

## For hospital staff

# Frequently asked questions about the National Inpatient Experience Survey

Please encourage your patients to share their experience

### What is the National Inpatient Experience Survey?

The National Inpatient Experience Survey is a nationwide survey asking patients about their recent experience in hospital. The survey is a partnership between the Department of Health, the Health Service Executive (HSE) and the Health Information and Quality Authority (HIQA) who are working together to ask patients about their experience of Irish healthcare.

### Why are hospital staff being asked to help with the National Inpatient Experience Survey?

You are the people who meet, care for and support the patients. As such, we think that you will be asked questions by patients about the National Inpatient Experience Survey. By answering patients' questions and encouraging them to participate in the survey, you will help to ensure that the National Inpatient Experience Survey is a success.

Encouraging patients to complete the questionnaire will increase participation rates. The more people that complete and return the questionnaire, the more confident we can be that the results of the survey describe the full range of patient experiences in your hospital.

### Who will be asked to complete the National Inpatient Experience Survey?

All patients aged 16 and over, discharged in September, who have spent 24 hours or more in a public acute hospital and have a postal address in the Republic of Ireland will be asked to complete the survey. Day cases, maternity, psychiatric, paediatric and other specialist services are not included on this occasion.

### What are the benefits of the National Inpatient Experience Survey for me and my hospital?

Research consistently shows that patient experience surveys like this one help to identify best practice and areas for improvement. Studies have shown that improvements to patient experience bring about higher staff satisfaction and better patient safety and wellbeing.

### What is the role of hospital staff in the National Inpatient Experience Survey?

All hospital staff have an important role to play to help promote and create awareness of the National Inpatient Experience Survey. Specific roles are outlined below; however, it is important that all staff are equipped to answer patients' questions and encourage patients to complete the survey.

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Of course, not all questions are possible to answer. In this case, please refer patients to the National Inpatient Experience Survey website, Freephone number or email address. These details are listed below and are provided on all promotional material.

A member of staff in your hospital has been appointed as the key contact for the National Inpatient Experience Survey and will provide you and your colleagues with information about how the survey will be promoted in your hospital.

### **I am a doctor, nurse, care assistant, or allied health worker – what part do I play?**

Given that you spend the most time with patients, we would like your help with informing patients about the survey. There are many opportunities for you to do this: at the point of admission, at the patient's bedside and during ward rounds or appointments. If patients return to the hospital for follow-up appointments, you could help by gently reminding them to complete the survey.

### **I am a hospital manager, director of nursing, bed manager, communications manager, patient liaison, advocacy officer or administrative officer – what part do I play?**

You will play an important role in informing and motivating staff to support the National Inpatient Experience Survey and in encouraging patients to participate in the survey. We would be grateful if you would make use of the promotional materials (posters and information packs) supplied – the National Inpatient Experience Survey contact person can advise you on the plans for doing so in your hospital.

### **What if a patient wants more information or doesn't want to take part?**

If a patient asks for more information, please refer her/him to the Freephone number 1800 314 093 or the National Inpatient Experience Survey website [www.patientexperience.ie](http://www.patientexperience.ie).

If a patient tells you that she/he does not want to take part, please contact the key contact person in your hospital who will process the opt-out request.

### **Where can I find out more about the National Inpatient Experience Survey?**

- Contact the key contact person for your hospital
- Visit [www.youexperience.ie](http://www.youexperience.ie)
- Email the National Inpatient Experience Survey team at [info@youexperience.ie](mailto:info@youexperience.ie)