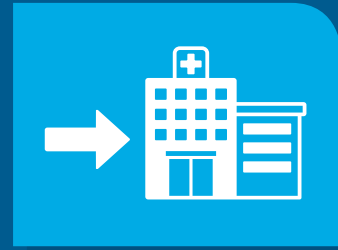
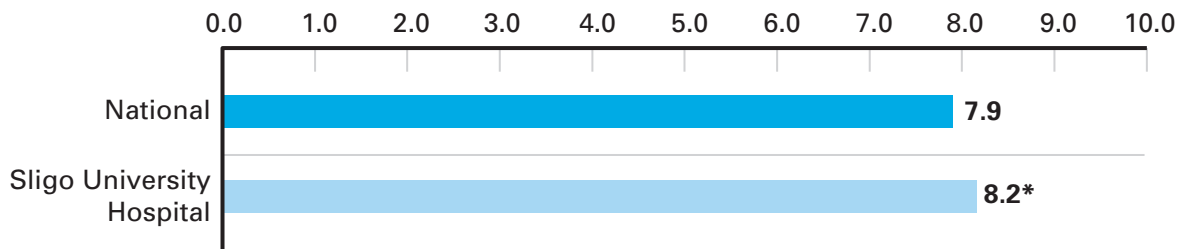


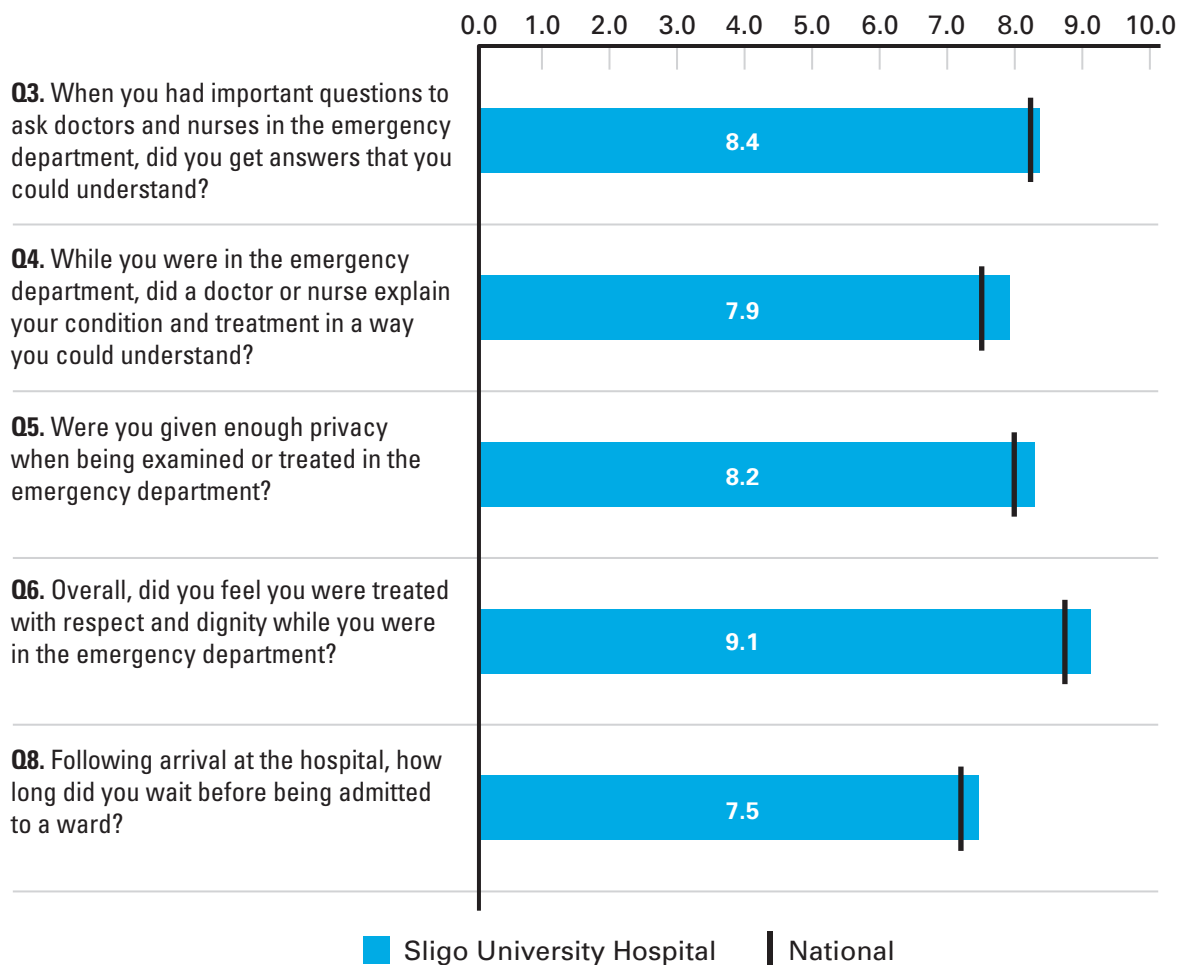
Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions related to this stage of care.

Figure 3 Comparison of Sligo University Hospital with the national average score for admissions (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 4 Sligo University Hospital scores for questions on admissions



Emergency department waiting times²

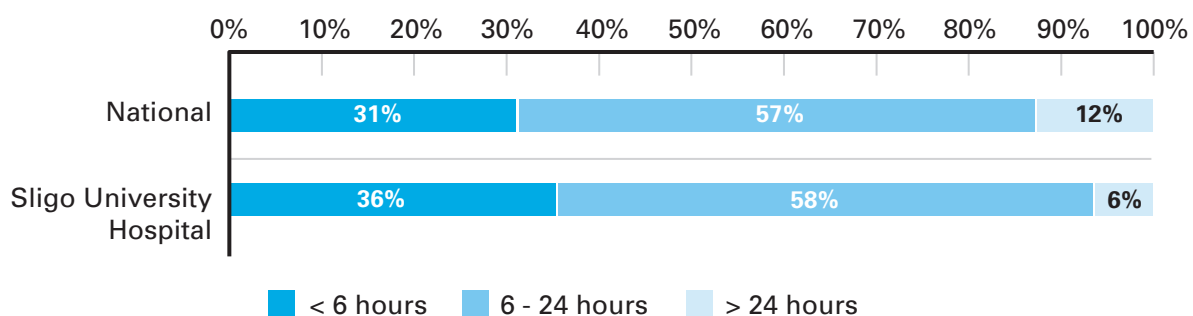
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

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

In Sligo University Hospital, 95 respondents (36%) said they were admitted to a ward within six hours of arriving at the emergency department, while 151 respondents (58%) reported waiting between six and 24 hours. 16 respondents (6%) said that they waited 24 hours or more before being admitted to a ward in Sligo University Hospital, with one of these saying they waited more than 48 hours.

Figure 5 outlines the patient-reported waiting times in Sligo University Hospital, compared with the national average.

Figure 5 Patient-reported emergency department waiting times for Sligo University Hospital and nationally



2 The HSE measures emergency department waiting times differently to the survey, namely from the time a patient registers at the emergency department until they leave it. It is likely that there are some differences between survey findings and the official HSE figures. The HSE 2018 targets can be viewed at: <https://www.hse.ie/eng/services/publications/performance-reports/2018-acute-hospitals-metadata.pdf>.

The patient voice: what patients said about admissions

"I had no wait in A&E at all. All tests were carried out fast and efficiently."

"I was seen very promptly in A&E. The doctors and triage nurse etc. explained the results of the tests clearly. I was transferred to the coronary care ward promptly. All the staff (doctors and nurses) took exceptionally good care of me and kept me updated with the results of my tests leading to my diagnosis."

"Noise levels in A&E, especially when the consultant and his doctors came from wards or clinics around 4.30-5pm. Noise levels and general hustle for me became very stressful. I realise that this is to some extent unavoidable, but staff need to remember that people in A&E are already very stressed because they are ill and in hospital."

"My experience in A&E was not good. They were dismissive and made me feel I was a big hindrance to them. Although my illness may not have been as serious as some other patients, I feel I could have been treated with more respect. I was told to go on home if I felt better but eventually had to be admitted. I was put in a private cubicle but was left there for a long spell without anyone checking on me."

Admissions: what do these results mean?

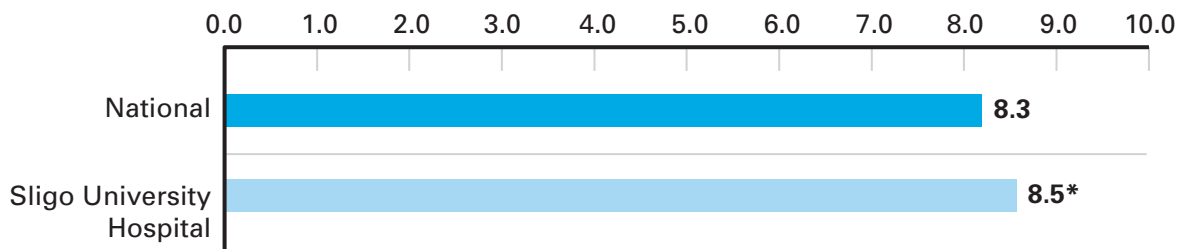
Patient ratings of admission to Sligo University Hospital were above the national average but were lower than the 2017 score. Most patients said they were treated with respect and dignity in the emergency department. Though the hospital performed above the national average on emergency department waiting times, 36% of participants said that they were admitted to a ward within the recommended six hours. This is an important issue, as lengthy waiting times are associated with poor outcomes for patients.^(1,2)

Care on the ward



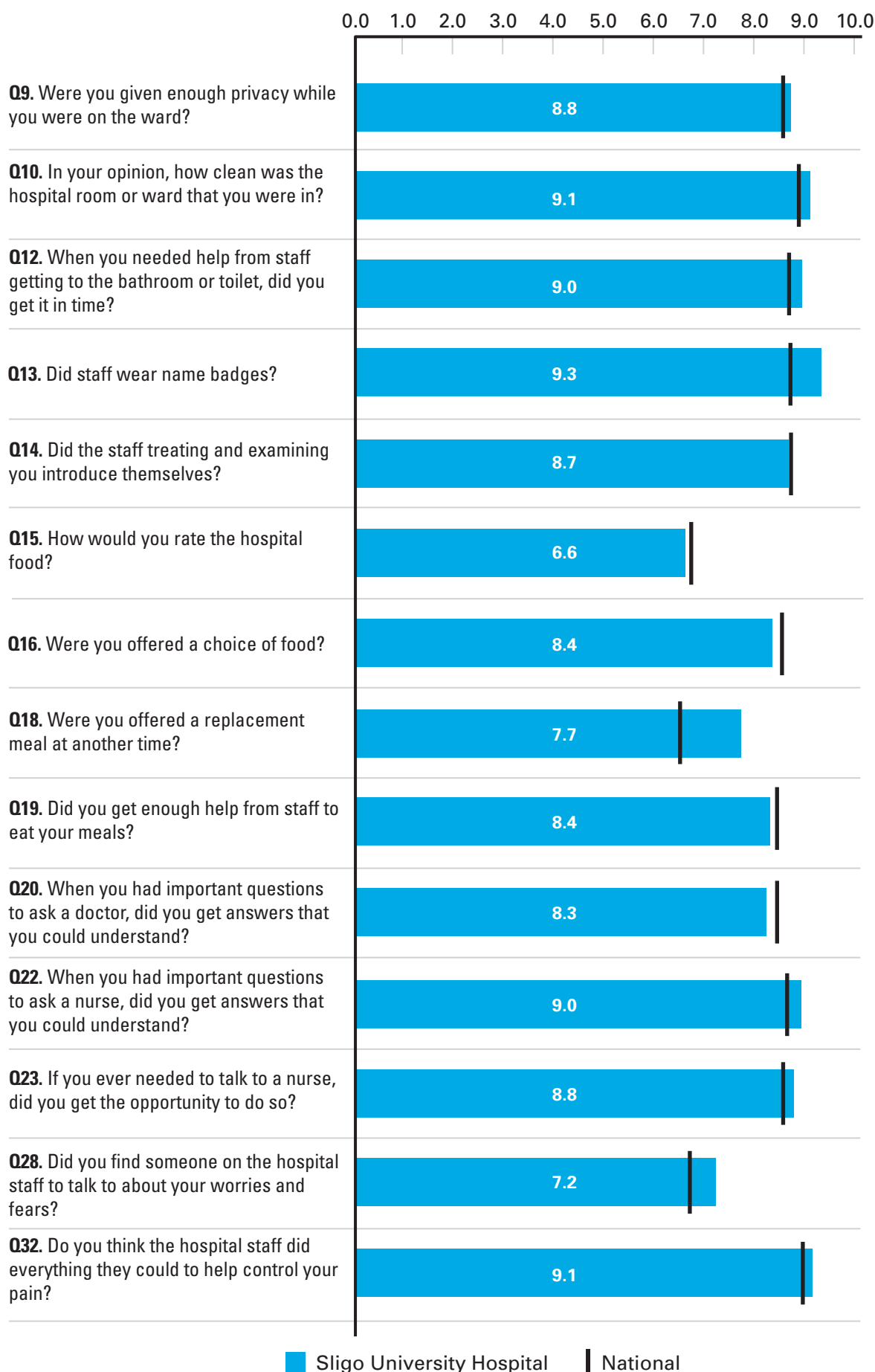
Figure 6 compares the hospital's overall score for care on the ward with the national average. Figure 7 shows the hospital's scores for questions related to this stage of care.

Figure 6 Comparison of Sligo University 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 7 Sligo University Hospital scores for questions on care on the ward



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

"Staff was extremely helpful, fair, kind, and caring. They spoke through every detail of what was wrong with me in language I could understand and I felt if I didn't understand I could ask."

"The food could be a little better, more appetising and presented a little better. I know you're in hospital and not a hotel, but I think a little bit of thought could go into it."

"I must say I was very pleased with how I was cared for by both doctors, nurses and staff during my stay. I couldn't say a bad word about anything during my stay. Very, very pleasant."

"There could be more staff as the staff are overworked & do their best in extremely difficult situations."

Care on the ward: what do these results mean?

Sligo University Hospital received higher ratings of care on the ward than the national average and similar ratings to last year's survey. Patients said that the majority of staff wore name badges. Patients also gave positive ratings of the cleanliness of rooms and wards, as well as pain management by staff. However, a number of patients were not happy with the food they received in the hospital.

Examinations, diagnosis and treatment



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

Figure 8 Comparison of Sligo University Hospital with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)

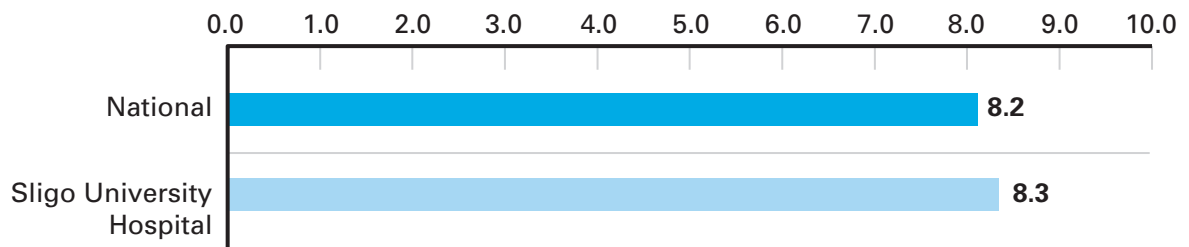
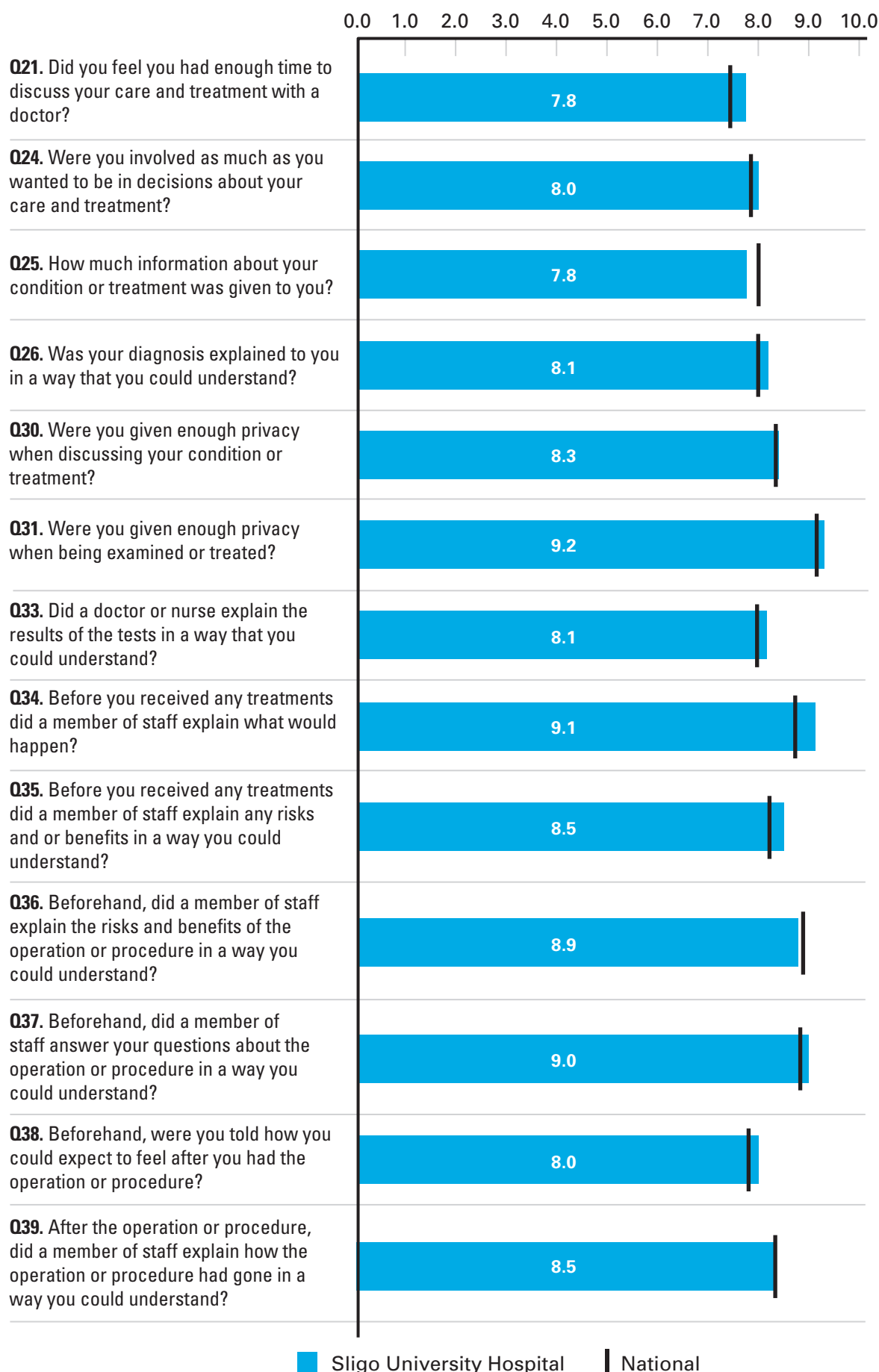


Figure 9 Sligo University Hospital scores for questions on examinations, diagnosis and treatment



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

"The nursing and feeding staff were very thorough, helpful and friendly. The doctors, medical examinations, tests, assessments and relaying of results and medical plans were also very thorough and professional. Giving a rough time of doctor arrival (estimate) was also appreciated."

"The care and attention by my consultant was excellent and the care and attention by the nursing was excellent and the catering and cleaning staff were very friendly too."

"I did not receive enough information regarding my condition. The doctor addressed the medical student staff rather than the patient."

"Everyone - doctors and nurses - seemed so incredibly busy that they had to cut their time with you short and hence questions and/or concerns were not always dealt with clearly. I felt sorry for them. The problem seemed to be understaffing."

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

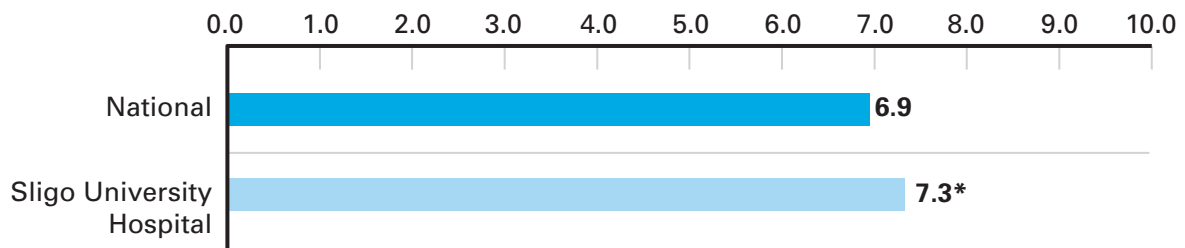
Ratings of examination, diagnosis and treatment were similar to the national average and also to last year's survey. Most patients said that they received sufficient privacy while being examined or treated. However, some patients said that they did not receive the right amount of information about their condition or treatment.

Discharge or transfer

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

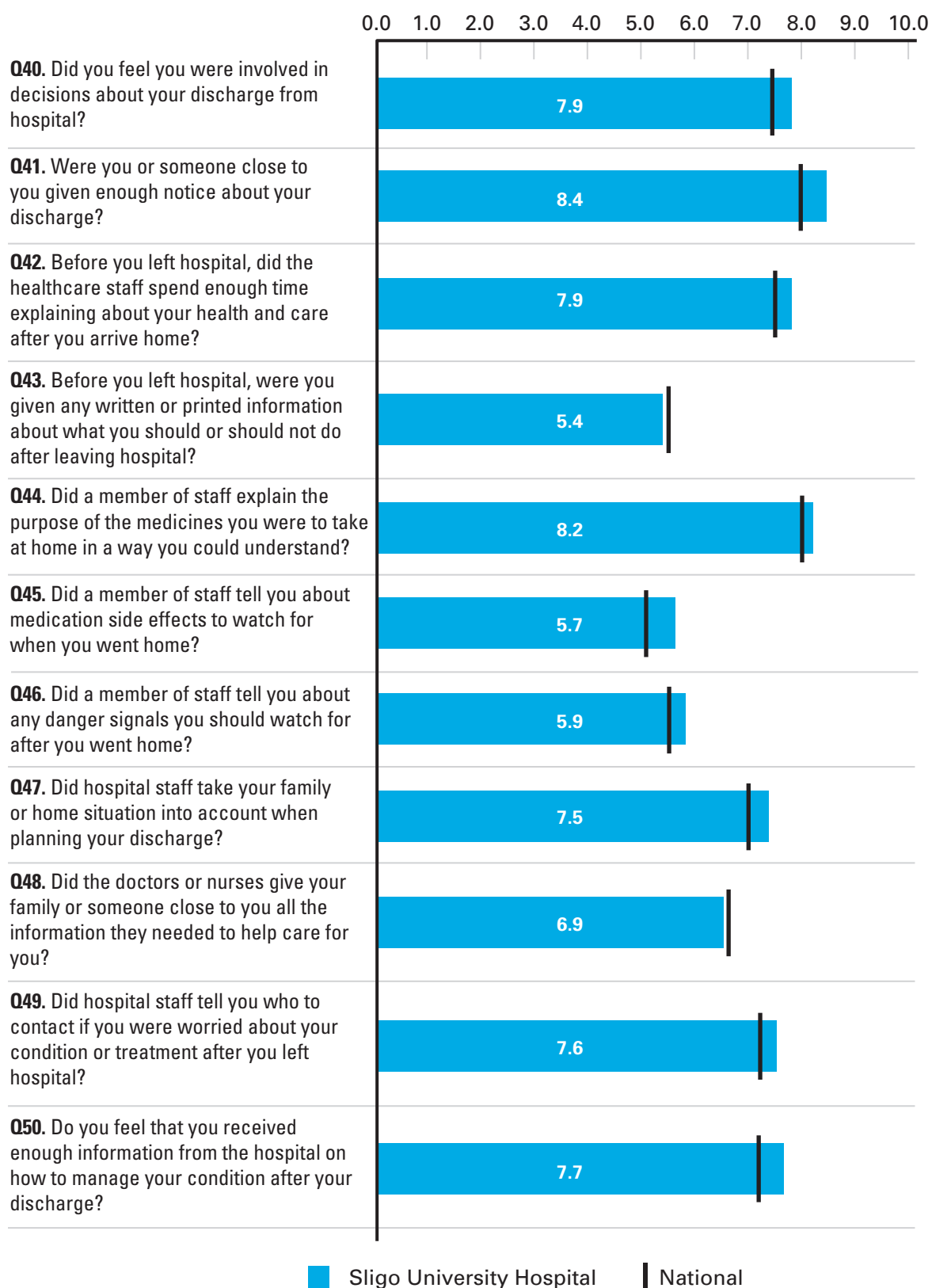


Figure 10 Comparison of Sligo University Hospital with the national average score for discharge or transfer (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 11 Sligo University Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"More information regarding how to cope when you go home. Advice on how to treat the scar tissue. Also information on when to resume normal activities - sports, etc"

"I was given a prescription after my operation. I was not told what to expect re: healing. I had headaches, nose bleeds, dizziness, sever bloating, constipation and a lot of other symptoms. After googling I discovered they were normal. It would have been nice to get some sort of aftercare sheet so I would know what to expect."

Discharge or transfer: what do these results mean?

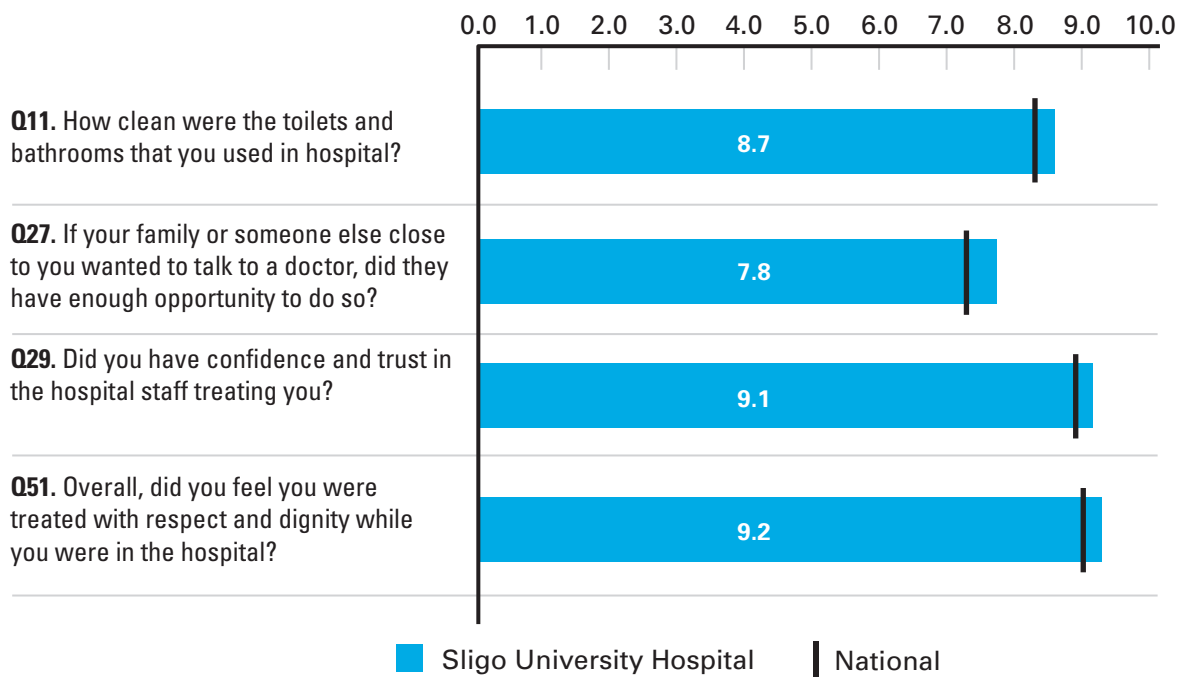
Participant ratings for this stage of care were above the national average and similar to last year's score. Most patients said that they (or someone close to them) were given enough notice of their discharge from hospital. However, a number of patients said that they were not given any written or printed information on what they should or should not do after leaving hospital.

Other aspects of care



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

Figure 12 Sligo University Hospital scores for other aspects of care



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

"I was very unwell on admission but I was treated with the upmost level of respect, caring and professionalism by a dedicated and efficient staff over all disciplines."

"More contact with family members."

"I had great confidence in the anaesthetist team. They made me feel very calm and relaxed. [Doctor's name] also made me feel calm and I had no fear or worry going into surgery."

"The very fact that I had to wait to be examined for 8 hours in a public corridor in full view of everyone is degrading to say the very least."

Other aspects of care: what do these results mean?

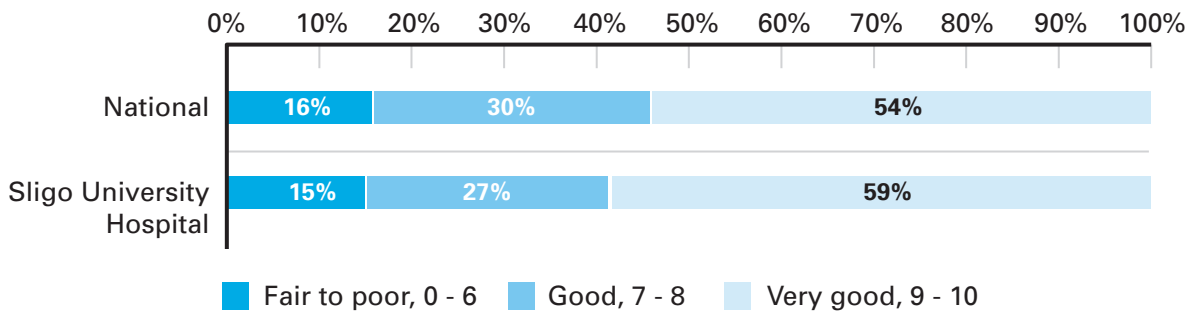
The ratings for the questions on other aspects of care were slightly above the national average. Most participants said they were treated with respect and dignity, and had confidence and trust in hospital staff. While the hospital scored above the average for Q27, a number of patients said that their family were not given sufficient opportunities to talk to a doctor.

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. 59% of participants from Sligo University Hospital rated their care as very good, slightly below the national figure of 54%.

Figure 13 compares the average overall rating of hospital experience for Sligo University Hospital with the national average.

Figure 13 Overall rating of hospital experience for Sligo University Hospital and nationally



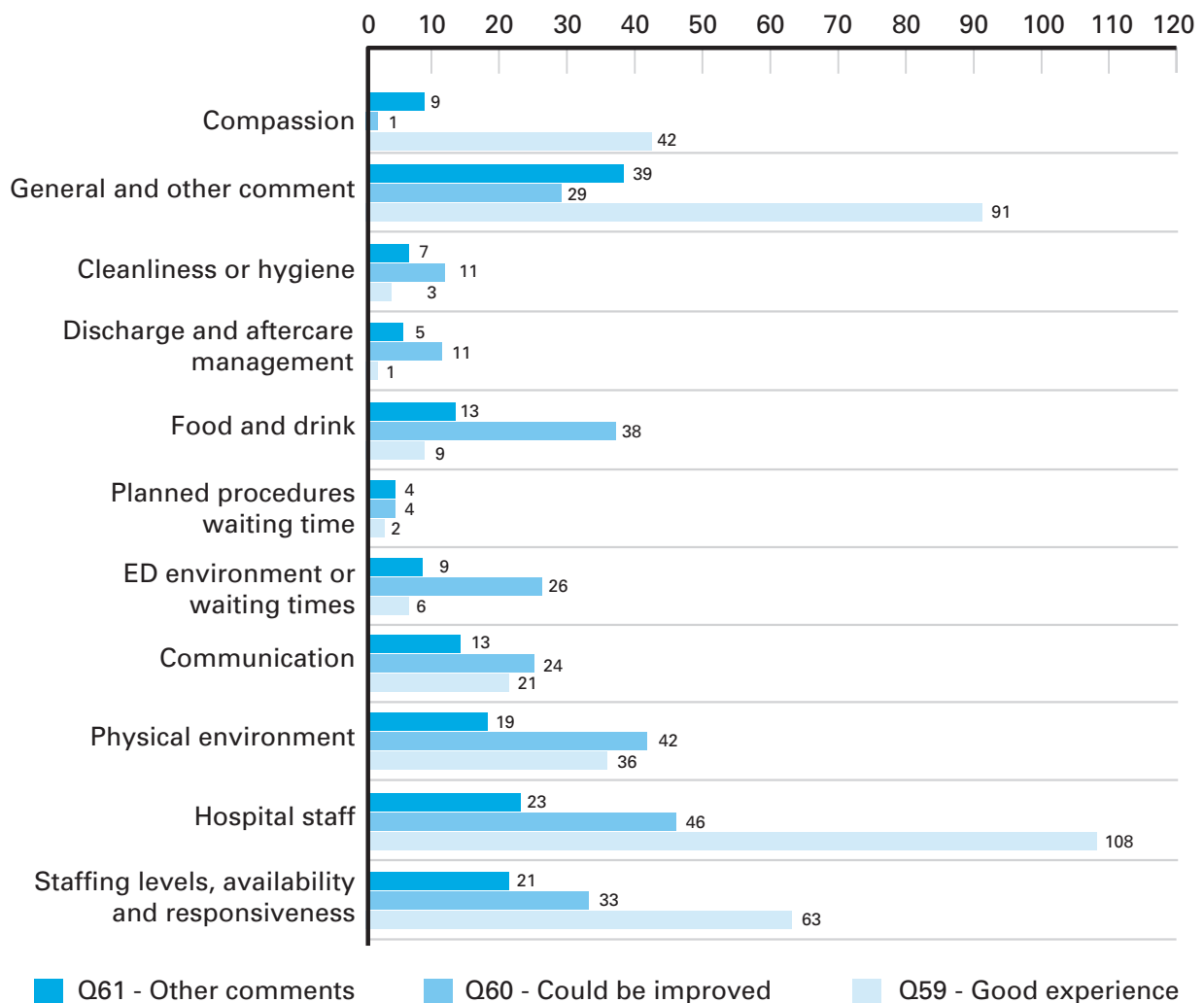
In their own words: analysis of patients' comments

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, 809 comments were received from patients of Sligo University Hospital in response to the free-text questions in the 2018 survey.

Figure 14 shows the breakdown of participant comments by theme for each of the three open-ended questions. Q59 asked participants what was particularly good about their hospital care, Q60 asked participants what could be improved, and Q61 asked participants for any other comments or suggestions.

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

Figure 14 Participant comments by theme



Conclusion

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

The majority of patients said they had a positive overall experience in Sligo University Hospital. 85% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Sligo University Hospital received higher scores than the national average for questions on admissions, care on the ward and discharge or transfer. Participant ratings of care were generally similar to those received in 2017, though lower ratings were given for admissions and overall experience.

A number of areas of good experience were apparent. For example, most patients said that the room or ward they were in was very clean. In addition, the majority of patients said that they had sufficient time to discuss their care and treatment with a doctor. Most patients also said that they were treated with respect and dignity while in the hospital.

Several areas needing improvement were identified. For example, a number of patients gave poor ratings for the food they received, and a choice of meals was not always offered. Some patients also said that they were not given the right amount of information about their condition or treatment.

These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experience. For example, patients who felt that they did not receive the right amount of information of their care or treatment were less likely to give a positive rating of their overall experience.

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

Appendix 1: Areas of good experience and areas needing improvement

Improvement map

The map below helps to identify areas of good experience and areas needing improvement in Sligo University Hospital. Questions that have a strong relationship with overall ratings of experience (Q52) are selected as areas of good experience or areas needing improvement respectively.

Three areas of good experience (highlighted in blue) and three areas needing improvement (highlighted in purple) are identified on the map.

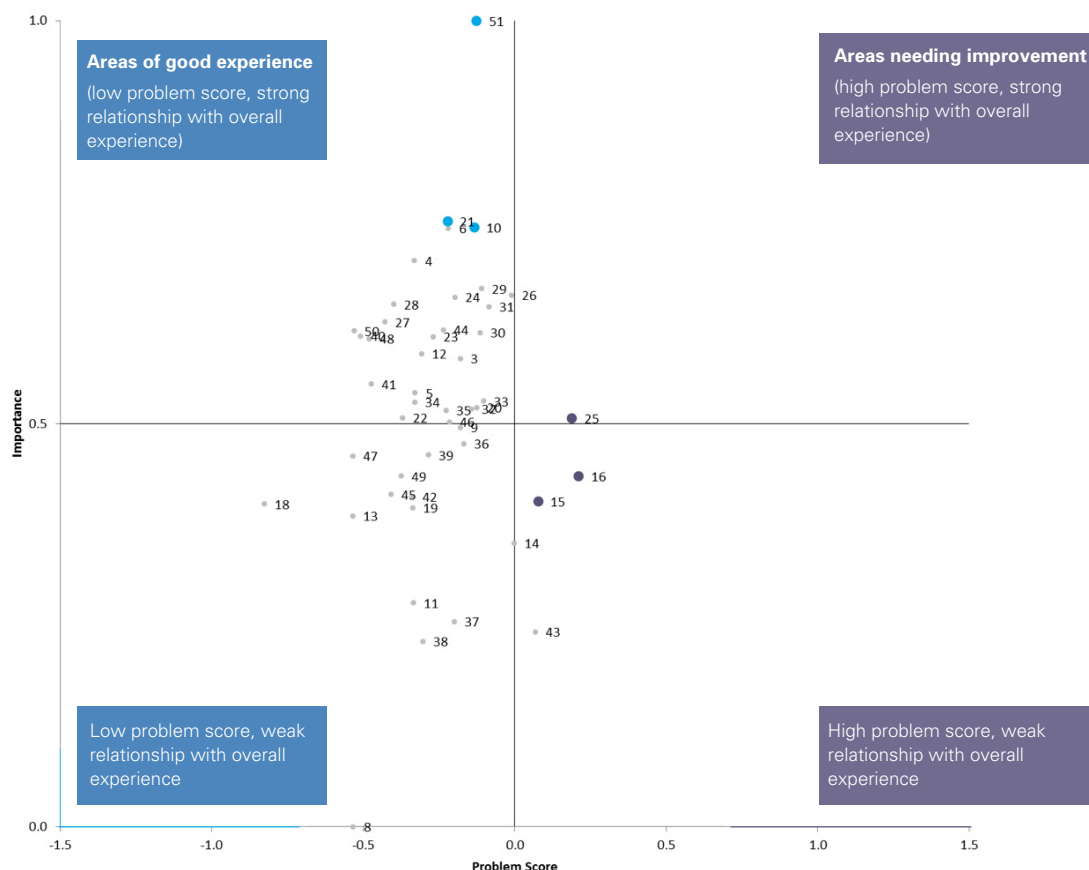
Interpreting the improvement map

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

Problem scores show the difference (positive or negative) between the national average and a question score (out of 10). These are given on the horizontal axis.

Questions that have high problem scores and are important to patients' overall experiences appear in the **top right section** of the map — these are **areas needing improvement** in this hospital.

Questions that have low problem scores and are important to patients' overall experiences can be found in the **top left section** of the map — these are **areas of good experience** in this hospital.



References

1. Singer AJ, Thode Jr HC, Viccellio P, Pines JM. The Association Between Length of Emergency Department Boarding and Mortality. *Academic Emergency Medicine*. 2011;18(12):1324-9.
2. Plunkett PK, Byrne DG, Breslin T, Bennett K, Silke B. Increasing wait times predict increasing mortality for emergency medical admissions. *European Journal of Emergency Medicine*. 2011;18(4):192-6.