



# National Patient Experience Survey 2018

# Tallaght University Hospital

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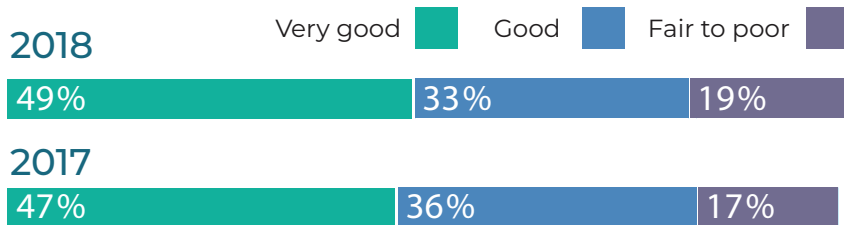
An Roinn Sláinte  
Department of Health



# Tallaght University Hospital

2018 survey results

## Overall experience



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



response rate

## Areas of good experience



Opportunity to talk to a nurse



Privacy while being examined or treated



Confidence and trust in hospital staff

## Areas needing improvement



Pain management



Respect and dignity in the emergency department



Respect and dignity

## The patient voice

"Anaesthetist was particularly good. He was very thorough and put me completely at ease. I had full trust in him; wonderful man."



"Doctors do not involve the family in decision making and family have to chase doctors for updates on the health of patients."

[www.patientexperience.ie](http://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%. 666 patients from Tallaght 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](http://www.patientexperience.ie/improvements-in-care).

## What were the main findings for Tallaght University Hospital?

The hospital was generally on a par with the national average across every stage of care, with the exception of care on the ward, which was below average. 81% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally.

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, patients gave positive ratings for the privacy in the emergency department and the many opportunities they had to speak with a nurse on the ward.

There were also several areas needing improvement. A number of patients reported that they were not always treated with dignity and respect in the emergency department and elsewhere in the hospital. In addition, patients gave negative ratings of pain management on the ward.

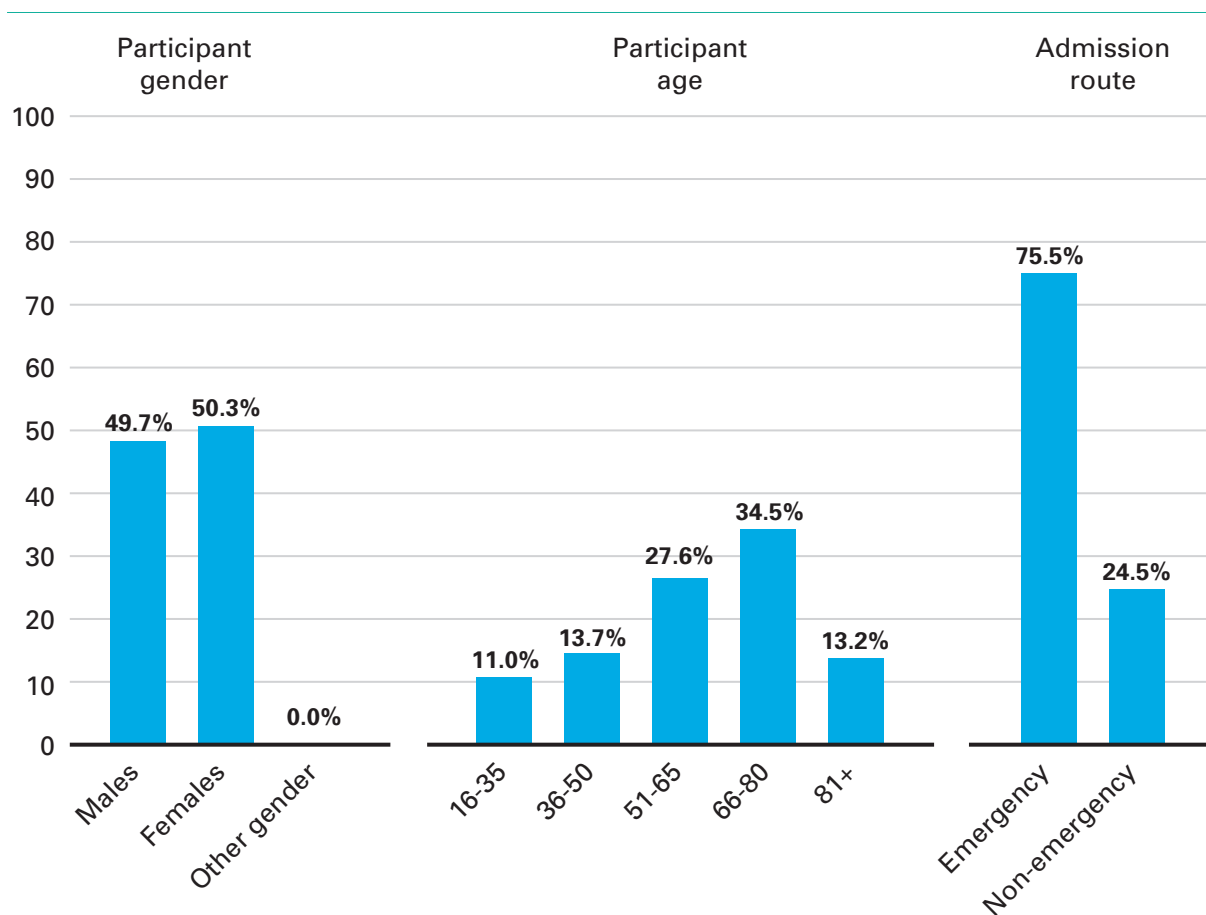
Some improvements in patient experience ratings were identified compared with the 2017 survey. The findings of the 2018 survey will help Tallaght University Hospital to improve patients' experiences of care in the hospital.

# Hospital and participant profile

Tallaght University Hospital is a public acute hospital located in Dublin. There were 435 inpatient beds available in the hospital during the survey period of May 2018.

1,363 people discharged from Tallaght University Hospital during the month of May 2018 were invited to participate in the survey. 666 people completed the survey, achieving a response rate of 49%. 49.7% of participants were male and 50.3% were female. 503 respondents (75.5%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Tallaght University Hospital.

**Figure 1 Participants from Tallaght 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 Tallaght University Hospital are:

<b>Admissions</b>	317 people (69% of those who answered this question) said that they were definitely given sufficient privacy when being examined or treated in the emergency department.
<b>Privacy while being examined or treated   Q5</b>	
<b>Care on the ward</b>	448 (76%) of the 587 people who needed to talk to a nurse said that they always got an opportunity to do so.
<b>Opportunity to talk to a nurse   Q23</b>	
<b>Other stages of care</b>	521 (82%) of the 638 people who answered this question said that they always had trust and confidence in the staff treating them.
<b>Confidence and trust in hospital staff   Q29</b>	

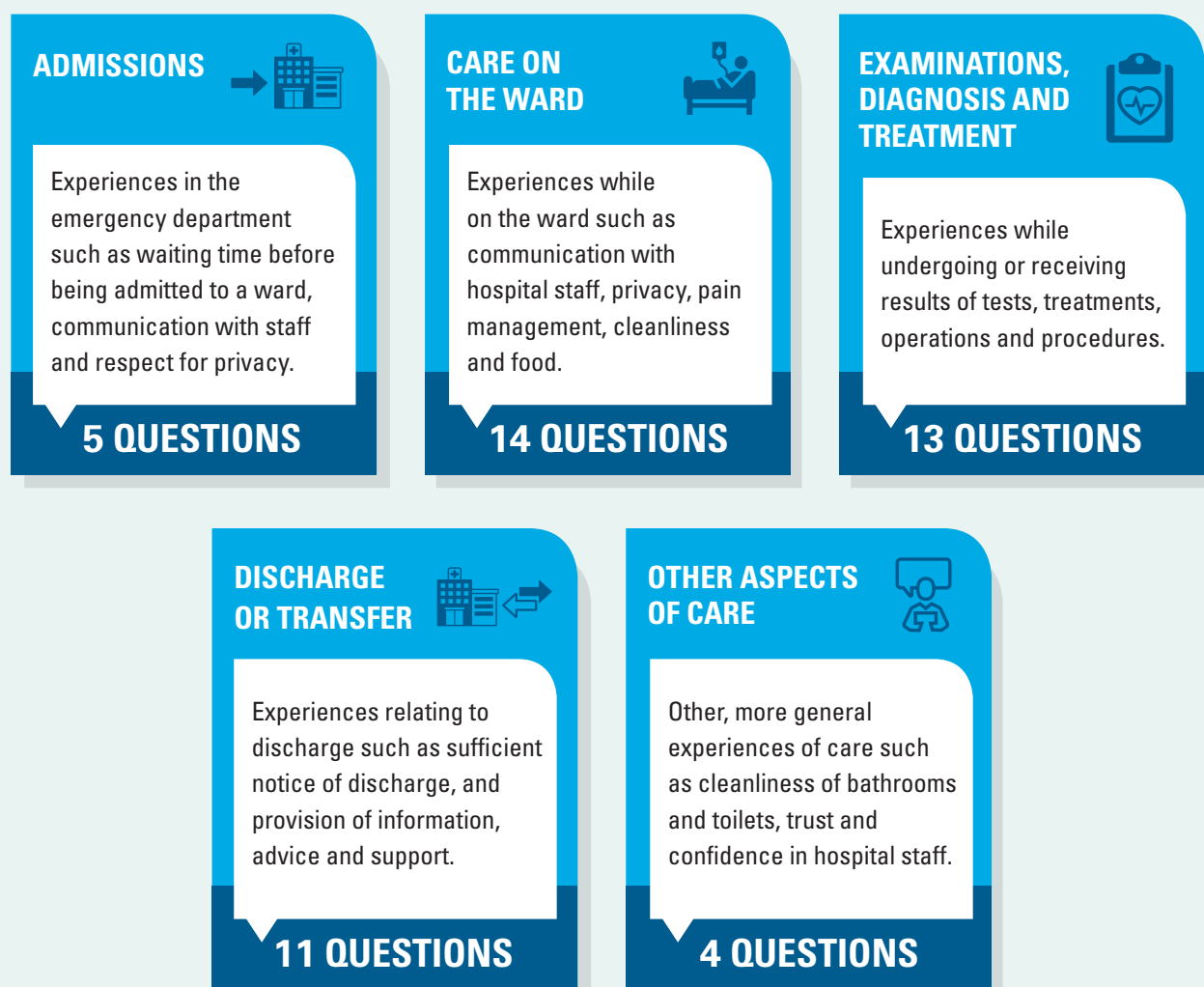
## The areas needing improvement in Tallaght University Hospital are:

<b>Admissions</b>	<p>Of the 470 people who spent time in the emergency department, 97 (21%) said that they were not, or were only sometimes, treated with respect and dignity.</p>
<b>Respect and dignity in the emergency department   Q6</b>	
<b>Care on the ward</b>	<p>Of the 526 people who experienced pain while in hospital, 114 (22%) said that staff did not, or only to some extent did everything they could to help control their pain.</p>
<b>Pain management   Q32</b>	
<b>Other aspects of care</b>	<p>Of the 629 people who answered this question, 123 (20%) said that overall they were not, or were only sometimes, treated with respect and dignity while they were in the hospital.</p>
<b>Respect and dignity   Q51</b>	

# 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](http://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.

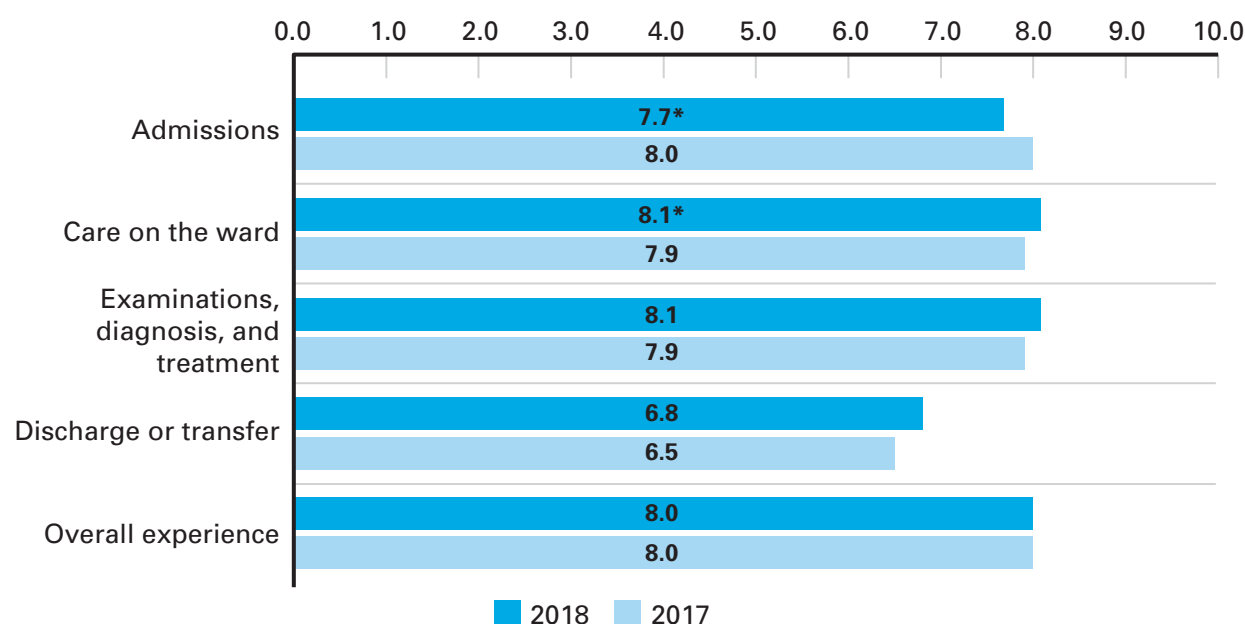
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from [www.patientexperience.ie](http://www.patientexperience.ie).

## Changes in patient experience over time

Participants' average rating of their overall experience remained the same in 2018 as in 2017. The greatest improvement for Tallaght University Hospital has been achieved in relation to care on the ward, where the difference with the 2017 score was statistically significant. However, the 2018 ratings for admissions were significantly below what they were 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 scores<sup>1</sup> for Tallaght 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

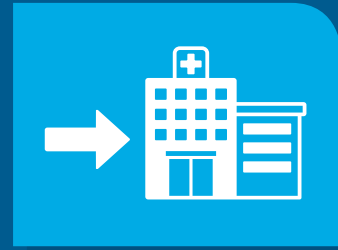
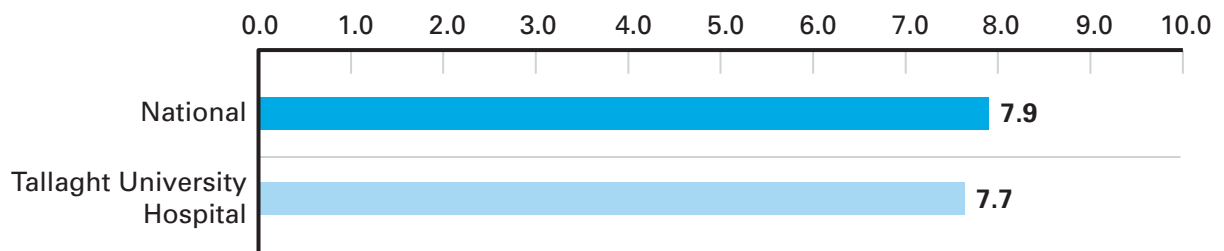
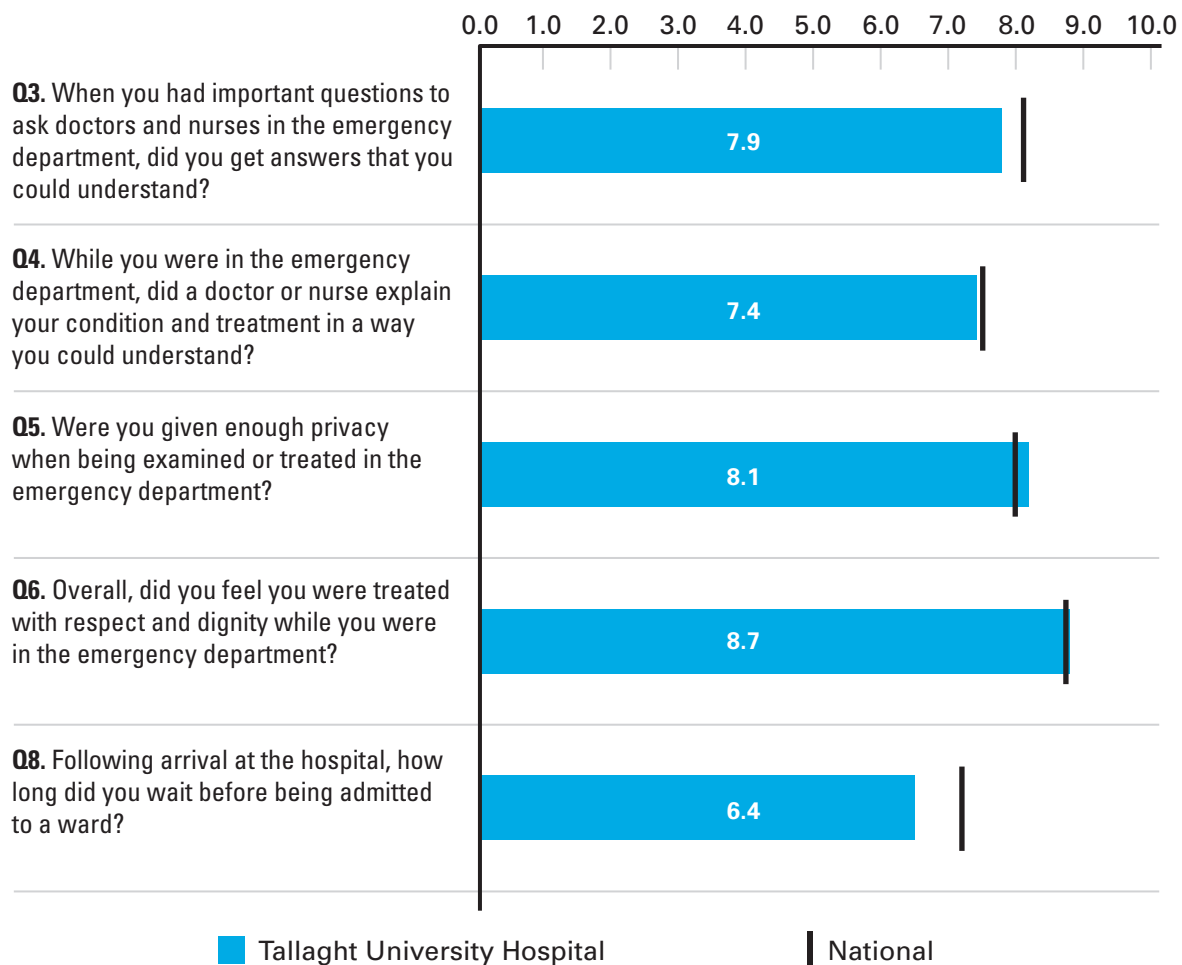


Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions on this stage of care.

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



**Figure 4 Tallaght University Hospital scores for questions on admissions**



## Emergency department waiting times<sup>2</sup>

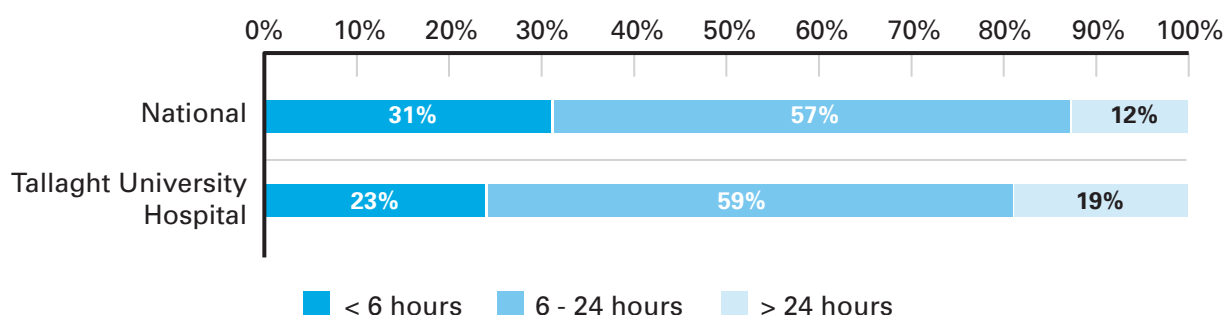
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 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 Tallaght University Hospital, 96 respondents (23%) said they were admitted to a ward within six hours of arriving at the emergency department, while 250 respondents (59%) reported waiting between six and 24 hours. 80 respondents (19%) reported waiting 24 hours or more before being admitted to a ward in Tallaght University Hospital, with 28 of these saying they waited more than 48 hours.

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

**Figure 5 Patient-reported emergency department waiting times for Tallaght 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

"When I entered A&E my condition was very poor. I was treated very quickly even though the A&E was over crowded and staff working very hard to cope with the over crowding."

"Care and attention I received was excellent in a very clean and modern A&E dept."

"In an ideal world A&E should have separate departments for emergency. Section for 50 plus to be seen and another for 18yrs plus to be seen. A lot of 50yrs old and older do not have the ability to wait such long hours in A&E and also mental health patients should have separate A&E departments so they can be treated with dignity."

"The efficiency of the A&E department needs to be improved. Communication between the A&E doctors and the medical teams needs to be improved - I arrived at 2.45 on Friday and saw a consultant at 8am on Saturday morning (he had only been told to see me then). I had to stay 2 nights when 1 should have been enough to do what was required."

### Admissions: what do these results mean?

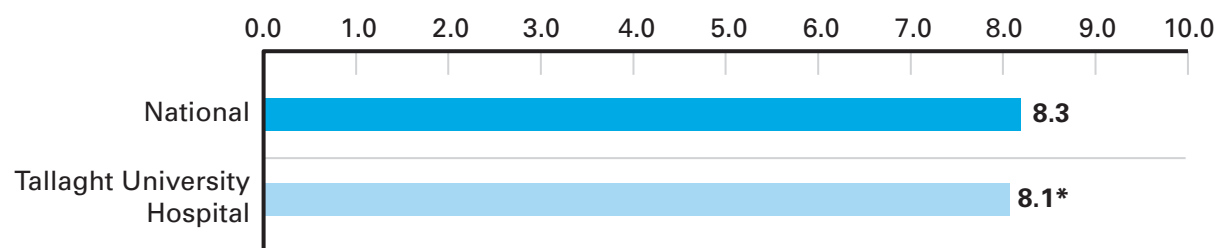
Patient ratings of admission to Tallaght University Hospital were lower than the national average and were significantly lower than the hospital's 2017 score. Q6 on respect and dignity in the emergency department was the highest-scoring question for the admissions stage of care, but still performed below the national average. The hospital also performed below the national average on emergency department waiting times. Only 23% 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.<sup>(1,2)</sup>

# 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.

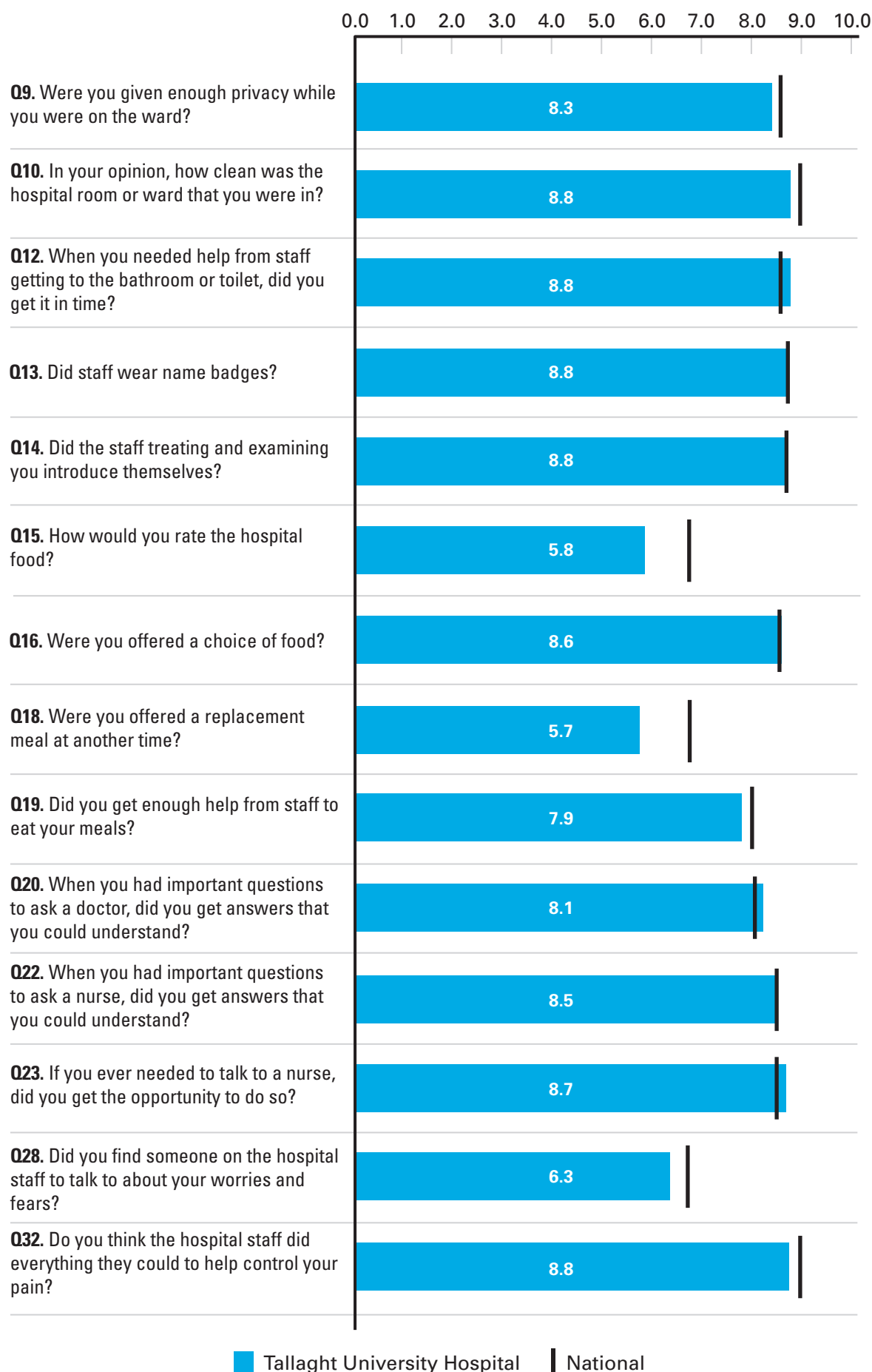


**Figure 6 Comparison of Tallaght University Hospital with the national average score for care on the ward (out of a maximum of 10)**



\* Denotes a statistically significant difference from the national average.

**Figure 7 Tallaght University Hospital scores for questions on care on the ward**



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

"The care and attention received from the nurses was outstanding and was a reassuring comfort to my recovery from my injuries. The kitchen staff and their assistants were so kind and caring and you always felt they had your best interests at heart."

"Doctors and nurses are excellent at all times. From when I arrived up to the day ward area [doctor's name] looked after me. I could not fault [doctor's name] at all. He came back to check on me several times over the two days. I had a [condition name] the following day and he was excellent. Credit where credit due. 10/10."

"Yes! Night staff were so busy with other wards. I was very concerned for a patient who was not able to get his oxygen tank working properly and had to leave my bed to get assistance for him."

"My mother has mental health issues and [condition name] and so I was her voice and advocate whilst she was on the ward. I constantly had to explain for her as she was unable to do so. I was worried leaving her at night and new staff the next day were not aware of her condition. All her toiletries and one of her nightdresses got lost. There should be staff provided to help patients with [condition name]. Very distressing experience as she cannot look after herself."

### Care on the ward: what do these results mean?

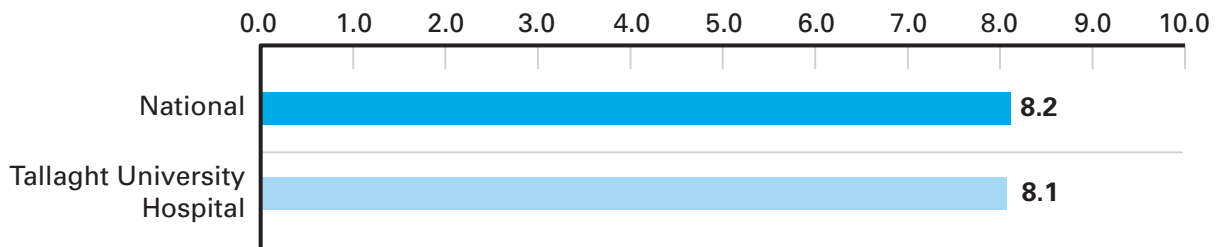
Tallaght University Hospital received significantly lower ratings of care on the ward than the national average. However, patient ratings of the stage were significantly higher than what they were in last year's survey. Many patients reported that they got help from staff in getting to the bathroom on time, while others said that staff always wore name badges and introduced themselves. In these three areas Tallaght University Hospital performed slightly higher than the national average. However, patients gave below-average ratings for the availability of replacement meals.

# Examinations, diagnosis and treatment



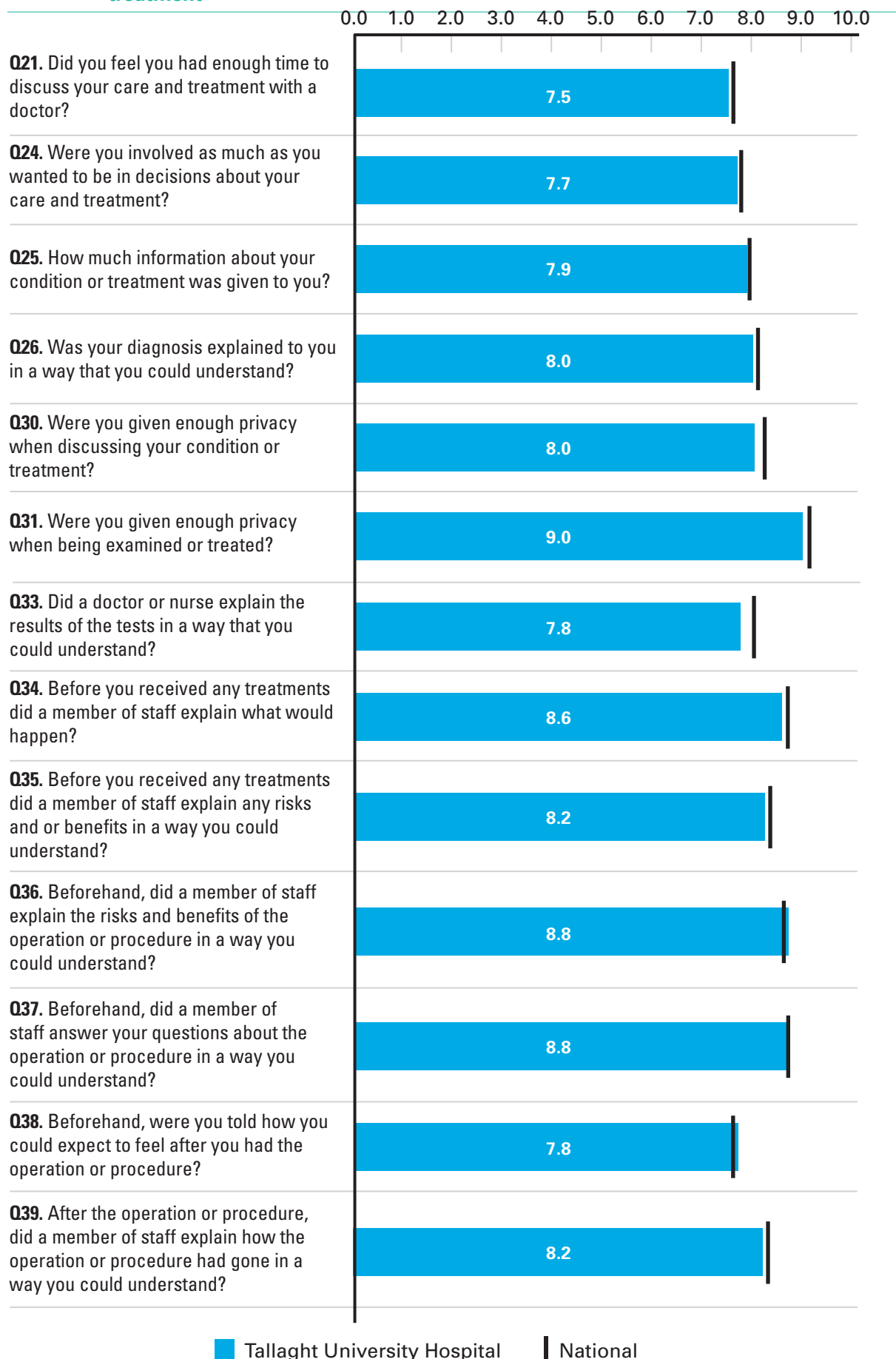
Figure 8 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 9 shows the hospital's scores for questions on this stage of care.

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





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



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

"My care was excellent, I was put at ease, and my worries, i.e. not coming through the operation, were treated with reassurance, dignity and patience and my aftercare was excellent and everyone from the surgeon down, were ready to listen, reassure and help me at all times."

"I was looked after very well by the gynae team. In my ten days stay in the hospital the member of team visits me daily, they reassured me all the time & explained re: my treatment."

"Lack of privacy on the ward when being told of my [condition type] diagnosis by a doctor who told me of my condition behind a curtain on a six bedded ward. Also prolonged stay due to lack of scanning at the weekend."

"The care during my stay was exceptional. The doctors explained at every step the tests being undertaken and kept me updated with results. The nursing staff were extremely professional and so caring. The room was kept immaculately clean and the catering staff were do good. Food was very good."

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

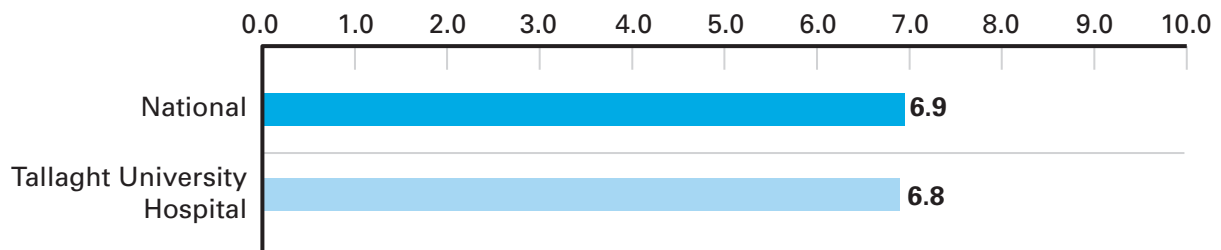
Ratings of examination, diagnosis and treatment were slightly lower than the national average, but marginally higher than the hospital's 2017 score. The majority of patients reported positively on the level of privacy they were afforded during examinations or treatments. However, patients were less satisfied with the amount of time they had to discuss their care and treatment with a doctors. In both these areas, the hospital performed below the national average.

# Discharge or transfer

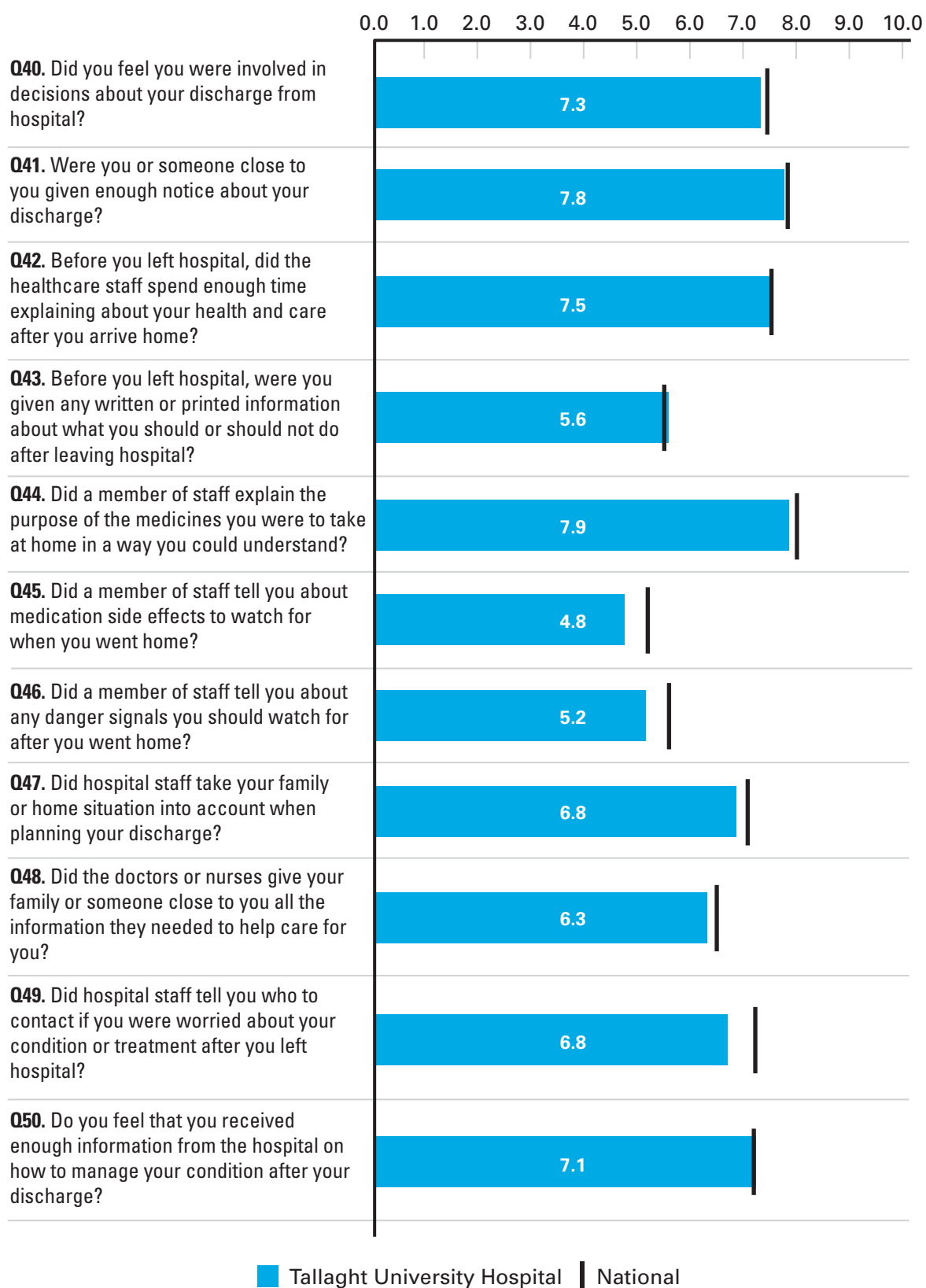
Figure 10 compares the hospital's overall score for discharge or transfer with the national average. Figure 11 shows the hospital's scores for questions on this stage of care.



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



**Figure 11 Tallaght University Hospital scores for questions on discharge or transfer**



## The patient voice: what patients said about discharge or transfer

"On discharge please explain fully the medication you have to take and make appointment before you leave for your outpatients follow up. I didn't know what department to call."

"On discharge, I was told nothing in terms of after-stay care, I pretty much relied on family members who were nursing staff, and recollection from previous operations, to let me know when I should change my dressings and what to look out for. I feel some detail should have been provided to me."

### Discharge or transfer: what do these results mean?

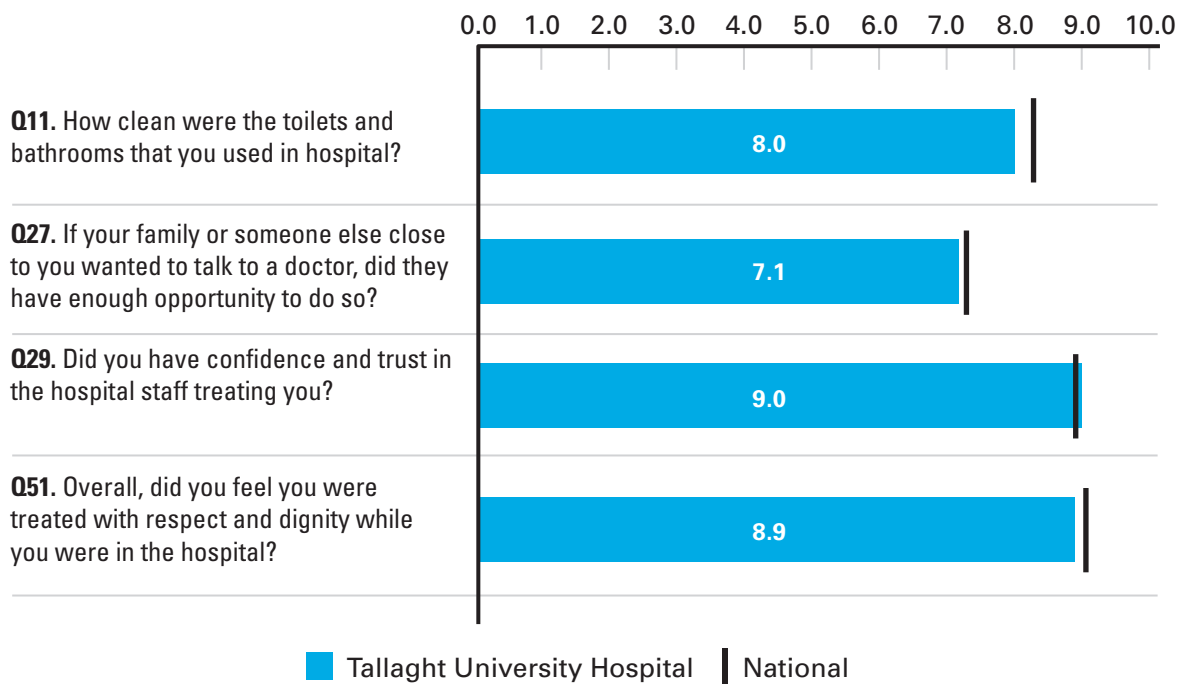
Participant ratings for this stage of care were slightly below the national average, but higher than the hospital's 2017 score. The difference was not, however, statistically significant. The highest-scoring question for this stage of care suggests that patients of Tallaght University Hospital, on average, received some clear information about the purpose of the medicines they were to take at home. A large number of people, however, said that they were not informed about medication side effects to watch for at home. In both these areas, Tallaght University Hospital 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 Tallaght University Hospital scores for other aspects of care**



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

The fact that I received Rapid Response to a suspected mild [condition type] and had almost all relevant tests within 4 days and on site before discharge. The consultant and his SHO were both very thorough in their approach and I had great confidence in them. Although I was on what was regarded as a trolley for the first 24 hours, I felt I was treated with great consideration and as much privacy as possible was afforded to me. Staff who were very busy around me still took time to be sensitive to me and my surroundings."

"I found that some doctors don't treat patients with the respect they deserve. I have a consultant that I have been with for 14 years who I have the greatest respect for, some of his team do let it down. But he can't watch them all the time. He always has time to listen to you and he will be up front with you he is a general surgeon. Wish there were more like him."

"Anaesthetist was particularly good. He was very thorough and put me completely at ease. I had full trust in him; wonderful man."

"Doctors do not involve the family in decision making and family have to chase doctors for updates on the health of patients."

### Other aspects of care: what do these results mean?

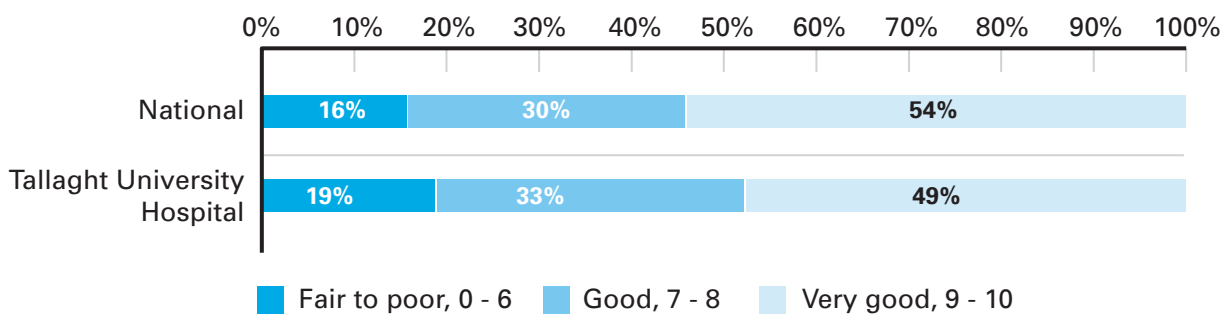
The ratings for the questions on other aspects of care were mixed. The majority of patients reported having confidence and trust in the staff treating them, with this question matching the national score. A number of people said that their families or someone close to them did not have sufficient opportunities to talk to a doctor. Furthermore, while most participants said they were treated with respect and dignity, a number did not give a positive rating in this area.

# 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. 49% of participants from Tallaght 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 Tallaght University Hospital with the national average.

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





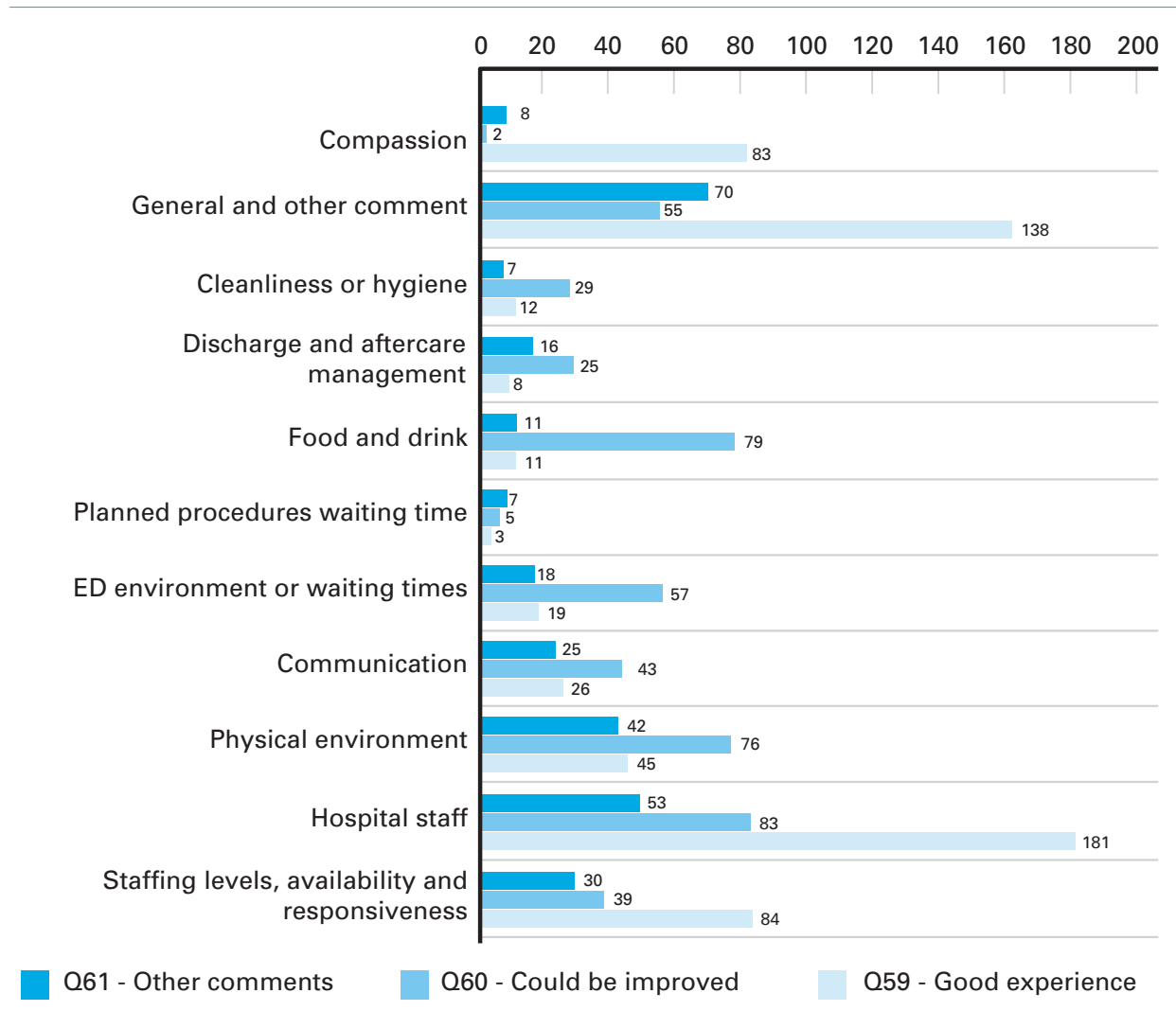
# In their own words: analysis of patients' comments

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, 1,390 comments were received from patients of Tallaght 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', 'food and drink' and to 'physical environment'. Finally, most responses to Q61 were a 'general or other comment'.

**Figure 14 Participant comments by theme**



# Conclusion

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

The majority of participants said they had a positive overall experience in Tallaght University Hospital. 81% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

Tallaght University Hospital received similar scores to the national average across every stage of care, with the exception of care on the ward, which was below average. Participant ratings of care were generally more positive than those received in 2017 with the exception of admissions, where the hospital received a noticeably lower score. Tallaght University Hospital significantly improved its performance on care on the ward, where the difference with the 2017 score was statistically significant.

Areas of good experience identified by patients included privacy whilst being examined or treated and the many opportunities to talk to a nurse on the ward. The majority of patients also stated that they had confidence and trust in the staff treating them.

Several areas needing improvement were identified. These related in particular to the lack of dignity and respect that patients experienced both in the emergency department and on the ward. An important number of patients were also not satisfied with how their pain was managed.

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 Tallaght 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 Tallaght 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.

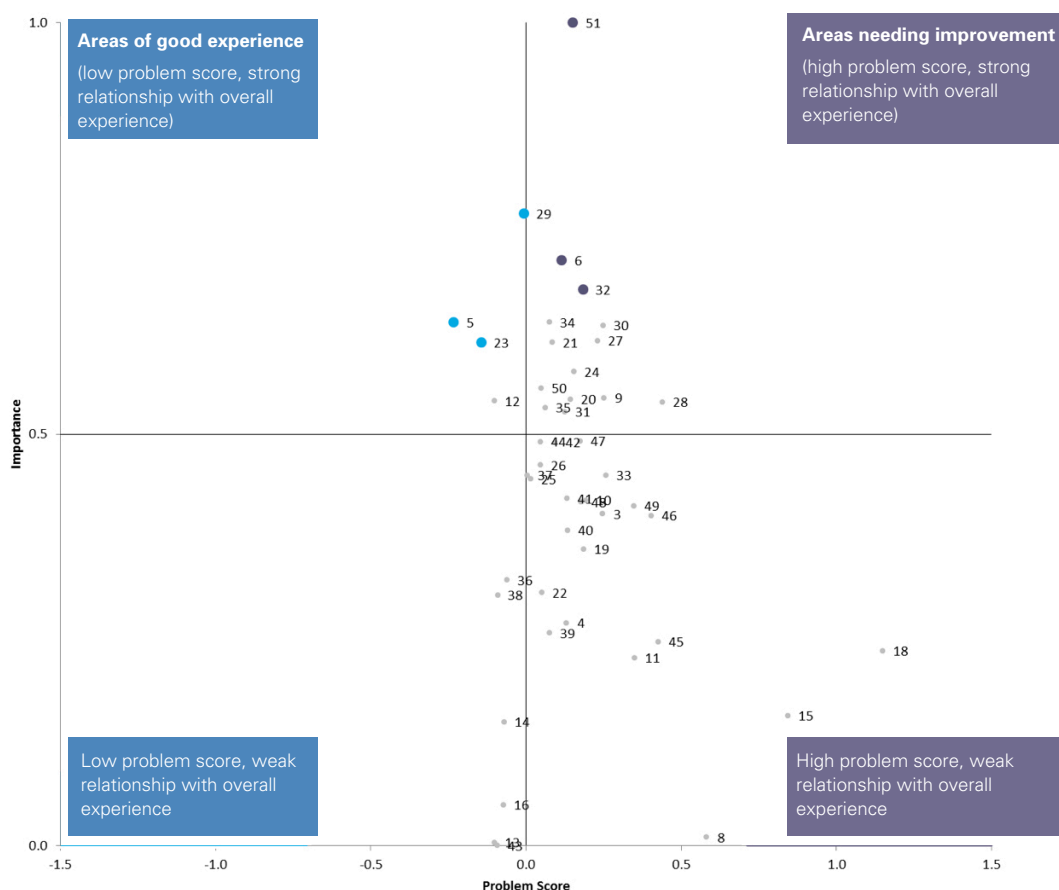
### Interpreting the improvement map

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.