



National
Patient
Experience
Survey

National Patient
Experience Survey
2018

South/South West
Hospital Group

Contents

About the National Patient Experience Survey 2018	3
What were the main findings for South/South West Hospital Group?	3
Hospital group profile	3
Who took part in the survey?	5
Survey results for the stages of care along the patient journey	6
Interpreting the results for the stages of care.....	6
Changes in patient experience over time.....	7
Admissions	8
Care on the ward	11
Examinations, diagnosis and treatment.....	13
Discharge or transfer.....	15
Other aspects of care	17
Overall experience	18
Areas of good experience and areas needing improvement.....	19
Conclusion.....	21

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%. 2,622 patients from South/South West Hospital 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 South/South West Hospital Group?

The majority of participants from South/South West Hospital Group reported positive experiences in hospital. 84% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. Some changes in patient experience ratings were identified, compared with the 2017 survey. The hospital group received significantly higher scores for care on the ward, examinations, diagnosis and treatment; and discharge or transfer. The findings of the 2018 survey helped inform quality improvement plans in hospitals of the South/South West Hospital Group.

Hospital group profile

South/South West Hospital Group is one of seven hospital groups¹ in Ireland. Hospital groups were established in Ireland in 2013 with the aim of integrating

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.

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 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 9 eligible hospitals in South/South West Hospital Group (Table 1). The hospitals in South/South West Hospital 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 South/South West Hospital Group

Hospital Name	Number of inpatient beds*	Number of eligible discharges	Number of participants	Emergency department
Bantry General Hospital	50	154	80	No
Cork University Hospital	614	1653	846	Yes
Lourdes Orthopaedic Hospital Kilcreene	20	67	50	No
Mallow General Hospital	54	150	82	No
Mercy University Hospital	200	702	352	Yes

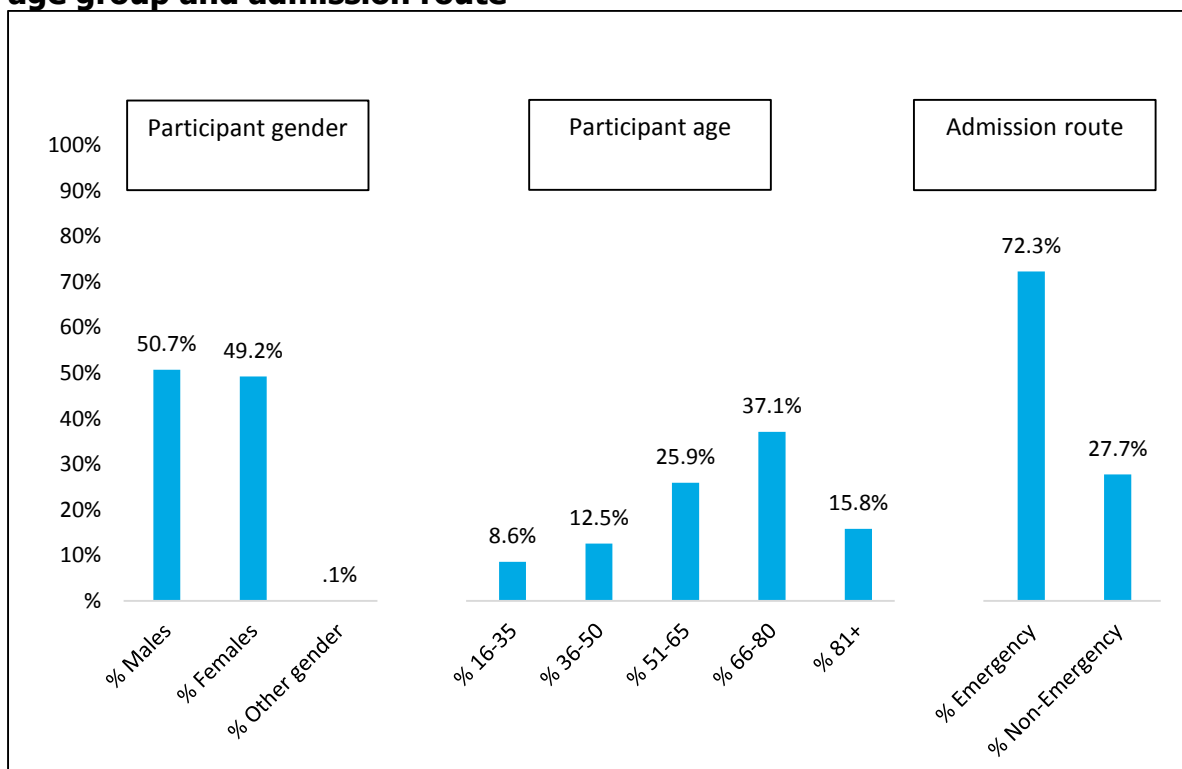
South Infirmary Victoria University Hospital	109	372	229	No
South Tipperary General Hospital	178	532	246	Yes
University Hospital Kerry	260	483	239	Yes
University Hospital Waterford	406	982	498	Yes

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

Who took part in the survey?

5,095 people discharged from a hospital in South/South West Hospital Group during the month of May 2018 were invited to participate in the survey. 2,622 people completed the survey, achieving a response rate of 51%. 50.7% of participants were male and 49.2% were female. 1,895 respondents (72.3%) said that their stay in hospital was an emergency. Figure 1. below provides information on the respondents who took part in the survey from South/South West Hospital Group.

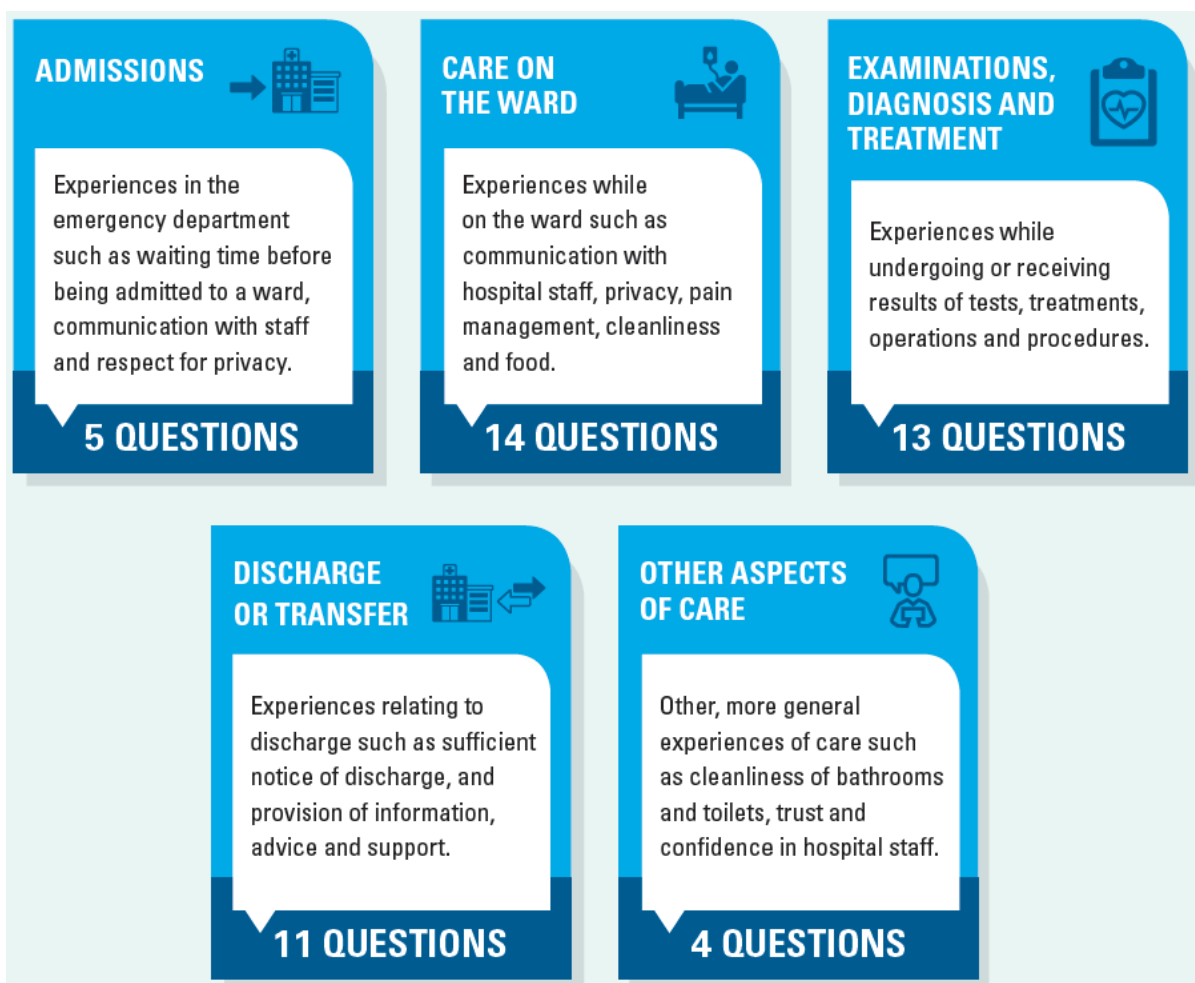
Figure 1. Participants from South/South West Hospital Group by gender, age group and admission route



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.

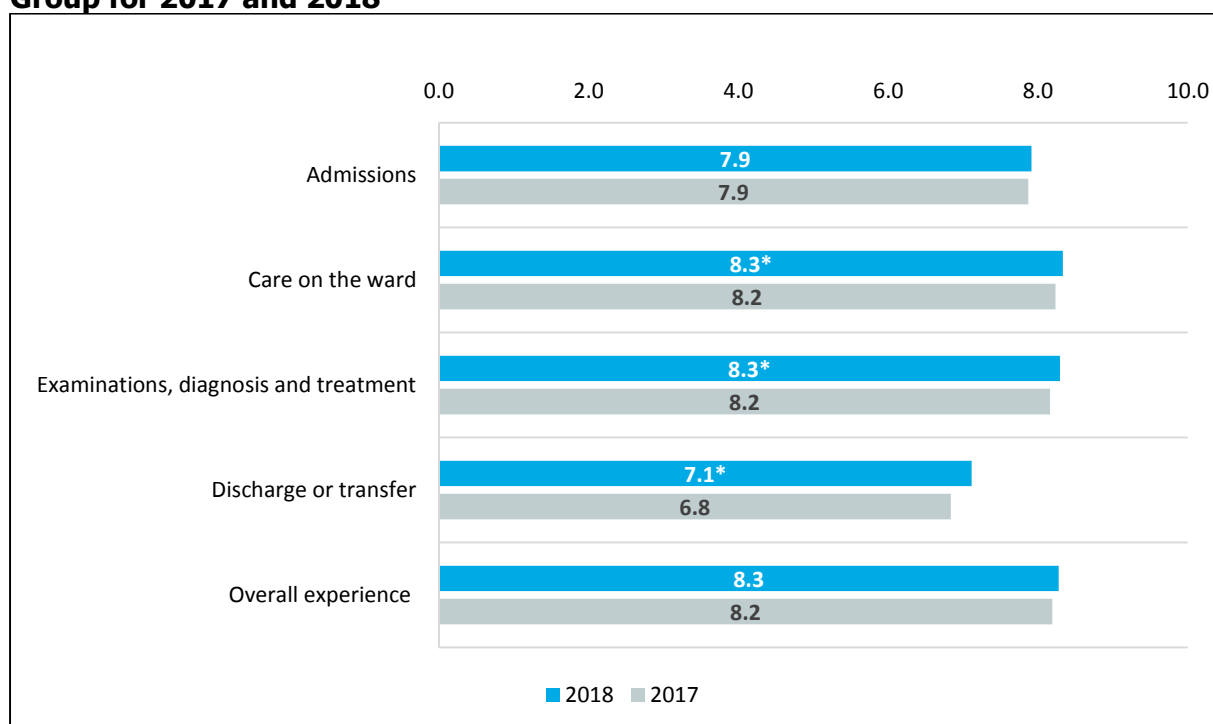
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, between a hospital and its group or between a group and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report,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

Changes in patient experience over time

Participants' average rating of their overall experience in South/South West Hospital Group remained similar to what it was in 2017. While the admissions score remained unchanged from 2017, the South/South West Hospital Group significantly improved on care on the ward, examinations, diagnosis and treatment; and discharge or transfer. 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 South/South West Hospital 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 South/South West Hospital 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

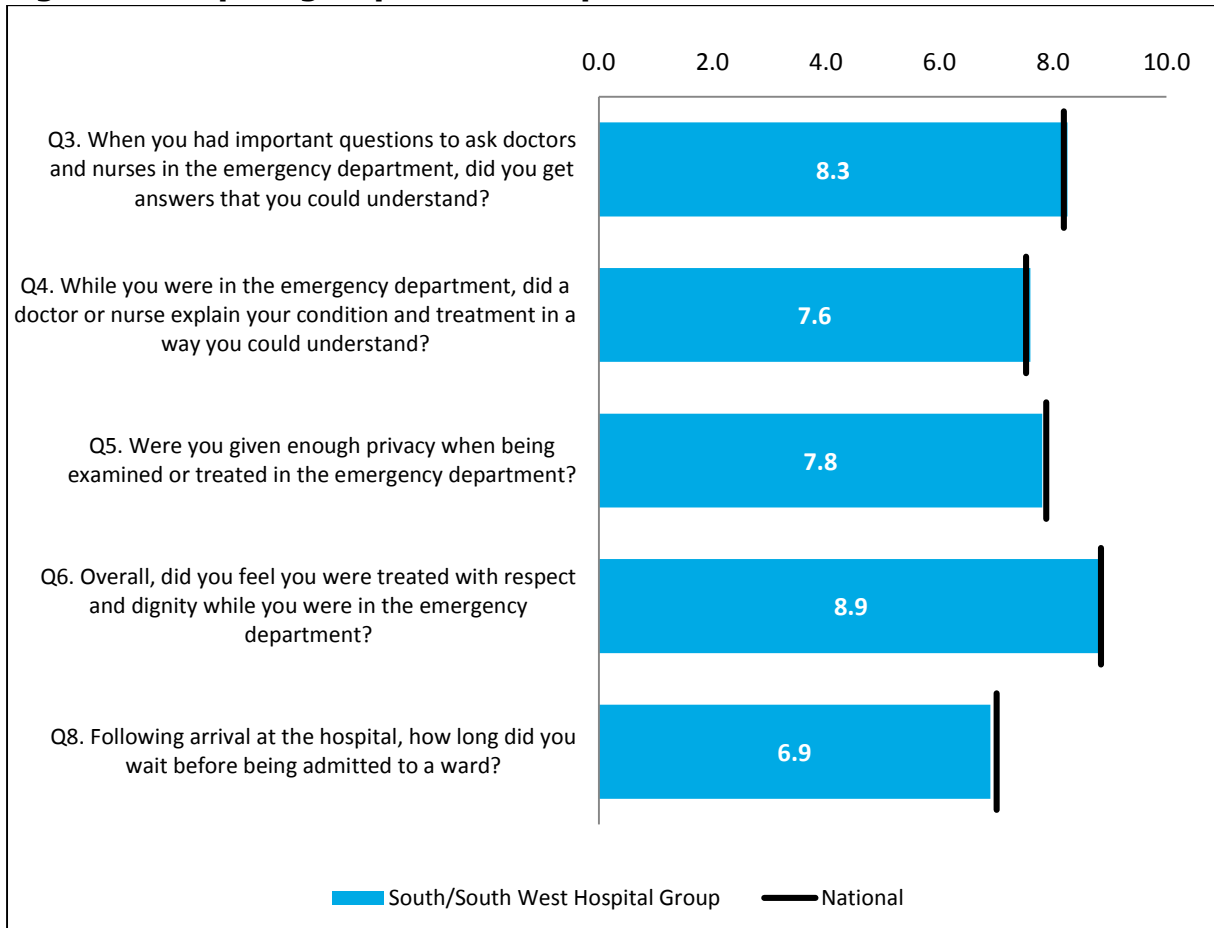
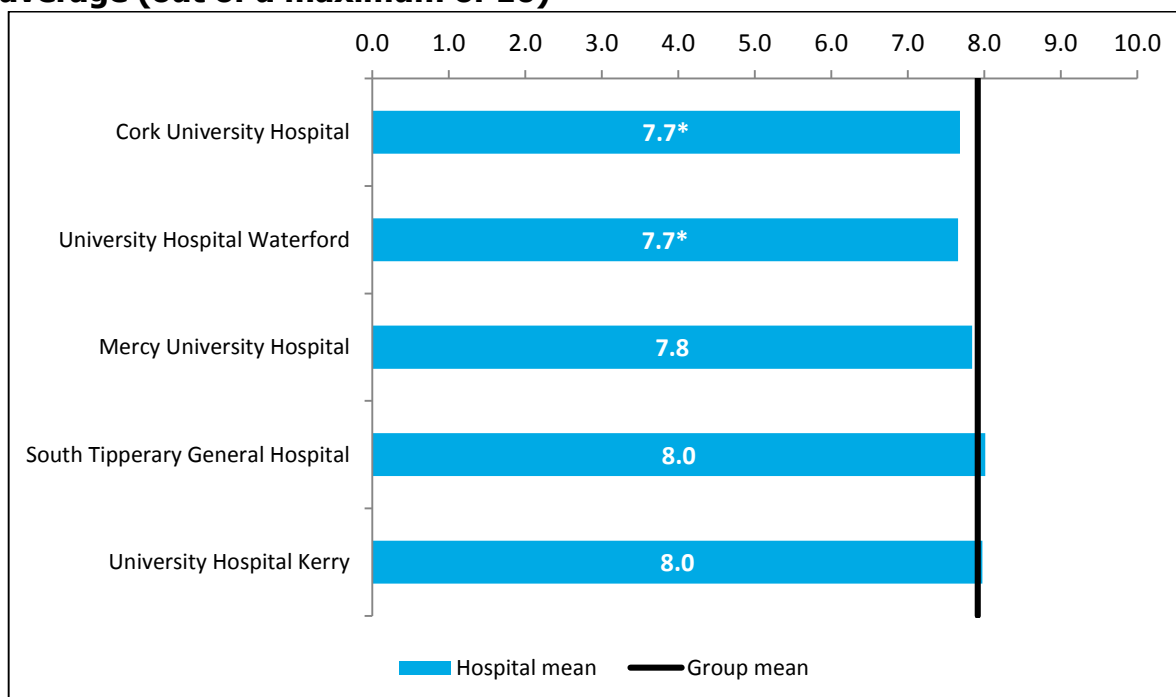
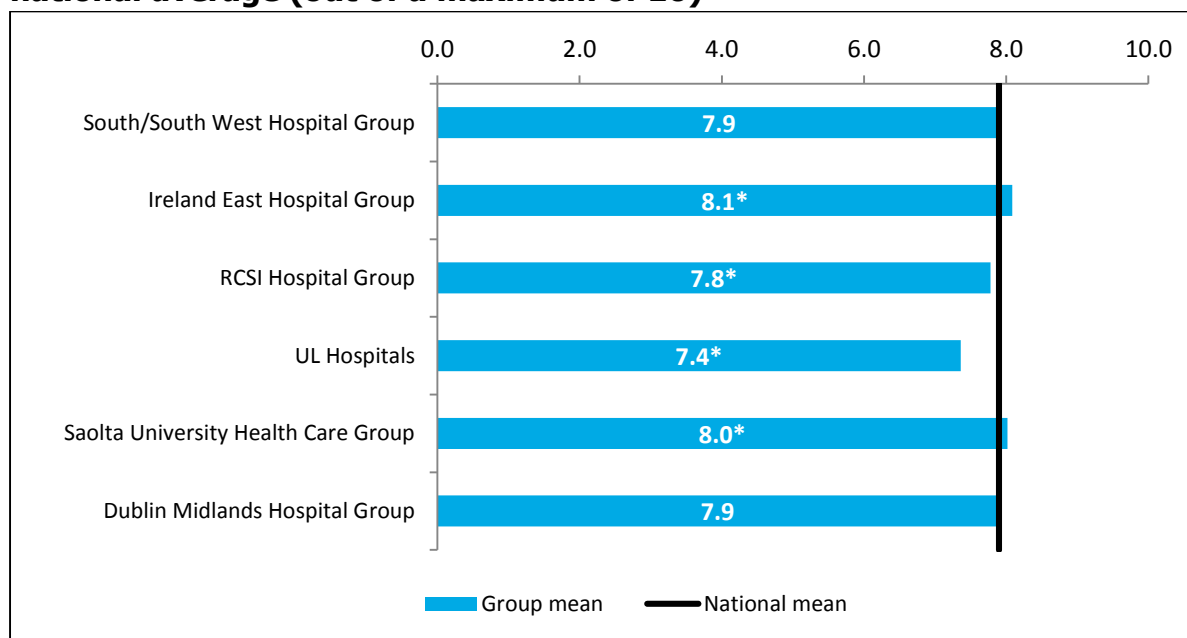


Figure 4. Comparison of hospital scores for admissions with the group average (out of a maximum of 10)



* 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 South/South West Hospital Group. Figure 7. compares the waiting times for the different hospital groups.

Figure 6. Patient-reported emergency department waiting times for hospitals of South/South West Hospital Group and nationally

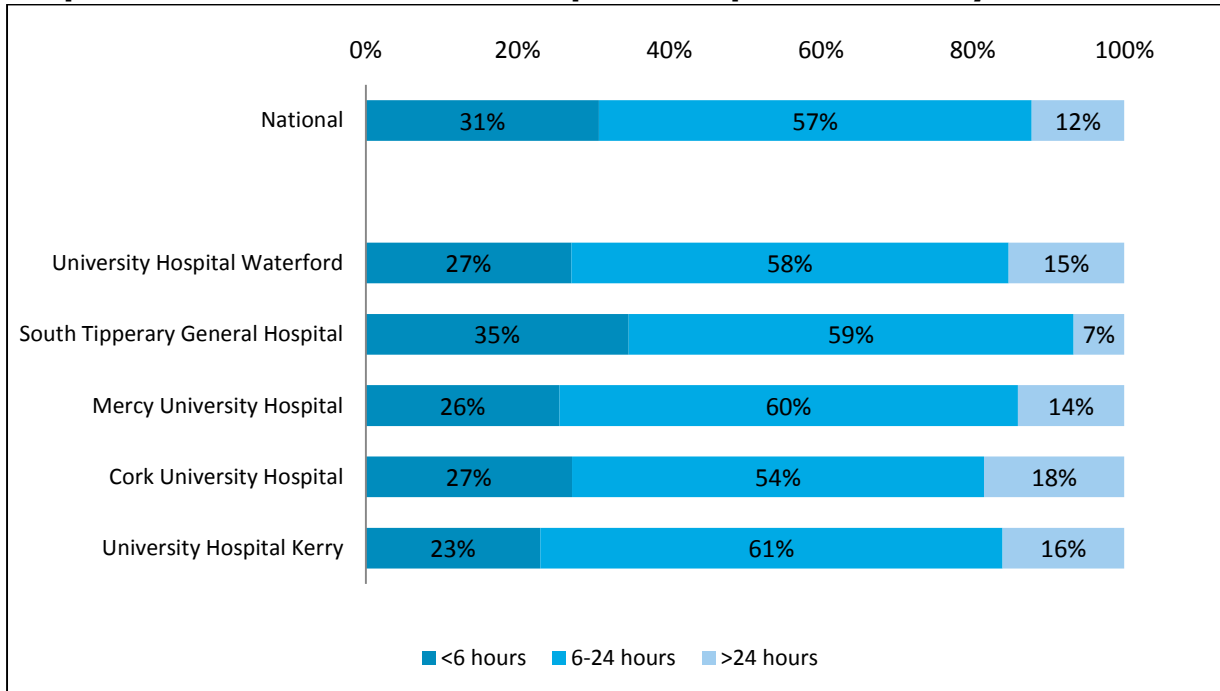
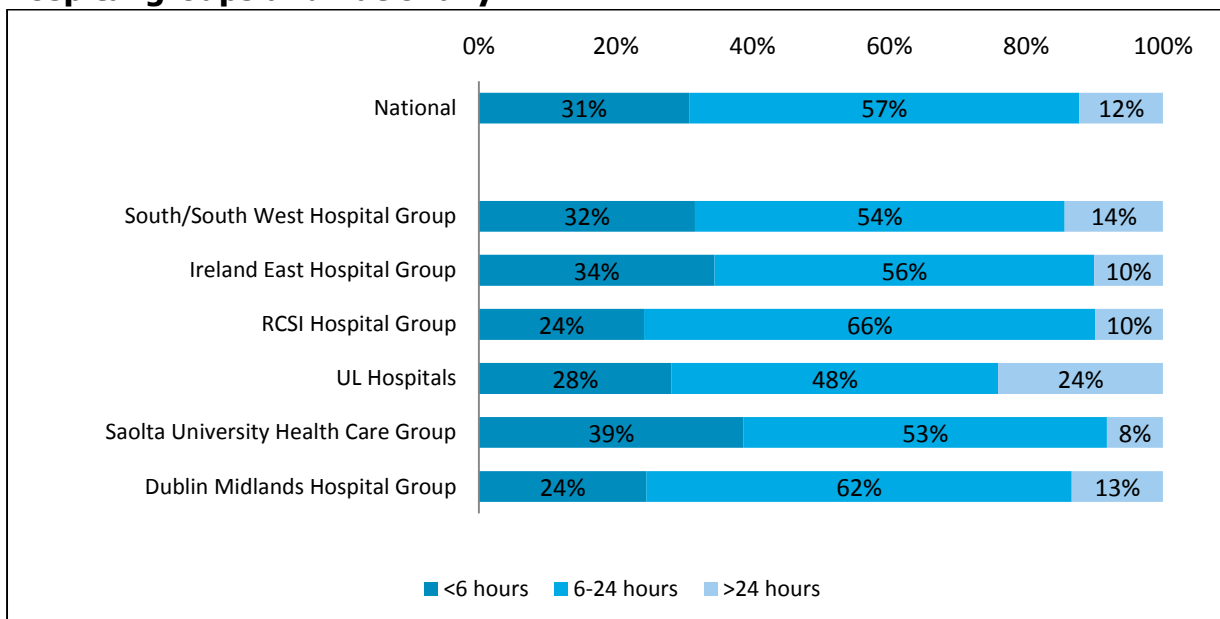


Figure 7. Patient-reported emergency department waiting times for hospital groups and nationally



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 South/South West Hospital 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

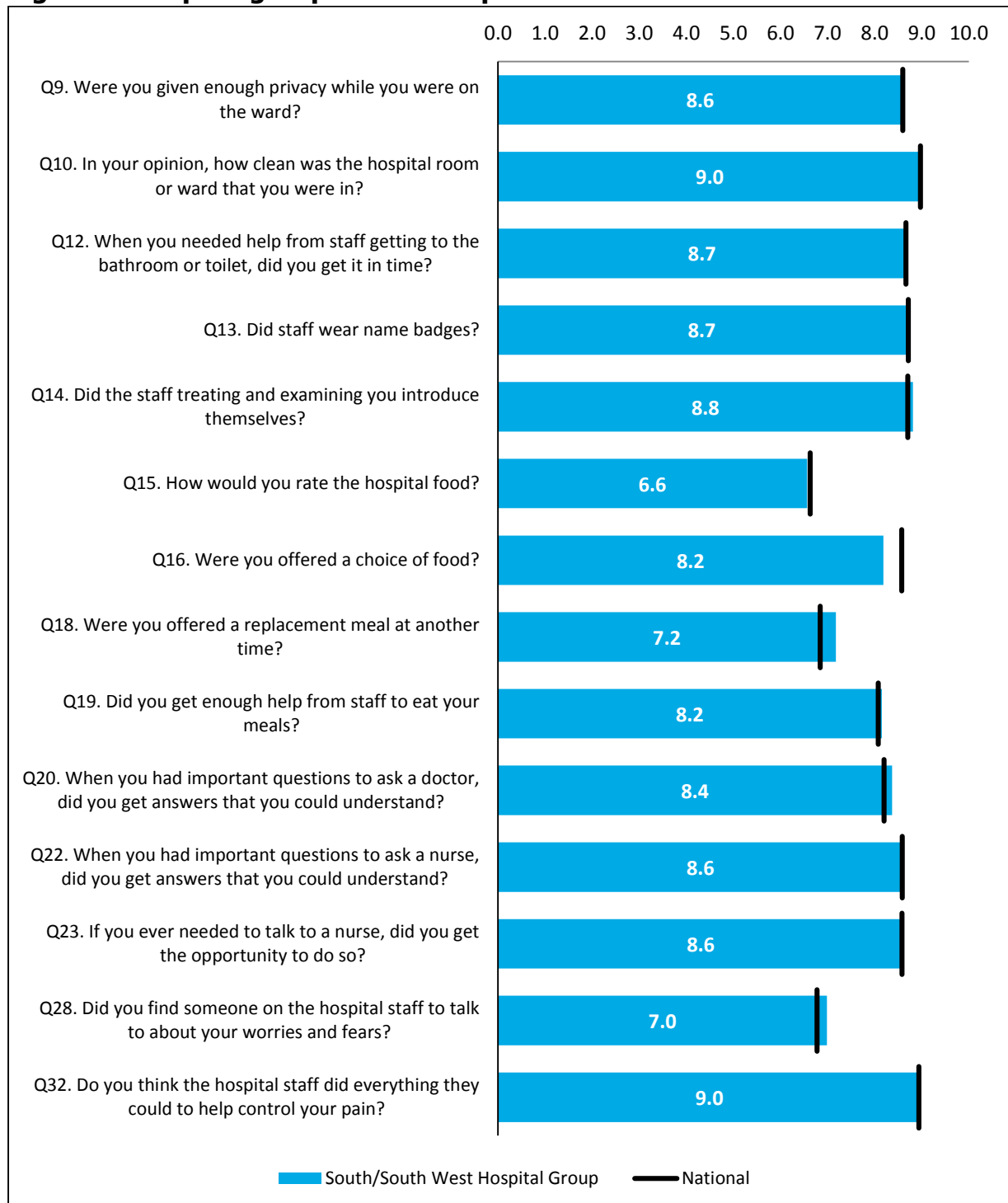
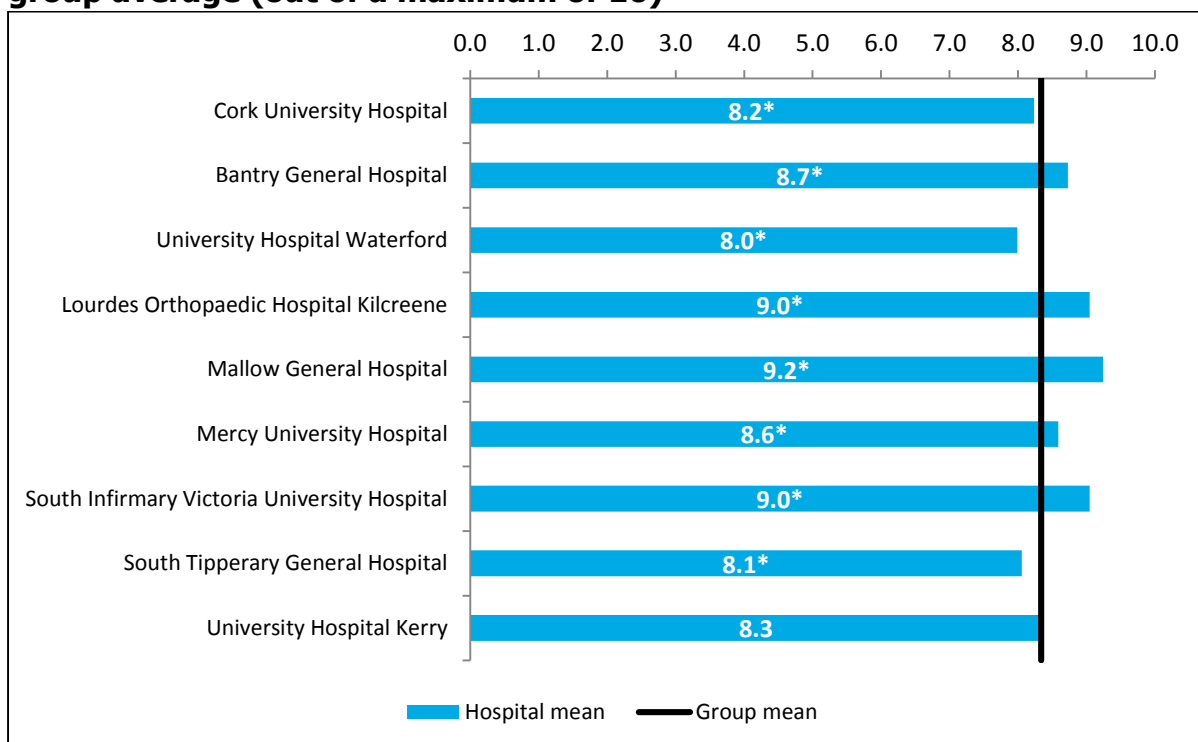
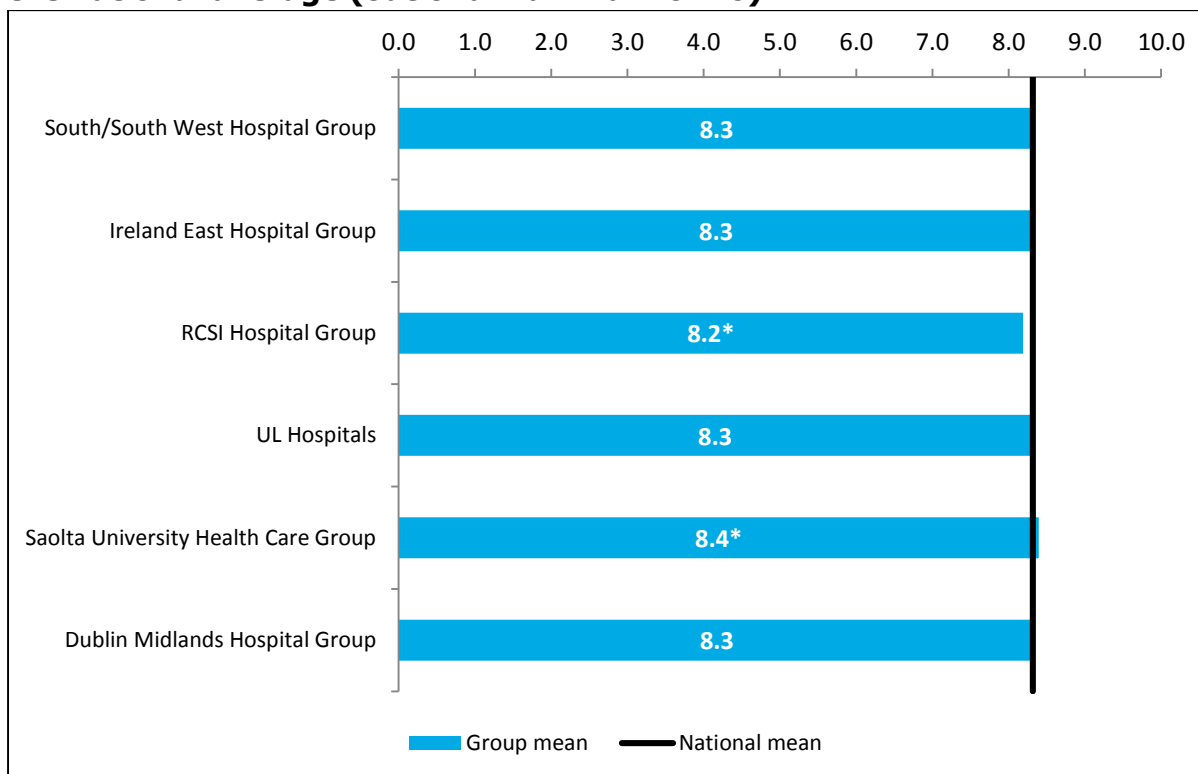


Figure 9. Comparison of hospital scores for care on the ward with the group average (out of a maximum of 10)



* 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 South/South West Hospital 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

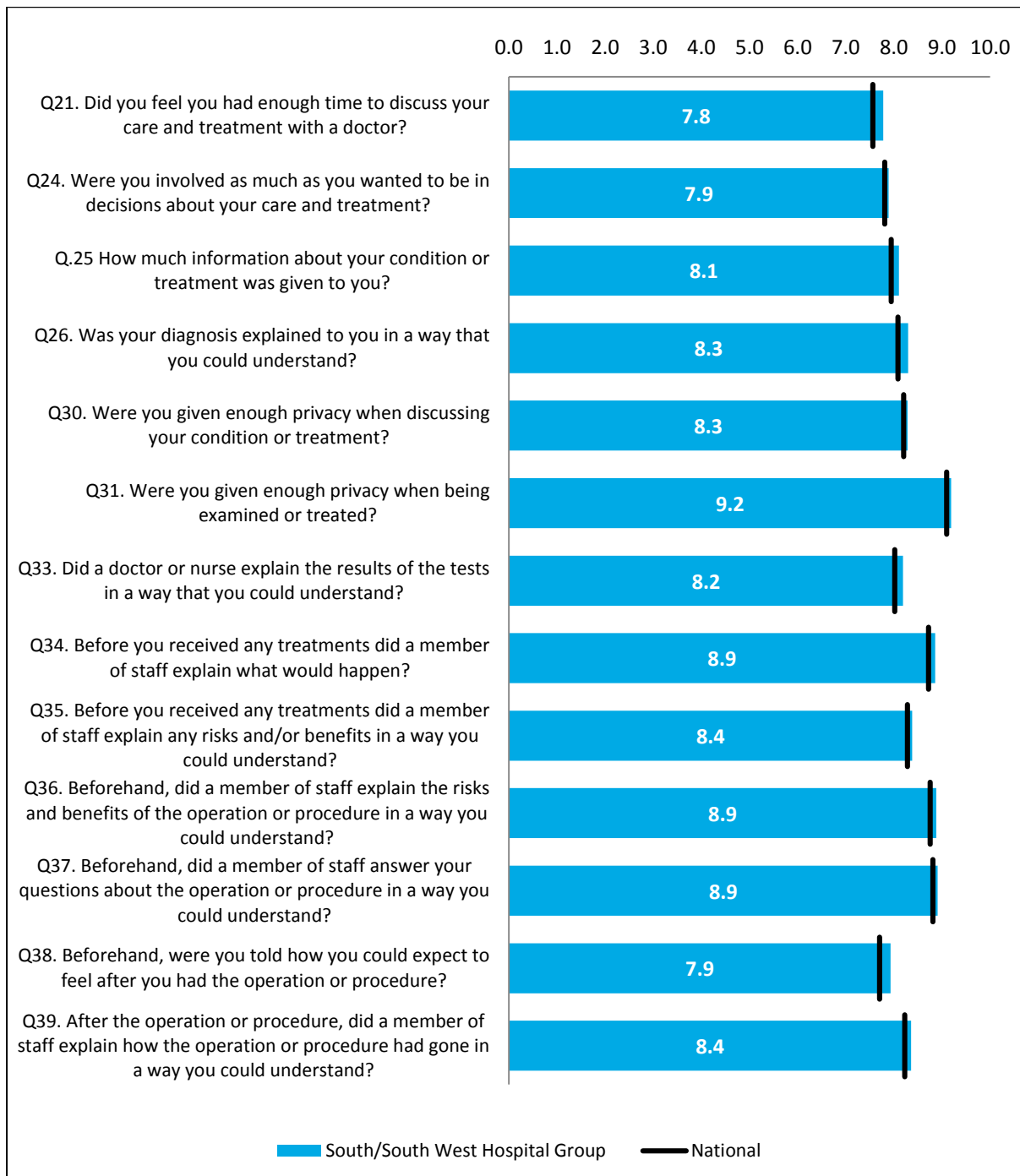
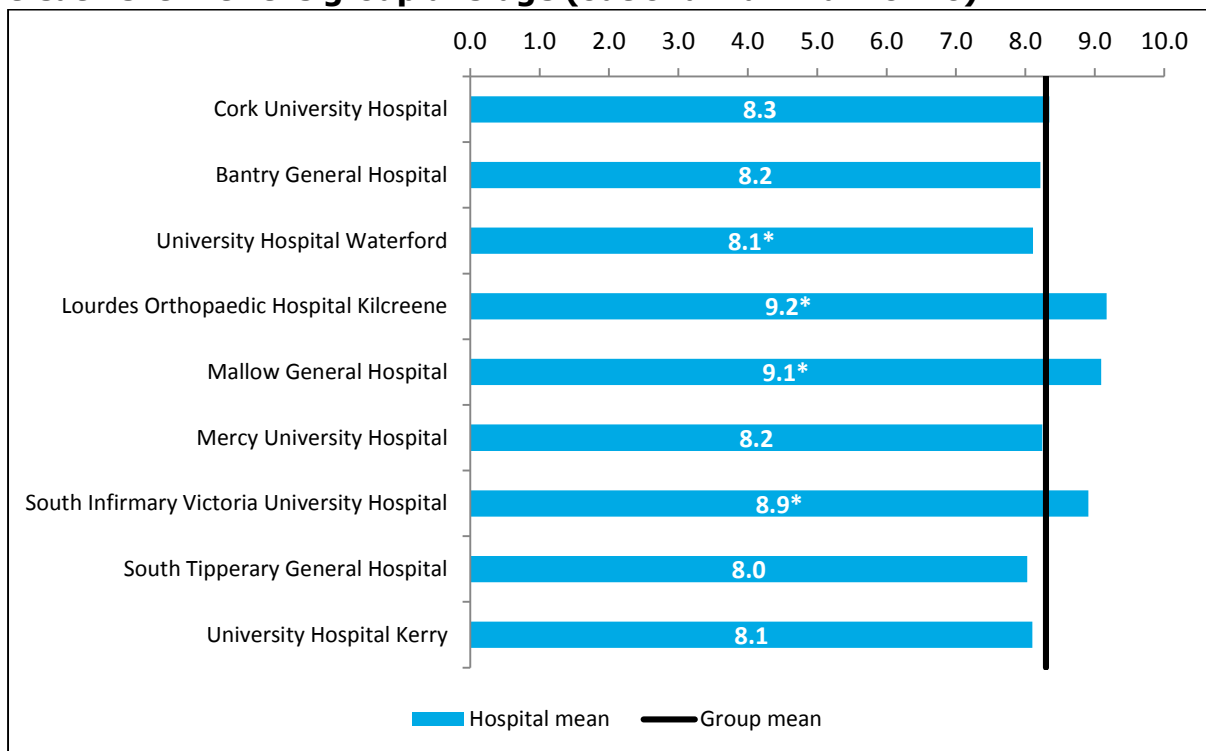
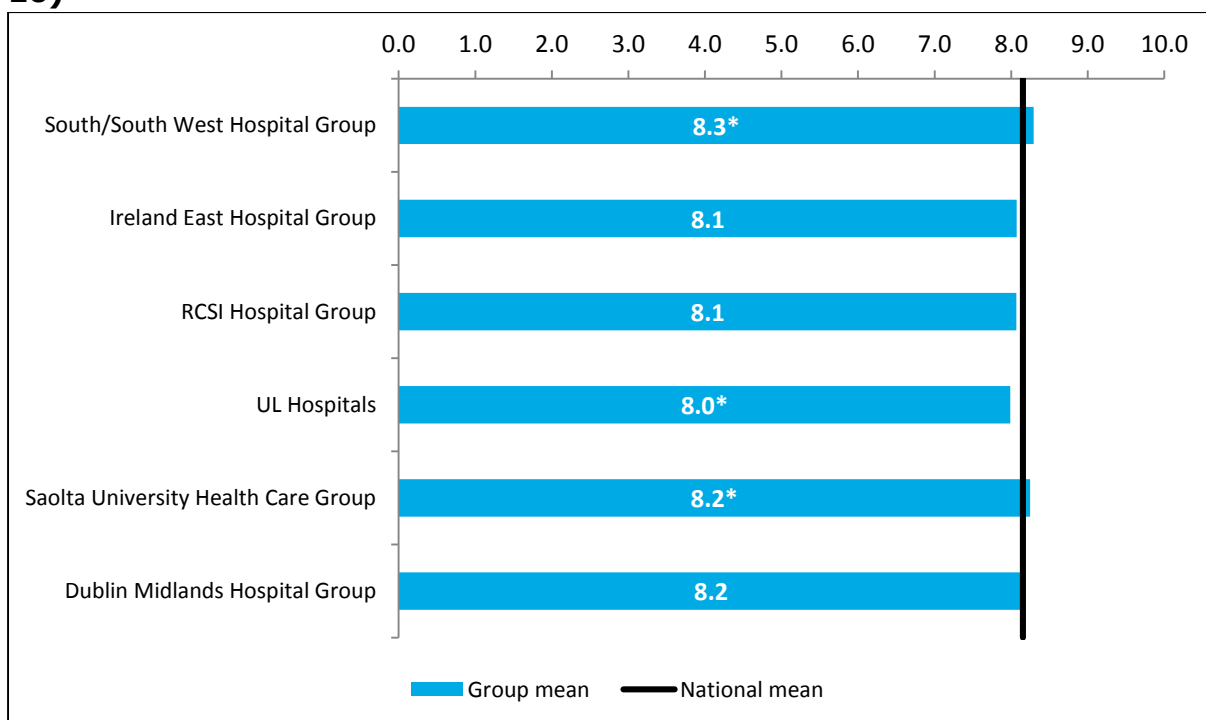


Figure 12. Comparison of hospital scores for examinations, diagnosis and treatment with the group average (out of a maximum of 10)



* 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 South/South West Hospital 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

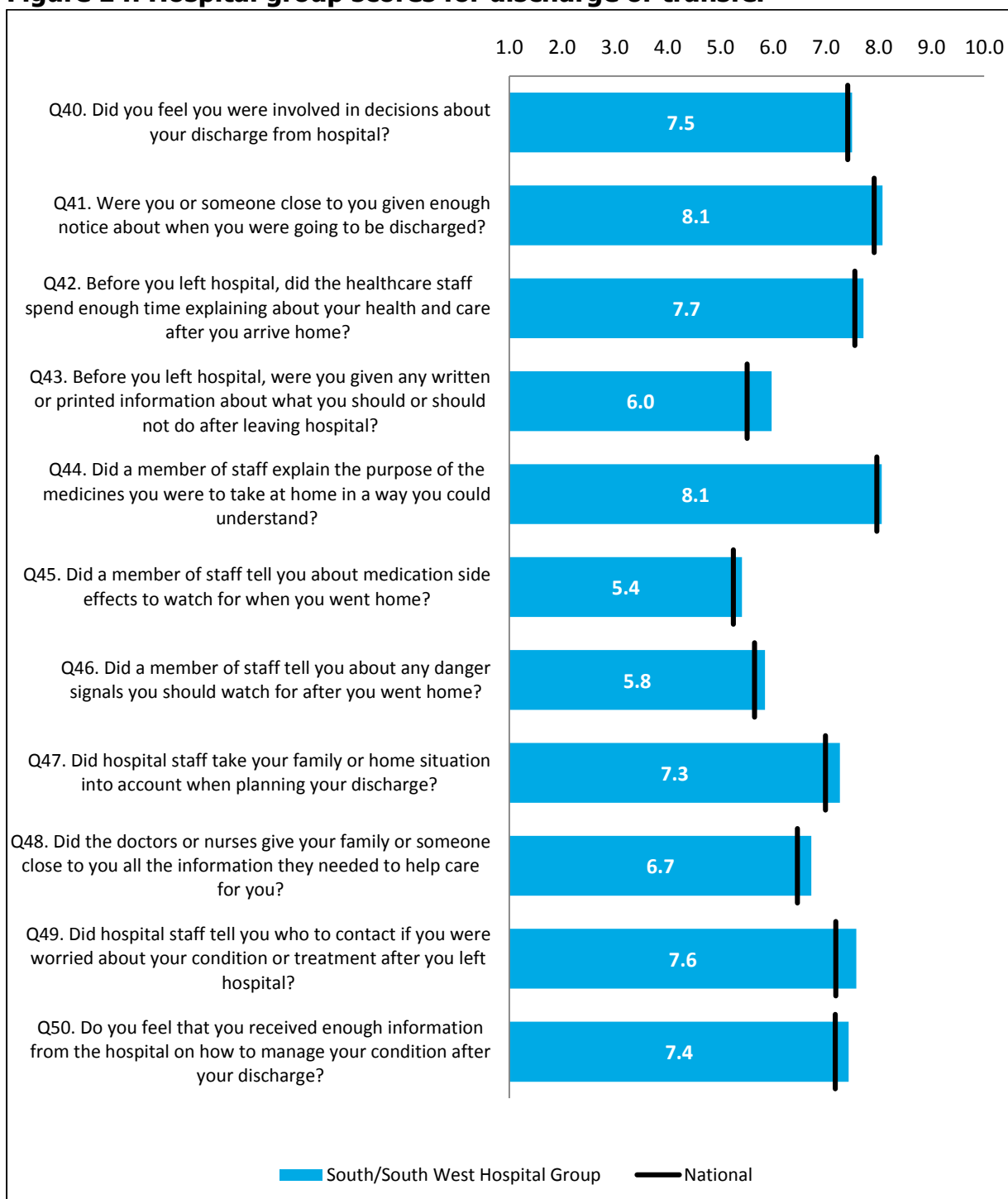


Figure 15. Comparison of hospital scores for discharge or transfer with the group average (out of a maximum of 10)

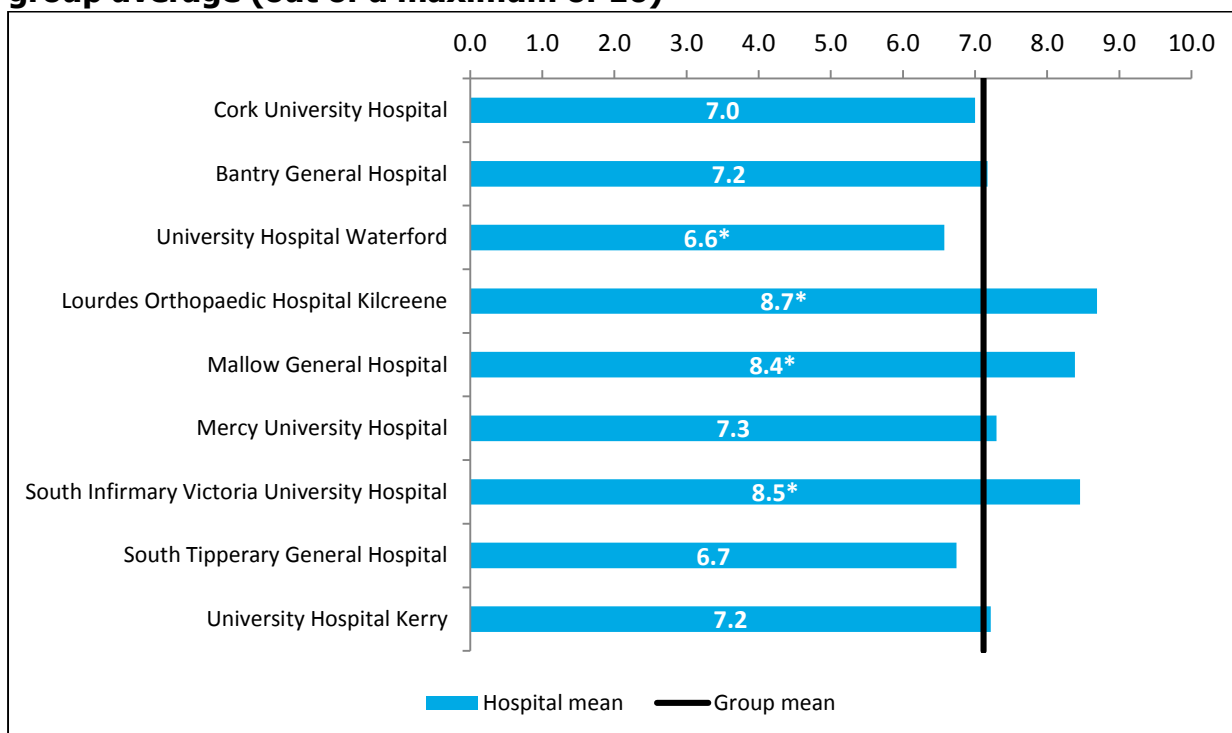
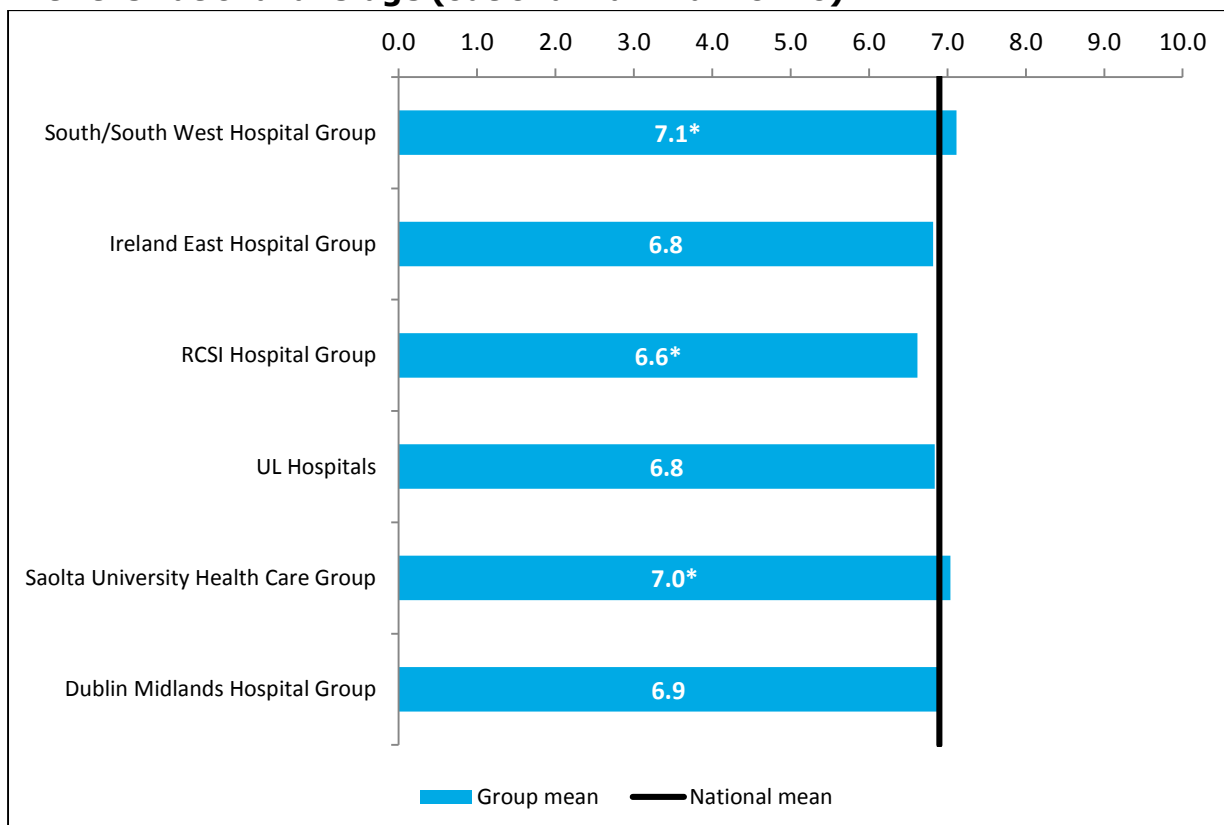


Figure 16. Comparison of hospital group scores for discharge or transfer with the national average (out of a maximum of 10)

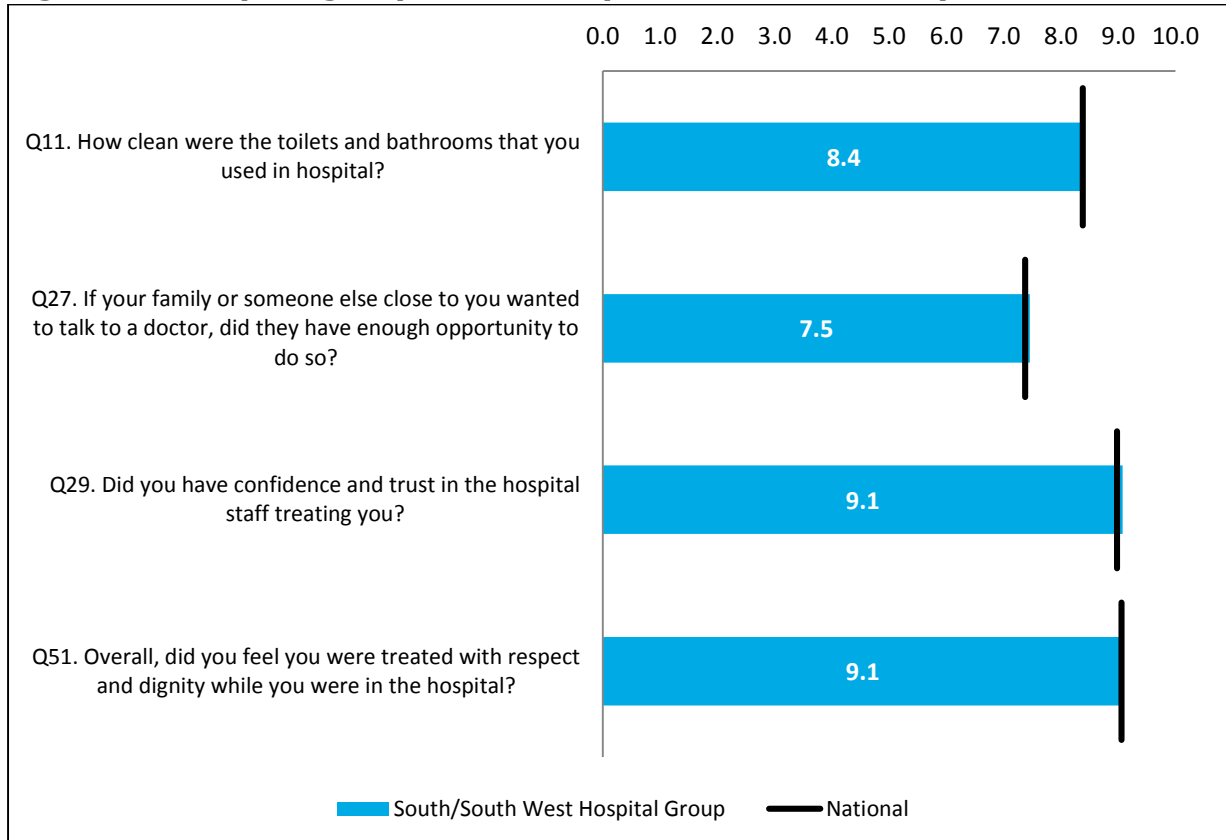


* Denotes a statistically significant difference from the national average

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. 56% of participants from the South/South West Hospital 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 South/South West Hospital 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

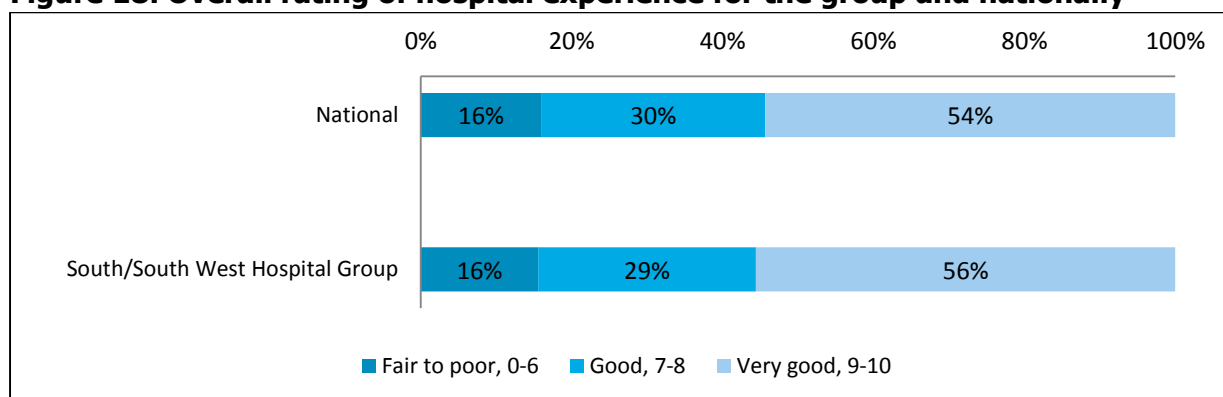
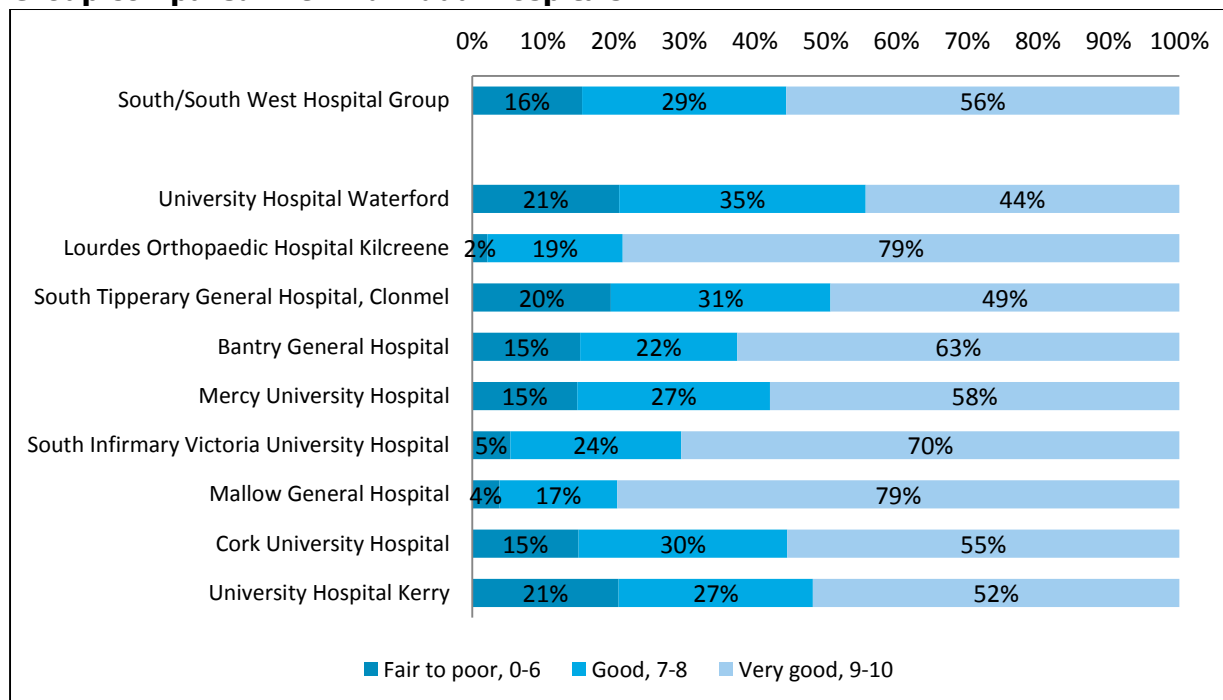


Figure 19. Overall rating of hospital experience for South/South West Hospital Group compared with individual hospitals



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 South/South West Hospital 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, Q5 — ‘Were you given enough privacy when being examined or treated 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

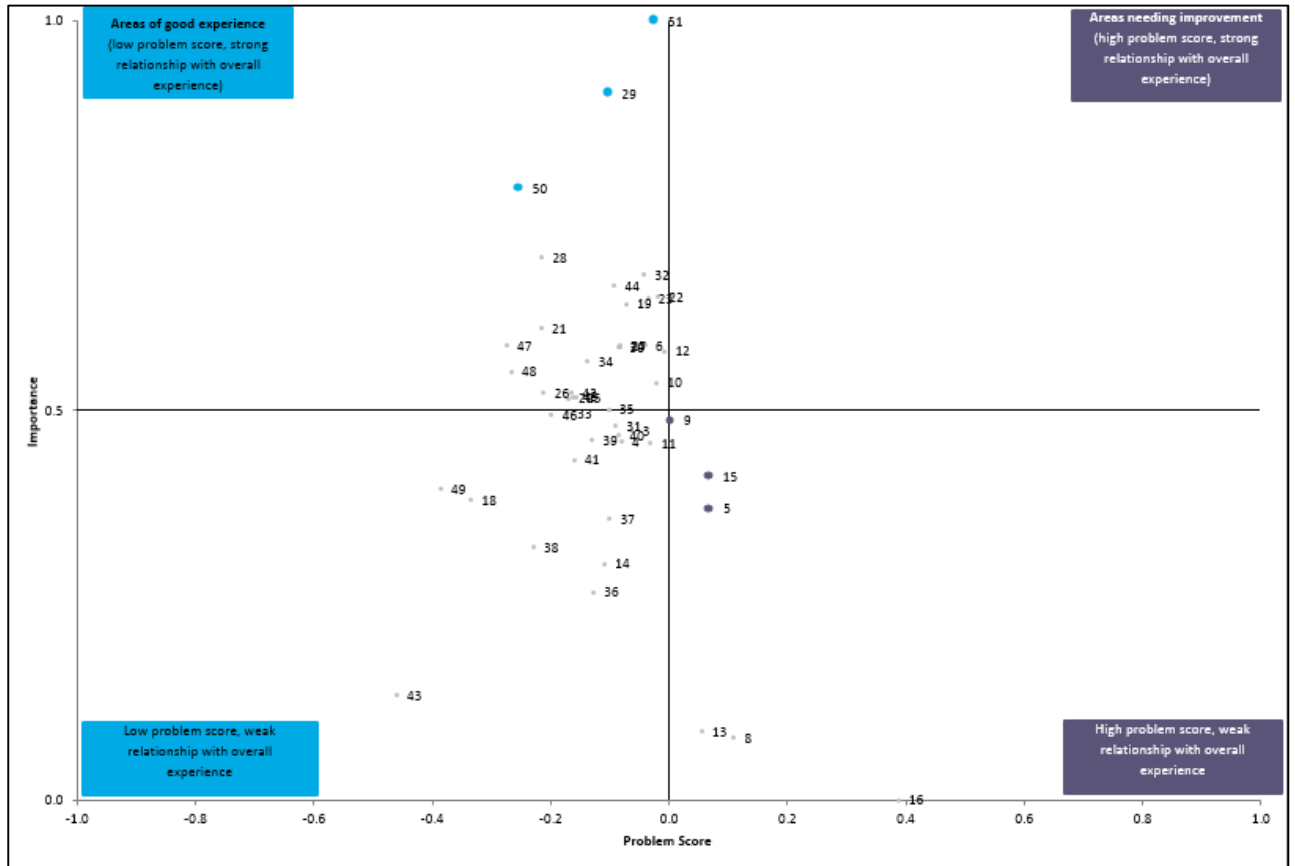
The **importance** of the relationship between each question and overall experience is given on the vertical axis as a number between 0 and 1, with 1 being the strongest possible relationship.

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 South/South West Hospital Group



Conclusion

What were patients' experiences of hospital care South/South West Hospital Group in May 2018?

The majority of participants said they had a positive overall experience in a hospital of the South/South West Hospital Group. 84% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally. Patients at Lourdes Orthopaedic Hospital Kilcreene and Mallow General Hospital were most likely to rate their hospital experience as very good, compared with other hospitals in the group.

South/South West Hospital Group received improved ratings across each of the stages of care in 2018, with the exception of admissions where it scored the same as in the previous year. 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, with this question scoring slightly above the national average. The lowest ranking question for this stage pertains to waiting times in the emergency department; the South/South West Hospital Group scored below-average in this area.

Patients were complimentary of the cleanliness of the ward they stayed in. This was the highest scoring question on care on the ward. Patients were less positive about the food they ate in hospital, with a number saying that it was poor or fair. Nonetheless, the group scored similar to the national average in this area.

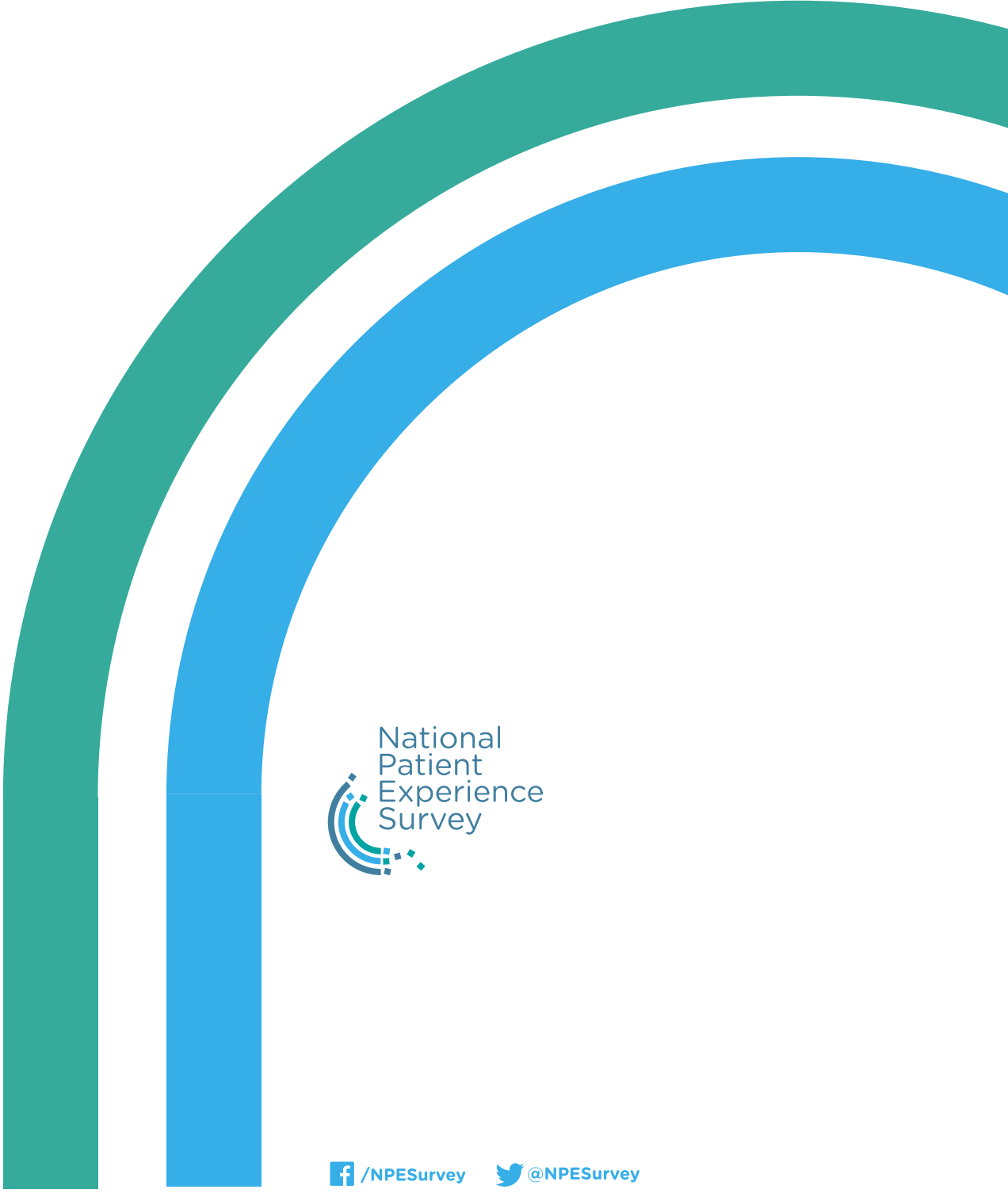
Patients generally gave high ratings for the privacy they were shown when being examined or treated. However, some patients highlighted that they did not have enough time to discuss their care and treatment with a doctor. Nevertheless, the hospital group scored above the national average in both instances.

Discharge or transfer was the lowest scoring stage or care, both nationally and for the South/South West Hospital Group. Nonetheless, the group performed above the national average on every question related to this stage of care. The majority of patients said that they had been given sufficient notice about their discharge, with many also saying that they had been well informed about the purpose of the medicines they were to take at home. However, a number of patients pointed out 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). Patients were also generally satisfied that they received enough information from staff to manage their condition at home (Q50). The majority of people also had complete confidence and trust in the hospital staff treating them (Q29).

Patients identified several areas needing improvement across the South/South West Hospital Group. In particular, the group scored below the average for privacy in the emergency department (Q5) and similar to the average for privacy on the ward (Q9). In addition, a number of people gave negative ratings of the food they ate in hospital (Q15).

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 South/South West Hospital Group, intended to address the issues identified by patients.



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