

National Inpatient Experience Survey 2022

Bantry General Hospital

We're committed to excellence in healthcare





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 |
|---|--|

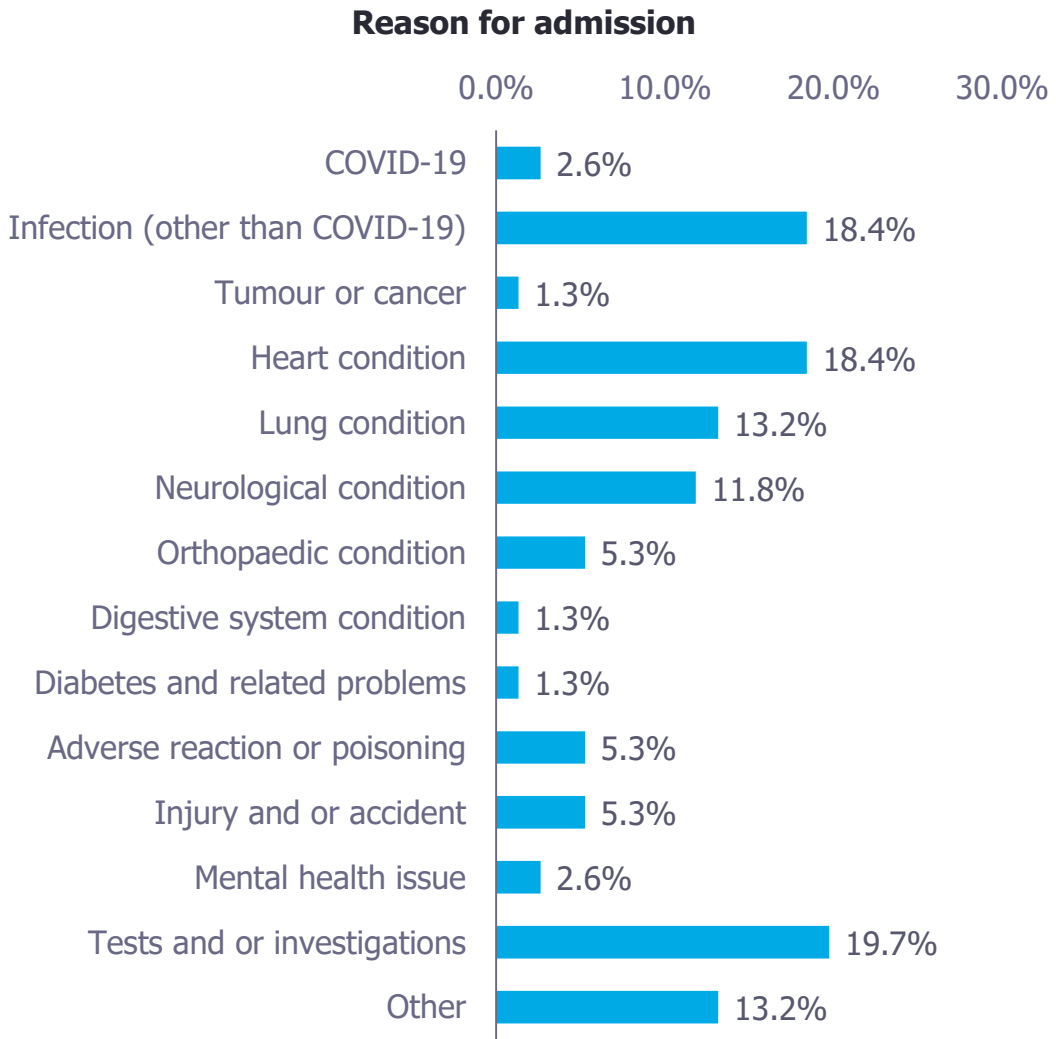


Participants

- 149 people who were admitted to Bantry General Hospital were invited.
- 78 took part (52%).

Characteristics of participants

| Age category | Number | % |
|------------------------|--------|------|
| 16 to 35 years | 1 | 1.3 |
| 36 to 50 years | 5 | 6.4 |
| 51 to 65 years | 10 | 12.8 |
| 66 to 80 years | 43 | 55.1 |
| 81 years or older | 19 | 24.4 |
| Sex | | |
| Male | 51 | 65.4 |
| Female | 27 | 34.6 |
| Admission route | | |
| Emergency | 65 | 83.3 |
| Non-emergency | 13 | 16.7 |





Areas of good experience



Help from staff to eat meals | Q19

Of the 31 people who needed help from staff to eat their meals, 90% (28) said that they always received it.

Privacy when discussing condition or treatment | Q30

Of the 73 people who answered this question, 88% (64) said that they were always given enough privacy when discussing their condition or treatment.

Information on side effects of medication | Q45

Of the 53 people who answered this question, 64% (34) said that the side effects of the medications they were to take at home were fully explained to them.

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

In Bantry General Hospital, the scores for all survey questions were above or the same as the national average.

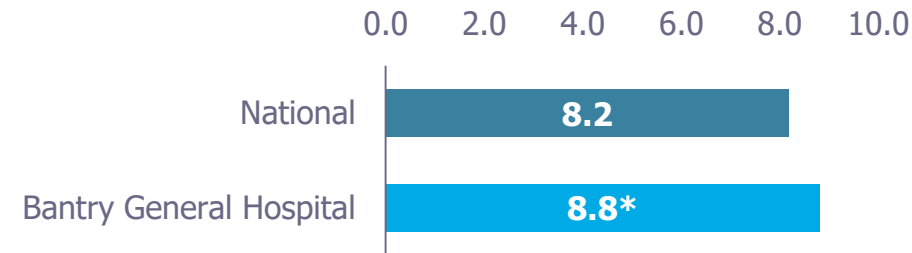
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



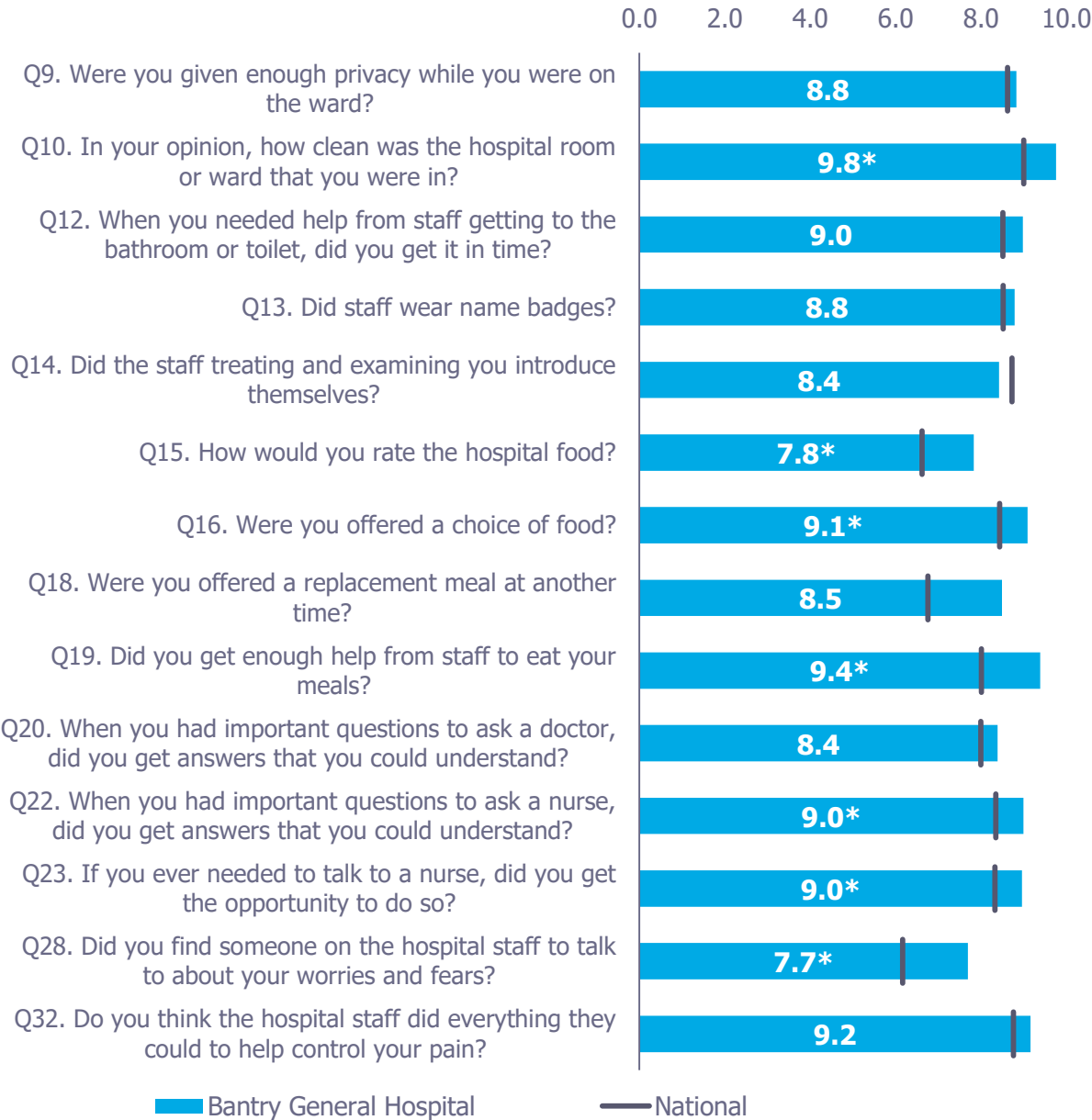
Care on the ward

- Highest-scoring question:
 - 95% of people (69 of 73) said that the hospital room or ward they were in was very clean.
- Lowest-scoring question:
 - 15% of people (6 of 41) 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'



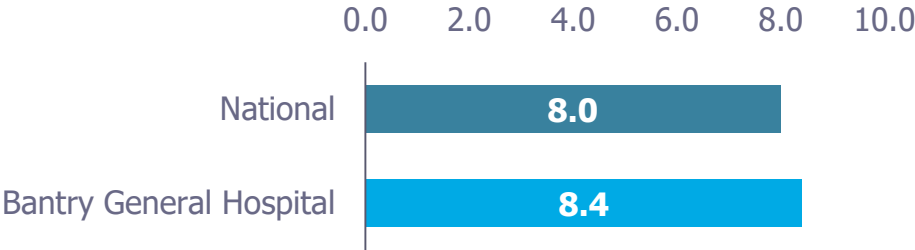
* Denotes statistically significant differences from the national average.



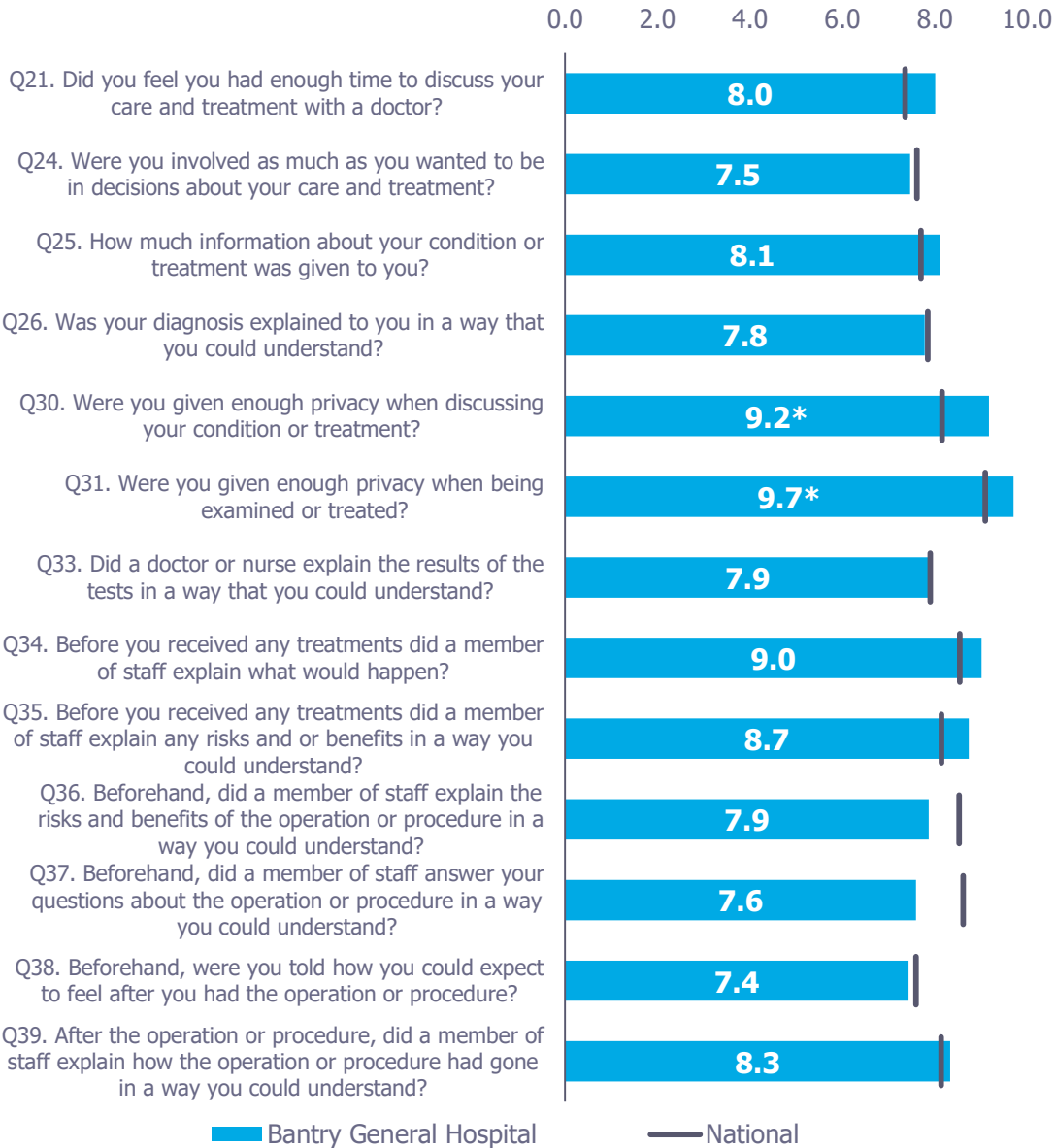
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 94% of people (66 of 70) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 15% of people (4 of 26) who had an operation or procedure said that they were not told how they could expect to feel afterwards.

Comparison with the national average



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



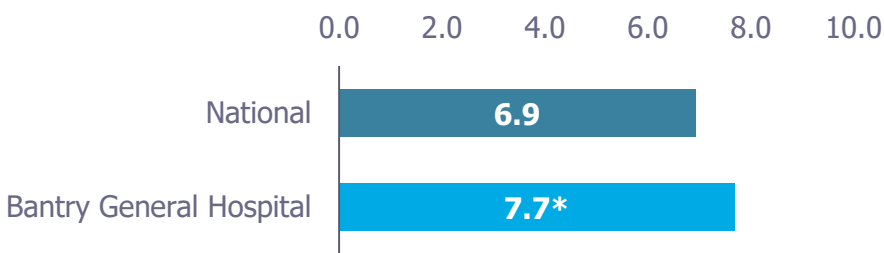
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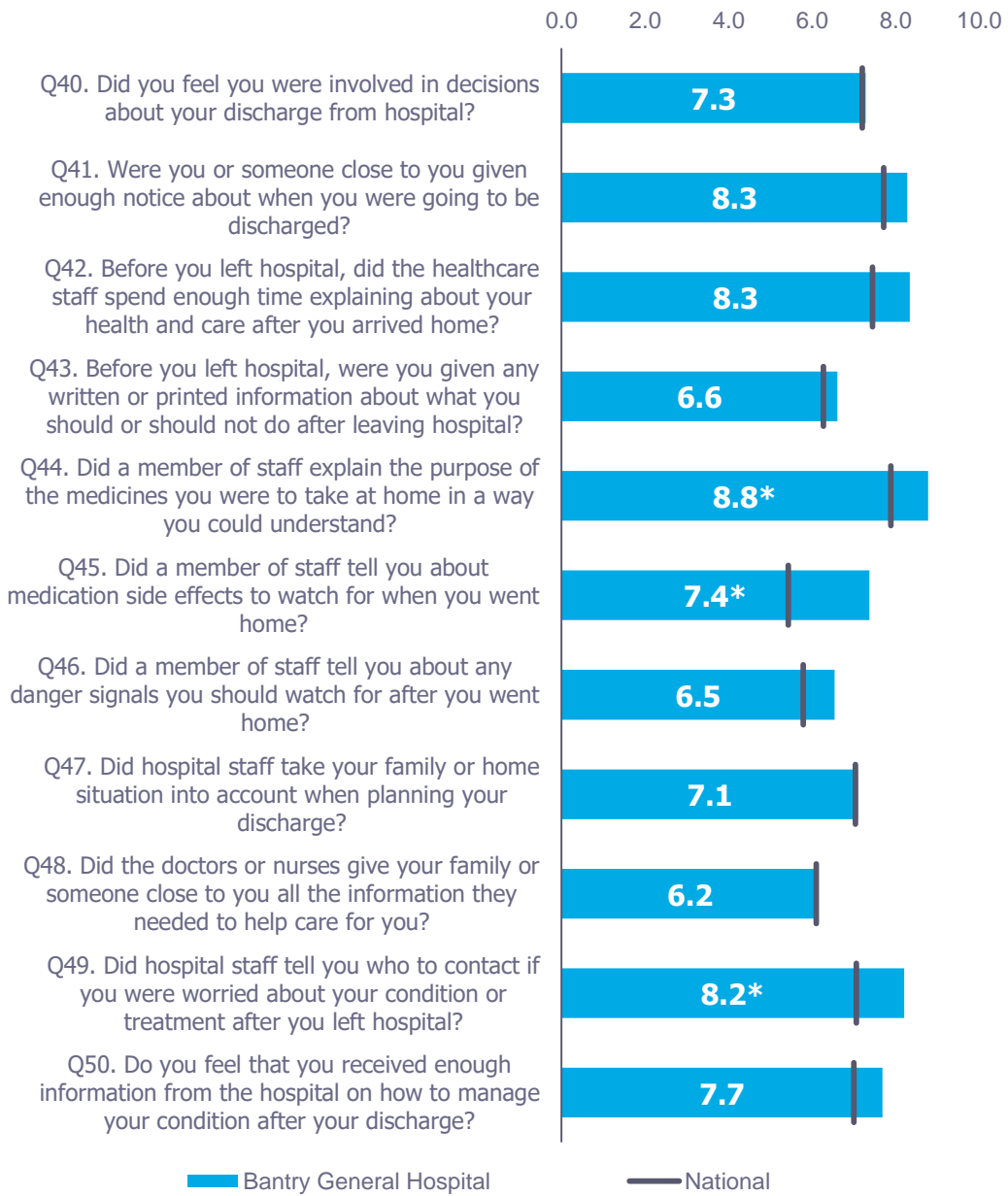
Discharge or transfer

- Highest-scoring question:
 - 75% of people (48 of 64) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 30% of people (12 of 40) said that their family or someone close to them was not given all the information they needed to help care for them.

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:
 - 86% of people (61 of 71) said that the toilets or bathrooms they used in hospital were very clean.

- Lowest-scoring question:
 - 15% of people (6 of 41) 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'



* Denotes statistically significant differences from the national average.

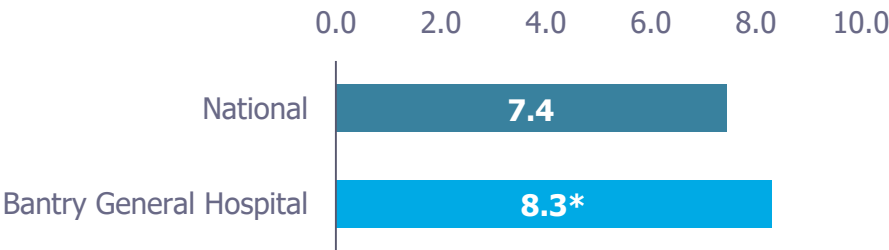


Care during the pandemic

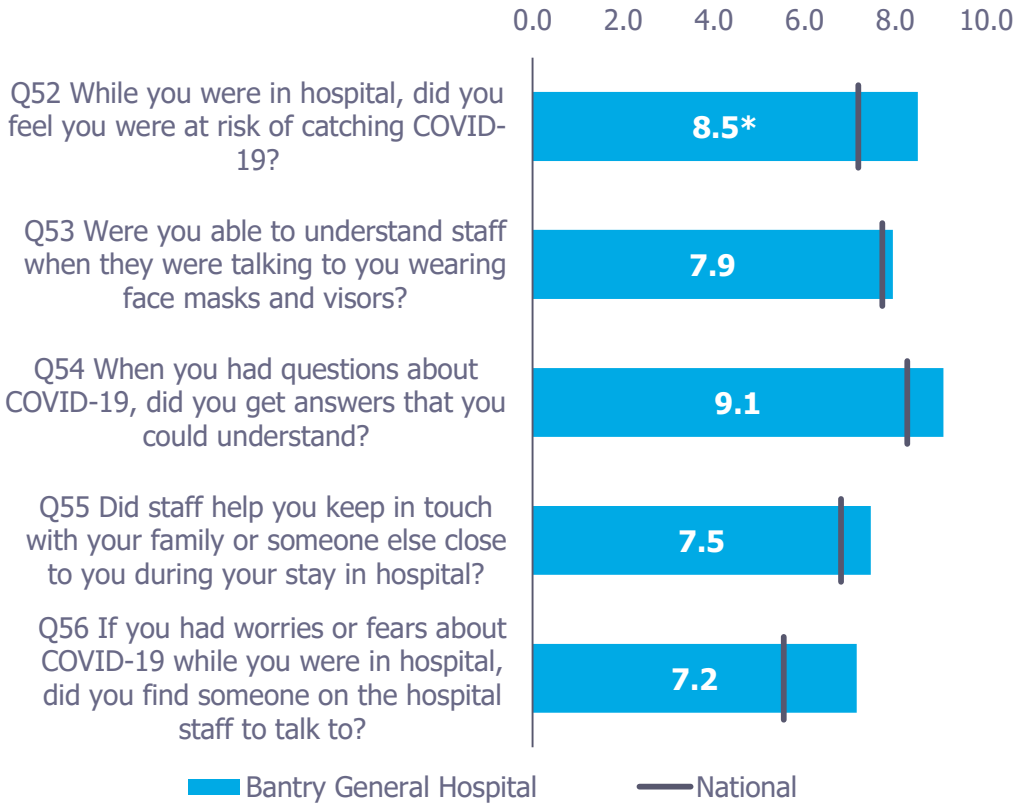


- Highest-scoring question:
 - 87% of people (41 of 47) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 69% of people (49 of 71) said that they had no worries or fears about COVID-19, 18% of people (4 of 22) who had worries 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'



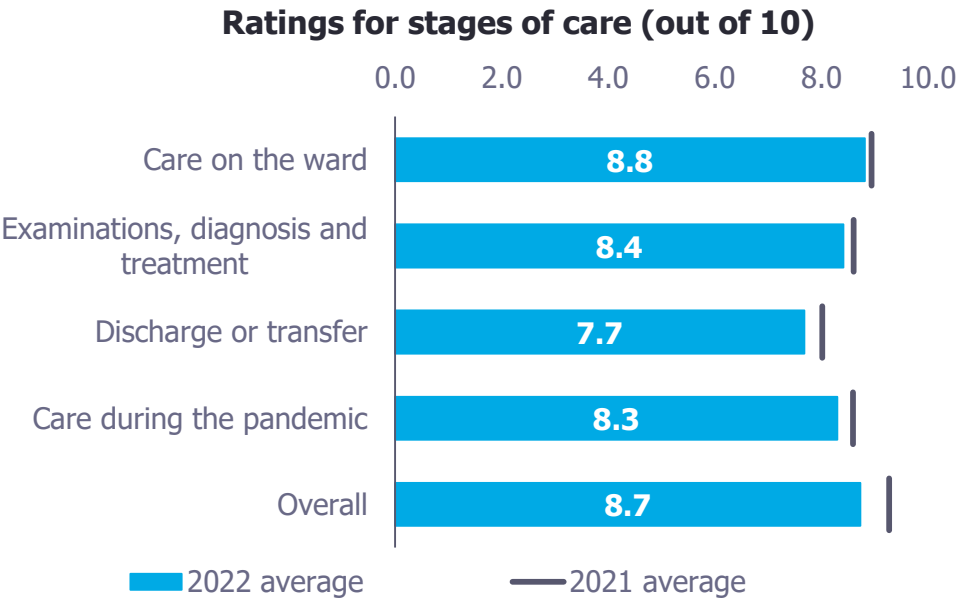
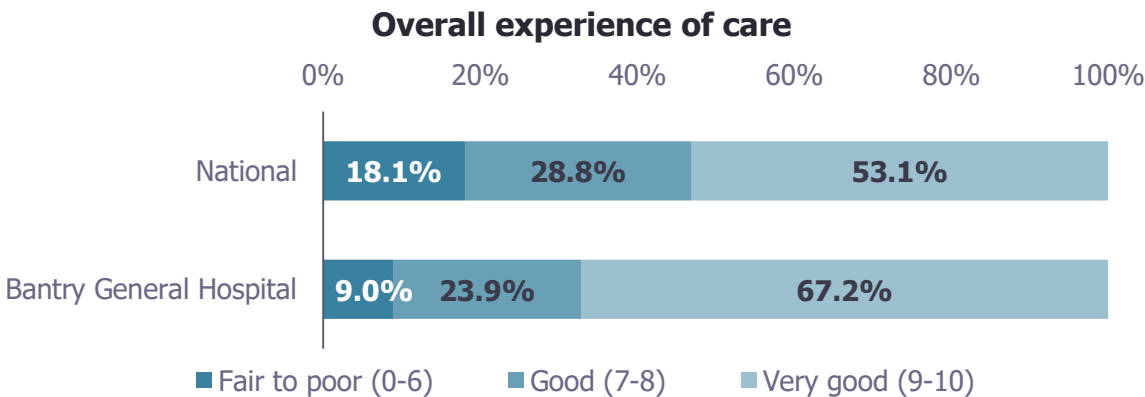
* Denotes statistically significant differences from the national average.



Overall experience



- 91% of people who were admitted to Bantry 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.

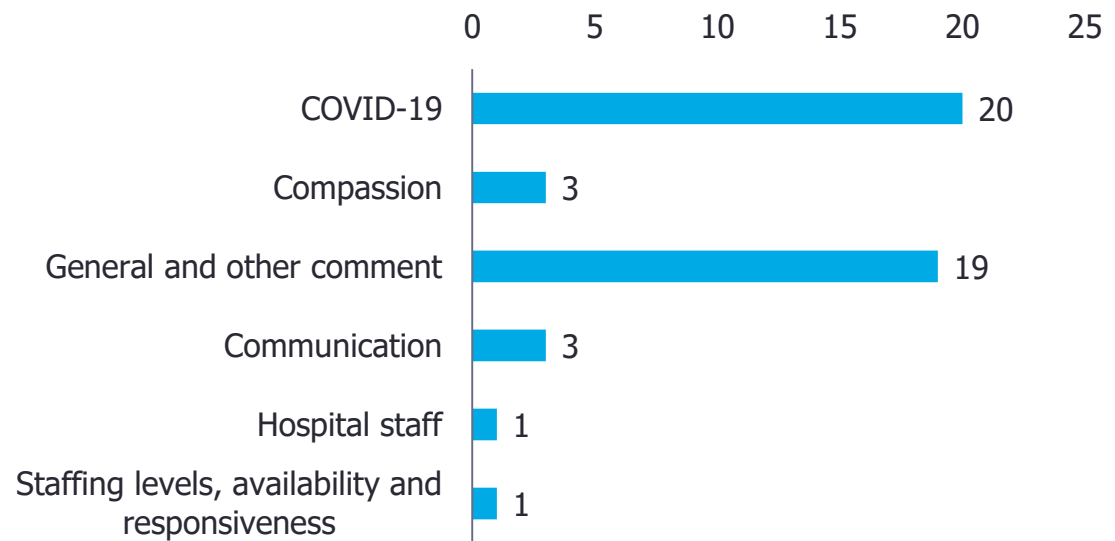




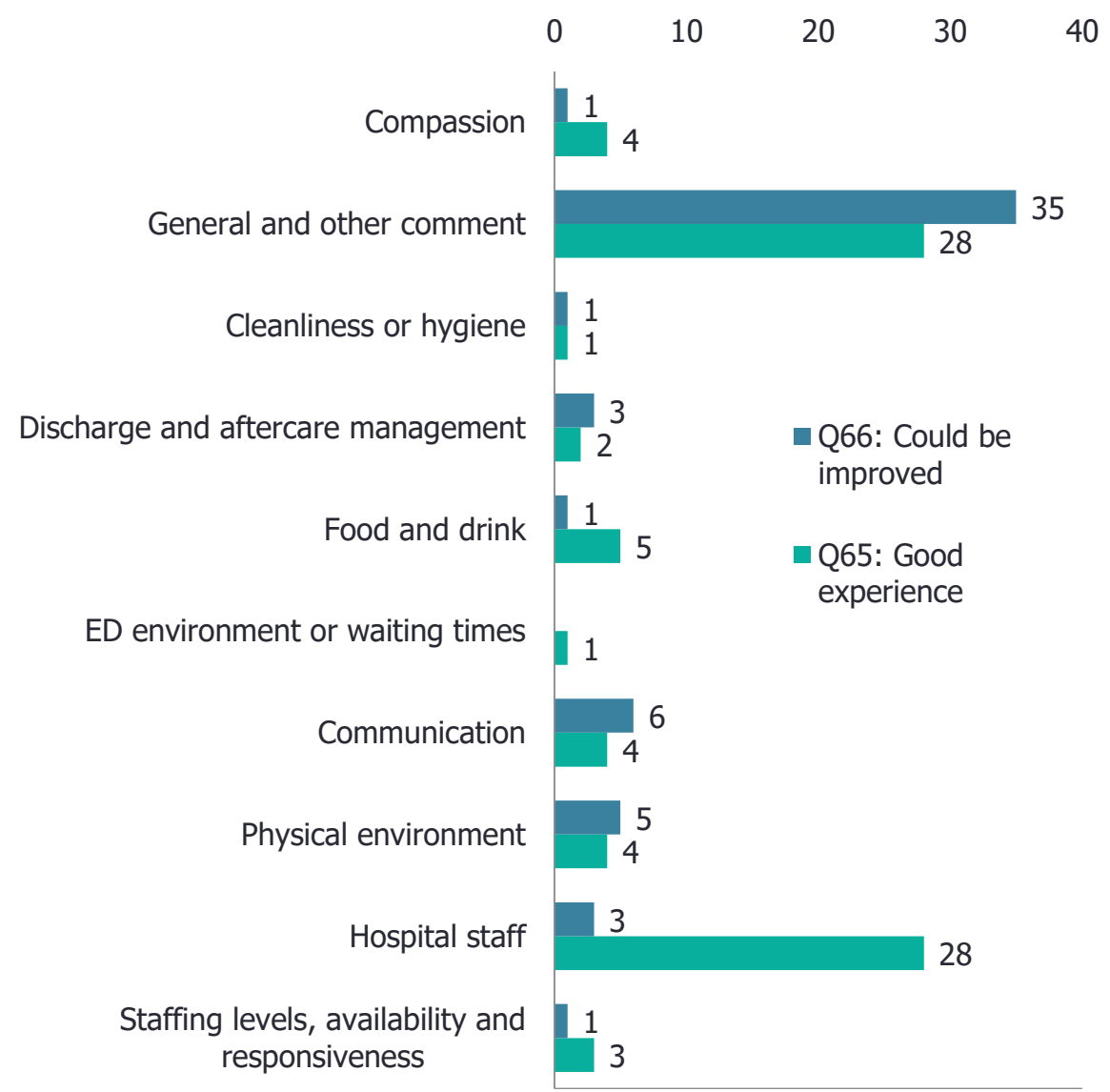
Analysis of patients' comments

- 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).
- 136 comments were received from patients admitted to Bantry General Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"The food and the convenience of a local hospital. Great communication from staff and care felt really good. Access to good diagnostics etc."

"The pandemic covid 19 during my stay in the hospital did not affect my treatment in any way."

"A male nurse that I had briefly met on first day & was not associated with my treatment called in to check my wellbeing before my departure. On leaving a young nurse escorted me to carpark & waited until my cousin arrived to take me home."



In their own words: comments from patients



"I found it hard to hear people wearing masks. I am slightly deaf."

"Excellent care. I do wish that they had contacted my common law husband to keep him abreast of my diagnosis and treatment."

"Explanation re medications on discharge orally and in written form should have been given to me."



Conclusion



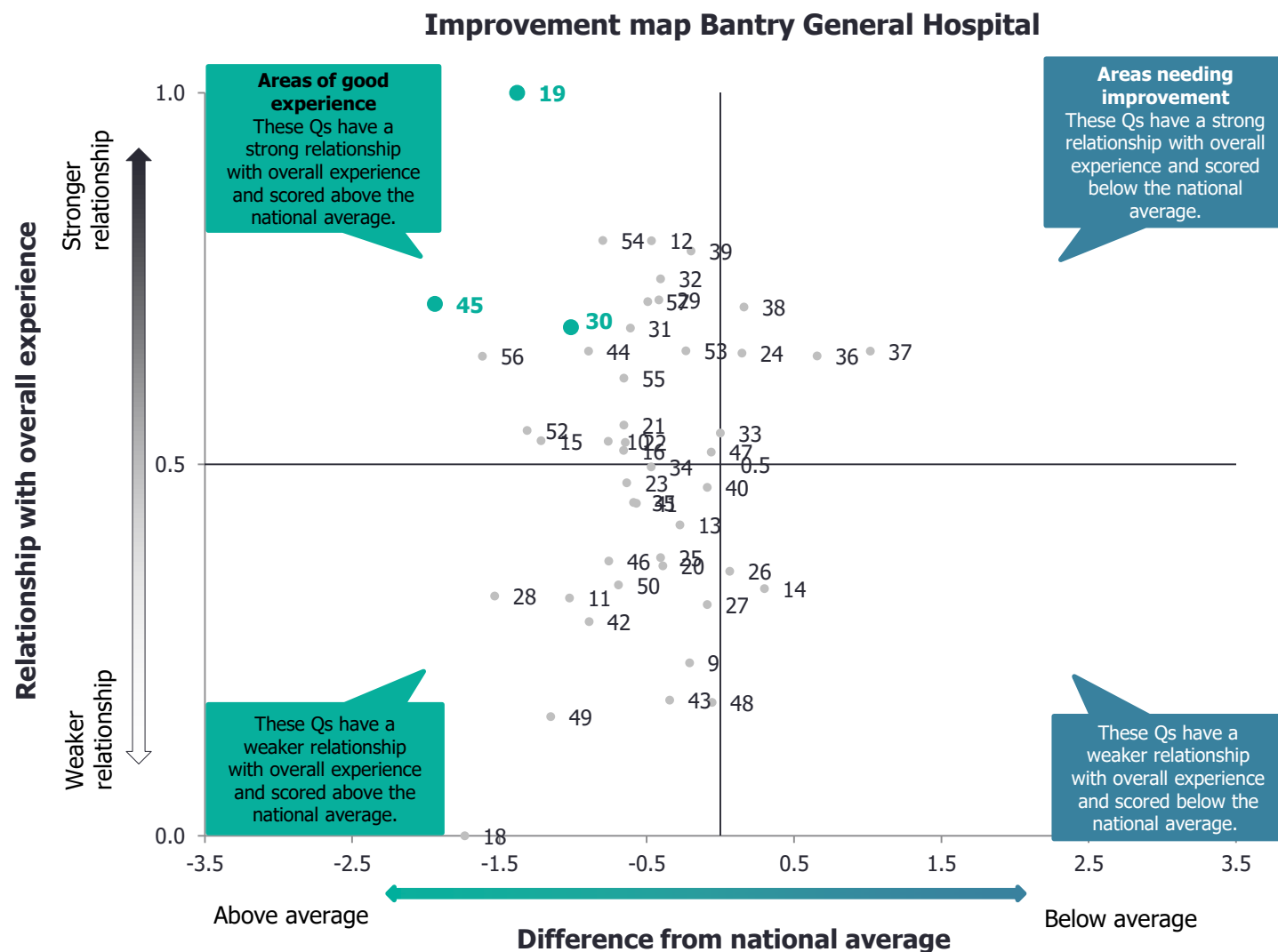
- 91% of people who were admitted to Bantry General Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' was the highest-rated stage of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Bantry General Hospital scored above the national average for 'care on the ward', 'discharge or transfer', 'care during the pandemic' and overall experience.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Bantry General Hospital scored above or similar to the national average for all survey questions.
- Positive elements of experience included help from staff to eat meals, privacy when discussing condition or treatment, and information on the side effects of medication.



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.





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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