

National Inpatient Experience Survey 2019

Bantry General Hospital

2019 survey results

Respondents



92
Number of respondents



73.2
Average age



51%
Participation rate

Overall experience

2019



2018



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

Stages of care



9.3
out of 10

Care on the ward

Patient ratings of 'care on the ward' in the hospital were above the national average, and above last year's score.

9.2
out of 10

Examination, diagnosis and treatment

Ratings of 'examination, diagnosis and treatment' were above both the national average and last year's survey.



8.4
out of 10

Discharge or transfer

Participant ratings of 'discharge or transfer' were above the national average and above last year's survey.



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About the National Inpatient Experience Survey 2019

The National Inpatient Experience Survey¹ 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. It was conducted for the first time in 2017 and repeated in 2018 and 2019.

Nationally, 26,897 people were invited to participate in the third National Inpatient Experience Survey. In total, 12,343 people responded, resulting in a response rate of 46%. 92 patients from Bantry General Hospital took part.

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 and 2018 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://yourexperience.ie/inpatient/hospital-initiatives/>.

What were the main findings for Bantry General Hospital?

The majority of participants from Bantry General Hospital reported positive experiences in hospital. 93% of participants said they had 'good' or 'very good' overall experiences, compared with 84% nationally. The hospital scored above the national average for every stage of care and for overall experience.

Three areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave significantly above-average ratings. For example, many patients said that they were always treated with respect and dignity in the hospital. Participants also said they were given enough privacy while being examined or treated. In addition, the majority of people said that staff assisted them to get to the bathroom when required.

¹ The survey was previously entitled the 'National Patient Experience Survey'. The name was updated in 2019 to more accurately reflect the target population.

When compared with last year's survey, participants gave higher ratings for every stage of care and for overall experience.

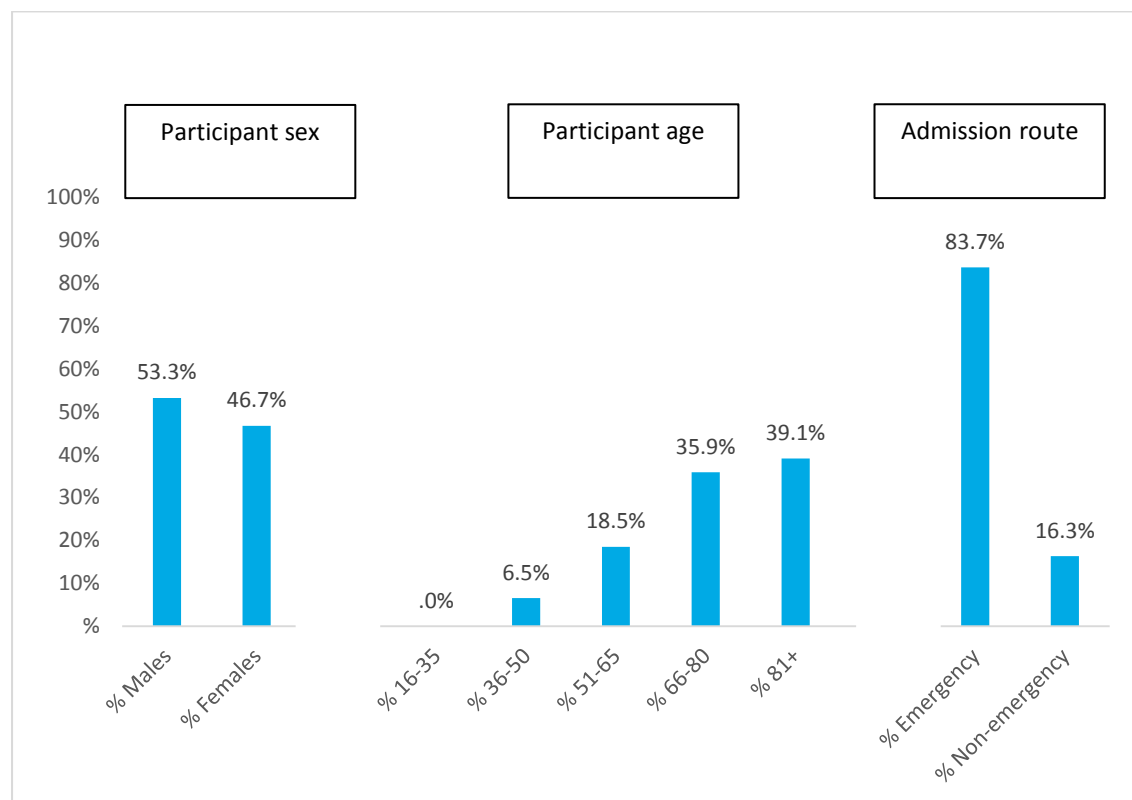
The findings of the 2019 survey will help Bantry General Hospital to improve patients' experiences of care in hospital.

Hospital and participant profile

Bantry General Hospital is located in Co. Cork. There were 50 inpatient beds available in the hospital during the survey period of May 2019.

183 people discharged from Bantry General Hospital during the month of May 2019 were invited to participate in the survey. 92 people completed the survey, achieving a response rate of 51%. 53.3% of participants were male and 46.7% were female. 77 respondents (83.7%) said that their stay in hospital was an emergency². Figure 1. below provides information on the respondents who took part in the survey from Bantry General Hospital.

Figure 1 Participants from Bantry General Hospital by sex, age group and admission route



² Patients were asked if their hospital stay was planned in advance or an emergency. While Bantry General Hospital does not have an emergency department, patients may have felt that their condition was an emergency. It is also possible that these patients were originally admitted to a hospital with an emergency department before being transferred to Bantry General Hospital.

Areas of good experience and areas needing improvement

This section lists the areas where most patients had positive experiences, and those areas where there is the most room for improvement. Appendix 1 explains how these areas were identified. The list includes the relevant stage of care and question number for each area.

In Bantry General Hospital the scores for all questions across the five stages of care were above or the same as the national average. This means that it was not possible to identify any areas needing improvement using the methodology outlined in Appendix 1. Patients' comments also identified areas where improvement was possible.

The areas of good experience in Bantry General Hospital are:

Care on the ward

Help from staff to get to the bathroom | Q12

51 (88%) of the 58 people who needed help from staff to get to the bathroom said that they always got it when required.

Examinations, diagnosis and treatment

Privacy when being examined or treated | Q31

Of the 86 people who answered this question, 83 (97%) said that were always given enough privacy when they were being examined or treated.

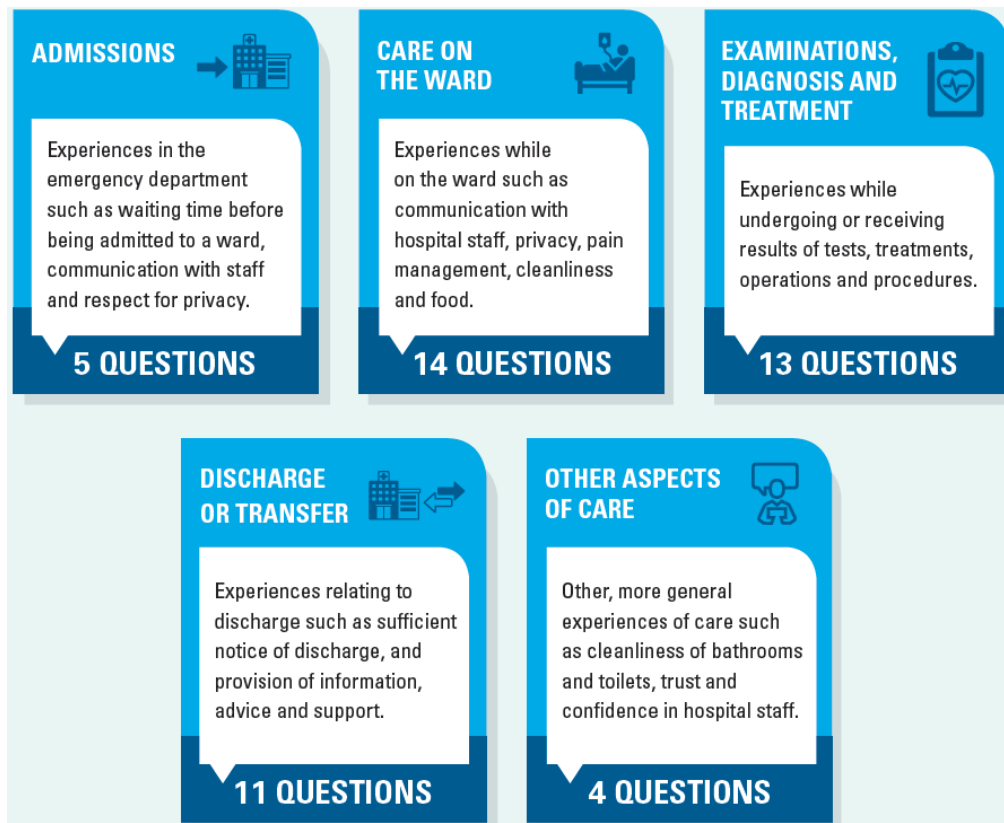
Other aspects of care

Respect and dignity | Q51

Of the 88 people who answered this question, 82 (93%) said that they were always treated with respect and dignity in the hospital.

Survey results for the stages of care along the patient journey

The National Inpatient Experience Survey 2019 follows the patient journey through hospital from admission to discharge. The 2019 questionnaire is available to download from www.yourexperience.ie. The survey questions were grouped into five stages along the patient journey³:



Interpreting the results for the stages of care

Scores out of 10 are given for each question belonging to a stage of care or to a stage as a 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 2018 and 2019, as well as between a hospital and the national average. Throughout this report, when the hospital scored significantly above the national average, this is described as 'higher'. When a hospital scored

³ As Bantry General Hospital does not have an emergency department, survey participants did not answer the questions on Admissions.

significantly below the national average, it is described as 'lower'. When there is no statistically significant difference between the hospital's score and the national average, it is described as 'about the same'. For further information on the analyses please consult Appendix 3 of the 2019 national report, available from www.yourexperience.ie.

Changes in patient experience over time

Participants gave significantly higher ratings across every stage of care and for overall experience compared with last year's survey. 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 Annual comparison of stage of care scores⁴ for Bantry General Hospital



⁴ Scores for the stages of care were constructed by calculating the average scores for all the questions belonging to that stage.



Care on the ward

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

Figure 3 Comparison of Bantry General Hospital with the national average score for 'care on the ward' (out of a maximum of 10).

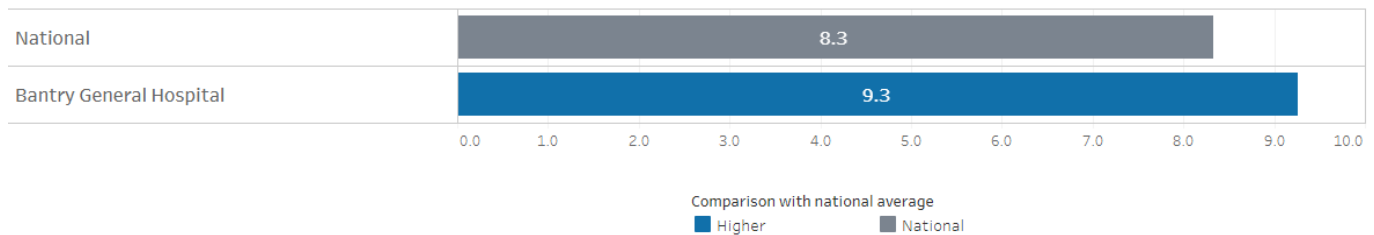
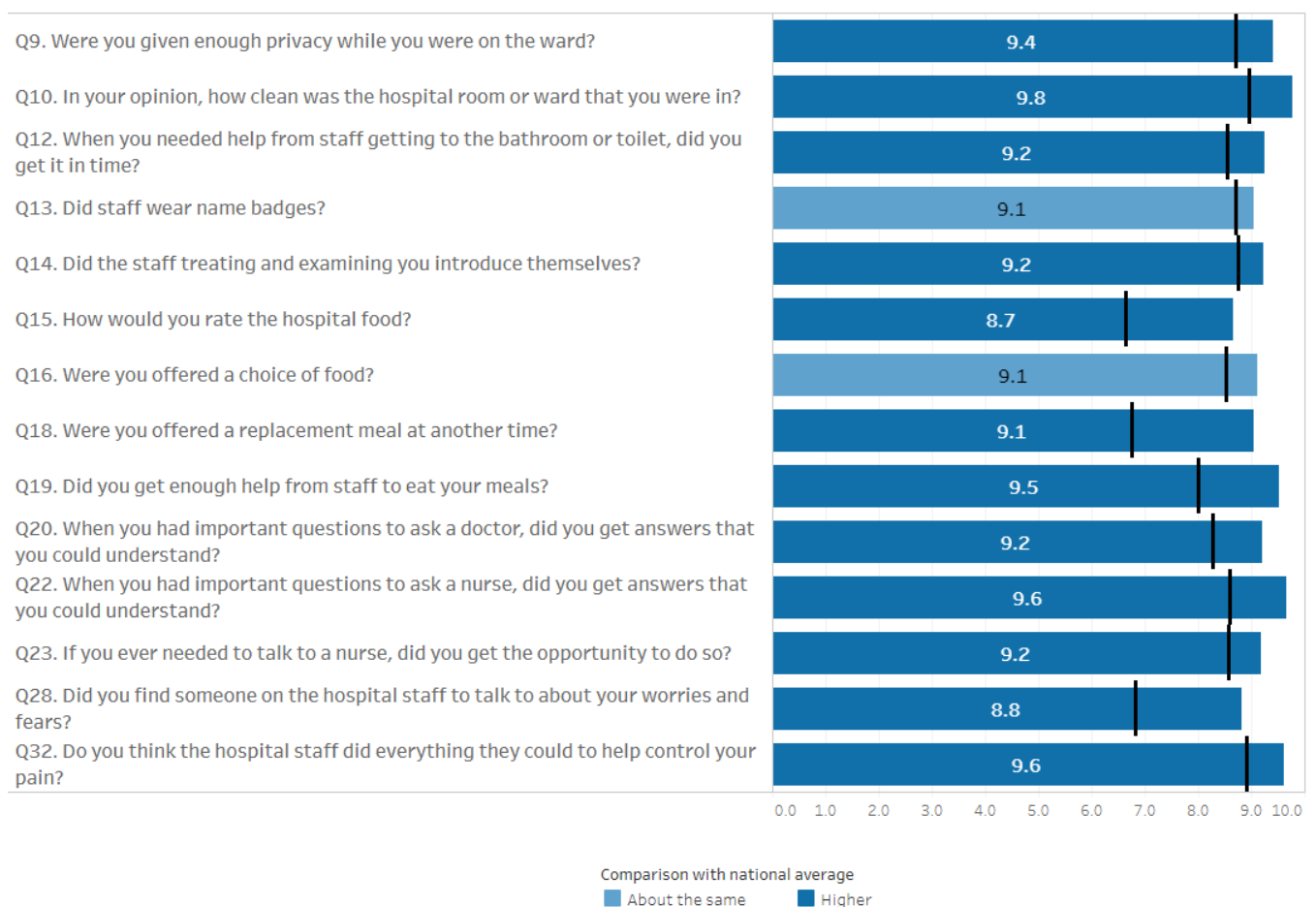


Figure 4 Bantry General Hospital scores for questions on 'care on the ward'*



*The black line represents the national average

Care on the ward: what do these results mean?

Patients rated 'care on the ward' at Bantry General Hospital as both above the national average, and above last year's score. Most patients gave a positive rating of the cleanliness of rooms and wards. The lowest scoring question for this stage related to patient ratings of the food; however, the hospital still scored above the national average for this question.



Examinations, diagnosis and treatment

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

Figure 5 Comparison of Bantry General Hospital with the national average score for 'examinations, diagnosis and treatment' (out of a maximum of 10).

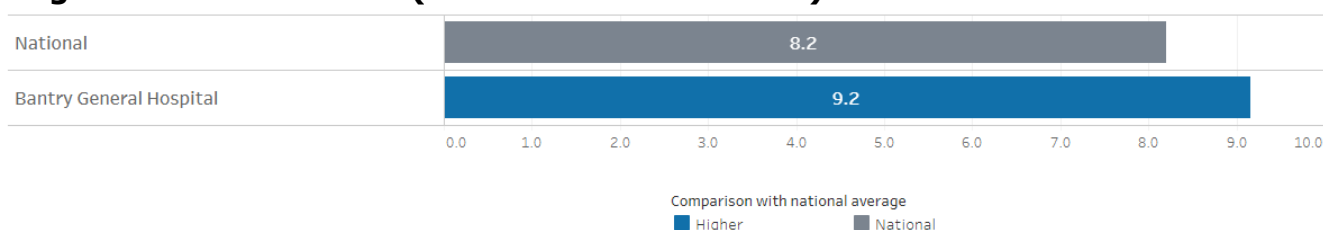
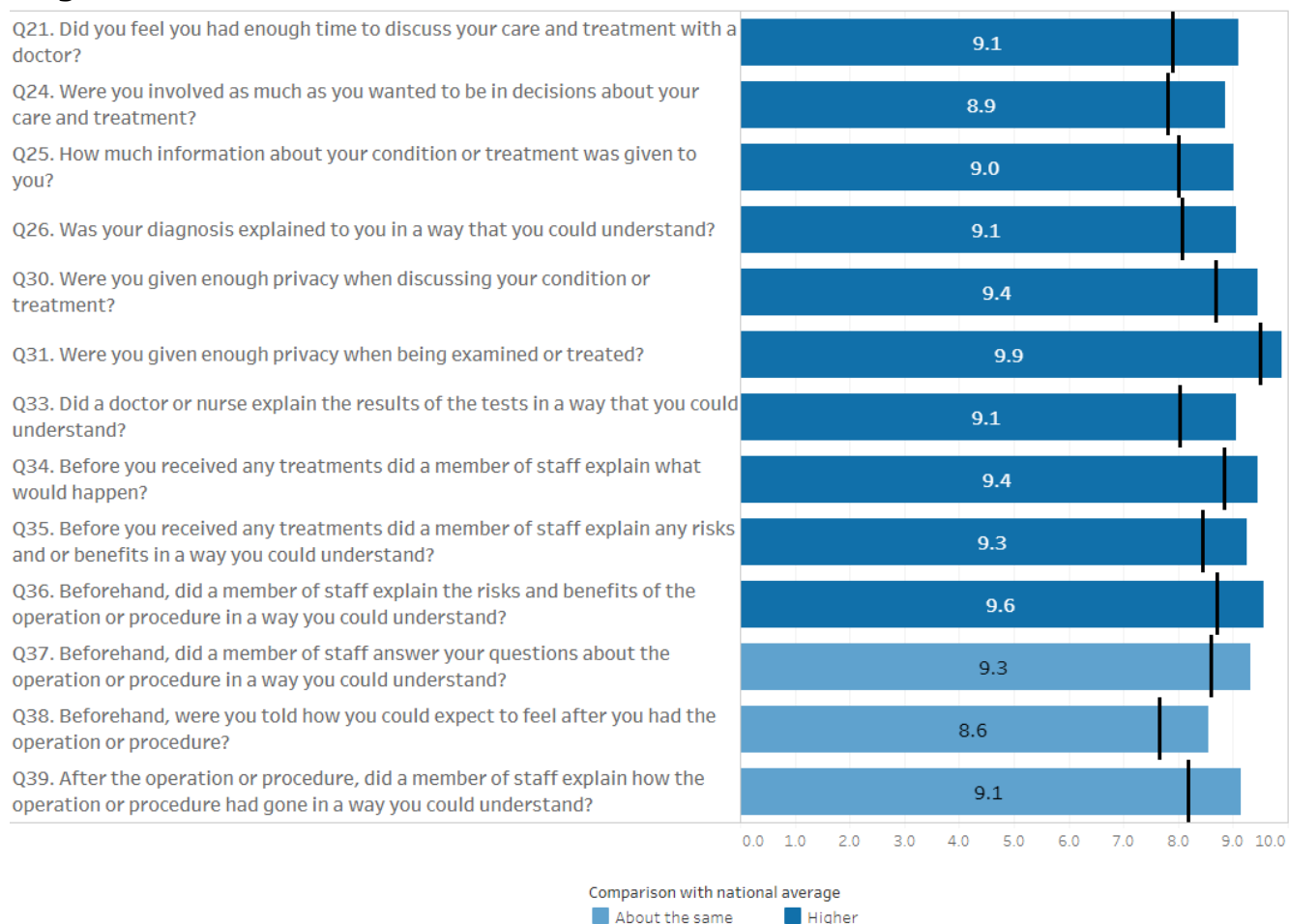


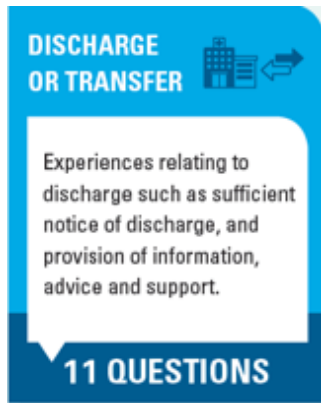
Figure 6 Bantry General Hospital scores for questions on 'examinations, diagnosis and treatment'*



*The black line represents the national average

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

Ratings of 'examination, diagnosis and treatment' were above both the national average and last year's survey. Most patients said that they were given enough privacy while being examined or treated. The lowest scoring question for this stage related to whether patients were told how they could expect to feel after an operation or procedure.



Discharge or transfer

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

Figure 7 Comparison of Bantry General Hospital with the national average score for 'discharge or transfer' (out of a maximum of 10).

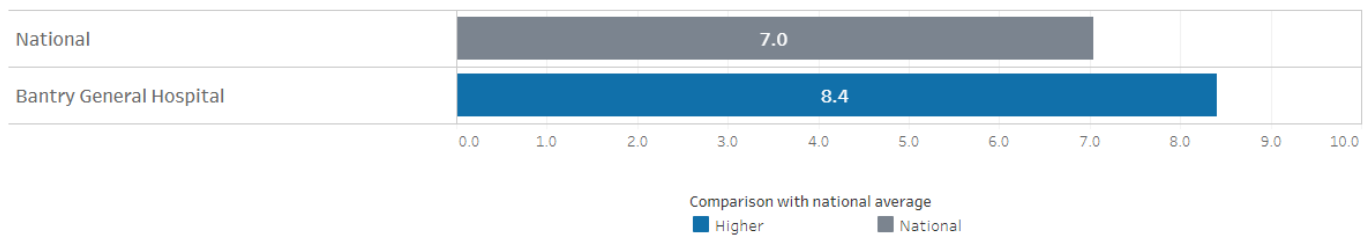
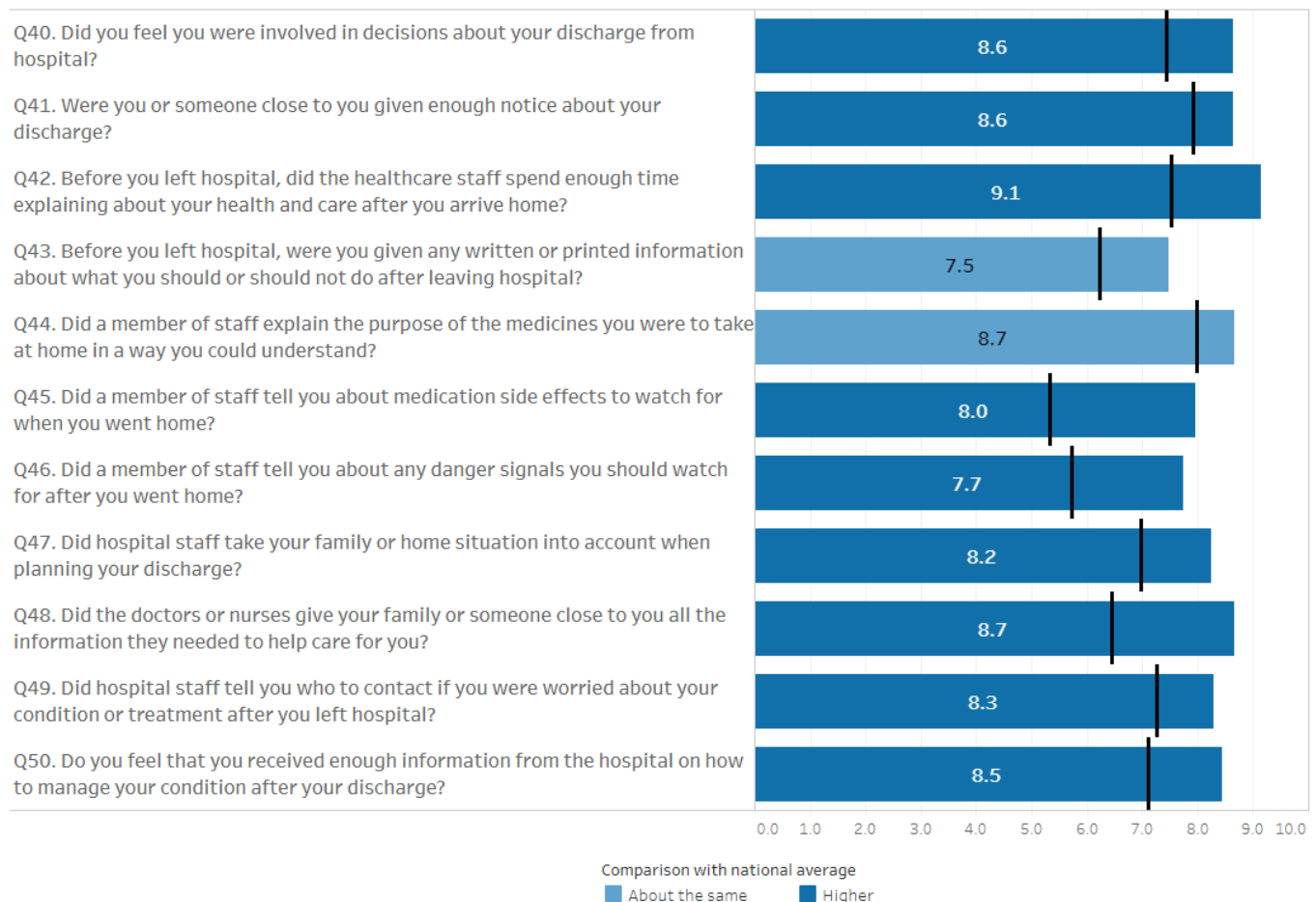


Figure 8 Bantry General Hospital scores for questions on 'discharge or transfer'*



*The black line represents the national average

Discharge or transfer: what do these results mean?

Participant ratings for this stage of care were above the national average and above last year's survey. Most patients said that, before they left hospital, staff spent enough time explaining their health and care once they returned home. The lowest scoring question for this stage related to whether patients were provided with written or printed information on what they should do after leaving hospital.

**OTHER ASPECTS
OF CARE**

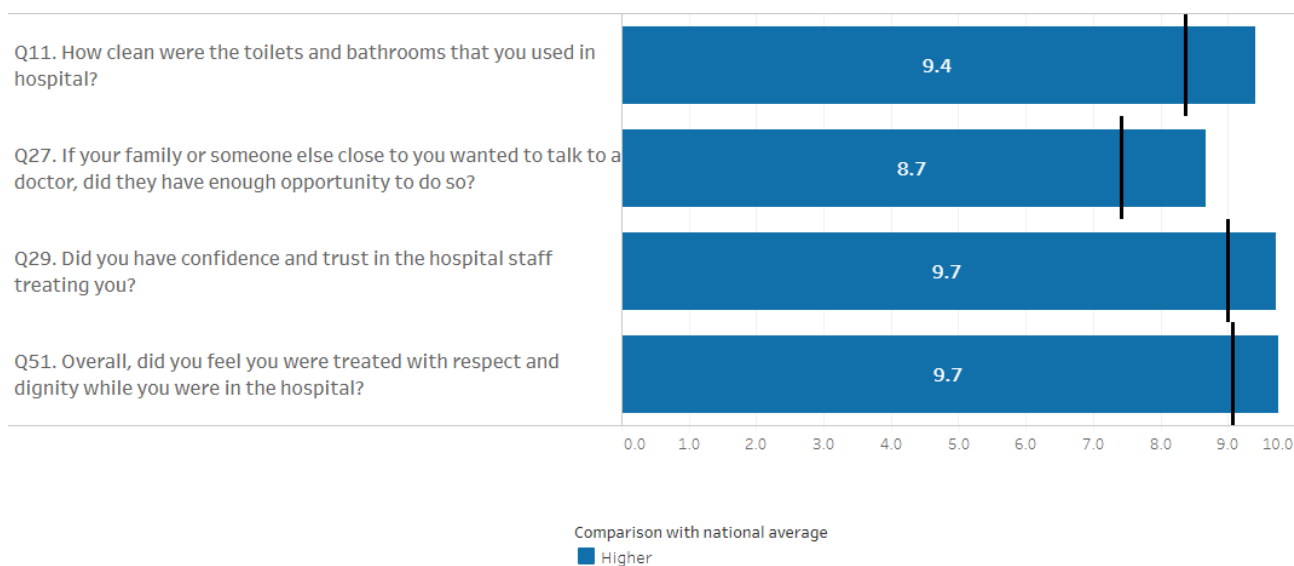
Other, more general experiences of care such as cleanliness of bathrooms and toilets, trust and confidence in hospital staff.

4 QUESTIONS

Other aspects of care

Figure 9 shows the hospital's scores for questions on this stage of care.

Figure 9 Bantry General Hospital scores for 'other aspects of care'*



*The black line represents the national average

Other aspects of care: what do these results mean?

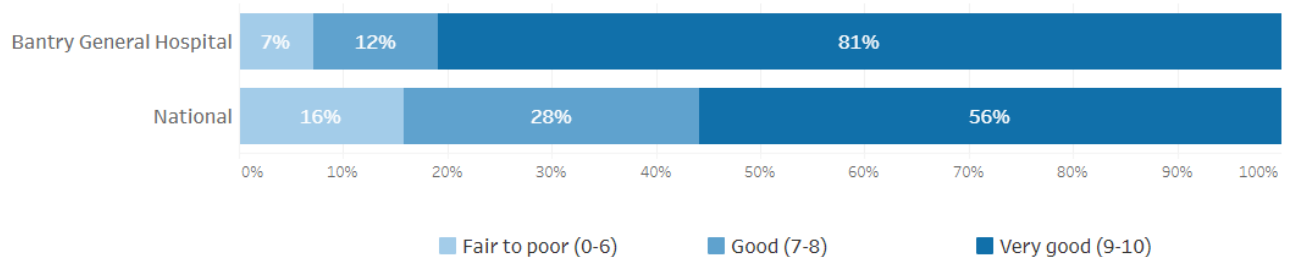
Most participants said they were treated with respect and dignity, and had confidence and trust in the staff that treated them. Despite scoring above the national average for Q27, a small number of patients said that their families did not have sufficient opportunities to talk to a doctor.

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. 81% of participants from Bantry General Hospital rated their care as very good, well above the national figure of 56%.

Figure 10 compares the average overall rating of hospital experience for Bantry General Hospital with the national average.

Figure 10 Overall rating of hospital experience for Bantry 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 hospital. These free-text questions allowed people to give a more in-depth description of specific aspects of their care. It also allowed them to talk about various things (good or bad) that could not be captured by the structured questions. In total, 139 comments were received from patients of Bantry General Hospital in response to the free-text questions in the 2019 survey.

Figure 11 shows the breakdown of 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.

In relation to good aspects of care, most of the comments related to the 'general and other comments', 'hospital staff' and 'physical environment' themes. Most patient suggestions for improvement related to the 'physical environment'; 'general and other comments', and 'hospital staff' themes. Responses to Q61 covered various themes. A selection of relevant comments from these themes is provided in Figure 12.

Figure 11 Participant comments by theme

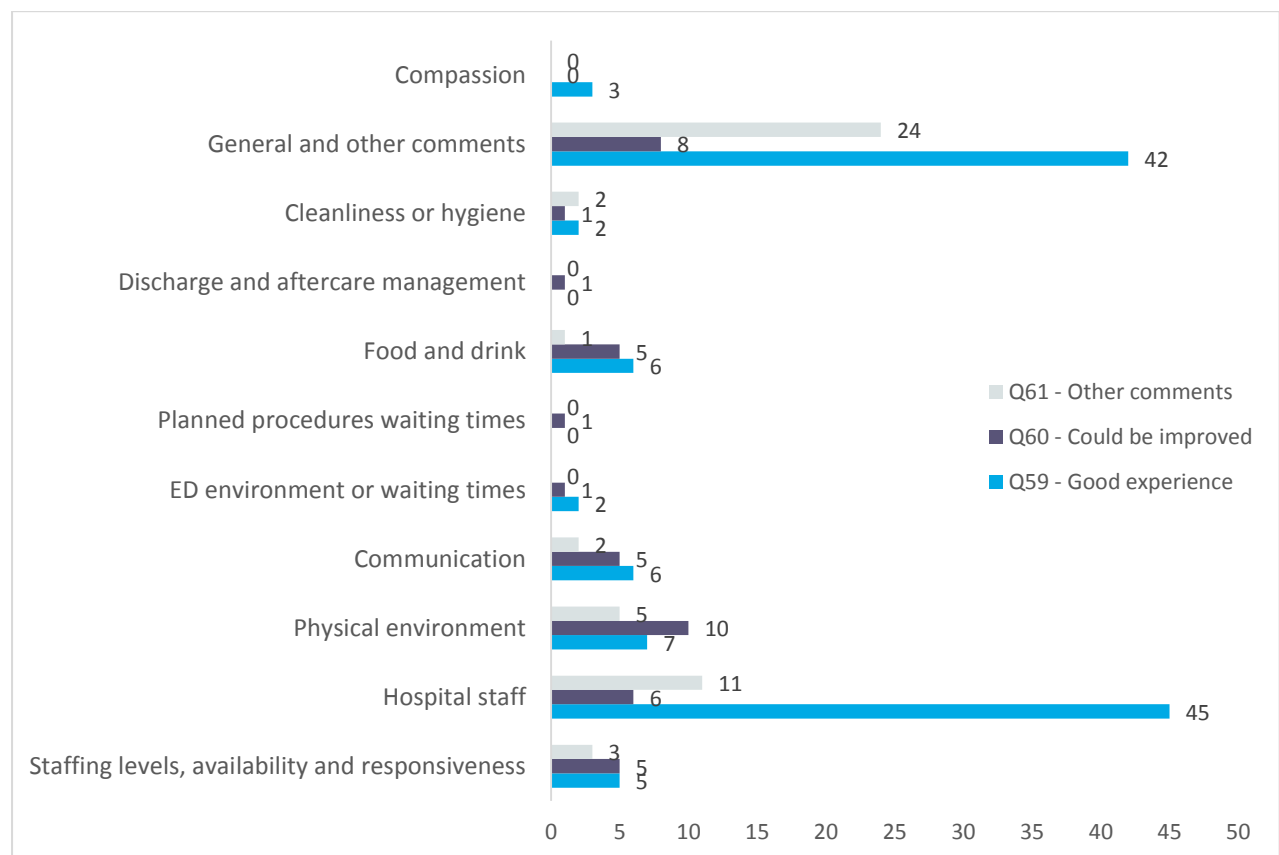


Figure 12 Example comments

Positive comments

"All staff were very pleasant, caring, patient and kind, cheerful and nothing was of trouble to them, always saying 'that's what we are here for'."	"I was very well cared for, everything was fully explained to me and my family by all the staff."
"Just to observe the dedication of the staff was a joy. The professional atmosphere and the camaraderie that I observed was refreshing."	"Bantry Hospital is absolutely amazing. My mum is treated so well, each and every person is so caring from the doctors to the nurses to the cleaners and porters. Words can't describe how fab they all are."
"The staff and facility were excellent. I was in the medical assessment unit; it was spotless. The food was very fresh, hot and tasty. The staff were very friendly, competent and nothing was an issue."	"Everything was explained very clearly to me. I was very impressed by the care I received in hospital."

Suggestions for improvement

"Doctors should spend more time talking and listening to their patients."
"It would have been good if I was told of any side effects of the antibiotics when finished with them."
"Yes - please consider introducing suitable foods after fasting, i.e. soups, shepherd's pie, etc."

Conclusion

What were patients' experiences of hospital care in Bantry General Hospital in May 2019?

The majority of patients said that they had positive overall experiences in Bantry General Hospital. 93% of patients said they had a 'good' or 'very good' experience, compared with 84% nationally.

Bantry General Hospital received above-average scores for all stages of care and for overall experience. Participant ratings of care were significantly above those received in 2018.

A number of areas of good experience were identified. These were areas that were related to participants' overall experiences and where participants gave significantly above-average ratings. For example, most patients said that they were always treated with respect and dignity in the hospital. Participants also said they were given enough privacy while being examined or treated. In addition, the majority of people said that staff assisted them to get to the bathroom when required.

The findings of the 2019 survey will be used to help Bantry General Hospital improve the experiences of patients in hospital.

Appendix 1: Areas of good experience and areas needing improvement

Improvement map

It is important for hospitals to know if they scored above or below the national average for each question, and this is shown in the improvement map in Figure 13. The improvement map also shows which questions are related to patients' overall experience in hospital. Some questions had a stronger relationship with overall experience than others.

For example, Question 51 which asked patients if they were treated with respect and dignity had a strong relationship with overall experience. This means that patients who said they were treated with respect and dignity were very likely to give a positive rating of their overall experience. Patients who felt they were not treated with respect and dignity tended to give more negative ratings of their overall experience.

Other questions had a weaker relationship with overall experience – this means that patients' experiences in these areas had little bearing on how they rated their overall experience. An example is Question 32 which asked patients if hospital staff did everything they could to manage their pain. The relationship between pain management and patients' ratings of their overall experience was weak. This means that even if staff did everything to manage a patient's pain, patients may have given negative ratings of their overall experience, or if staff did not manage a patient's pain well, patients may still have given positive ratings of their overall experience.

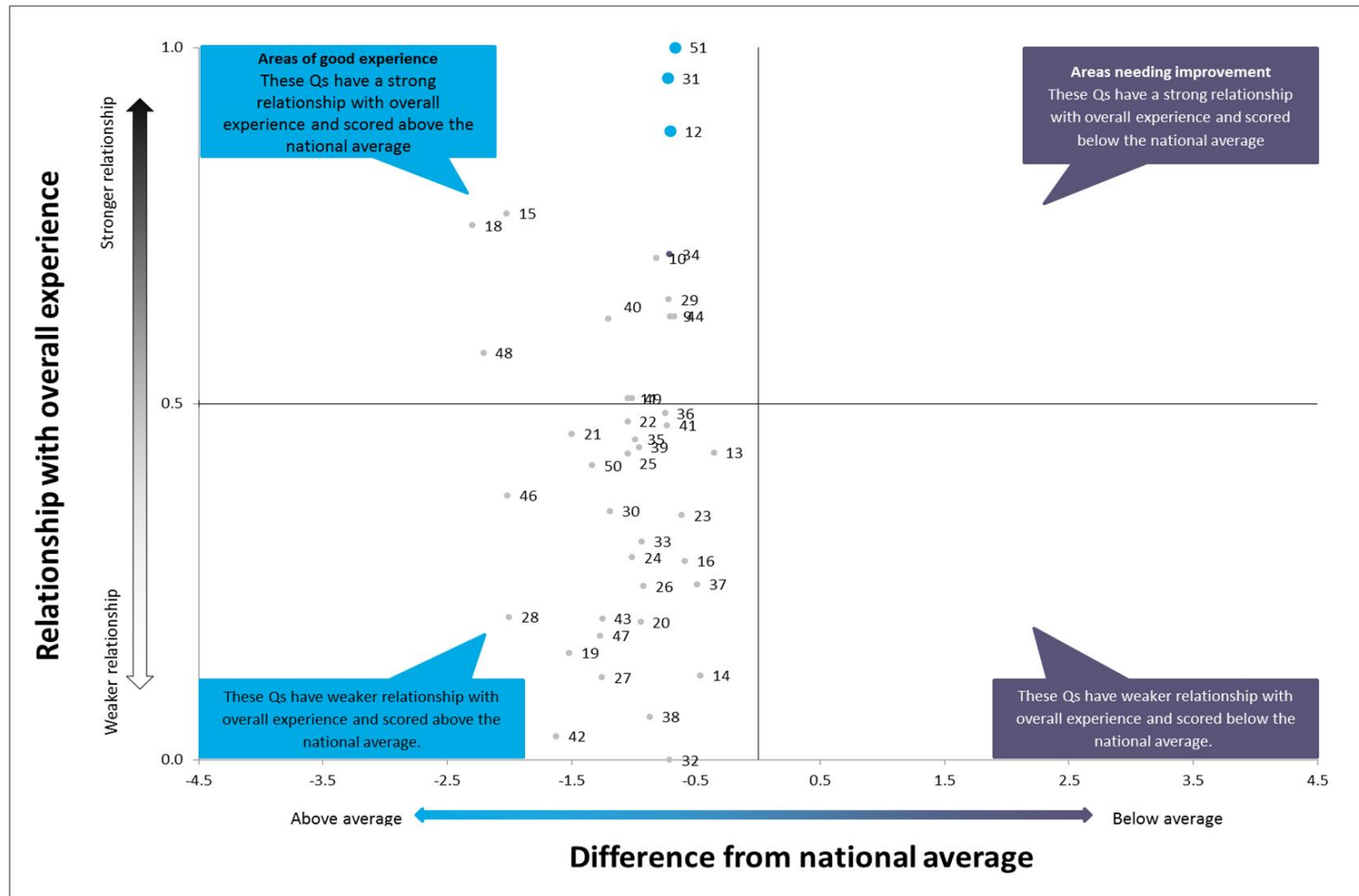
It is useful for hospitals to know which questions strongly relate to their patients' overall experience as these are the areas on which they should focus their improvement efforts.

In Figure 13, each dot shows a specific survey question for Bantry General Hospital. Questions at the top of the graph are strongly related to overall experience, while those at the bottom have a weaker relationship. Questions to the right of the graph scored below the national average, while those on the left scored above it.

Questions that scored significantly above average and had a stronger relationship with overall experience are areas of good experience. Questions that scored significantly below average and had a stronger relationship with overall experience are areas needing improvement.

The improvement map for each hospital is unique and gives specific information on where a hospital is doing well, and areas where improvements are needed. More information on the science behind the improvement map is available below. An interactive version of the improvement map is also available at <http://www.yourexperience.ie/>, along with instructions on how to interpret it.

Figure 13 Improvement Map for Bantry General Hospital



How the improvement map is constructed

The improvement map is constructed by charting the normalised correlation between each question and overall experience on the vertical axis, against the difference between the hospital average and national average for each question on the horizontal axis.

What is correlation?

Correlation is a measure of the relationship between two variables. For example, in general there is a strong correlation between patients saying they were treated with respect and dignity, and patients giving a positive rating of their overall experience in hospital. It can thus be said that there is a strong correlation between respect and dignity, and overall experience. A 'correlation coefficient' is a number between 0 and 1 that represents the strength of a relationship, with 1 being the strongest possible relationship and 0 indicating that there is no relationship. Correlation does not tell us if a change in one variable is caused by a change in the other.

How do we calculate the correlation coefficient?

The first step in calculating the correlation coefficient between two variables is to calculate their 'covariance'. Covariance is a simple measure of the relationship between two variables and is calculated using the formula below:

$$\text{COV}_{xy} = \frac{\sum (x_i - \bar{x})(y_i - \bar{y})}{n - 1}$$

While covariance does measure the relationship between variables, it does so in an unstandardised way, depending on the scale of measurement used. This makes comparing covariances measured on different scales problematic. In order to get around this issue, 'standardisation' must be carried out. In order to do this, the covariance for both variables must be divided by the product of the standard deviations for each variable. The formula below shows how standardisation is carried out, resulting in r , known as the 'Pearson correlation coefficient'.

$$r = \frac{\text{COV}_{xy}}{s_x s_y} = \frac{\sum (x_i - \bar{x})(y_i - \bar{y})}{(N - 1)s_x s_y}$$

The final step in the analysis is to normalise the correlation coefficients between 0 and 1 using the below formula:

$$r = \frac{r - r_{\min}}{r_{\max} - r_{\min}}$$

In Figure 16, we plot the correlation coefficients between each question and overall experience on the vertical axis. Each question's difference from the national average is plotted on the horizontal axis.

How do we calculate difference from the national average?

Statistical tests were carried out to examine if there were significant differences between a hospital's score for each question and the national average for that question. A z-test was used to compare question scores at the 99% confidence level. A z-test is a statistical test used to examine whether two population mean scores are different. A statistically significant difference means it is very unlikely that results were obtained by chance alone if there was no real difference. Therefore, when a score is significantly 'higher than' or 'lower than' the national average, this is highly unlikely to have occurred by chance.