

National Inpatient Experience Survey 2022

Naas General Hospital

We're committed to excellence in healthcare









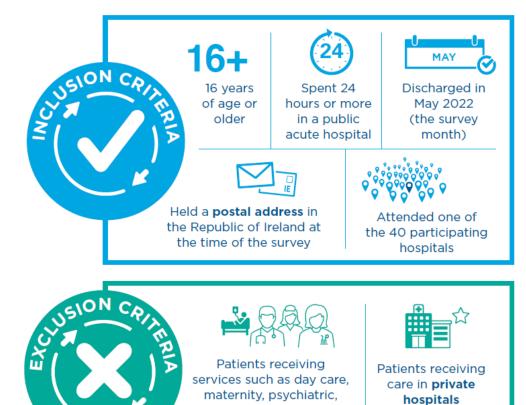


Survey background

 67 questions, covering experiences from admission through to discharge:



Inclusion and exclusion criteria:



paediatric and some other **specialist services**



Participants

- 536 people who were admitted to Naas General Hospital were invited.
- 214 took part (40%).

Characteristics of participants

Age category	Number	%							
16 to 35 years	5	2.3							
36 to 50 years	24	11.2							
51 to 65 years	52	24.3							
66 to 80 years	96	44.9							
81 years or older	37	17.3							
Sex									
Male	100	46.7							
Female	114	53.3							
Admission route									
Emergency	205	95.8							
Non-emergency	9	4.2							

Reason for admission 0.0% 10.0% 20.0% 30.0% COVID-19 1.9% Infection (other than COVID-19) 20.9% Tumour or cancer 4.3% Heart condition 13.7% Lung condition 7.6% Neurological condition 7.1% Orthopaedic condition 2.4% Digestive system condition 14.2% Diabetes and related problems 6.6% Adverse reaction or poisoning 0.9% Injury and or accident 5.2% Mental health issue 0.9% Tests and or investigations 12.8% Dont know or wasnt told 0.9% Other 18.5%



Areas of good experience



Food rating | Q15

Of the 204 people who answered this question, 88% (179) rated the hospital food as 'very good' or 'good'.

Choice of food | Q16

Of the 201 people who answered this question, 84% (168) said that they were always offered a choice of food.

These questions scored significantly above average.



Areas needing improvement



Time to discuss care and treatment with a doctor | Q21

Of the 205 people who answered this question, 16% (33) said that they did not have enough time to discuss their care and treatment with a doctor.

Clear answers from a nurse | Q22

Of the 186 people who answered this question, 7% (12) said that they did not get an answer they could understand when they had important questions to ask a nurse.

Someone to talk to about worries and fears | Q28

Of the 119 people who answered this question, 34% (40) said that they could not find a member of staff to talk to about their worries and fears.

These questions scored significantly below average and have a stronger relationship with overall experience.



- Highest-scoring question:
 - 82% of people (162 of 197) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 15% of people (28 of 186) said that they waited more than 24 hours before being admitted to a ward.





8.0

10.0

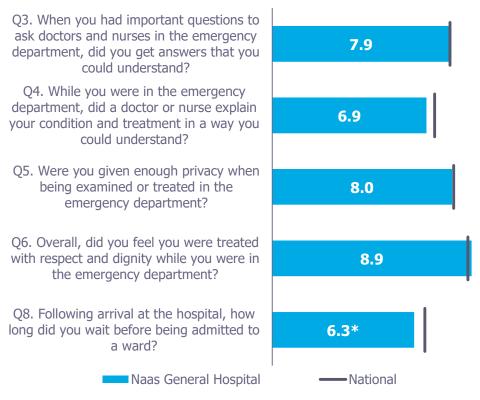
4.0

6.0

Average scores for questions on 'admissions'

0.0

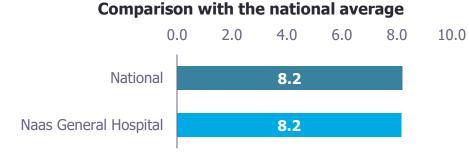
2.0





Care on the ward

- Highest-scoring question:
 - 76% of people (158 of 208) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 34% of people (40 of 119) said that they could not find a member of staff to talk to about their worries and fears.



Average scores for questions on 'care on the ward'

	0.0	2.0	4.0	6.0	8.0	10.0	
Q9. Were you given enough privacy while you were on the ward?	e		8.3				
Q10. In your opinion, how clean was the hospita room or ward that you were in?	1	9.1					
Q12. When you needed help from staff getting to the bathroom or toilet, did you get it in time?	e		8.3				
Q13. Did staff wear name badges	?		8.4				
Q14. Did the staff treating and examining you introduce themselves?	L		8.7				
Q15. How would you rate the hospital food	?		8.2*				
Q16. Were you offered a choice of food	?		8.9*				
Q18. Were you offered a replacement meal a another time?	t		5.9				
Q19. Did you get enough help from staff to eat you meals?	r		7.8				
Q20. When you had important questions to ask a doctor, did you get answers that you could	a		7.4*				
Q22. When you had important questions to ask a nurse, did you get answers that you could	a		7.8*				
Q23. If you ever needed to talk to a nurse, did you get the opportunity to do so?	L		7.9				
Q28. Did you find someone on the hospital staff to talk to about your worries and fears?		5.0*					
Q32. Do you think the hospital staff did everything they could to help control your pain?			8.7				

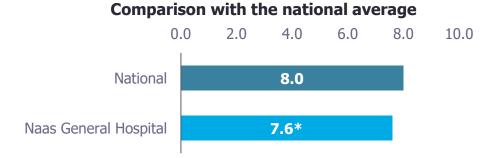
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Examinations, diagnosis and treatment

- Highest-scoring question:
 - 82% of people (165 of 201) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 16% of people (33 of 205) said that they did not have enough time to discuss their care and treatment with a doctor.



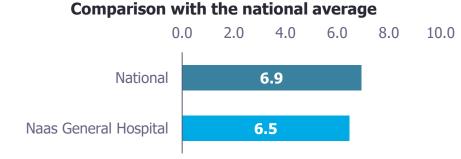
Average scores for questions on 'examinations, diagnosis and treatment'

Craining (1995)).0	2.0	4.0	6.0	8.0	10.0
Q21. Did you feel you had enough time to discuss your care and treatment with a doctor?		6.	6*			
Q24. Were you involved as much as you wanted to be in decisions about your care and treatment?			7.3			
Q25. How much information about your condition or treatment was given to you?		6				
Q26. Was your diagnosis explained to you in a way that you could understand?		7	7.2*			
Q30. Were you given enough privacy when discussing your condition or treatment?			8.0			
Q31. Were you given enough privacy when being examined or treated?			9.0			
Q33. Did a doctor or nurse explain the results of the tests in a way that you could understand?						
Q34. Before you received any treatments did a member of staff explain what would happen?						
Q35. Before you received any treatments did a member of staff explain any risks and or benefits in a way you could understand?			7.9			
Q36. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand?			8.3			
Q37. Beforehand, did a member of staff answer your questions about the operation or procedure in a way you could understand?			8.4			
Q38. Beforehand, were you told how you could expect to feel after you had the operation or procedure?			7.5			
Q39. After the operation or procedure, did a member of staff explain how the operation or procedure had gone in a way you could understand?						
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Discharge or transfer

- Highest-scoring question:
 - 72% of people (115 of 160) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 45% of people (60 of 134) said that they were not told about medication side effects to watch for when they went home.



Average scores for questions on 'discharge or transfer'

4.0 6.0 10.0 0.0 2.0 8.0 Q40. Did you feel you were involved in decisions 6.8 about your discharge from hospital? Q41. Were you or someone close to you given enough notice about when you were going to be 7.2 discharged? O42. Before you left hospital, did the healthcare staff spend enough time explaining about your 7.0 health and care after you arrived home? Q43. Before you left hospital, were you given any written or printed information about what you 5.7 should or should not do after leaving hospital? Q44. Did a member of staff explain the purpose of 8.0 the medicines you were to take at home in a way you could understand? O45. Did a member of staff tell you about 4.7 medication side effects to watch for when you went home? Q46. Did a member of staff tell you about any 5.0 danger signals you should watch for after you went home? O47. Did hospital staff take your family or home situation into account when planning your 6.3 discharge? Q48. Did the doctors or nurses give your family or 5.4 someone close to you all the information they needed to help care for you? Q49. Did hospital staff tell you who to contact if you were worried about your condition or treatment 5.9* after you left hospital? Q50. Do you feel that you received enough information from the hospital on how to manage 6.5 your condition after your discharge? Naas General Hospital National

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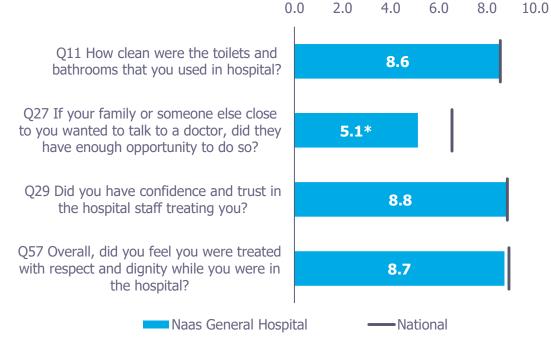


Other aspects of care

- Highest-scoring question:
 - 78% of people (158 of 202) said that they always had confidence and trust in the staff treating them.
- Lowest-scoring question:
 - 35% of people (45 of 127) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.



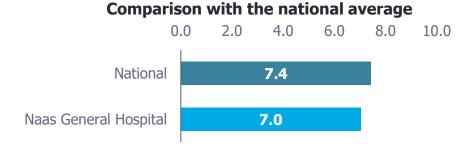
Average scores for questions on 'other aspects of care'



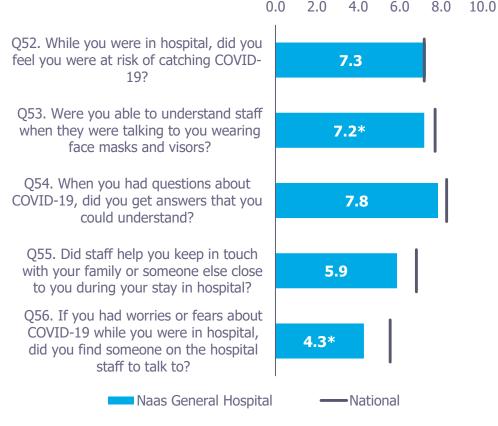


Care during the pandemic

- Highest-scoring question:
 - 69% of people (69 of 100) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 69% of people (140 of 203) said that they had no worries or fears about COVID-19, 37% of people (23 of 63) who had worries or fears said that they could not find a member of staff to talk to.



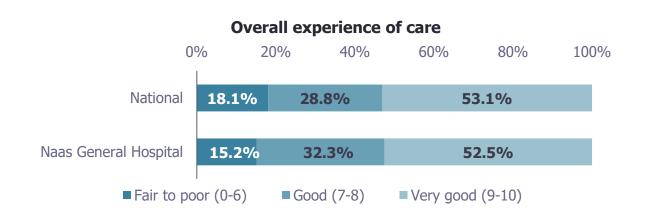
Average scores for questions on 'care during the pandemic'

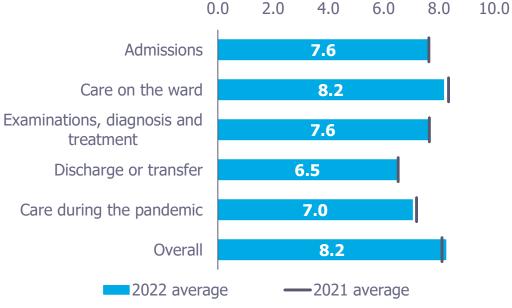


National Inpatient Experience **Overall experience** Survey



- 85% of people who were admitted to Naas General Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Ratings for all stages of care were about the same in 2022 as in 2021.





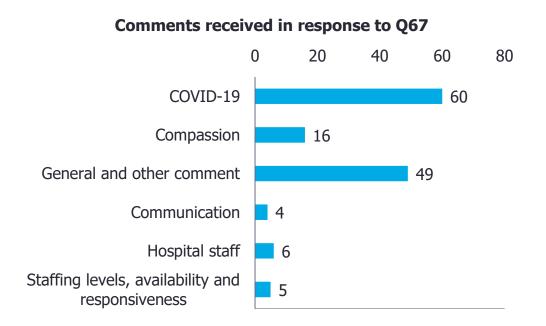
Ratings for stages of care (out of 10)

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Analysis of patients' comments Experience

- Three open-ended questions asked patients what was good about their care (Q65), what could be improved (Q66), and how the COVID-19 pandemic affected their care (Q67).
- 406 comments were received from patients admitted to Naas General Hospital.



40 60 80 100 Compassion 8 64 General and other comment 69 6 3 Cleanliness or hygiene Discharge and aftercare 13 O66: Could be 1 management improved 5 Food and drink 26 O65: Good experience 6 Planned procedures waiting times 1 22 ED environment or waiting times 14 33 Communication 10 34 Physical environment 11 31 Hospital staff 94 Staffing levels, availability and 15 18 responsiveness

Comments received in response to Q65 and Q66



In their own words: comments from patients



"I would have liked more information prior to being discharged. The doctors always appeared rushed... although that doesn't surprise me with their workload."

"It was inconvenient that I was not able to see my family especially since I don't speak English. I felt very lonely in hospital and confused."

"It was at times very hard to understand what people were saying behind those masks; not the fault of doctors, nurses or any of the hospital staff." "A&E was not a good experience. I was left on my own from 9am to 9pm not knowing whether I was going to be discharged or not. My overnight experience in the A&E trolley/bed was not good. Unable to sleep or rest due to noise, lights flashing etc."



In their own words: comments from patients



"I explained to all the staff that I have a hearing problem and everyone spoke clearly and slowly to me so that I understood exactly what was happening. I received excellent care from the moment I arrived in A&E. The girls at the desk explained to me where to sit and what the next step would be. Likewise the nurse and the doctor. I was moved to a trolley bed in A&E corridor where I was treated with dignity despite the number of patients. As I had a foot injury, I found the high bed a bit difficult but a very busy nurse found time to get me a step. Think the staff in A&E all deserve medals. My treatment in the ward was excellent."

"ED staff were very quick to diagnose that I had sepsis and dealt with it so speedily and this saved my life. All staff were very professional and considerate."

"Every member of staff that I interacted with from the consultant to the ward housekeeper were very respectful and helpful. My care was second to none."



Conclusion

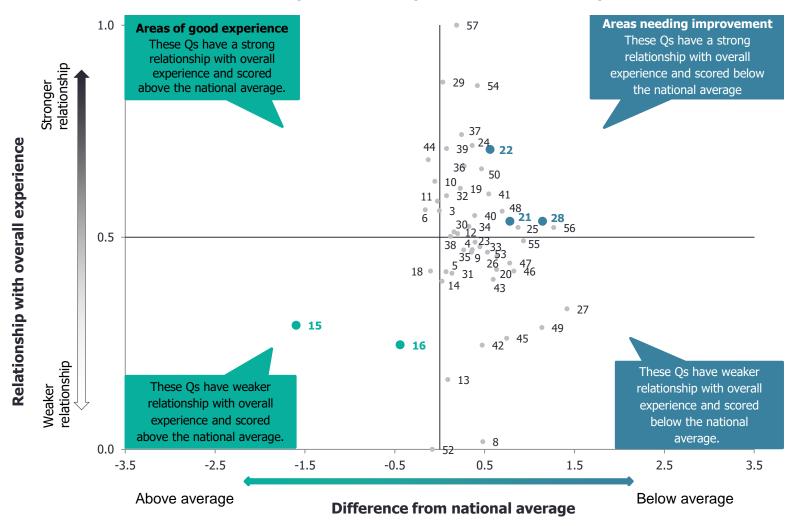


- 85% of people who were admitted to Naas General Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' was the highest-rated stage of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Ratings for 'examinations, diagnosis and treatment' were below the national average.
- Positive elements of experience included the quality and choice of hospital food.
- Areas for improvement included time to discuss care and treatment with a doctor, receiving clear answers from a nurse, and having someone to talk to about worries and fears.



Appendix 1 Areas of good experience and areas needing improvement

- The improvement map shows which questions scored above or below the national average, and which questions are related to patients' overall experience in hospital.
- Questions that scored significantly above average and had a stronger relationship with overall experience are areas of good experience, highlighted in green.
- Questions that scored significantly below average and had a stronger relationship with overall experience are areas needing improvement, highlighted in blue.
- More information on the science behind the improvement map is available at <u>www.yourexperience.ie</u>.



Improvement map for Naas General Hospital



THANK YOU QUESTIONS

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More information on the National Inpatient Experience Survey 2022 is available from <u>www.yourexperience.ie</u>:

- National results
- Interactive results (Tableau)
- Technical report

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