



National Patient Experience Survey 2018

St James's Hospital

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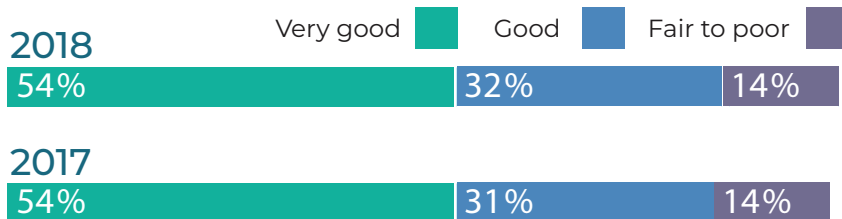
An Roinn Sláinte
Department of Health



St James's Hospital

2018 survey results

Overall experience



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



51% response rate

Areas of good experience



Privacy on the ward



Confidence and trust in hospital staff



Time to discuss care and treatment with a doctor

Areas needing improvement



Pain management



Someone to talk to about worries and fears



Respect and dignity

The patient voice

"I was treated in Denis Burkitt ward. All staff, nursing, attendant, consultants, cleaners were so caring and thoughtful. The ward was always immaculate."



"It would be a big help to have someone to come around the wards and speak to the patients about how they are feeling in treatment as it's a very lonely and scary place to be."

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%. 812 patients from St James's 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 St James's Hospital?

The majority of participants from St James's Hospital reported positive experiences in hospital. 86% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital achieved similar scores to the national average across every stage of care, with the exception of care on the ward, where it scored below average.

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, the majority of patients had positive experiences of privacy on the ward and had confidence and trust in the staff treating them.

There were also several areas needing improvement. Many patients said that emotional support was not always available to them and that staff did not always manage their pain well. In addition, a number of patients said that they were not always treated with respect and dignity.

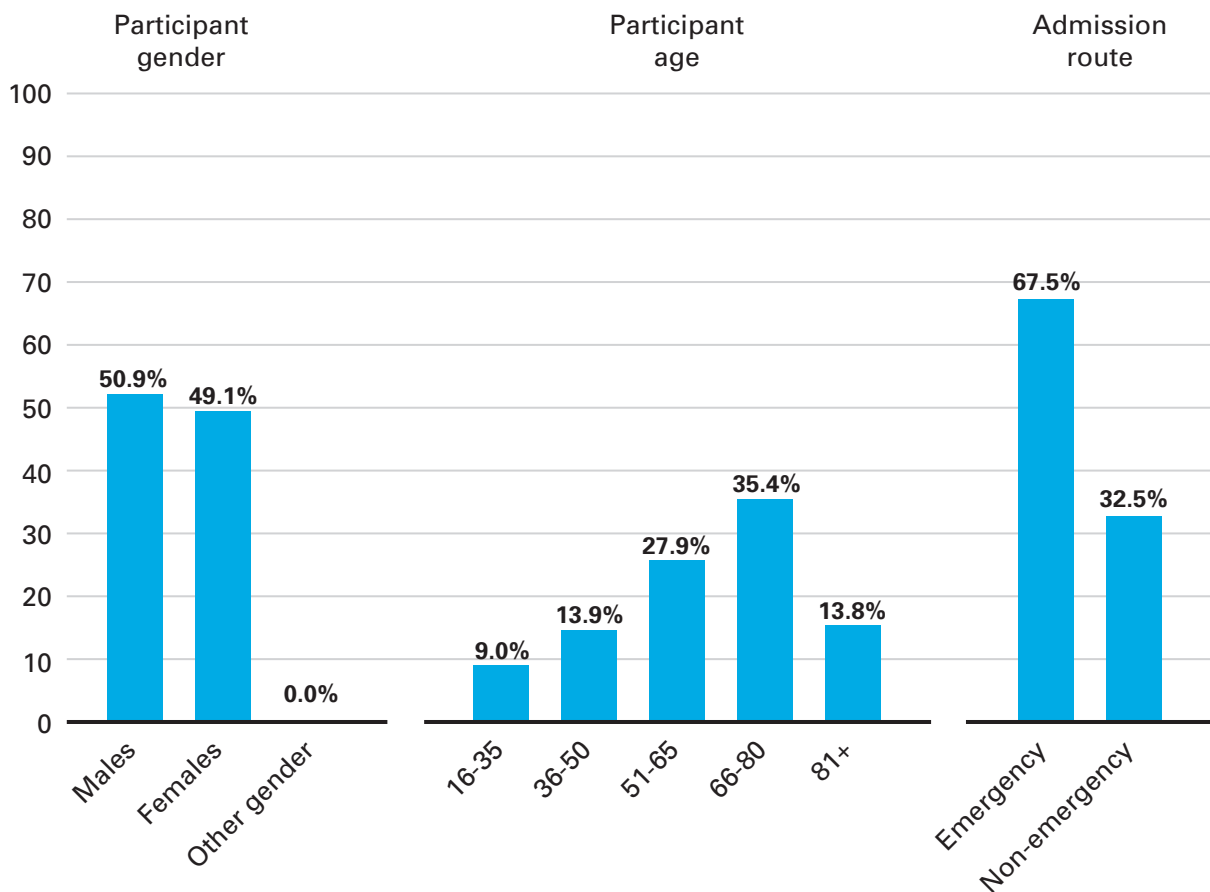
No significant improvements in patient experience ratings were identified compared with the 2017 survey. The findings of the 2018 survey will help St James's Hospital to improve patients' experiences of care in the hospital.

Hospital and participant profile

St James's Hospital is a public acute hospital located in Dublin. There were 706 inpatient beds available in the hospital during the survey period of May 2018.

1,593 people discharged from St James's Hospital during the month of May 2018 were invited to participate in the survey. 812 people completed the survey, achieving a response rate of 51%. 50.9% of participants were male and 49.1% were female. 548 respondents (67.5%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from St James's Hospital.

Figure 1 Participants from St James's 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 St James's Hospital are:

<p>Care on the ward</p>	<p>Of the 791 people who answered this questions, 611 (77%) said that they were always given enough privacy when they were on the ward.</p>
<p>Privacy on the ward Q9</p>	
<p>Other aspects of care</p>	<p>Of the 788 people who answered this question, 488 (62%) said that they definitely had enough time to discuss their care and treatment with a doctor.</p>
<p>Time to discuss care and treatment with a doctor Q21</p>	
<p>Other aspects of care</p>	<p>Of the 794 people who answered this question, 657 (83%) said that they always had trust and confidence in the hospital staff treating them.</p>
<p>Confidence and trust in hospital staff Q29</p>	

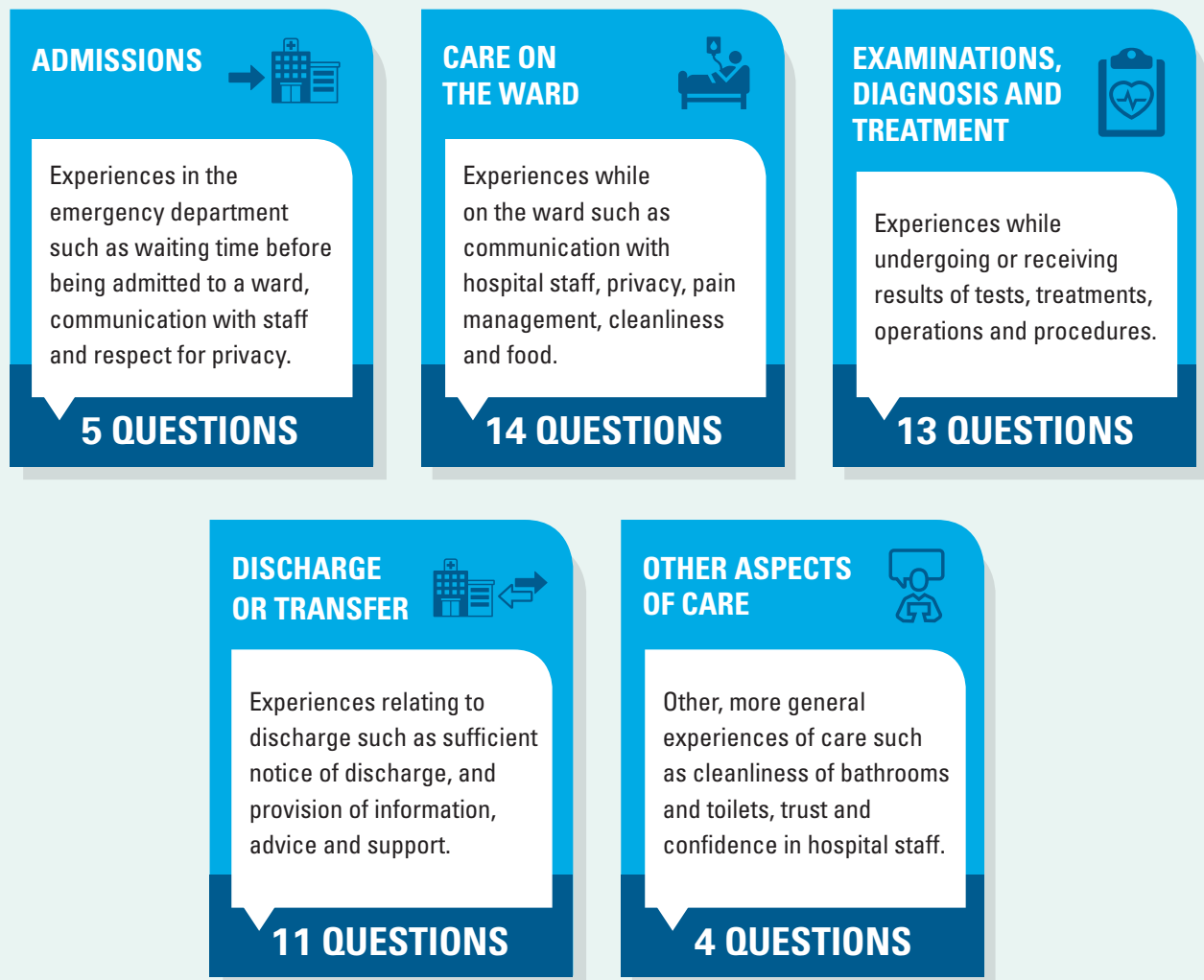
The areas needing improvement in St James's Hospital are:

<p>Care on the ward</p>	<p>Of the 494 people who experienced worries and fears during their stay in hospital, 248 (50%) said that they could not, or could only to some extent, find a member of staff to talk to.</p>
<p>Someone to talk to about worries and fears Q28</p>	
<p>Other aspects of care</p>	<p>Of the 681 people who were in pain, 133 (20%) said that staff did not do, or only sometimes did, everything they could to help control their pain.</p>
<p>Pain management Q32</p>	
<p>Other aspects of care</p>	<p>Of the 793 people who answered this question, 131 (17%) said that overall, they did not feel, or only sometimes felt, as though they were treated with respect and dignity in the hospital.</p>
<p>Respect and dignity Q51</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:



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.

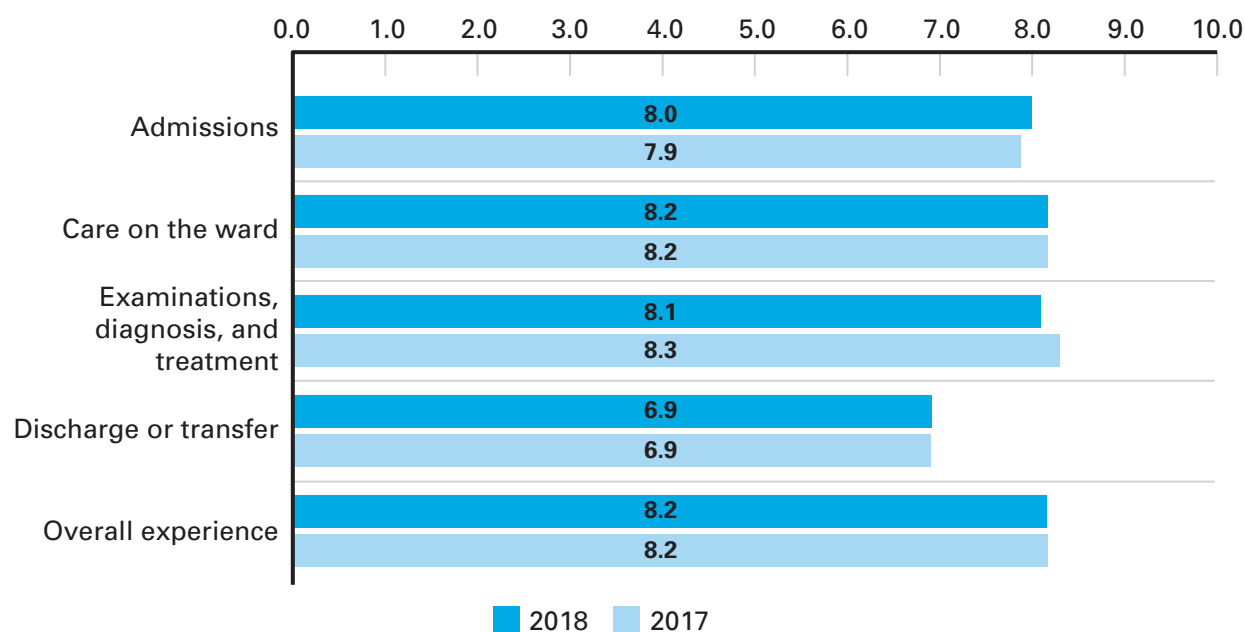
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from www.patientexperience.ie.

Changes in patient experience over time

Participants' average rating of their overall experience remained broadly the same in 2018 as in 2017. While there were some small differences, 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 scores¹ for St James's Hospital for 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

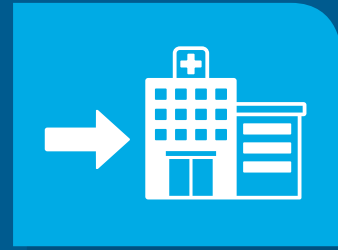


Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions on this stage of care.

Figure 3 Comparison of St James's Hospital with the national average score for admissions (out of a maximum of 10)

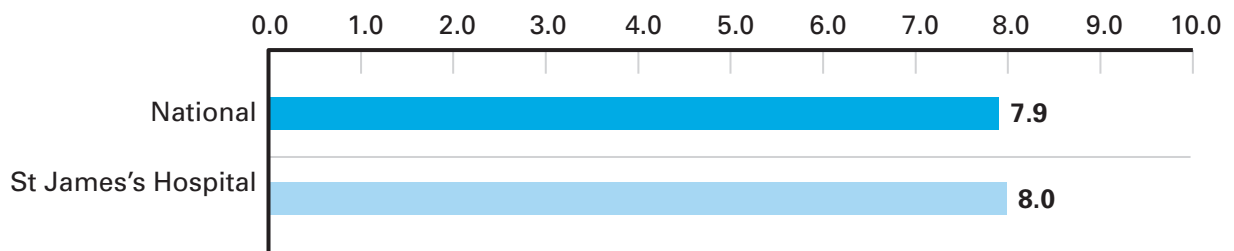
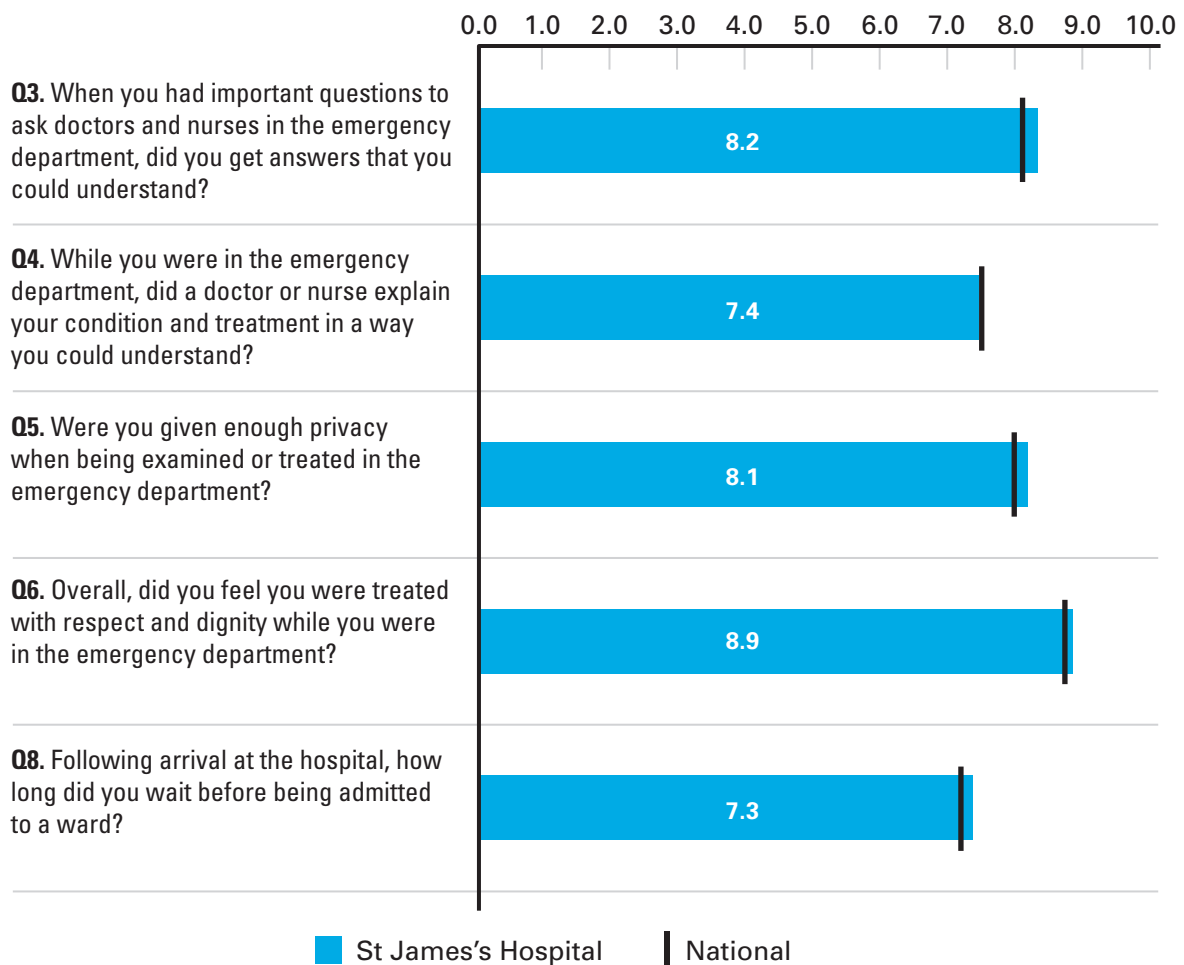


Figure 4 St James's Hospital scores for questions on admissions



Emergency department waiting times²

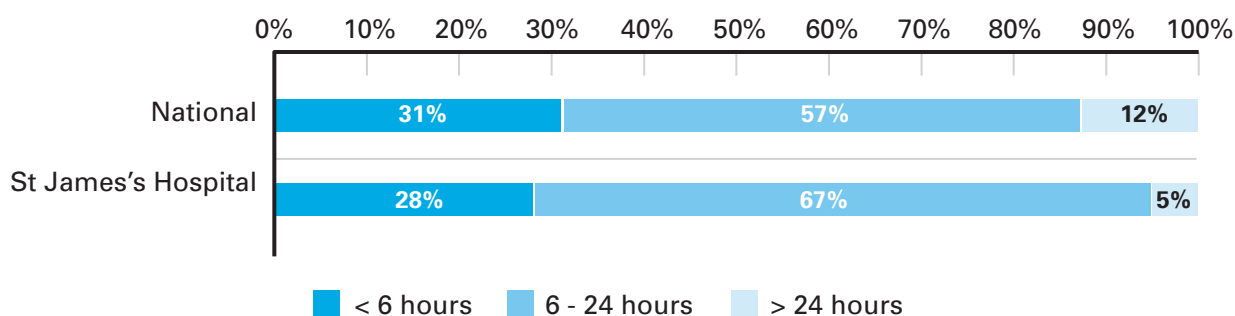
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 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 St James's Hospital, 130 respondents (28%) said they were admitted to a ward within six hours of arriving at the emergency department, while 312 respondents (67%) reported waiting between six and 24 hours. 22 respondents (5%) reported waiting 24 hours or more before being admitted to a ward in St James's Hospital, with 14 of these saying they waited more than 48 hours.

Figure 5 outlines the patient-reported waiting times in St James's Hospital, compared with the national average.

Figure 5 Patient-reported emergency department waiting times for St James's 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

"A&E was really excellent, worked as a team and moved patients through in a most efficient manner."

"Staff extremely friendly even under their difficult circumstances of working in A&E."

"A&E department - total lack of privacy and dignity, examined in corridor on a trolley in full view of main door and other patients as I was being examined with doctor speaking loudly -no privacy at all."

"We were left in an isolation room in A&E for quite a long number of hours without really knowing what was happening and it was quite scary. The staff were busy that night and had little time to keep us informed."

Admissions: what do these results mean?

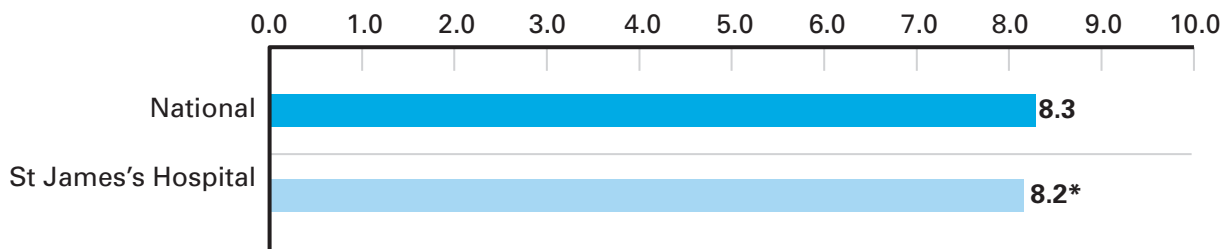
Patient ratings of admission to St James's Hospital were similar to the national average and to the hospital's 2017 score. The majority of patients said that overall they felt as though they were treated with respect and dignity in the emergency department. This was the highest-ranking question on admissions. 28% 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 on this stage of care.

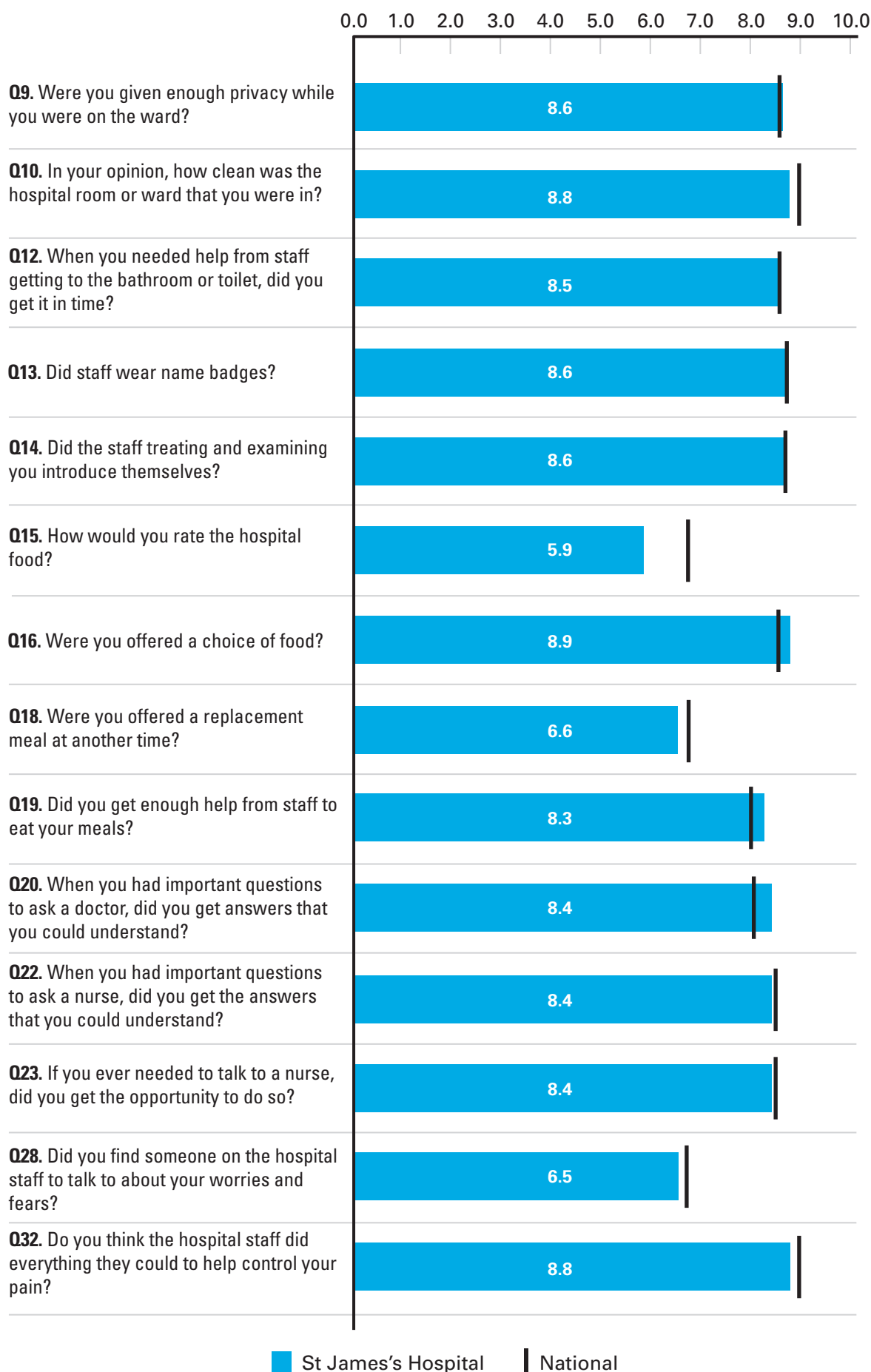


Figure 6 Comparison of St James's Hospital with the national average score for care on the ward (out of a maximum of 10)



* Denotes a statistically significant difference from the national average.

Figure 7 St James's Hospital scores for questions on care on the ward



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

"It would be a big help to have someone to come around the wards and speak to the patients about how they are feeling in treatment as it's a very lonely and scary place to be."

"I was treated in [ward name] for the vast majority of my treatment. All staff, nursing, attendant, consultants, cleaners were so caring and thoughtful. The ward was always immaculate."

"I can say without favour, I got the best care I could have hoped for. The staff were very friendly and helpful."

"On the wards there is just one toilet for 6 people and sometimes although they are cleaned once or twice a day, they can be very dirty after older people use them with the help of carers or staff, I feel staff should tell cleaners to clean them again."

Care on the ward: what do these results mean?

St James's Hospital received significantly lower ratings of care on the ward than the national average, although the hospital's ratings were similar to last year. The majority of patients were satisfied with the choice of food on offer — this question scored above-average. However, patients gave below-average ratings for the quality of food.

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 on this stage of care.

Figure 8 Comparison of St James's Hospital with the national average score for examinations, diagnosis and treatment (out of a maximum of 10)

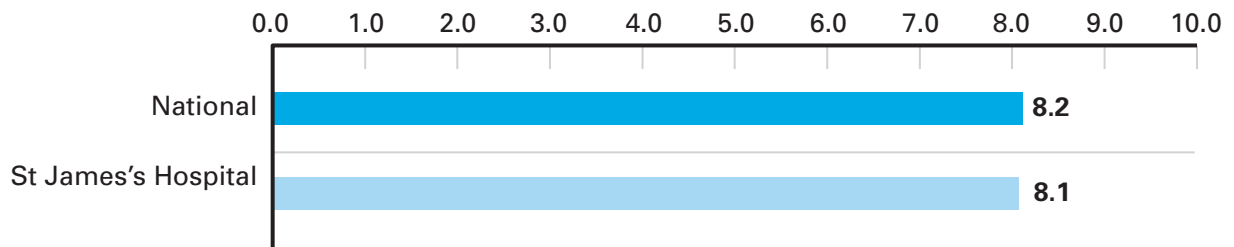
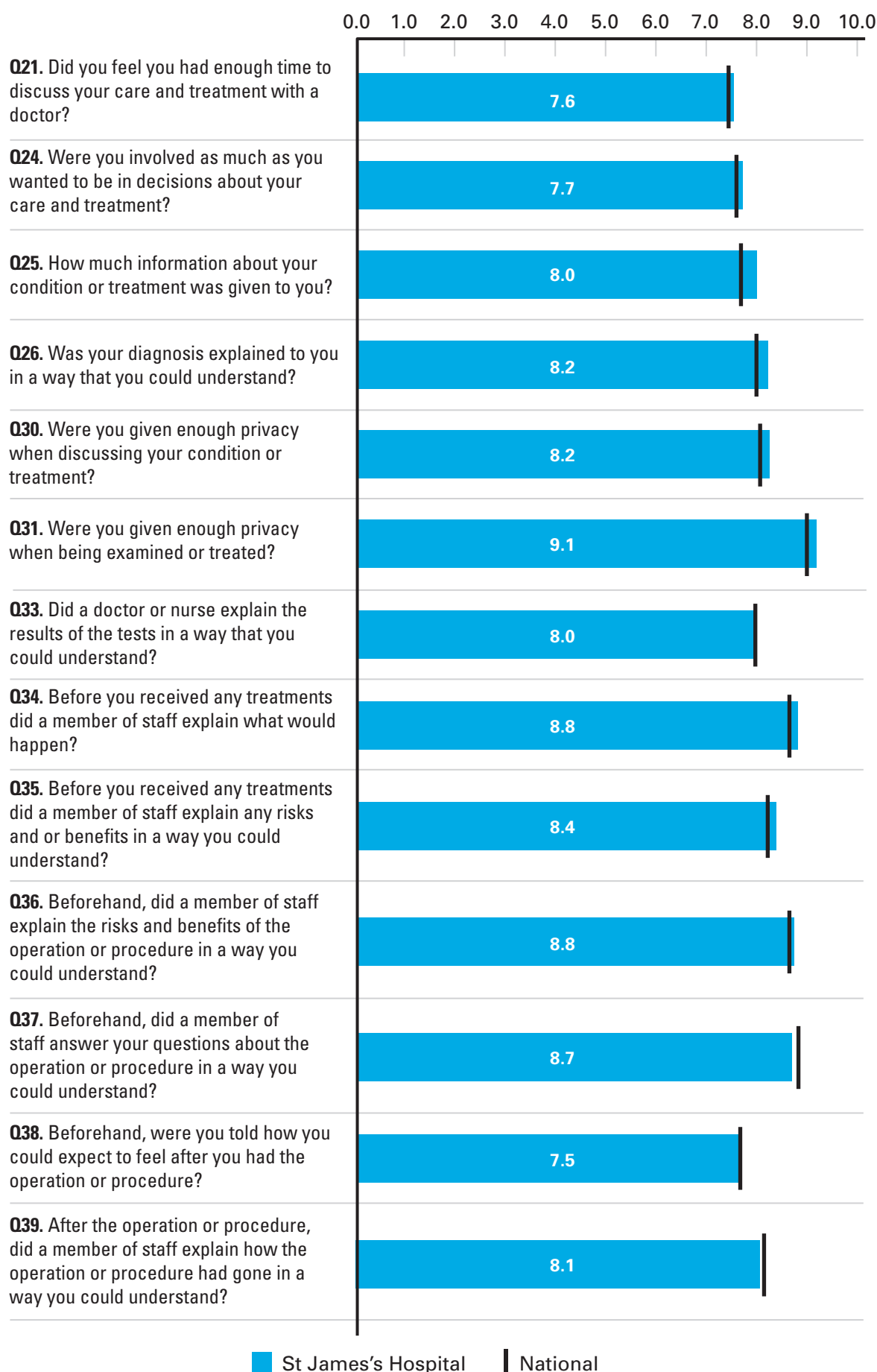


Figure 9 St James's Hospital scores for questions on examinations, diagnosis and treatment



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

"It was successful and painless. The nursing staff were amazing. The surgical team were the best people I had met. They explained everything to me before and after my operation."

"The doctors made a huge effort to make sure that I had my operation on the day, I really appreciated that as I know the theatres were very busy that day. The doctors kept me informed during the morning."

"Privacy is a huge issue. Closing curtains does not make your bed area sound proof. Noise levels on wards by support staff/visitors."

"Nothing explained to me about the procedure I had done. I was unaware of the diagnosis on the letter my public health nurse received."

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

Ratings of examination, diagnosis and treatment were similar to the national average in 2018, and similar to in the hospital's 2017 score. The majority of patients gave very positive ratings of the privacy they experienced when being examined or treated. The lowest-ranking question suggests that patients were not completely informed about how they could expect to feel after an operation or procedure.

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 on this stage of care.

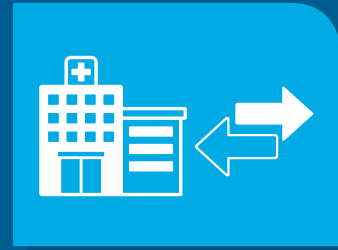


Figure 10 Comparison of St James's Hospital with the national average score for discharge or transfer (out of a maximum of 10)

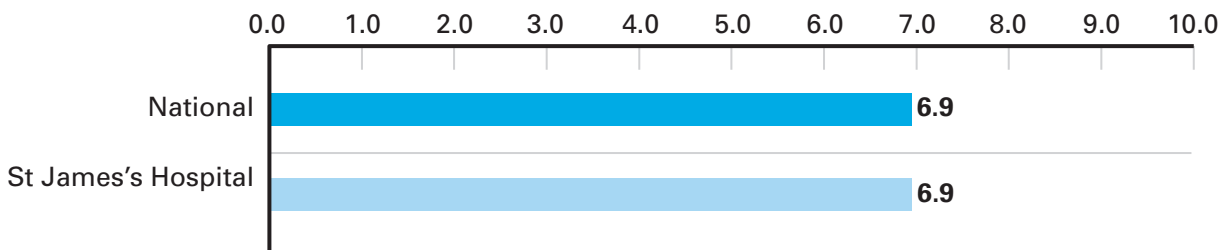
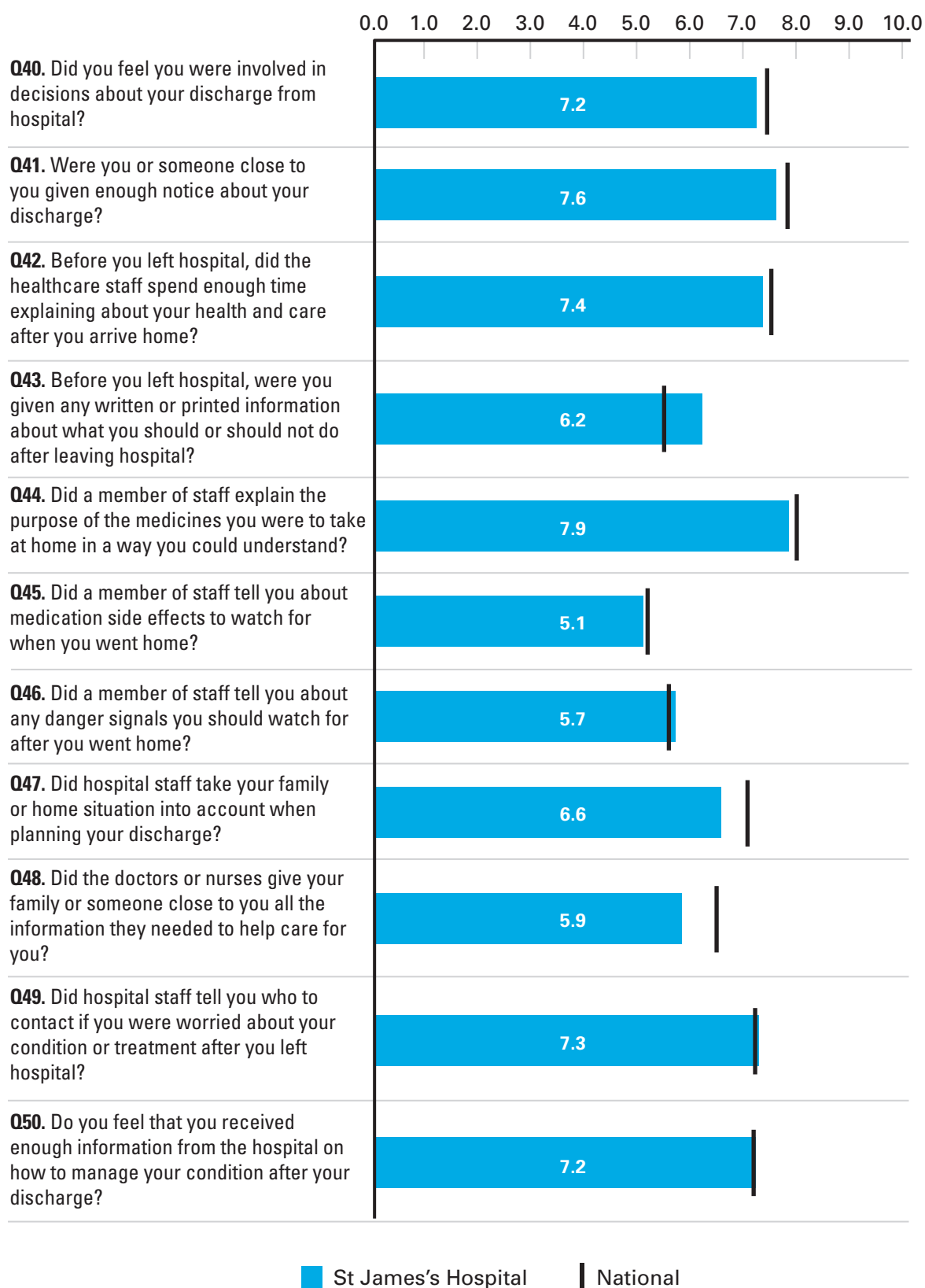


Figure 11 St James's Hospital scores for questions on discharge or transfer



The patient voice: what patients said about discharge or transfer

"The nurse on admissions & discharge [nurse's name] was very helpful, caring, reassuring. As the first member of staff to meet on admission & to meet her on discharge put me at ease. She was just wonderful!"

"More information for after discharge care. More compassionate staff. Bins at each bed - I had none."

"The [nurse's name] in the discharge lounge was extremely friendly - I waited there before my surgery and she was so kind."

"Discharge procedure is very poor, not comfortable, wait on chairs with pain. That's very bad, and you need to change and resolve this or leave patient in the room and discharge after all paper ready for discharge."

Discharge or transfer: what do these results mean?

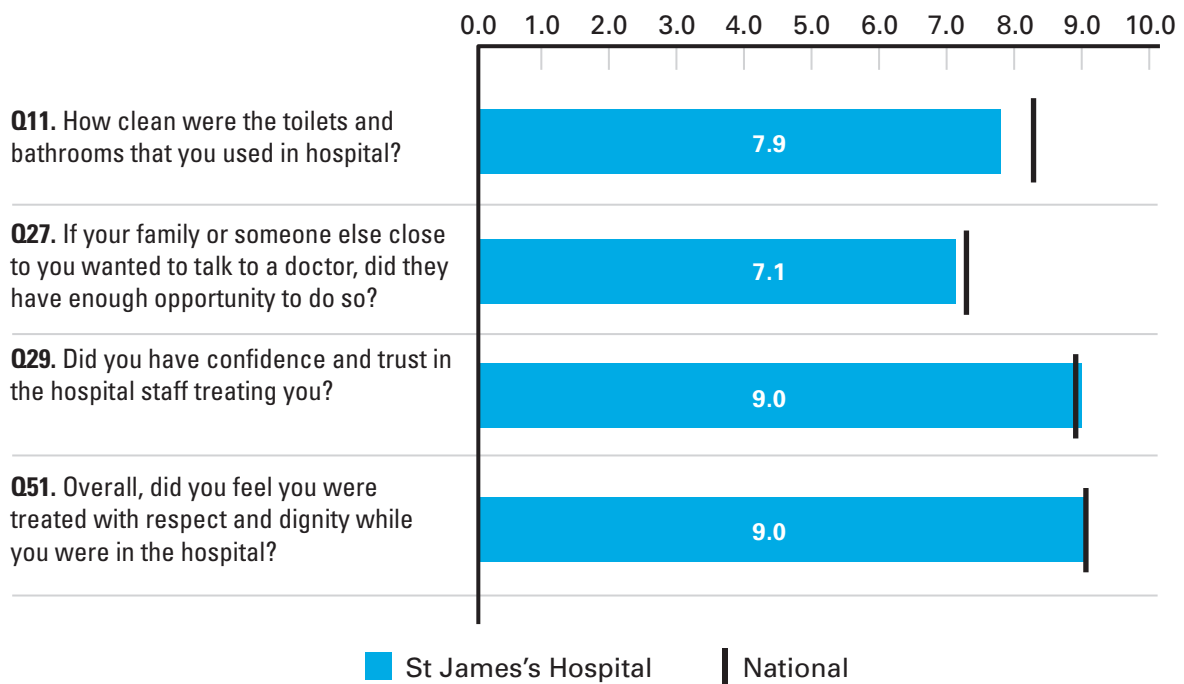
Participant ratings for this stage of care were similar to the national average, and to the hospital's 2017 rating. While many patients were happy with the explanations they received about the purpose of the medicines they were to take at home, a number of people said that they were not told about medication side effects. Both questions scored below the national average.

Other aspects of care



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

Figure 12 St James's Hospital scores for other aspects of care



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

"From the date of diagnosis to discharge from St James', I was treated with the utmost of respect and received excellent care. The diagnosis was a huge shock, from meeting with my surgeon and all appointments in between and after surgery I received excellent care and constant reassurance that no matter what the outcome, that I would continue to receive this level of care. Despite being worried and anxious, I had complete confidence in my surgeon, his staff and the nursing staff during my stay. I have huge respect for my surgeon, his staff and the nursing staff at St James' Hospital."

"I felt that bathrooms could have been cleaner and incontinence pads had a bin as they were left on top of ordinary waste bin in the bathroom."

"In the unit I was in [unit name] there is no privacy afforded to individuals from all multidisciplinary team, therefore a person's dignity is not preserved."

"My doctor & team were excellent and I had confidence and trust in them."

Other aspects of care: what do these results mean?

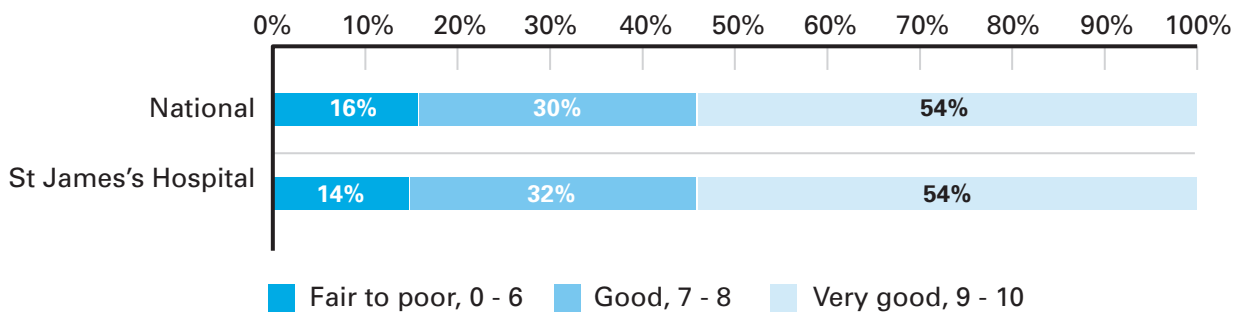
The ratings for the questions on other aspects of care were below the national average, with the exception of Q29. For example, while most participants said they were treated with respect and dignity, other people still did not give a positive rating for this question. In terms of communication with doctors, a number of people said that their families or people close to them did not have sufficient opportunity to talk to clinicians.

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. 54% of participants from St James's Hospital rated their care as very good, which is the same as the national figure of 54%.

Figure 13 compares the average overall rating of hospital experience for St James's Hospital with the national average.

Figure 13 Overall rating of hospital experience for St James's Hospital and nationally



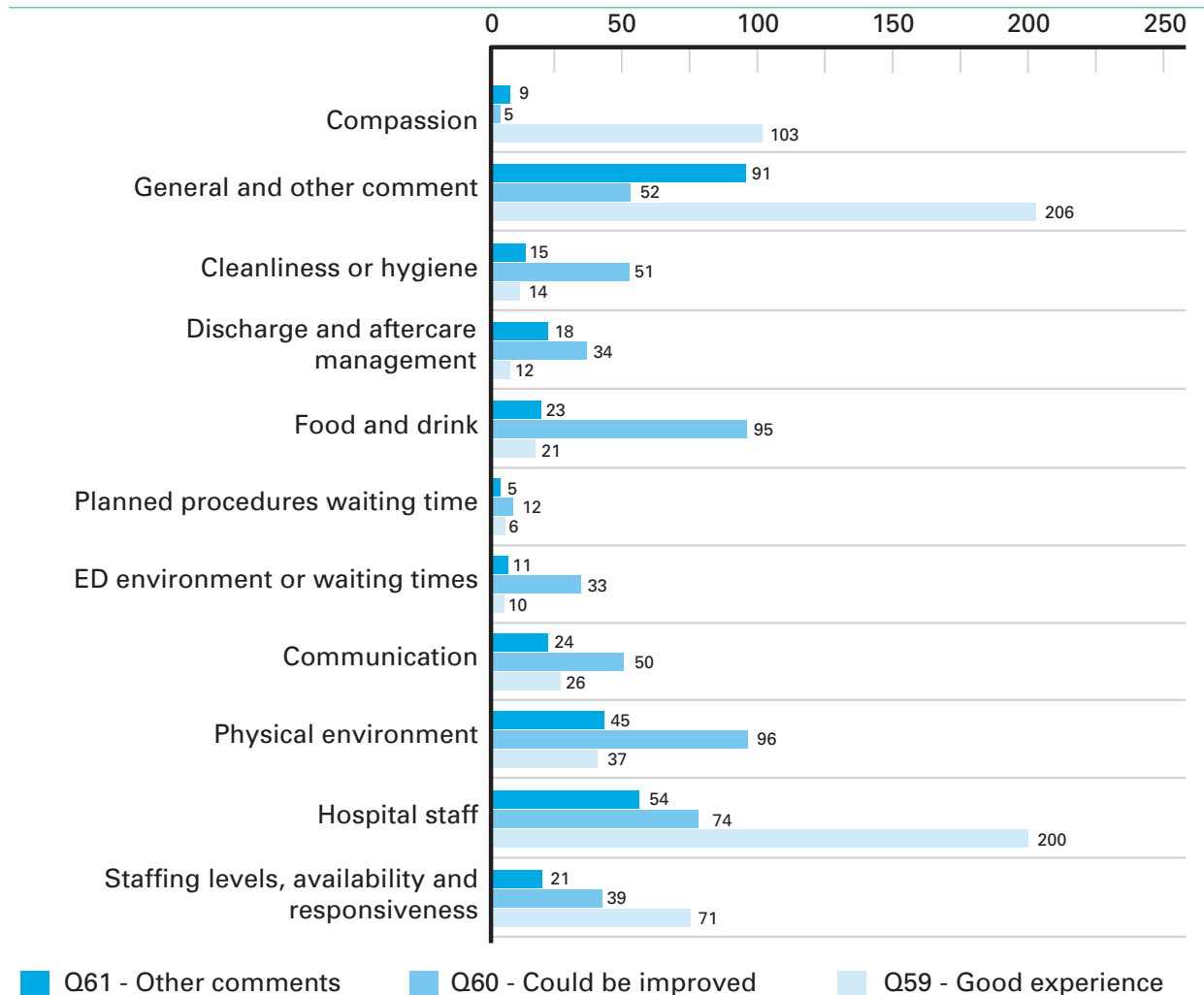
In their own words: analysis of patients' comments

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, 1,563 comments were received from patients of St James's 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 'general and other comment' and 'hospital staff' themes. For Q60, most comments related to the 'physical environment', 'food and drink' and 'hospital staff'. Finally, most responses to Q61 were a 'general and other comment'.

Figure 14 Participant comments by theme



Conclusion

What were patients' experiences of hospital care in St James's Hospital in May 2018?

The majority of participants said they had a positive overall experience in St James's Hospital. 86% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

St James's Hospital received similar scores to the national average across every stage of care, with the exception of care on the ward, where the hospital received a lower score.

Participant ratings of care were generally similar to those received in 2017 and no statistically significant improvements in 2018 were identified.

In terms of areas of good experience, patients were satisfied with the privacy they were afforded on the ward and the time they had to discuss their care and treatment with a doctor. In addition, most patients had confidence and trust in the staff treating them.

Several areas needing improvement were identified. A number of patients said that they did not always receive pain management when required, and were not always treated with respect and dignity. Similarly, patients also highlighted the lack of emotional support available to them, with many of them saying that they could not always find a member of staff to talk to about their worries or fears.

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 were not treated with respect and dignity were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help St James's 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 St James's 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.

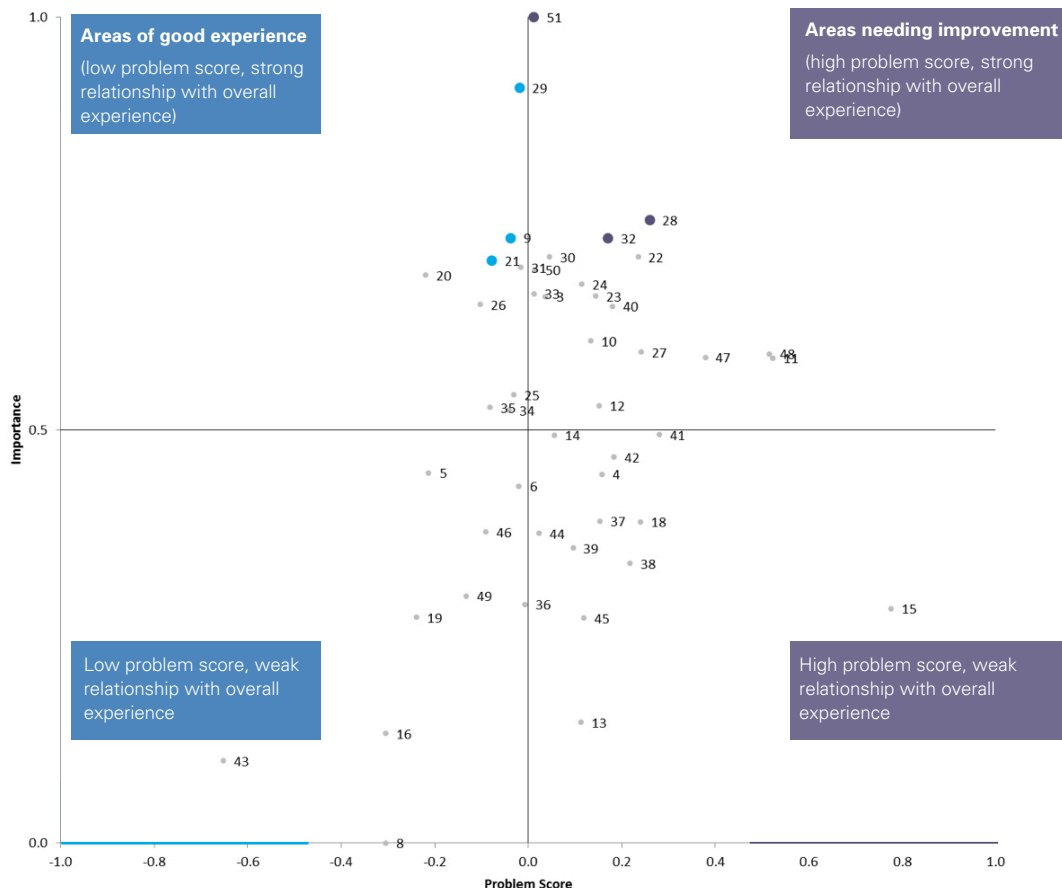
Interpreting the improvement map

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.