



# National Patient Experience Survey 2018

## Wexford General Hospital

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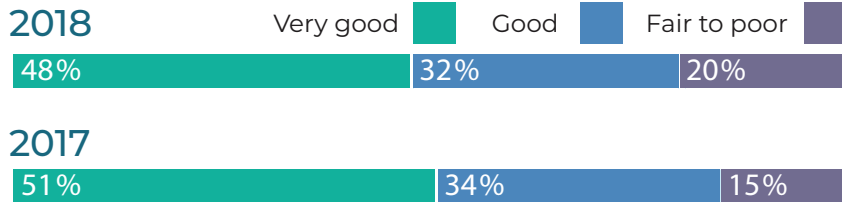
An Roinn Sláinte  
Department of Health



# Wexford General Hospital

2018 survey results

## Overall experience



54% response rate

## Areas of good experience



Respect and dignity



Cleanliness of room or ward



Respect and dignity in the ED

## Areas needing improvement



Clear answers from a doctor



Help from staff to get to the bathroom



Confidence and trust in hospital staff

## The patient voice

"I was really happy that they spent so much time doing different types of tests and spoke to me a lot which made it easy for me to understand."



"Some confusion/lack of communication between staff as to whether or not I was fasting led to me having to go without food for long periods of time for no reason subsequently."

[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%. 313 patients from Wexford General 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 Wexford General Hospital?

The majority of participants from Wexford General Hospital reported positive experiences in hospital. 80% 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 each stage of care, with the exception of admissions, where it scored higher.

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 were very satisfied with the level of dignity and respect shown to them in the emergency department and elsewhere during their hospital stay. Patients also gave very positive ratings of cleanliness on the ward.

There were also several areas needing improvement. Patients highlighted issues of communication with doctors, as well confidence and trust in staff. In addition, a number of people said that they did not always receive help with getting to the bathroom in time.

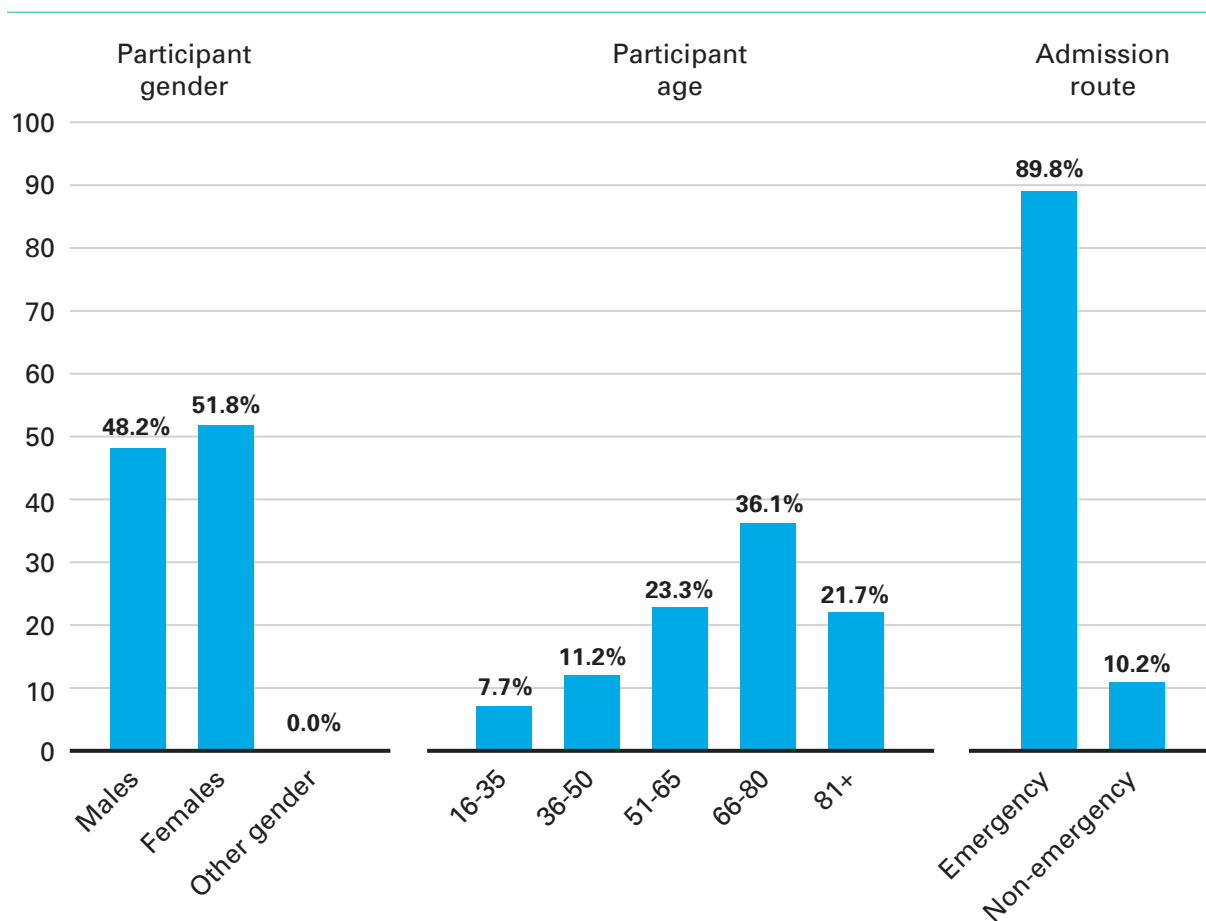
No improvements in patient experience ratings were identified since the 2017 survey. The findings of the 2018 survey will help Wexford General Hospital to improve patients' experiences of care in the hospital.

# Hospital and participant profile

Wexford General Hospital is a public acute hospital located in County Wexford. There were 225 inpatient beds available in the hospital during the survey period of May 2018.

580 people discharged from Wexford General Hospital during the month of May 2018 were invited to participate in the survey. 313 people completed the survey, achieving a response rate of 54%. 48.2% of participants were male and 51.8% were female. 281 respondents (89.8%) said that their stay in hospital was an emergency. Figure 1 below provides information on the respondents who took part in the survey from Wexford General Hospital.

**Figure 1 Participants from Wexford General 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 Wexford General Hospital are:

<b>Admissions</b>	227 people (85% of those who answered this question) said that they felt as though they were always treated with respect and dignity in the emergency department.
<b>Respect and dignity in the emergency department   Q6</b>	
<b>Care on the ward</b>	235 people (78% of those who answered this question) said that the room or the ward that they were in was very clean.
<b>Cleanliness of room or ward   Q10</b>	
<b>Other aspects of care</b>	257 people (85% of those who answered this question) said that they were always treated with respect and dignity while they were a patient in the hospital.
<b>Respect and dignity   Q51</b>	

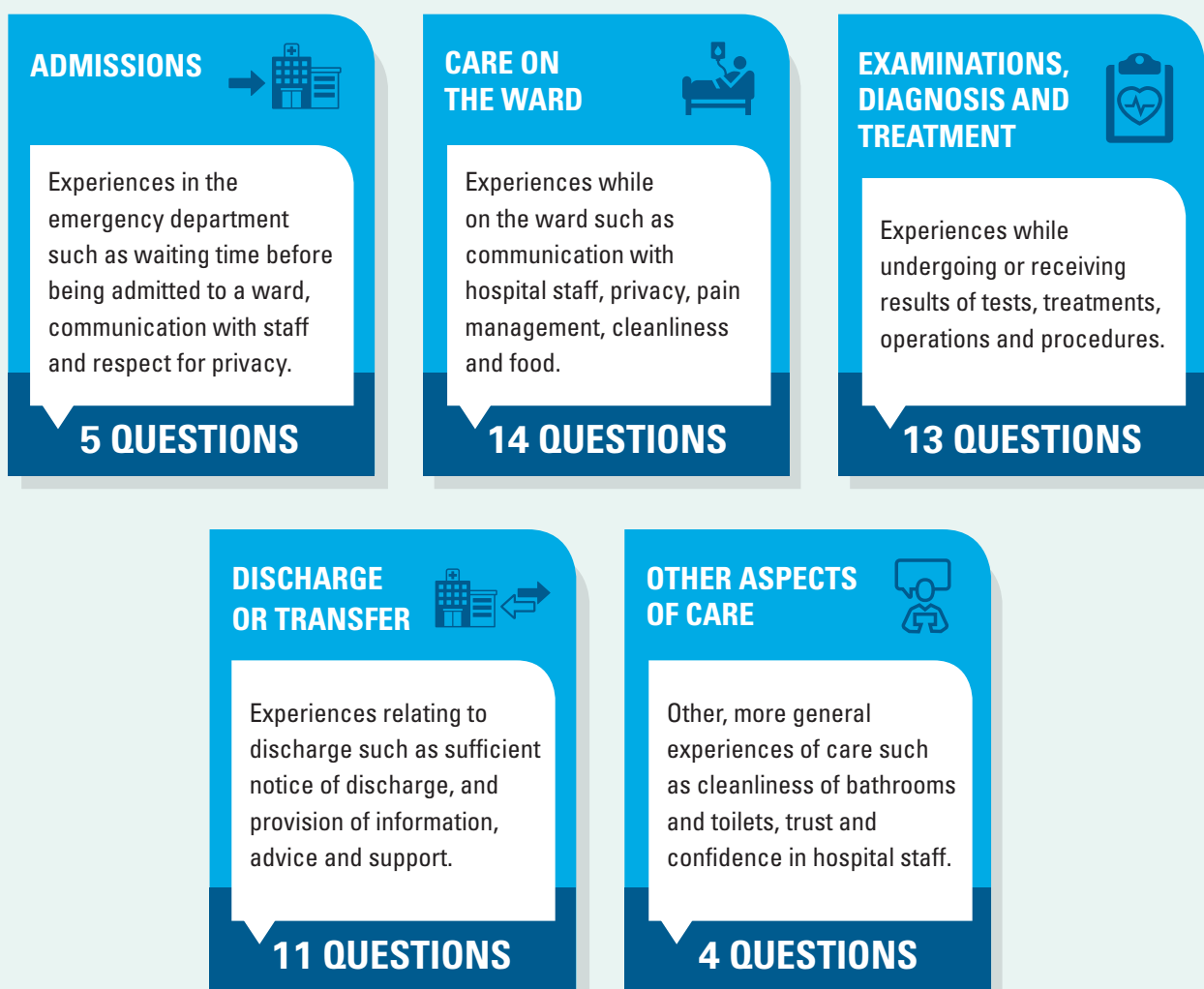
## The areas needing improvement in Wexford General Hospital are:

<p><b>Care on the ward</b></p> <p><b>Help from staff to get to the bathroom   Q12</b></p>	<p>49 people (30%) of those who required help with getting to the bathroom said that they did not, or only sometimes received help from staff with getting to the bathroom or toilet in time.</p>
<p><b>Care on the ward</b></p> <p><b>Clear answers from a doctor   Q20</b></p>	<p>Of the 282 people who had important questions to ask a doctor, 99 (35%) said that they did not receive, or only sometimes received an answer they could understand.</p>
<p><b>Other aspects of care</b></p> <p><b>Confidence and trust in hospital staff   Q29</b></p>	<p>Of the 301 people who answered this question, 66 (22%) said that they did not have, or only sometimes had confidence and trust in the hospital staff treating them.</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](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.

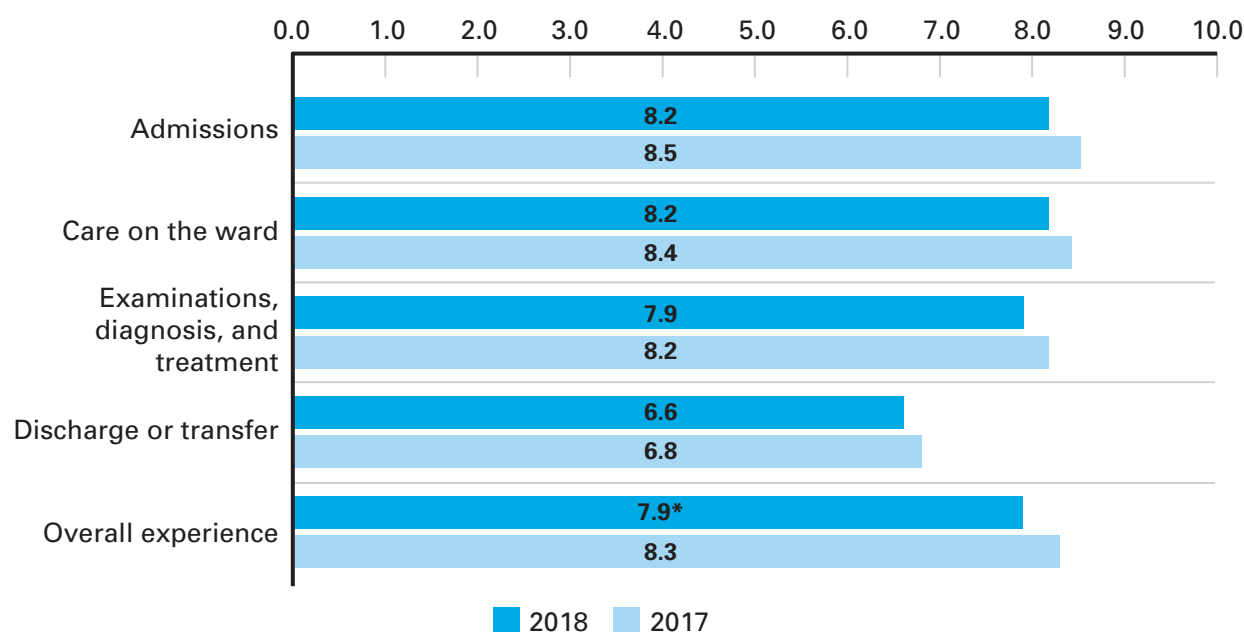
Statistical tests were carried out to examine if there were significant differences in patient experience between 2017 and 2018, as well as between a hospital and the national average. For further information on the analyses please consult Appendix 3 of the 2018 national report, available from [www.patientexperience.ie](http://www.patientexperience.ie).

## Changes in patient experience over time

Participants' average rating of their overall experience in Wexford General Hospital was significantly different in 2018 compared with the 2017 survey. However, even though there are differences between the 2017 and 2018 scores for the various stages of care, 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 scores<sup>1</sup> for Wexford General 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

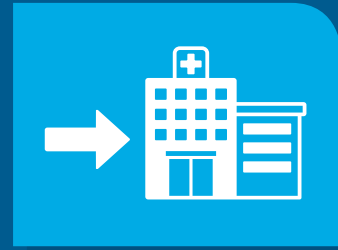
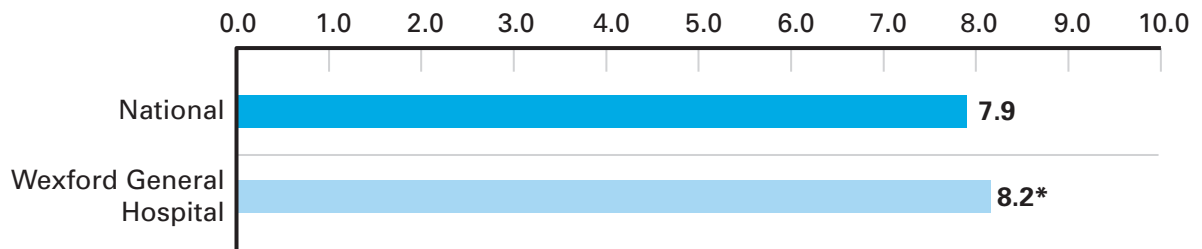


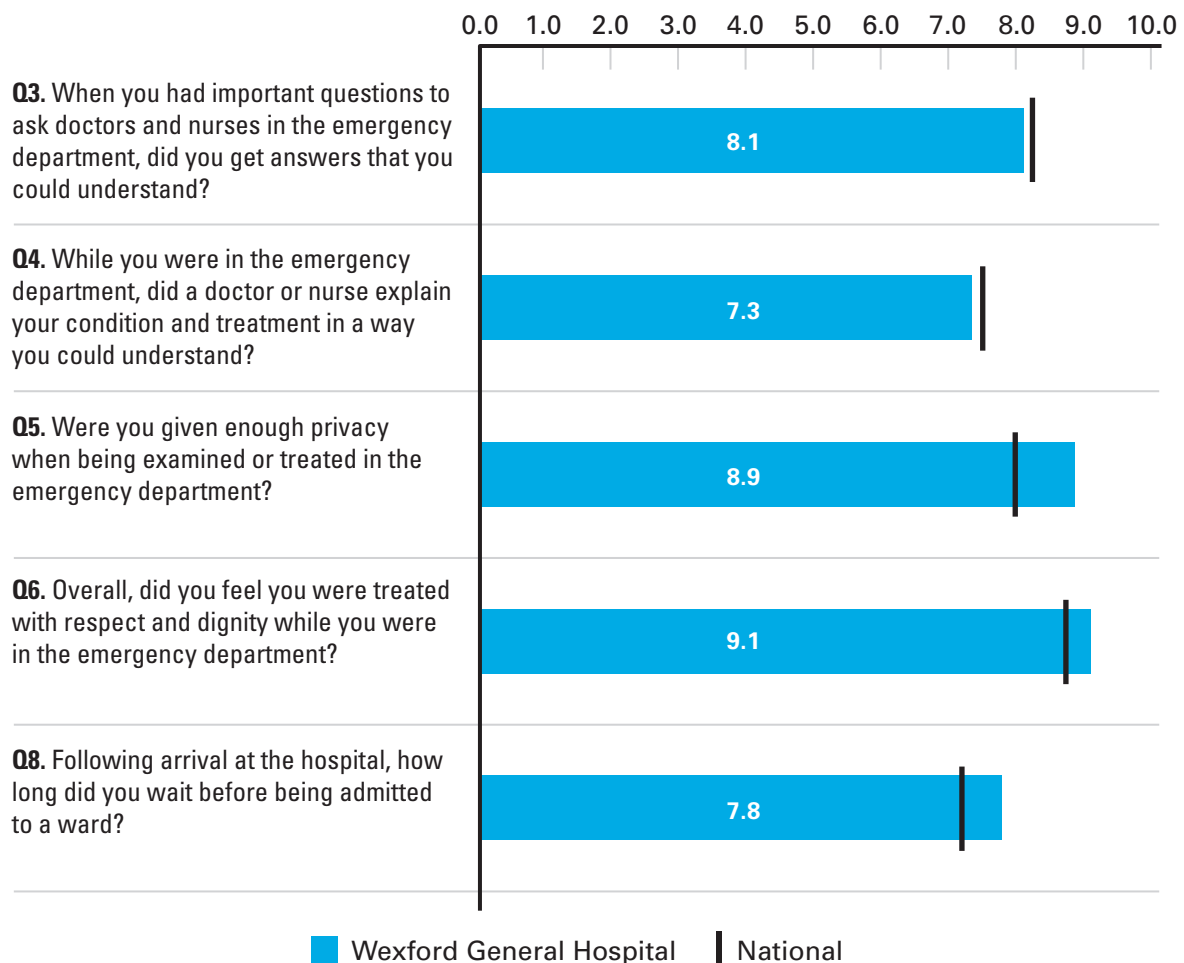
Figure 3 compares the hospital's overall score for admissions with the national average. Figure 4 shows the hospital's scores for questions on this stage of care.

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



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

**Figure 4 Wexford General Hospital scores for questions on admissions**



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

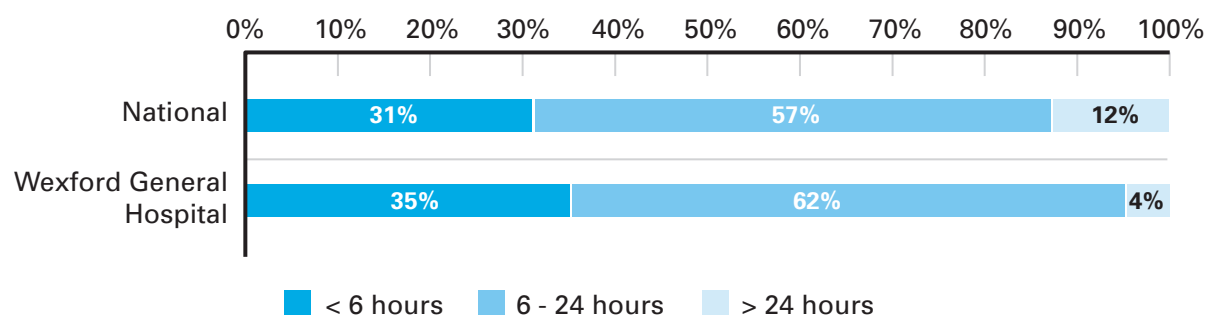
The HSE sets targets for the performance of acute hospitals, including targets on waiting times in emergency departments, such as:

- 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 Wexford General Hospital, 89 respondents (35%) said they were admitted to a ward within six hours of arriving at the emergency department, while 159 respondents (62%) reported waiting between six and 24 hours. Nine respondents (4%) reported waiting 24 hours or more before being admitted to a ward in Wexford General Hospital, with one of these saying they waited more than 48 hours.

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

**Figure 5 Patient-reported emergency department waiting times for Wexford General 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

"As I came in as an emergency I was unaware of the first part of my stay. My wife was pleased with the level of care I was given and the speed of which things happened. On the ward I was treated with dignity and respect at all times."

"Some nurses in A&E were ignorant and dismissive. I spent my time in A&E on a trolley on the corridor, no privacy whatsoever."

"I will say I am in hospital a few times a year and think things are improving. The time waiting in A&E is still far too long. I had to be readmitted at the request of doctor in the hospital and had to come through A&E again and took 9 hours to get the bed that I knew I was sent in for."

"I went into Wexford hospital with [condition type]. I was left on a trolley from 8 o'clock Saturday evening until Tuesday evening. I was brought up to a ward and left down by the window. My food was left on the windowsill — that should not happen."

### Admissions: what do these results mean?

Patient ratings of admission to Wexford General Hospital were marginally more negative than in the 2017 survey; however, the ratings were significantly higher than the 2018 national average. The majority of patients were highly positive of the levels of privacy they received when being examined or treated in the emergency department. On this particular question, Wexford General Hospital scored higher than the national average.

Some patients said that doctors or nurses did not always explain their condition and treatment to them in a way that they could understand, with this question scoring below the national average.

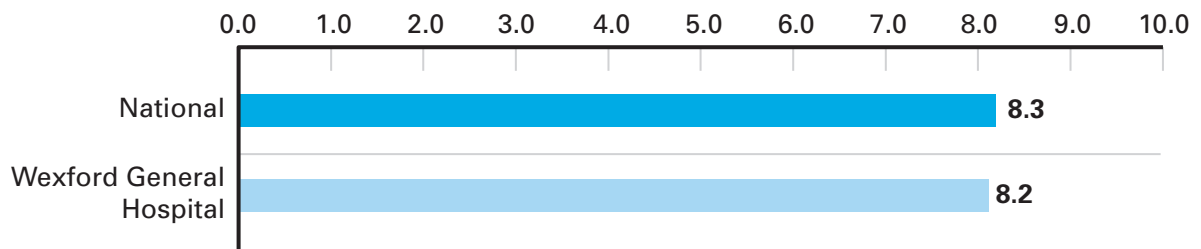
With 35% of participants saying that they were admitted to a ward within the recommended six hours, Wexford General Hospital performed above the national average on emergency department waiting times. This is an important issue, as lengthy waiting times are associated with poor outcomes for patients.<sup>(1,2)</sup>

# Care on the ward

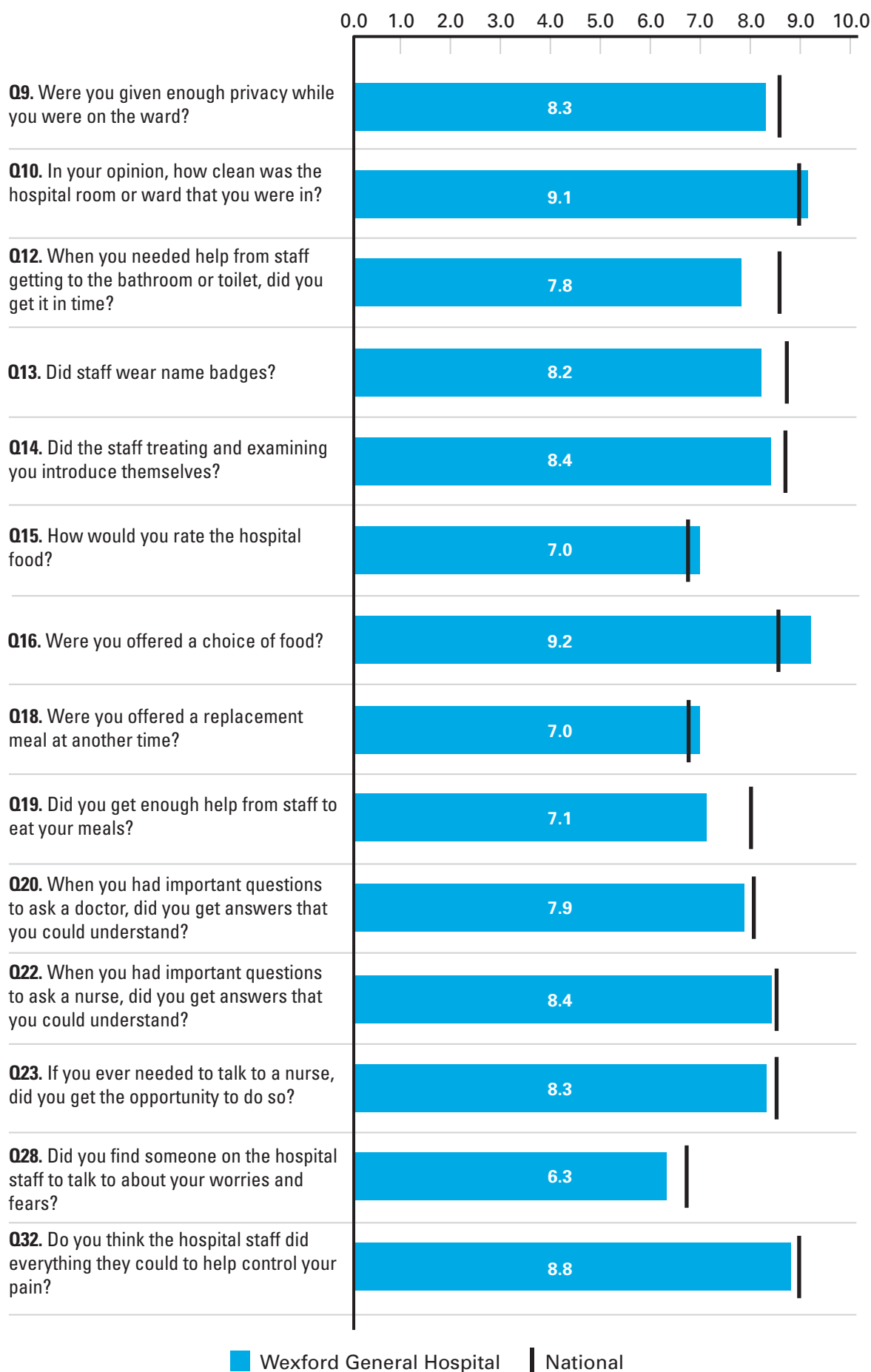
Figure 6 compares the hospital's overall score for care on the ward with the national average. Figure 7 shows the hospital's scores for questions on this stage of care.



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



**Figure 7** Wexford General Hospital scores for questions on care on the ward



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

"The care I got in Wexford Hospital was excellent. I was treated with respect and dignity and the doctors discussed my condition with me in a way I could understand and also explained my condition to my family."

"I am very grateful for the care given to me and in particular the care and attention given to an older man beside me whom was not able to get in or out of bed or eat by himself. He was given excellent care, washed, cleaned and changed during the night, by very busy staff."

"Some confusion/lack of communication between staff as to whether or not I was fasting led to me having to go without food for long periods of time for no reason subsequently."

"The ward where I was in had elderly people and [condition type] victims. I felt there was not enough staff to cater for the different problems. I myself helped to talk to patients when needed and helped them with their food. More carers are needed now."

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

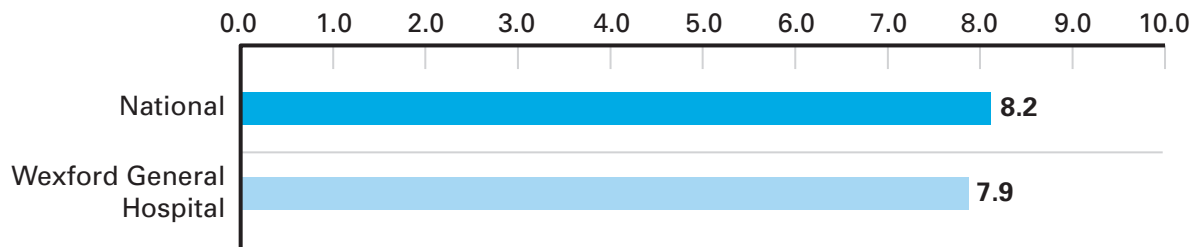
Wexford General Hospital received slightly lower ratings for care on the ward than in the 2018 survey, although patient ratings were similar to the 2018 national average. Patients were particularly positive about the food on offer during their stay on the ward, with this question scoring far above the national average. Nevertheless, patients were much less positive about the levels of emotional support offered to them. A large number of respondents noted how they were often unable to find a member of the hospital staff to talk to about their worries and fears. This question scored below the national average.

# Examinations, diagnosis and treatment



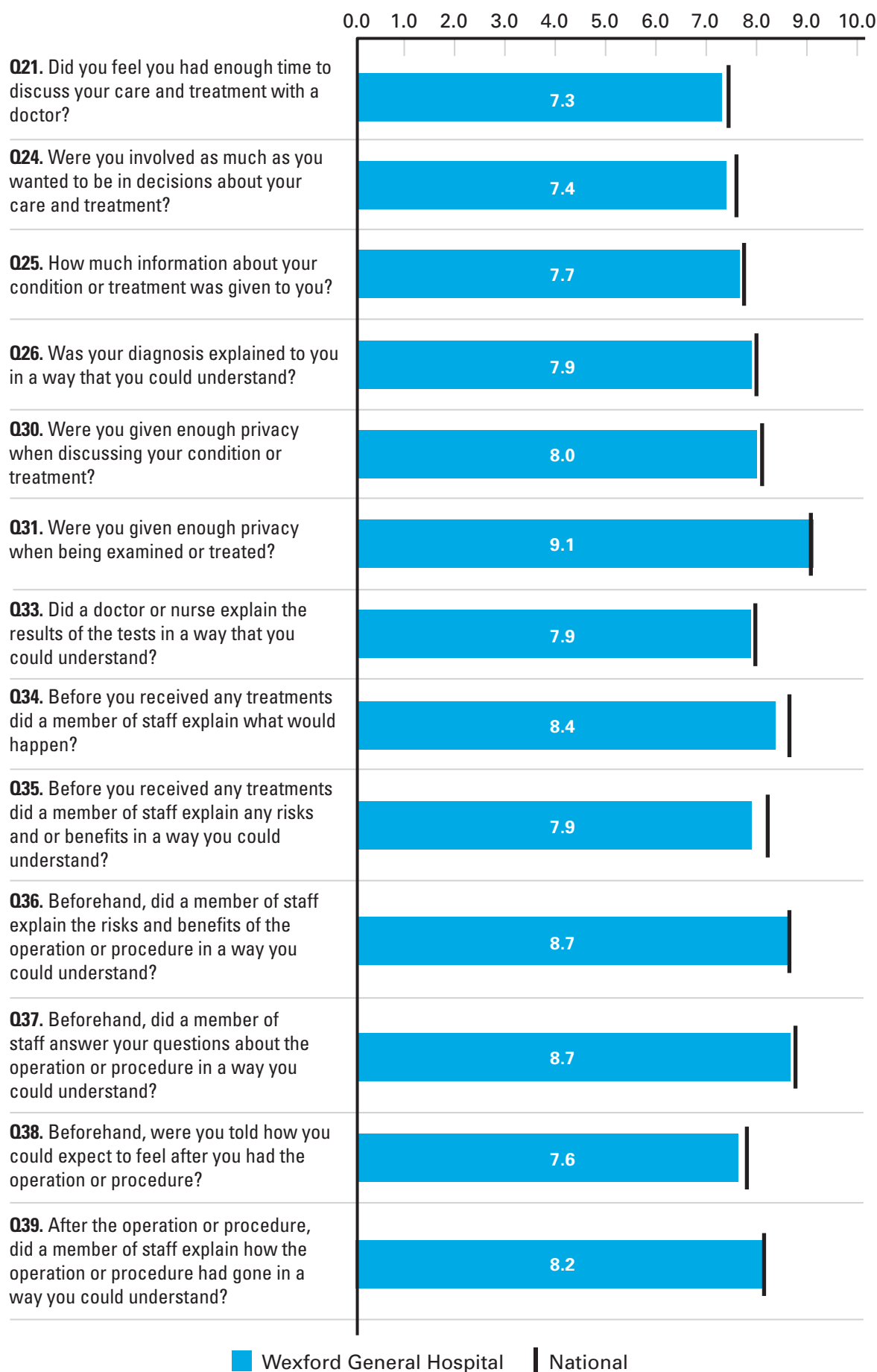
Figure 8 compares the hospital's overall score for examinations, diagnosis and treatment with the national average. Figure 9 shows the hospital's scores for questions on this stage of care.

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





**Figure 9 Wexford General Hospital scores for questions on examinations, diagnosis and treatment**



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

"I was really happy that they spent so much time doing different types of tests and spoke to me a lot which made it easy for me to understand. It was a pleasant experience for me."

Perhaps a little more communication between the personnel of different departments where matters arise, for the overall care of the patient."

"I did have to ask were my bloods ok, I wasn't sure of the outcome. The doctors could be a little more engaging. I'm aware of how busy the hospital is, but this would help the patients that need to go to hospital for whatever reason."

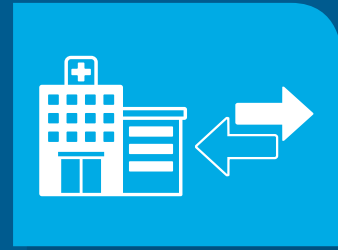
"I would find it difficult to mention just one particular thing as I was given excellent professional treatment, with good attitude. I found all the staff members very positive and helpful. I was checked on all through the day + night everyone was helpful & explained everything to me in detail — very attentive + thorough. Also the aftercare treatment is outstanding."

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

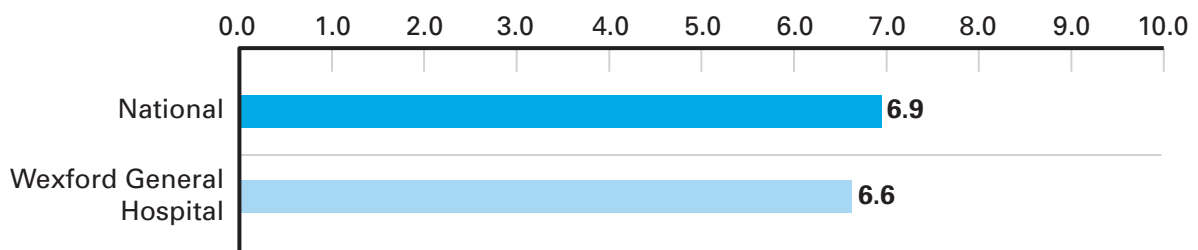
Ratings of examination, diagnosis and treatment were slightly lower than last year but were similar to the national average in 2018. Patients of Wexford General Hospital were generally very positive about the levels of privacy they experienced during examinations and treatment, with this question matching the national average. However, many patients were dissatisfied with the amount of time they had to discuss their care and treatment with a doctor. On this question the hospital fell short of the national average.

# Discharge or transfer

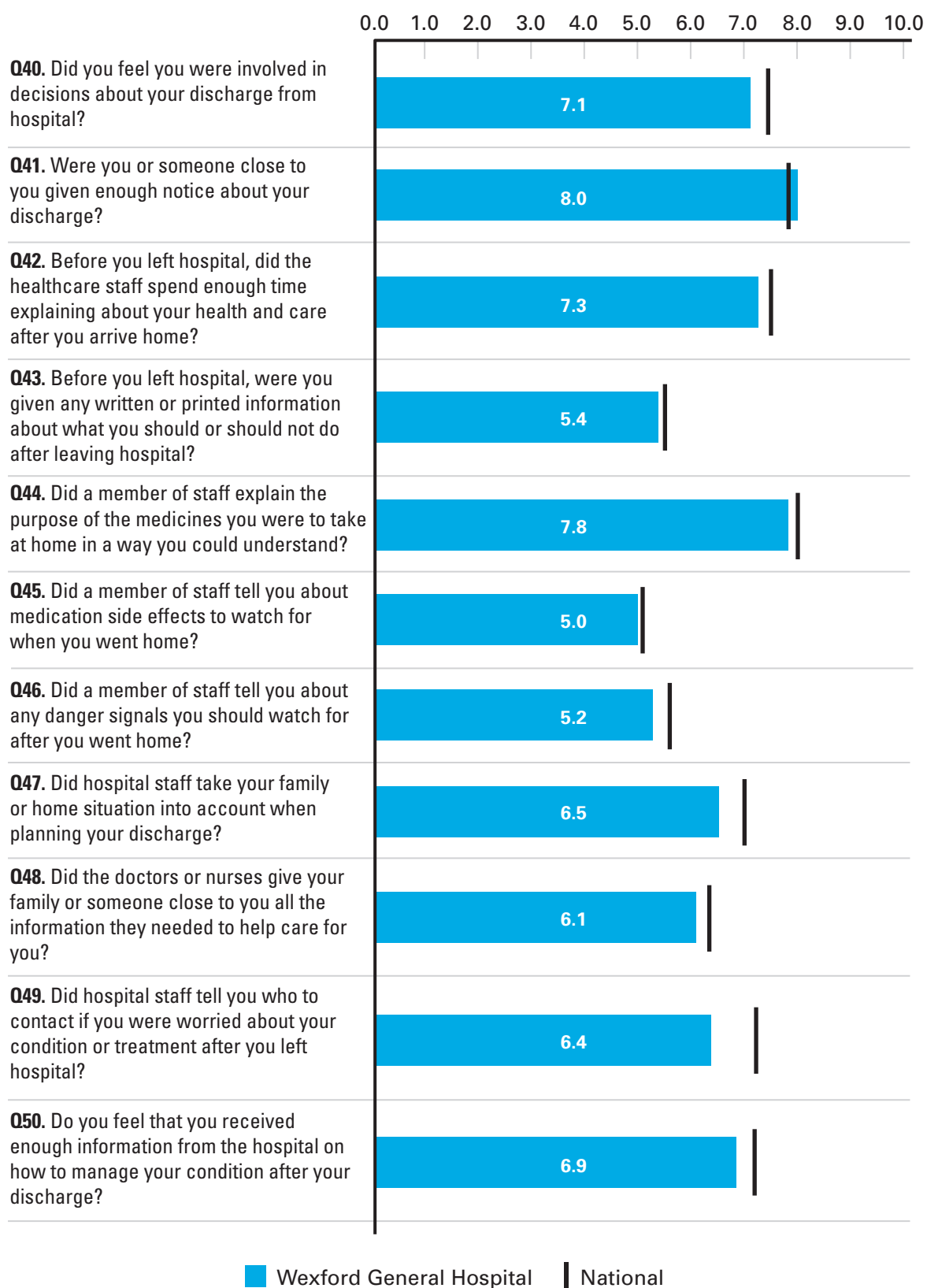
Figure 10 compares the hospital's overall score for discharge or transfer with the national average. Figure 11 shows the hospital's scores for questions on this stage of care.



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



**Figure 11 Wexford General Hospital scores for questions on discharge or transfer**



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

"Yes. Improvement in waiting time for discharge letter. I was waiting from 9am to 5pm. 1 doctor only on duty."

"Exceedingly long wait to be discharged."

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

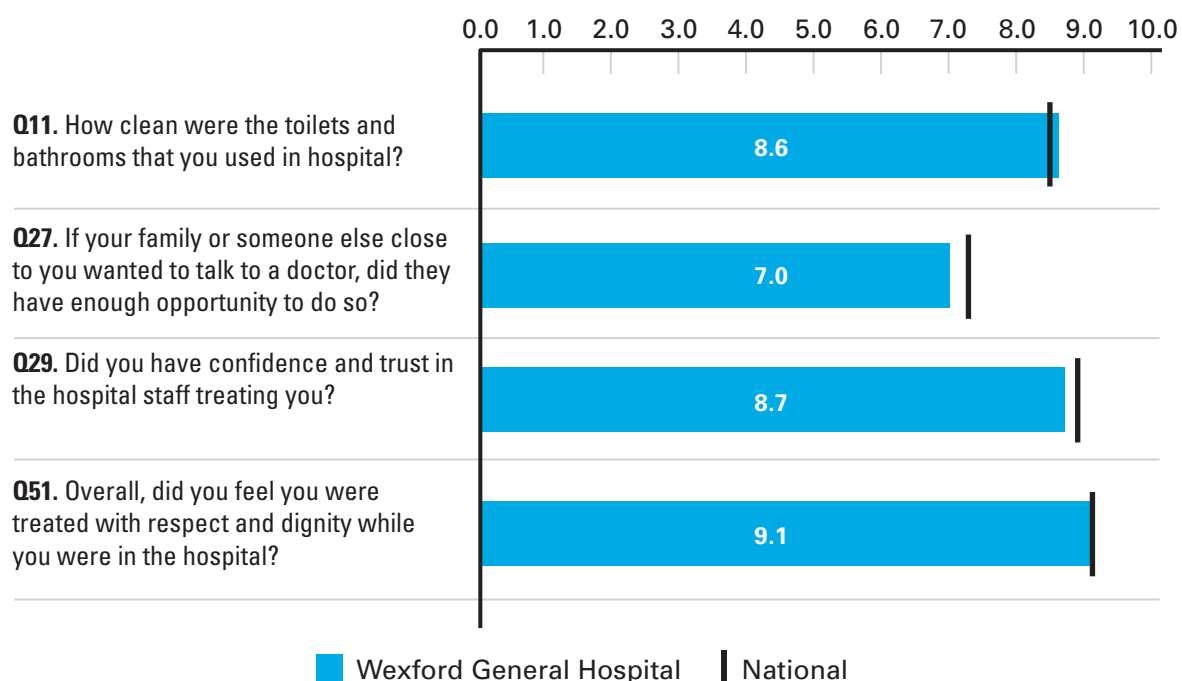
Wexford General Hospital received slightly lower ratings of discharge or transfer in 2018 compared to its score in the 2017 survey. Participant ratings for this stage of care were also below the national average, though the difference is not statistically significant. Patients were mostly positive about the notice they received about their discharge, with this question scoring above the national average. However, Wexford General Hospital fell short of the national average for every other question related to discharge and transfer. The lowest scoring question shows that the majority of patients were not fully informed about medication side effects to watch for at home.

# Other aspects of care



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

**Figure 12 Wexford General Hospital scores for other aspects of care**



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

"Well I could not have been looked after any better than I was. Both nurses and doctors were very nice & helpful. You could ask them anything if you were nervous about anything. They would explain everything clearly to you."

"I got first class care in a well-run facility. The atmosphere was happy due to a friendly staff in all areas of care including food and hygiene."

"This is the second time I've been admitted to a mixed ward - a practice that must stop. There is a total lack of dignity in these situations. Men don't have as much of an objection to sharing a ward with females as opposed to other way round. As I was being wheeled in, a member of staff 'joked', 'you are third female now so with 3 men 3 women you can have a dance'. I was not amused at 2 o'clock in the morning. A member of clerical staff came to me in A&E just before I was moved to a bed and asked if I wanted to be private, semi-private, or public - I said private so she asked me to sign a form which I did - nothing private about my experience after leaving A&E."

"Food. Cleaning of toilets in all areas was scandalous when in A&E. I reported it and they still weren't cleaned. Patients' privacy could be improved. A lady patient was in hospital when I was there. It was scandalous the way she was treated. 4 other male patients in the same ward that night."

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

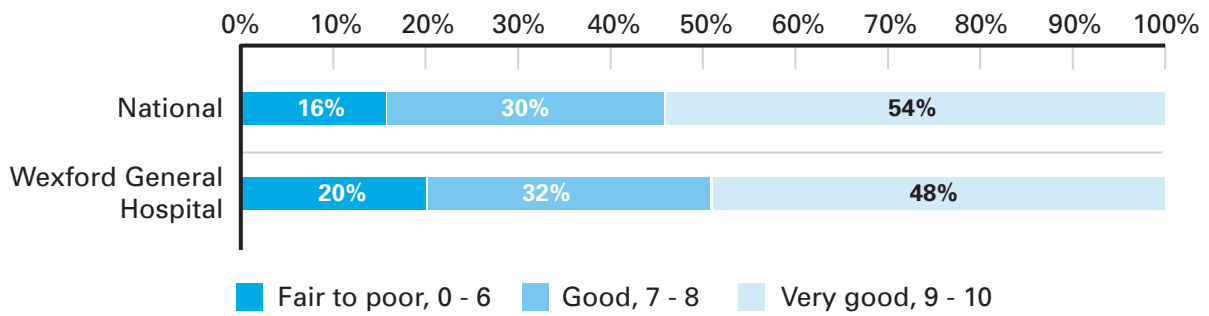
The ratings for the questions on other aspects of care were mixed. Two questions scored below the national average, while Q11 scored higher. The highest-ranking question (Q51) on other aspects of care received a similar score to the national average and as such shows that patients experienced high levels of dignity and respect overall. Many patients, however, said that their families or friends often did not get the opportunity to talk to a doctor.

# Overall experience

Respondents were asked to rate their overall hospital experience on a scale from 0 to 10, with 10 being the most positive experience, and 0 the most negative experience. 48% of participants from Wexford General Hospital rated their care as very good, which is below the national figure of 54%.

Figure 13 compares the average overall rating of hospital experience for Wexford General Hospital with the national average.

**Figure 13 Overall rating of hospital experience for Wexford General Hospital and nationally**





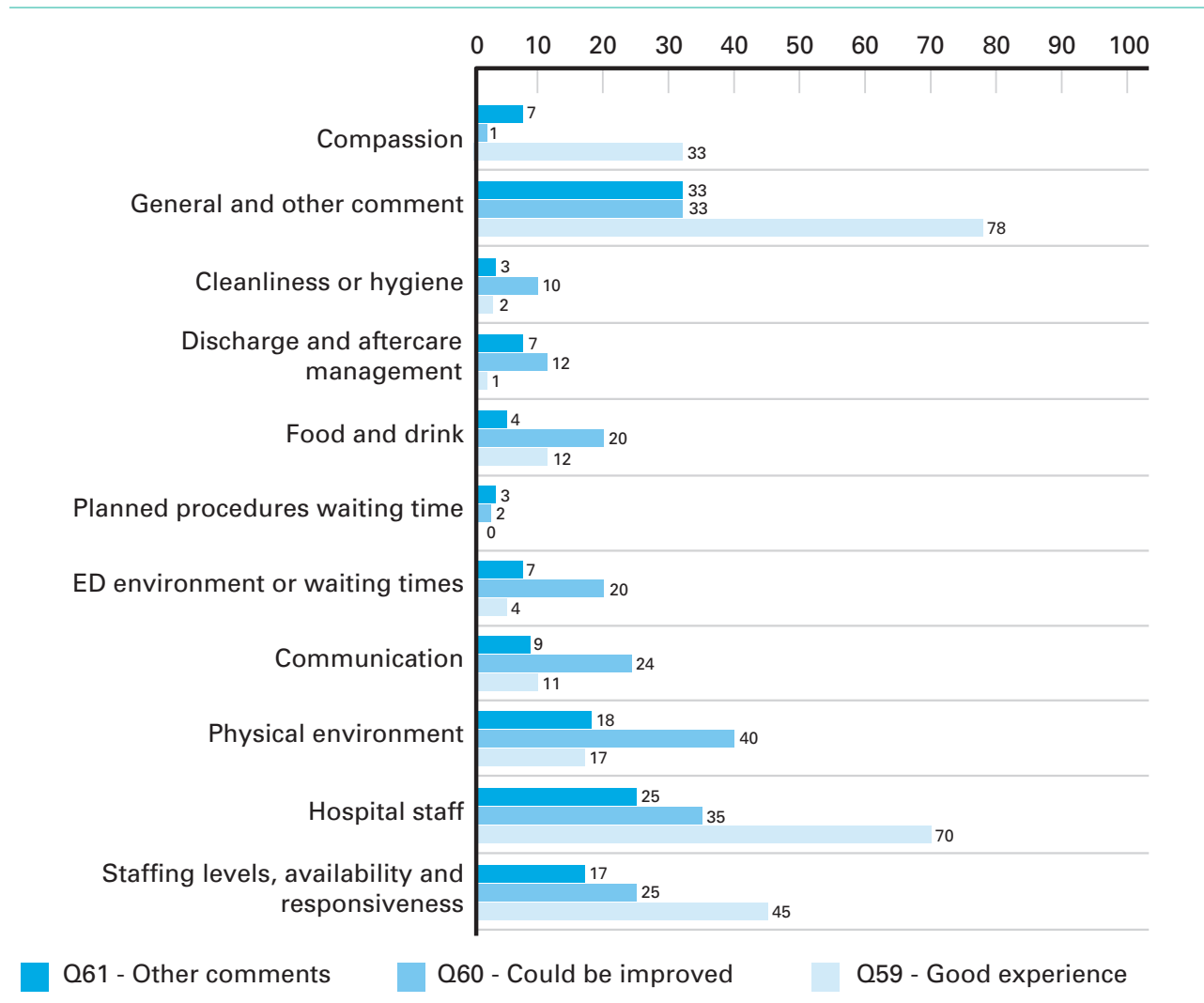
# In their own words: analysis of patients' comments

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, 628 comments were received from patients of Wexford General 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 belonged to the 'general and other comment theme' or related to the 'hospital staff' theme. For Q60, most comments were associated with the 'physical environment'. Finally, most responses to Q61 also belonged to the 'general and other comment' theme.

**Figure 14 Participant comments by theme**



# Conclusion

## What were patients' experiences of hospital care in Wexford General Hospital in May 2018?

The majority of participants said they had a positive overall experience in Wexford General Hospital. 80% of patients at the hospital said they had a 'good' or 'very good' experience, compared with 84% nationally.

Wexford General Hospital received similar scores to the national average across every stage of care, with the exception of admissions, where the hospital scored higher. Participant ratings of care were generally more negative than those received in 2017, particularly in relation to overall experience.

A number of areas of good experience were apparent. These were areas that were related to participants' overall experiences and where participants gave above-average ratings. For example, patients were satisfied with the level of dignity and respect shown to them in the emergency department and elsewhere during their hospital stay. Patients also gave positive ratings of the cleanliness on the ward.

Several areas needing improvement were identified. These areas pertain to issues around communication with doctors, confidence and trust in hospital staff, and timely help with getting to a bathroom or toilet. These three areas for improvement are of particular importance as they are strongly related to patients' ratings of their overall experiences. For example, patients who could not understand the answers received from their doctor or who did not always have confidence and trust in the staff treating them were less likely to give a positive rating of their overall experience.

The findings of the 2018 survey will be used to help Wexford General 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 Wexford General 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.

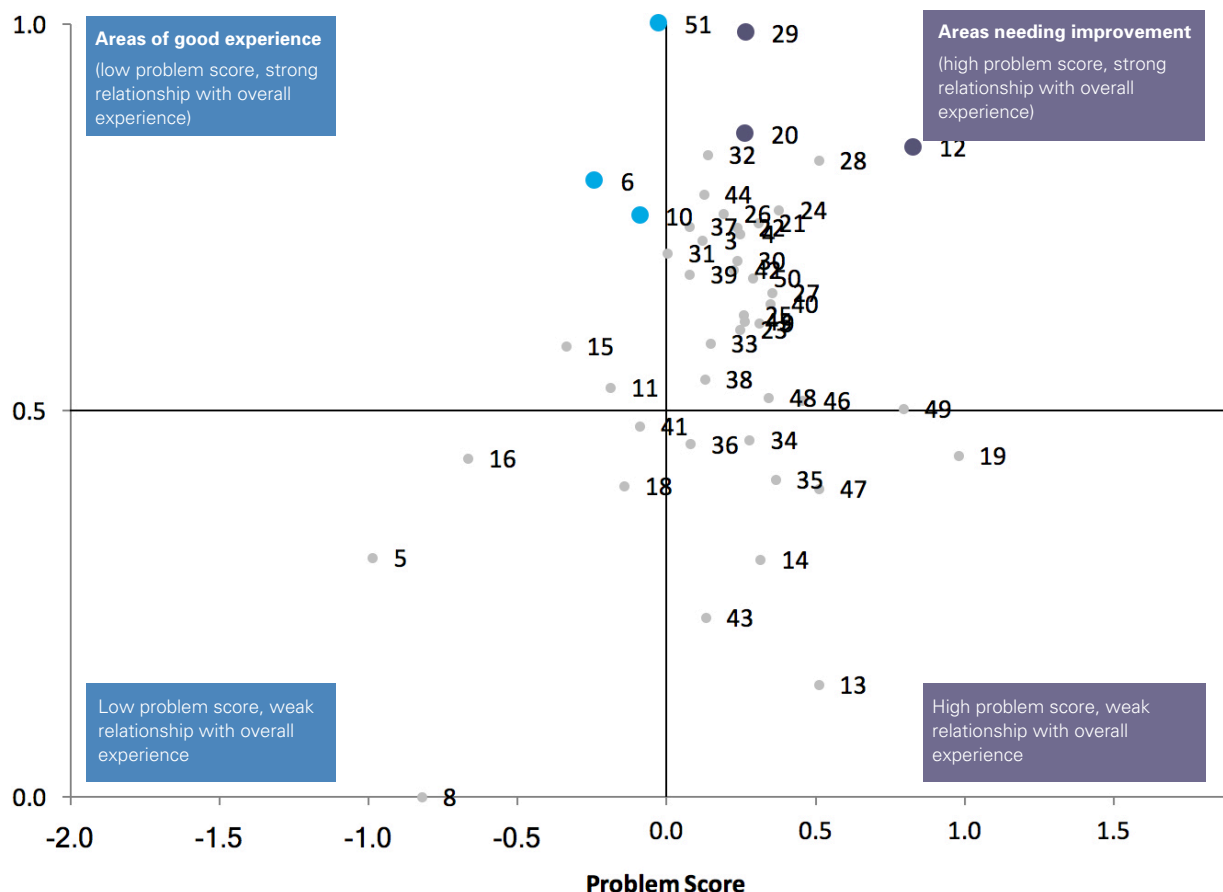
### Interpreting the improvement map

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.