



National Inpatient Experience Survey 2022

Naas General Hospital

We're committed to excellence in healthcare



An Roinn Sláinte
Department of Health



Survey background

- 67 questions, covering experiences from admission through to discharge:

ADMISSIONS



Experiences in the emergency department such as waiting time before being admitted to a ward, communication with staff and respect for privacy.

5 QUESTIONS


CARE ON THE WARD



Experiences while on the ward such as communication with hospital staff, privacy, pain management, cleanliness and food.

14 QUESTIONS


EXAMINATIONS, DIAGNOSIS AND TREATMENT



Experiences while undergoing or receiving results of tests, treatments, operations and procedures.

13 QUESTIONS

DISCHARGE OR TRANSFER



Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.

11 QUESTIONS


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

CARE DURING THE PANDEMIC








Experiences of receiving care during a pandemic including communication, feeling at risk and receiving support.

6 QUESTIONS

- Inclusion and exclusion criteria:

INCLUSION CRITERIA



16+ 16 years of age or older	 Spent 24 hours or more in a public acute hospital	 Discharged in May 2022 (the survey month)
 Held a postal address in the Republic of Ireland at the time of the survey		 Attended one of the 40 participating hospitals

EXCLUSION CRITERIA



 Patients receiving services such as day care, maternity, psychiatric, paediatric and some other specialist services	 Patients receiving care in private hospitals
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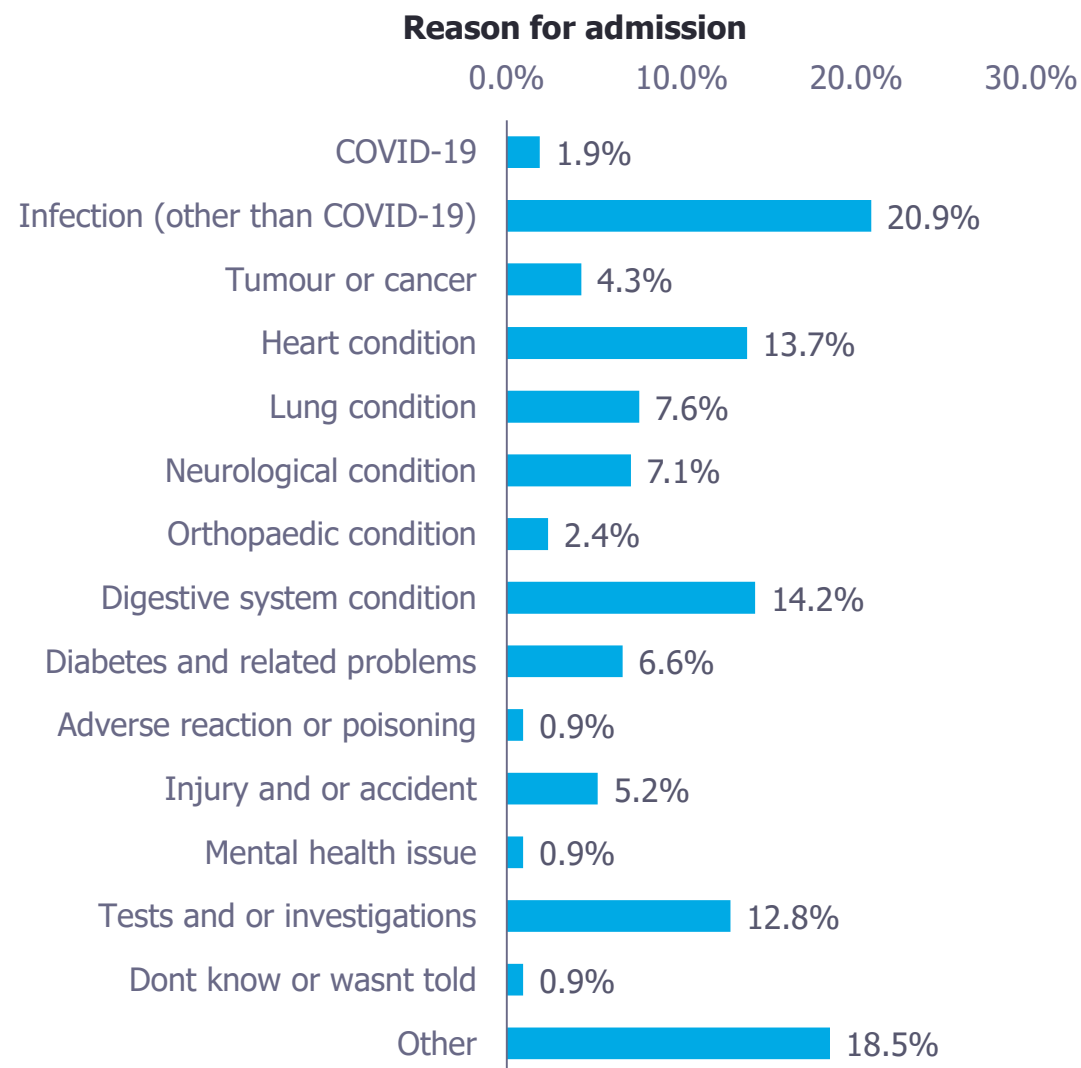


Participants

- 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





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.



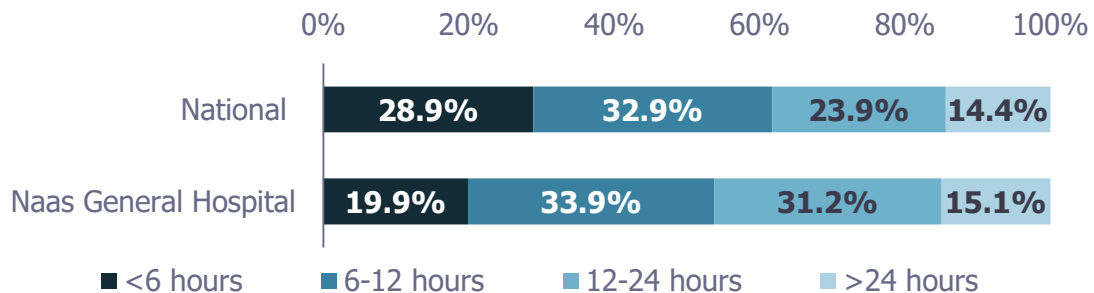
Admissions



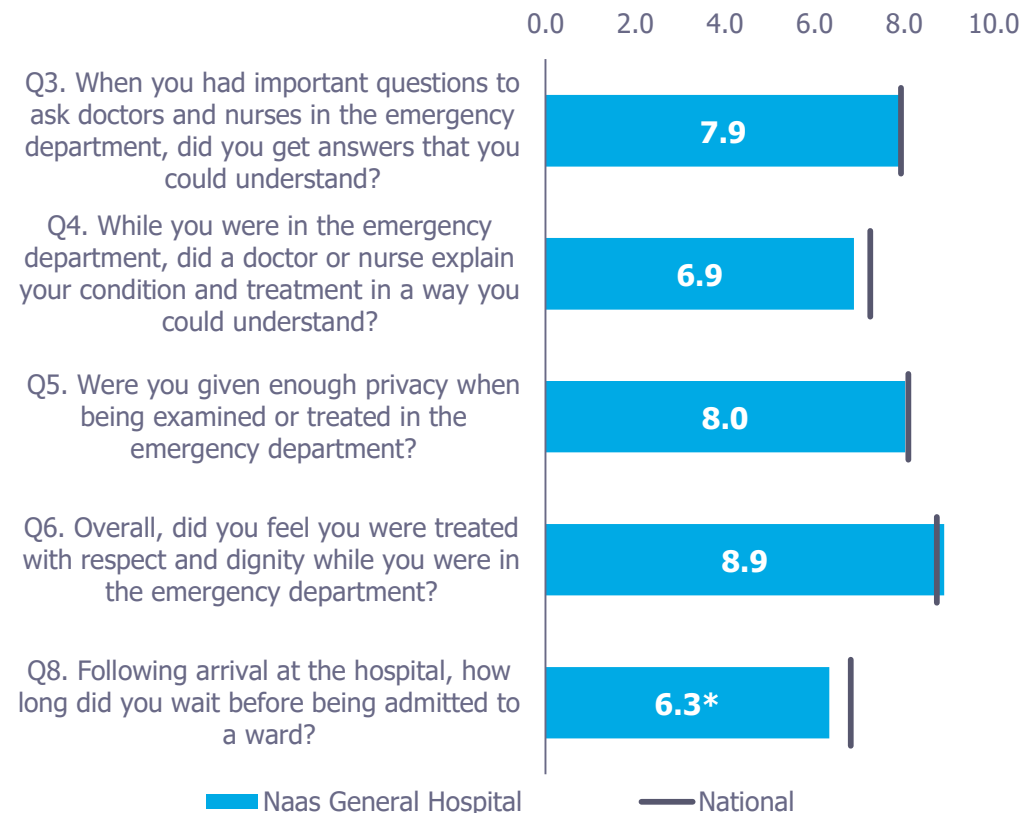
- Highest-scoring question:
 - 82% of people (162 of 197) said that they were always treated with respect and dignity in the emergency department.

- Lowest-scoring question:
 - 15% of people (28 of 186) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



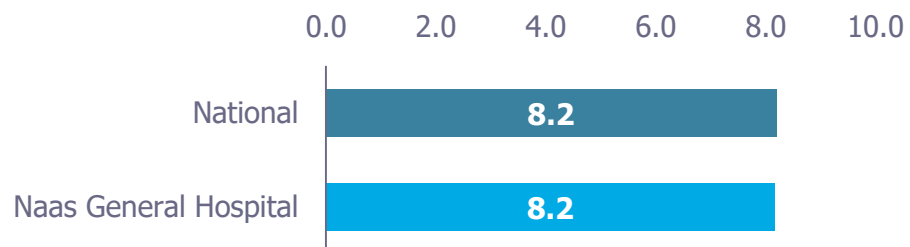
* Denotes statistically significant differences from the national average.



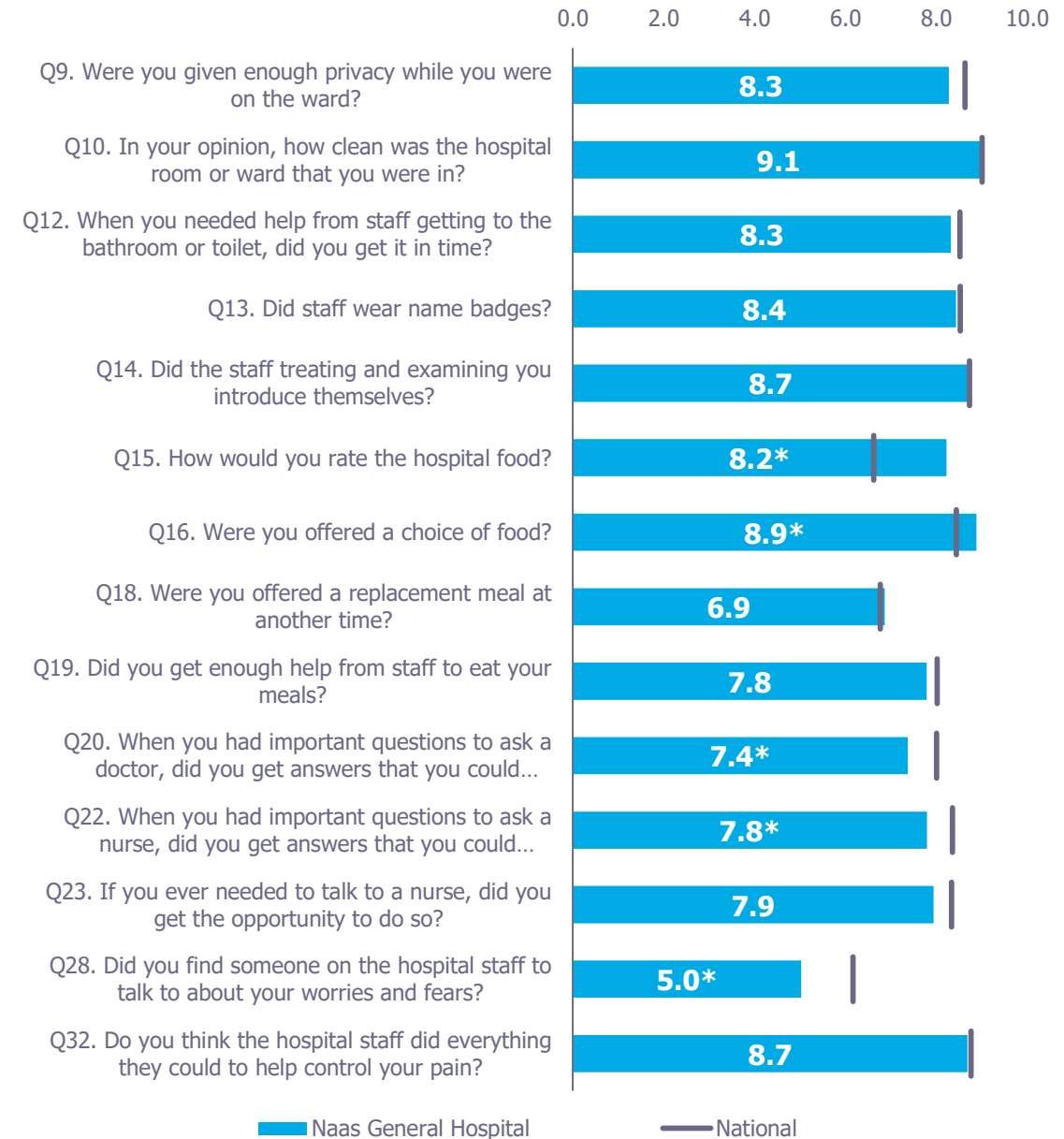
Care on the ward

- 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.

Comparison with the national average



Average scores for questions on 'care on the ward'



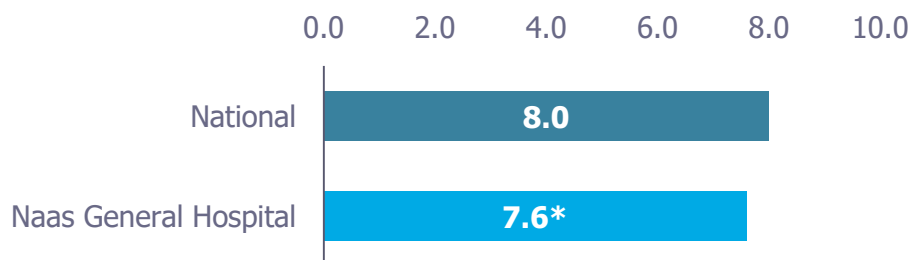
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Examinations, diagnosis and treatment

- 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.

Comparison with the national average



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



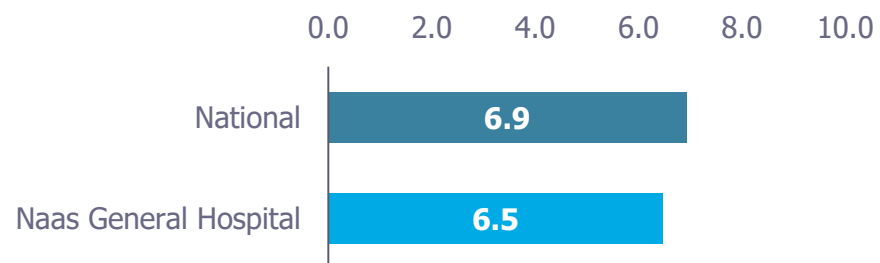
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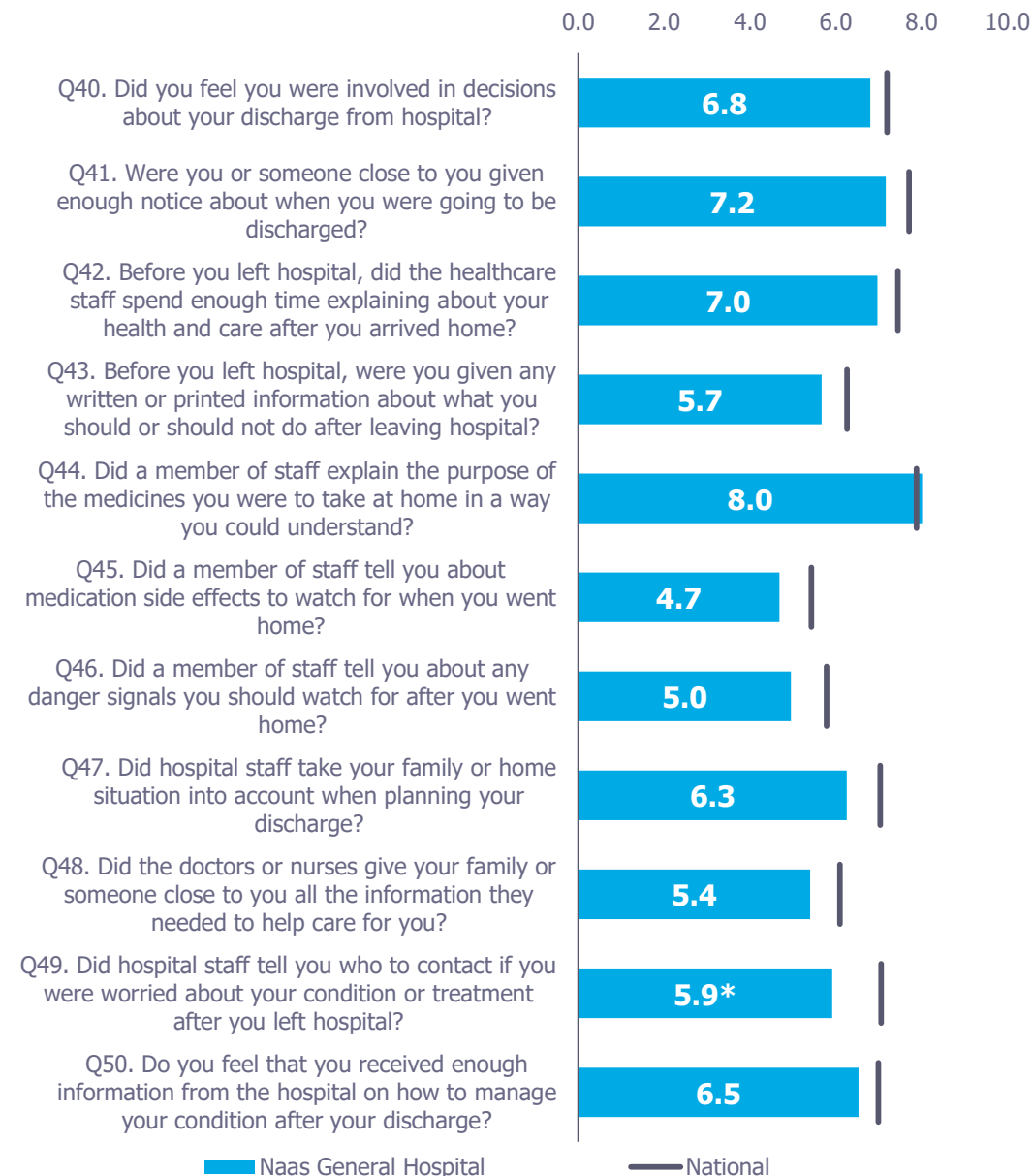
Discharge or transfer

- 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.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



* Denotes statistically significant differences from the national average.



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'



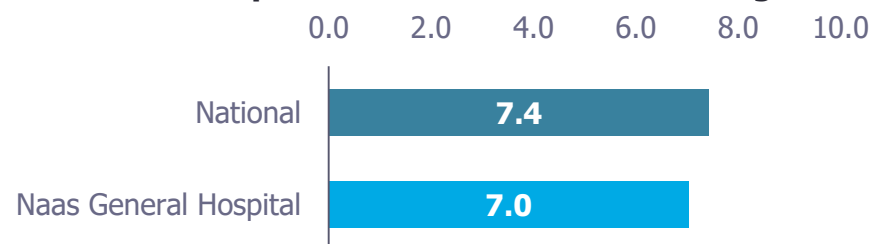
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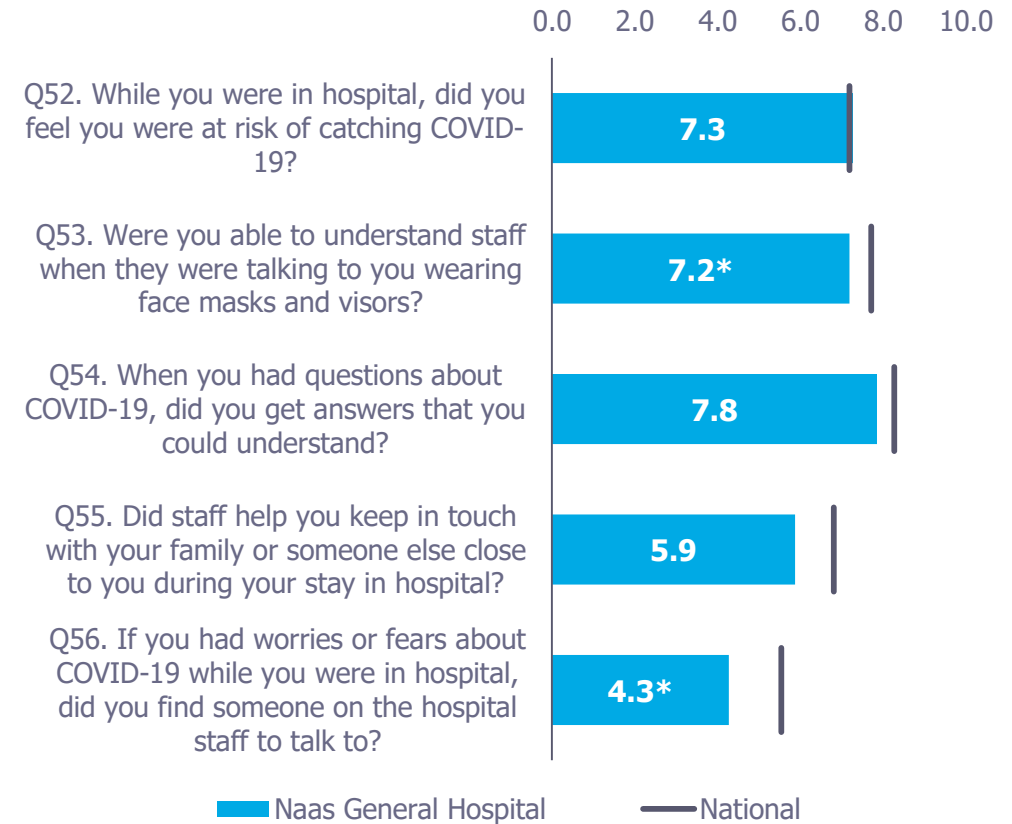
Care during the pandemic

- 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.

Comparison with the national average



Average scores for questions on 'care during the pandemic'



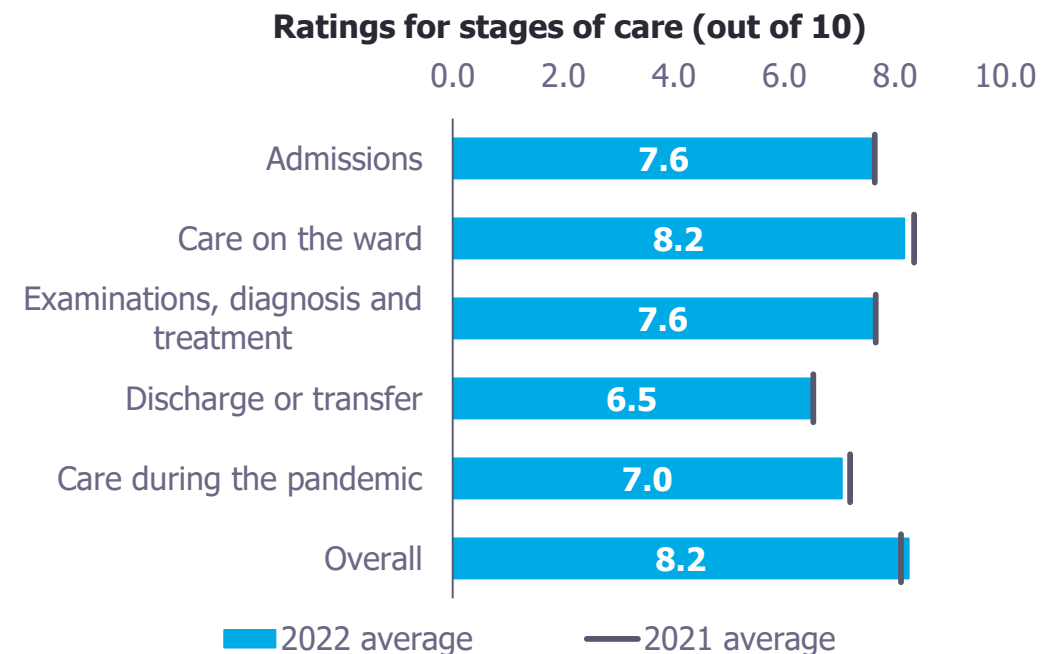
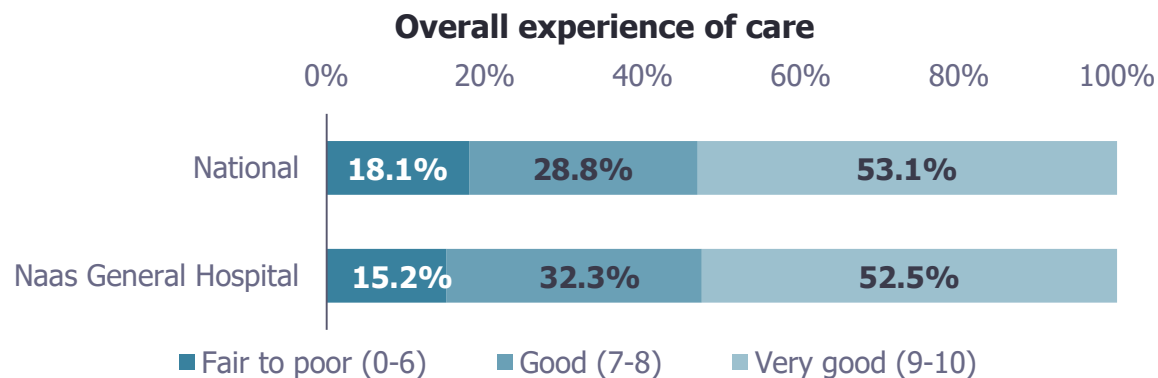
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Overall experience



- 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.

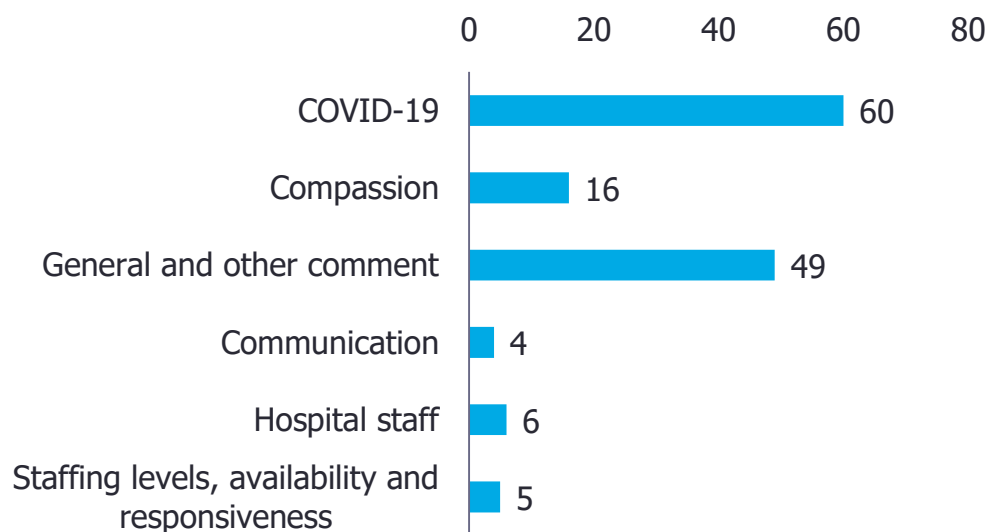




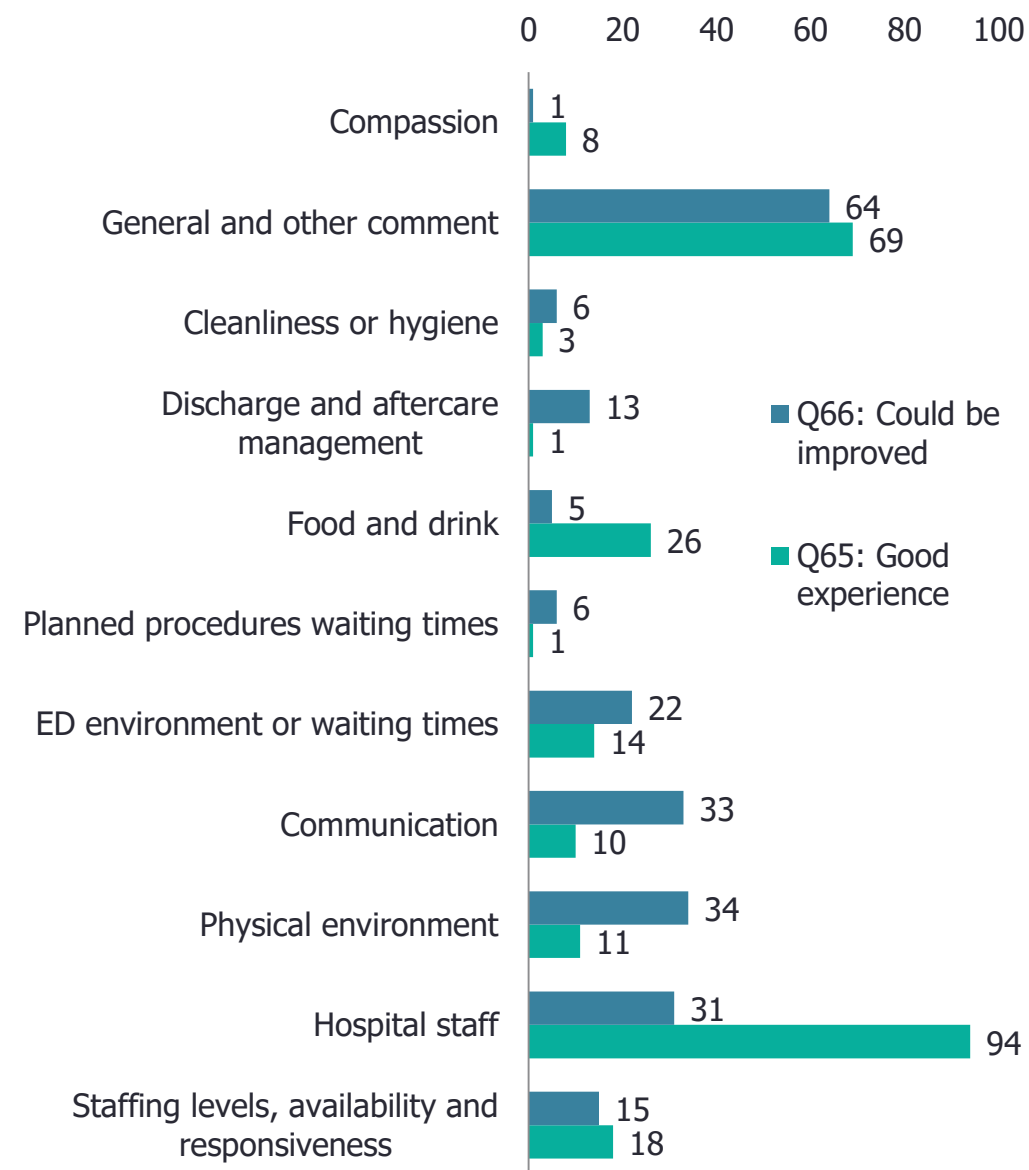
Analysis of patients' comments

- 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.

Comments received in response to Q67



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.

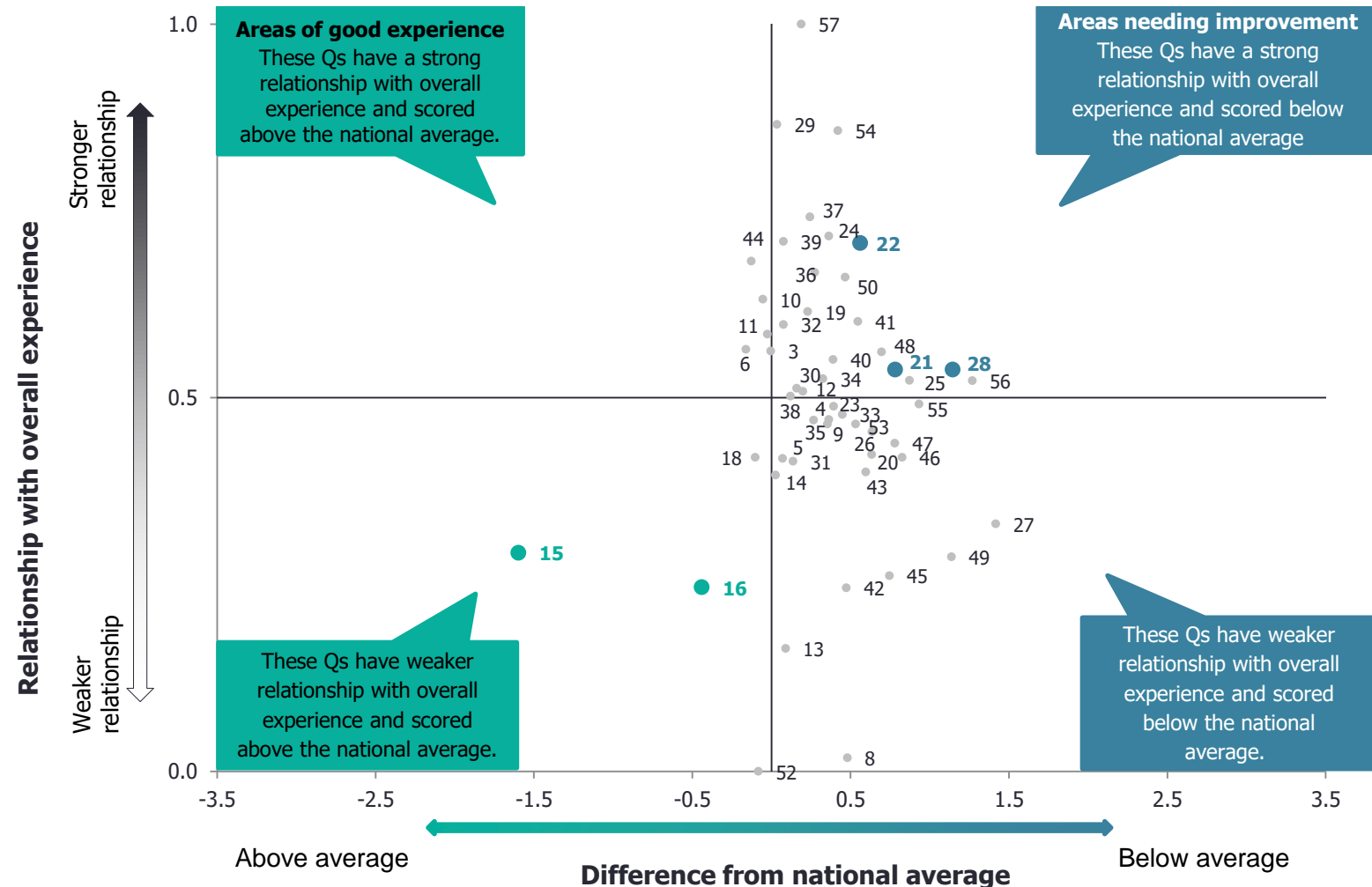


Appendix 1

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 www.yourexperience.ie.

Improvement map for Naas General Hospital





THANK YOU

QUESTIONS

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

- [National results](#)
- [Interactive results \(Tableau\)](#)
- [Technical report](#)

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