



National Patient Experience Survey 2018

South Infirmary Victoria University Hospital

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Seirbhís Sláinte
Níos Fearr
á Forbairt

Building a
Better Health
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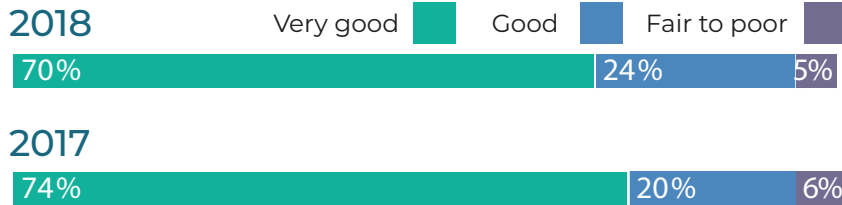
An Roinn Sláinte
Department of Health



South Infirmary Victoria University Hospital

2018 survey results

Overall experience



62% response rate

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

Areas of good experience



Respect and dignity



Help from staff to get to the bathroom



Consideration of home/family situation

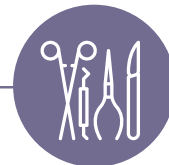
Areas needing improvement



Choice of food



Clear answers to questions about an operation or procedure



Clear explanation of the risks/benefits of an operation or procedure

The patient voice

“The surgical team were very caring and understanding and each spoke to me about the surgery and what would be happening. I appreciated this very much.”



“Consultants too rushed and didn't care as much as I expected after the operation. My consultant never visited only sent his registrar.”

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%. 229 patients from South Infirmary Victoria 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 South Infirmary Victoria University Hospital?

The majority of participants from South Infirmary Victoria University Hospital reported positive experiences in hospital. 95% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved significantly above-average scores compared to the national average across each stage of care.

Several areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave above-average ratings. For example, most patients said they were given help getting to the bathroom when they needed it. Staff took patients' home situations into account when planning their discharge, and most patients felt they were treated with respect and dignity.

There were also several areas needing improvement. For example, some patients said they were not offered a choice of food. In addition, a number of patients did not fully understand the explanations they were given prior to procedures.

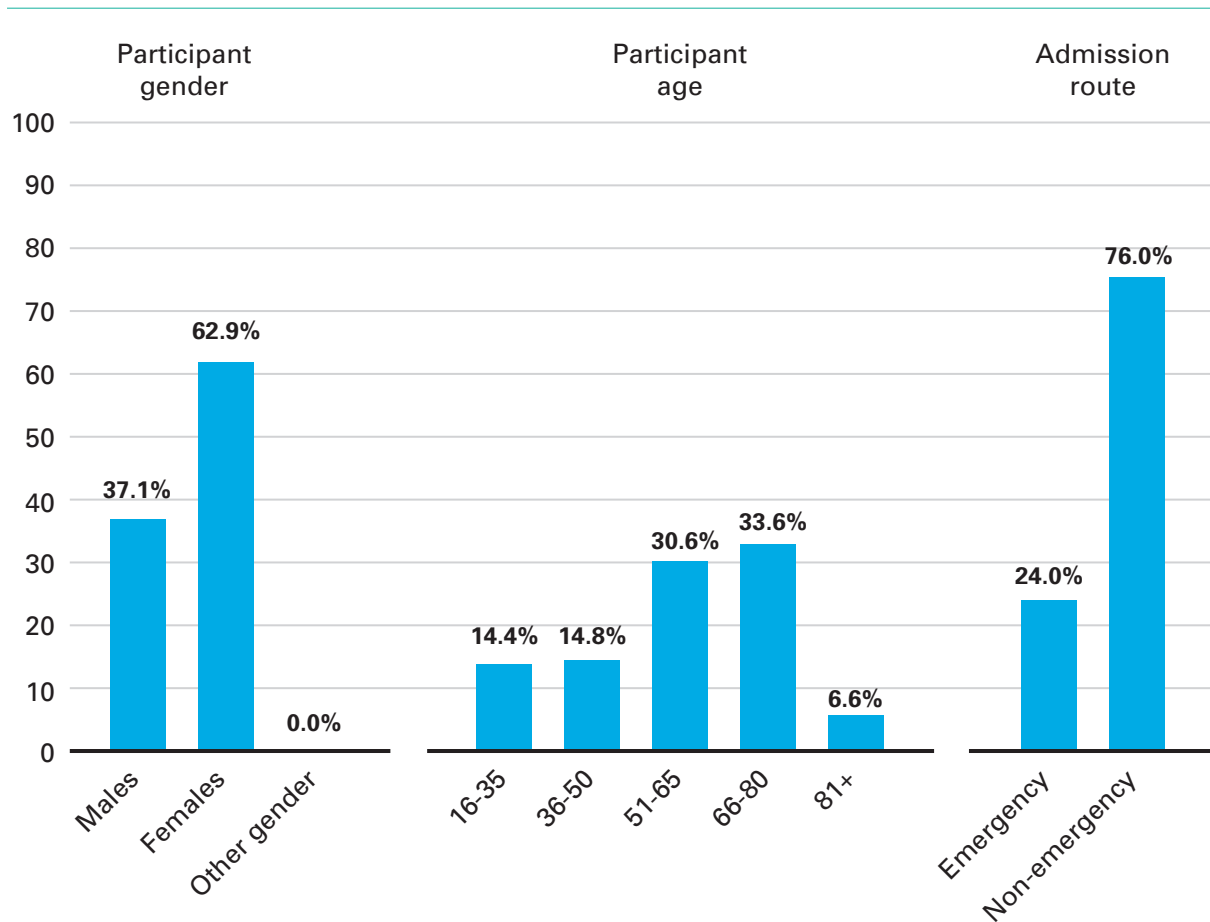
Some changes in patient experience ratings were identified, compared with the 2017 survey, though these were not statistically significant. The findings of the 2018 survey will help South Infirmary Victoria University Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

South Infirmary Victoria University Hospital is a public acute hospital, located in Cork city. There were 109 inpatient beds available in the hospital during the survey period of May 2018.

372 people discharged from South Infirmary Victoria University Hospital during the month of May 2018 were invited to participate in the survey. 229 people completed the survey, achieving a response rate of 62%. 37.1% of participants were male and 62.8% were female. 55 respondents (24%) said that their stay in hospital was an emergency¹. Figure 1 below provides information on the respondents who took part in the survey from South Infirmary Victoria University Hospital.

Figure 1 Participants from South Infirmary Victoria University Hospital by gender, age group and admission route



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

Areas of good experience and areas needing improvement

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

The areas of good experience in South Infirmary Victoria University Hospital are:

<p>Care on the ward</p> <p>Help from staff to get to the bathroom Q12</p>	<p>144 (91%) of the 158 people who answered this question said that they always received help from staff to get to the bathroom when they needed it.</p>
<p>Discharge or transfer</p> <p>Consideration of home/family situation Q47</p>	<p>144 people (90%) said that hospital staff completely or to some extent took their home or family situation into account when planning their discharge.</p>
<p>Other aspects of care</p> <p>Respect and dignity Q51</p>	<p>219 people (96%) said that they were always treated with respect and dignity while they were in the hospital.</p>

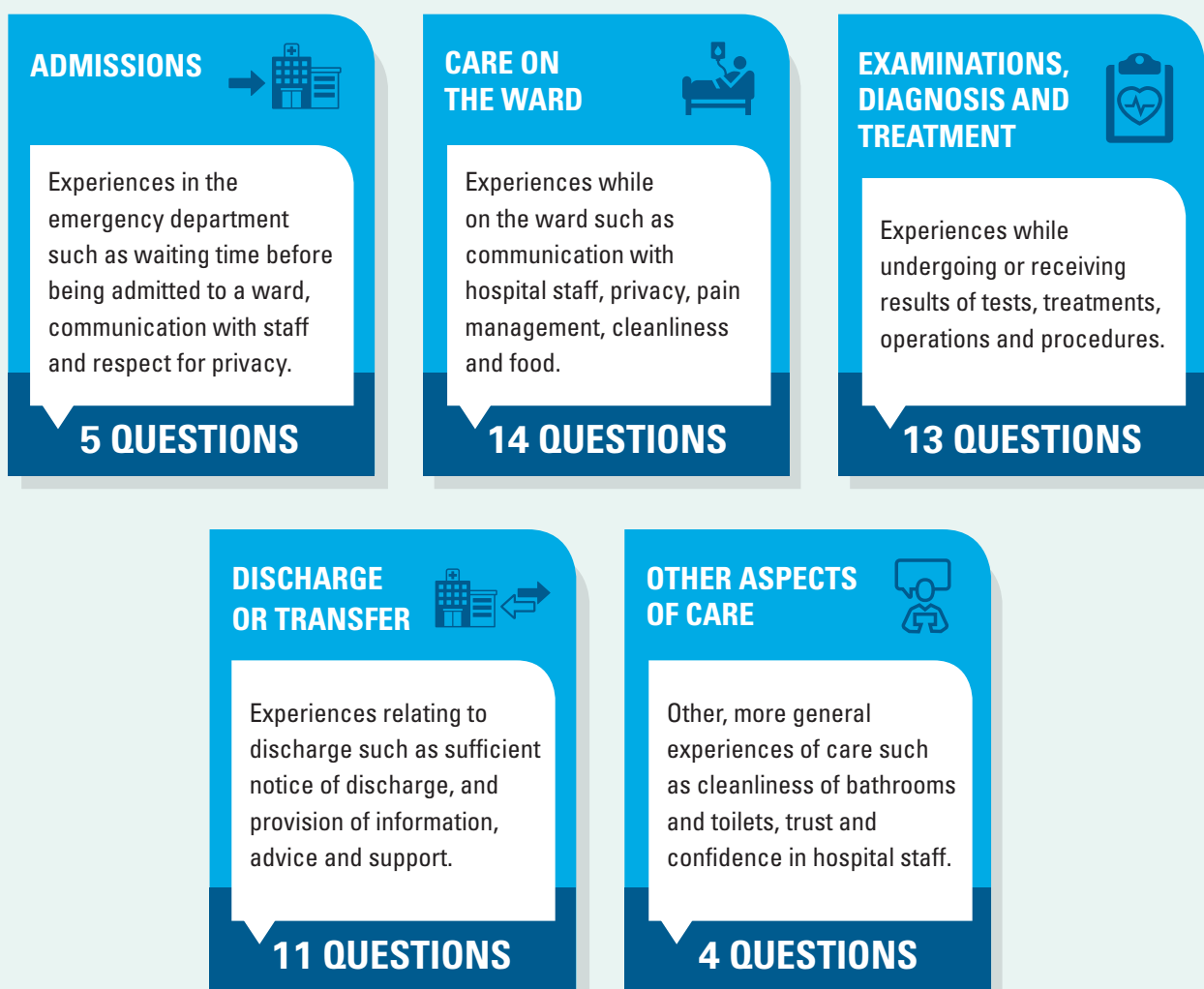
The areas needing improvement in South Infirmary Victoria University Hospital are:

<p>Care on the ward</p>	<p>Of the 214 people who answered this question, 51 (24%) said that they were not, or were only sometimes, offered a choice of food.</p>
<p>Choice of food Q16</p>	
<p>Examinations, diagnosis and treatment</p>	<p>33 people (16%) said that staff did not explain, or only to some extent explained, the risks and benefits of an operation in a way they could understand.</p>
<p>Clear explanation of the risks/ benefits of an operation or procedure Q36</p>	
<p>Examinations, diagnosis and treatment</p>	<p>29 people (16%) said that they did not understand, or only to some extent understood, the answers staff provided to their questions about an operation or procedure.</p>
<p>Clear answers to questions about an operation or procedure Q37</p>	

Survey results for the stages of care along the patient journey

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

The survey questions were grouped into five stages along the patient journey²:



2 As South Infirmary Victoria University Hospital does not have an emergency department, survey participants did not answer the questions on admissions.

Interpreting the results for the stages of care

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

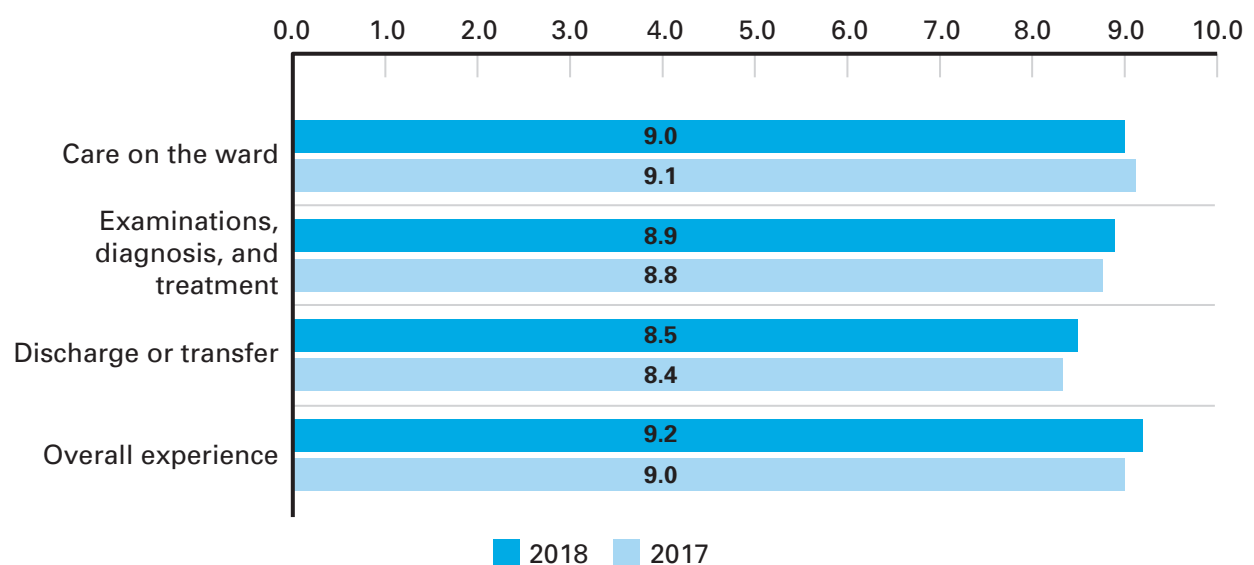
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience remained the same in 2018 as in 2017. There were slight differences in patient experience ratings 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 South Infirmary Victoria University Hospital in 2017 and 2018



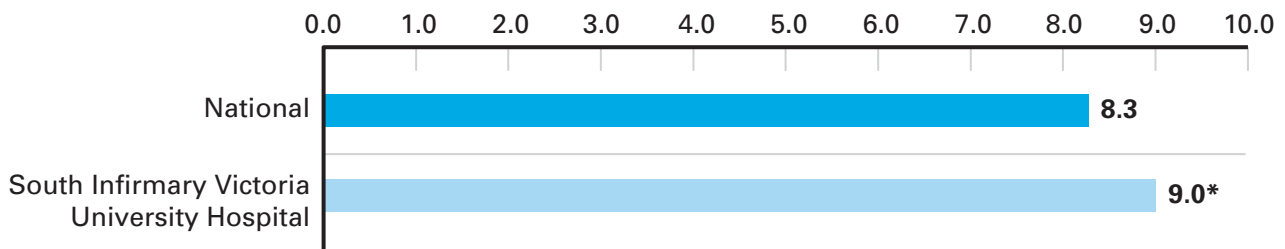
³ Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.

Care on the ward

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

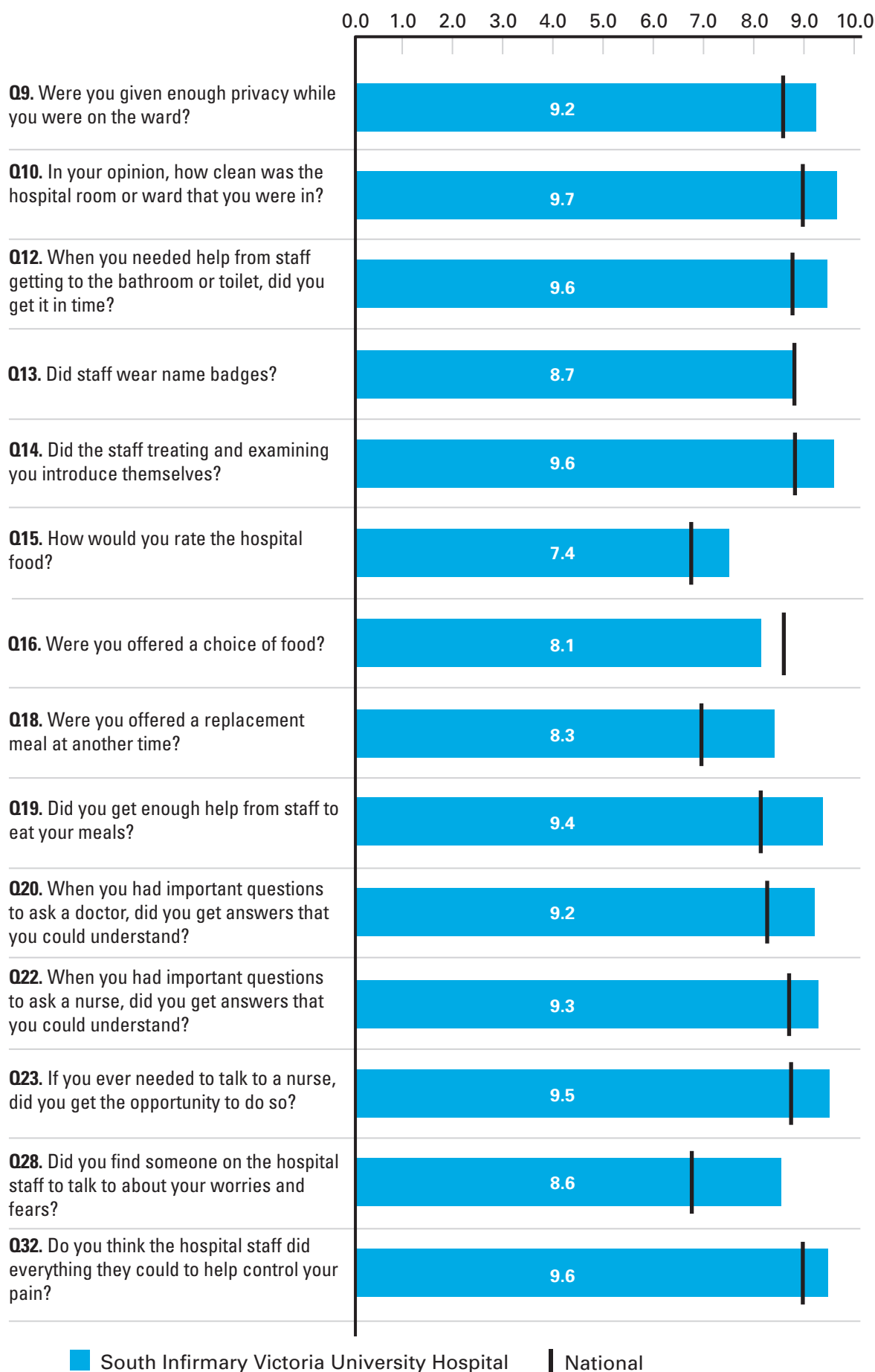


Figure 3 Comparison of South Infirmary Victoria University Hospital with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 4 South Infirmary Victoria University Hospital scores for questions on care on the ward



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

"From the minute I entered the hospital until the minute I left everybody was so professional and caring in their job, from the doctors, nurses and even the cleaning staff and people who look after the food. Excellent experience."

"I was very nervous to begin with, as it was over 30 years since I was in hospital, but all the staff from top to bottom were so friendly, caring and put me at ease. I had a very enjoyable stay."

"The food was not very nice - there was no attempt to cater for low carbohydrate meals. Choice was very limited."

"Healthcare assistants could be more involved and active with patients. Toilets need to be cleaned hourly. Visitors need to obey visiting hours and control children, not have it like a slumber party."

Care on the ward: what do these results mean?

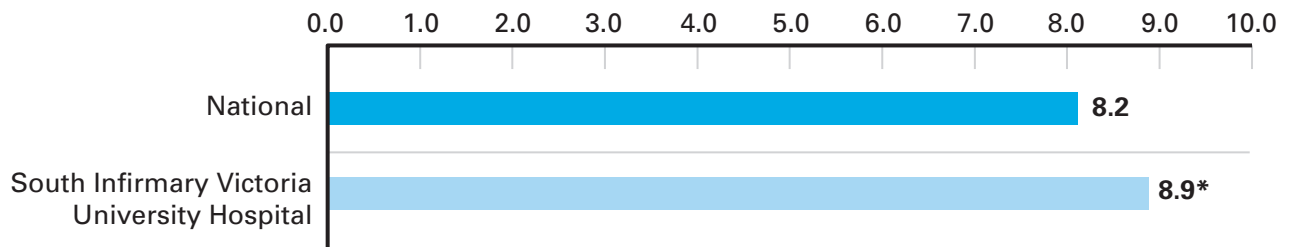
South Infirmary Victoria University Hospital received significantly higher ratings of care on the ward than the national average. Patient ratings of this stage were similar to those in last year's survey. Patients gave very positive ratings of cleanliness, staff introductions and pain management. Some patients said they did not receive a sufficient choice of food.

Examinations, diagnosis and treatment



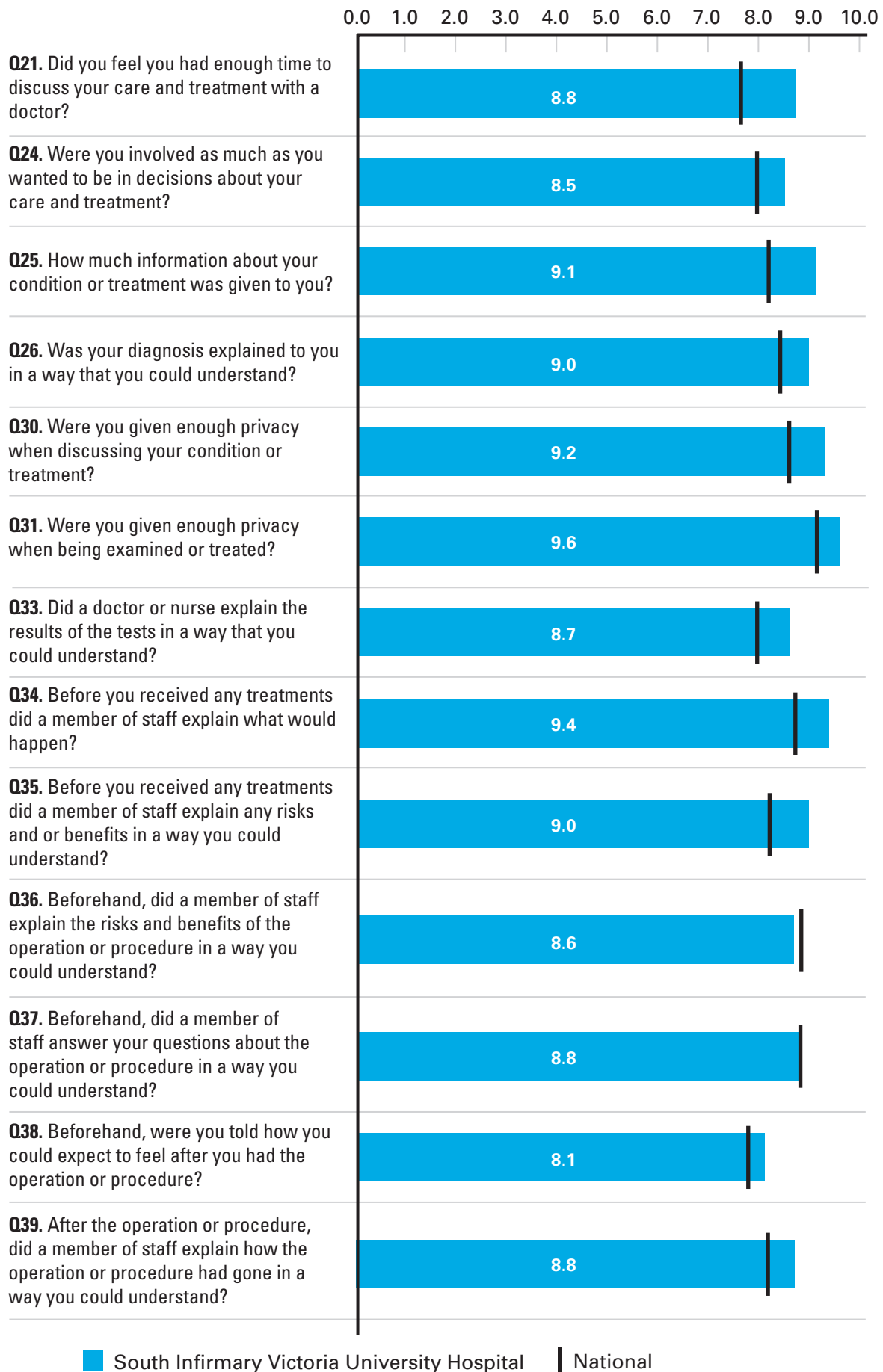
Figure 5 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 6 shows the hospital's scores for questions on this stage of care.

Figure 5 Comparison of South Infirmary Victoria University 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 South Infirmary Victoria University Hospital scores for questions on examinations, diagnosis and treatment



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

"The surgical team were very caring and understanding and each spoke to me about the surgery and what would be happening. I appreciated this very much."

"Consultants too rushed and didn't care as much as I expected after the operation. My consultant never visited only sent his registrar."

"I felt safe and well cared for post-surgery. All staff knocked prior to entering my room. All very courteous and respectful, understanding, professional."

"I was booked in to hospital at 7am, my first surgery wasn't until half 1. Also I felt that it really wasn't explained fully the effects from getting your [procedure name]. It really hurt my ear drums and also I couldn't taste food for weeks! I never knew this was a part of it."

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

Ratings of examination, diagnosis and treatment were significantly above the national average and patient ratings of this stage were similar to last year's survey. Most patients said they had a positive experience of privacy in the hospital, but some patients were not fully informed about how they could expect to feel after an operation or procedure. The hospital performed above the national average in both areas.

Discharge or transfer

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

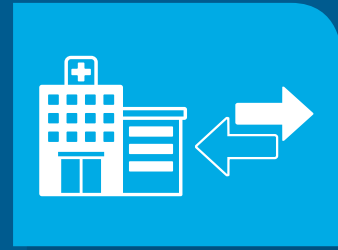
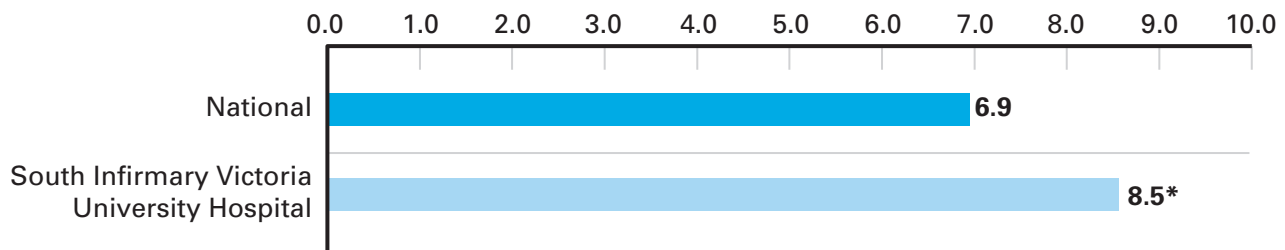
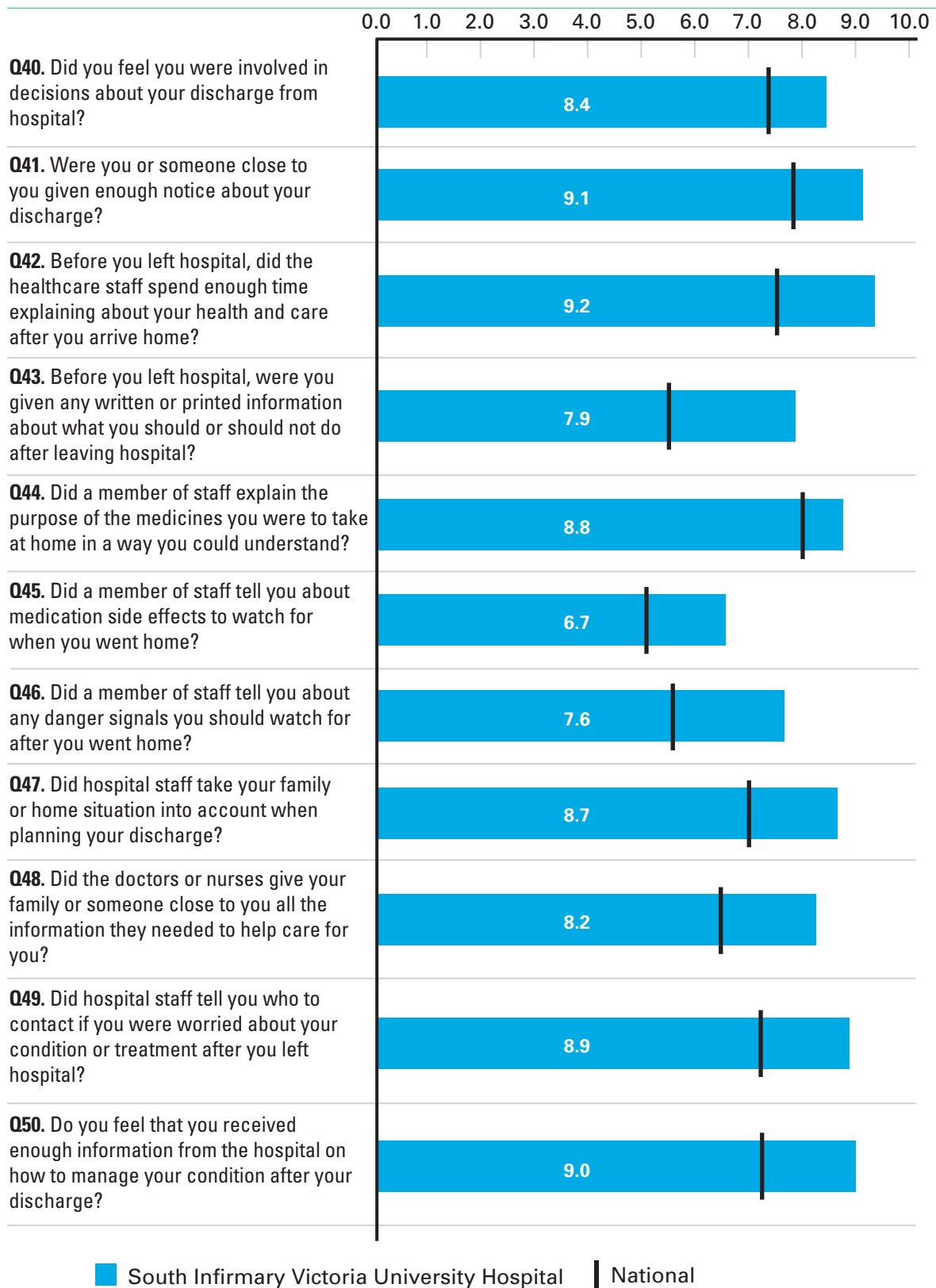


Figure 7 Comparison of South Infirmary Victoria University Hospital with the national average score for discharge or transfer (out of a maximum of 10).



* Denotes a statistically significant difference from the national average.

Figure 8 South Infirmary Victoria University Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

“Care given was exceptional from entering hospital until discharge.”

“I felt that my discharge was rushed. I was in hospital for one night and I did not get to see my consultant before I left. I could have benefited from an extra night as the pain and discomfort was worse the 2nd night at home. I rang the hospital but was told after being passed on to different depts. to go to my GP.”

Discharge or transfer: what do these results mean?

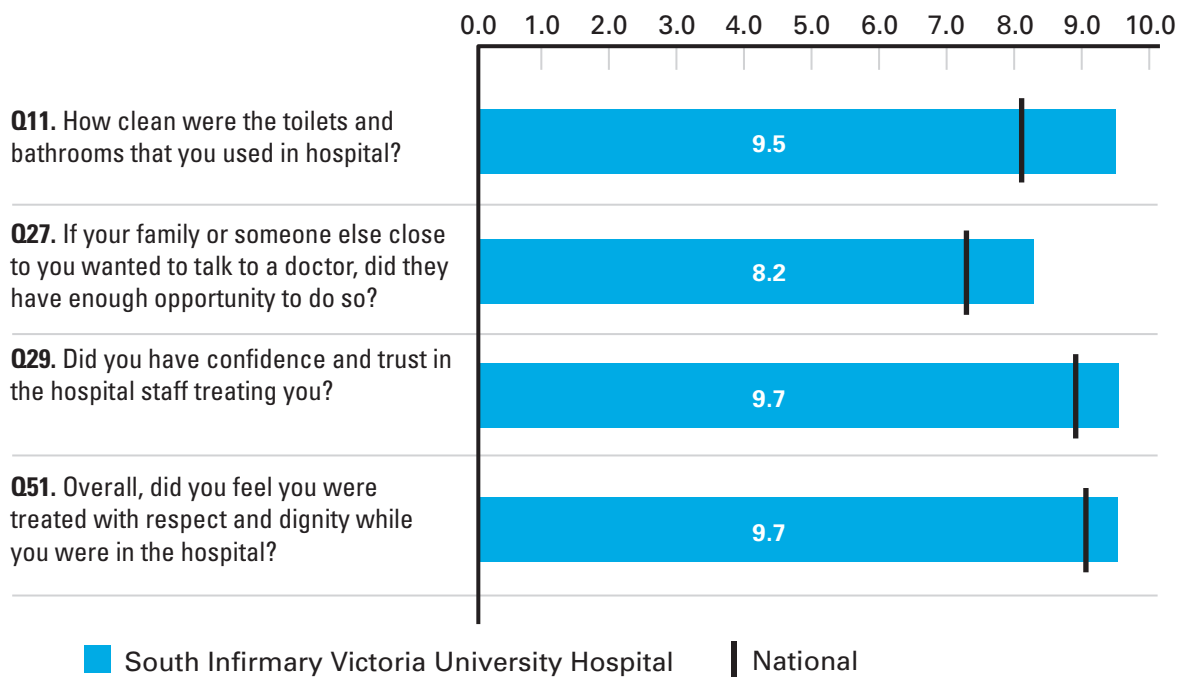
Participant ratings for this stage of care were significantly above the national average. South Infirmary Victoria University Hospital received similar ratings of discharge or transfer in 2017 and 2018. The hospital scored above the national average on each of the questions for this stage of care, with particularly positive ratings of the explanations given by staff prior to discharge. Nevertheless, some patients said they were not told about medication side effects 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 South Infirmary Victoria University Hospital scores for other aspects of care



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

"It was very professional, and the staff were very good. My surgery was a success and the theatre staff were very reassuring and put my mind at ease."

"I was treated with great dignity and got the best of care from doctors, nurses and staff. Thank you."

"Access to see specialist needs to be improved."

"For me personally I wasn't very happy that male and female patients are mixed together."

Other aspects of care: what do these results mean?

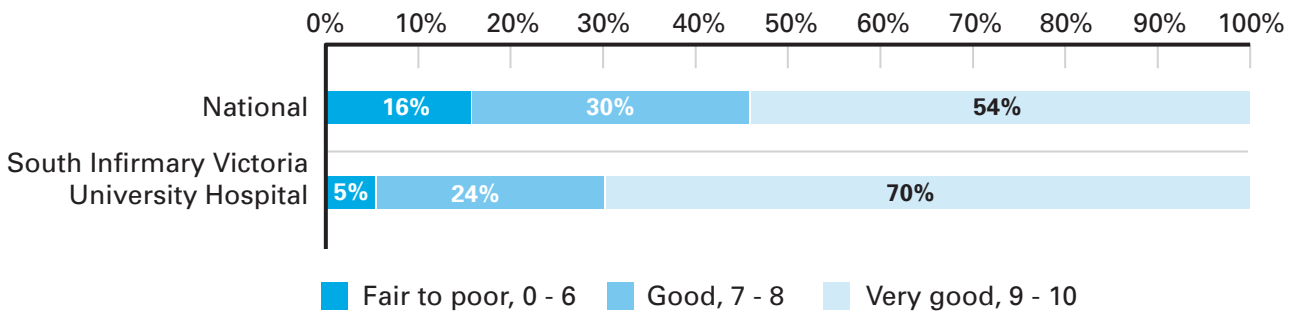
The ratings for the questions on other aspects of care were above the national average. For example, most participants said they were treated with respect and dignity, and had confidence and trust in hospital staff. Nevertheless, some people said that if their families or friends wanted to talk to a doctor, they did not always get the opportunity to do so.

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. 70% of participants from South Infirmary Victoria University Hospital rated their care as very good; significantly above the national figure of 54%.

Figure 10 compares the average overall rating of hospital experience for South Infirmary Victoria University Hospital with the national average.

Figure 10 Overall rating of hospital experience for South Infirmary Victoria University Hospital and nationally



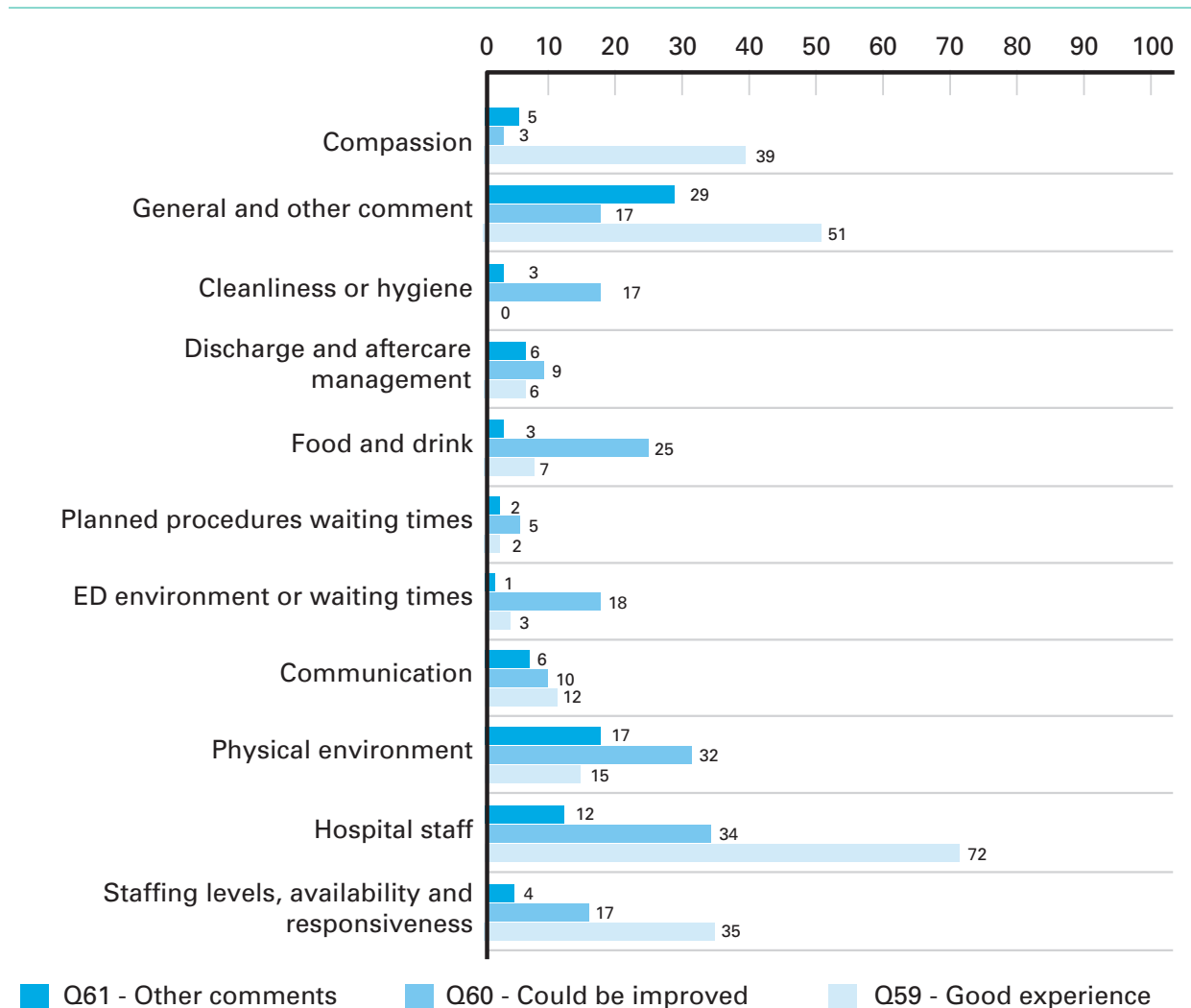
In their own words: analysis of patients' comments

The last three questions (questions 59-61) of the survey asked patients to provide additional information, in their own words, on their experiences in hospital. 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, 517 comments were received from patients of South Infirmary Victoria University 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 'hospital staff' and 'general and other comment' themes. For Q60, most comments related to the 'hospital staff' and 'physical environment' themes. For Q61, most of the comments related to the 'hospital staff' and 'general and other comment' themes.

Figure 11 Participant comments by theme



Conclusion

What were patients' experiences of hospital care in South Infirmary Victoria University Hospital in May 2018?

The majority of participants said they had a positive overall experience in South Infirmary Victoria University Hospital. 95% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

South Infirmary Victoria University Hospital received higher scores than the national average across each stage of care. Participant ratings of care were generally similar to those received in 2017.

A number of areas of good experience were apparent. For example, patients received assistance in getting to the bathroom when required, and had their home situation taken into account when planning their discharge. The large majority of patients said they were always treated with respect and dignity while in the hospital.

Several areas needing improvement were also identified. Some patients were not satisfied with the choice of food. In addition, a number of patients did not fully understand the explanations from staff on operations and procedures.

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 understand the answers from staff and explanations about procedures were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help South Infirmary Victoria University 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 South Infirmary Victoria 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.

