

National Inpatient Experience Survey 2022

Connolly 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
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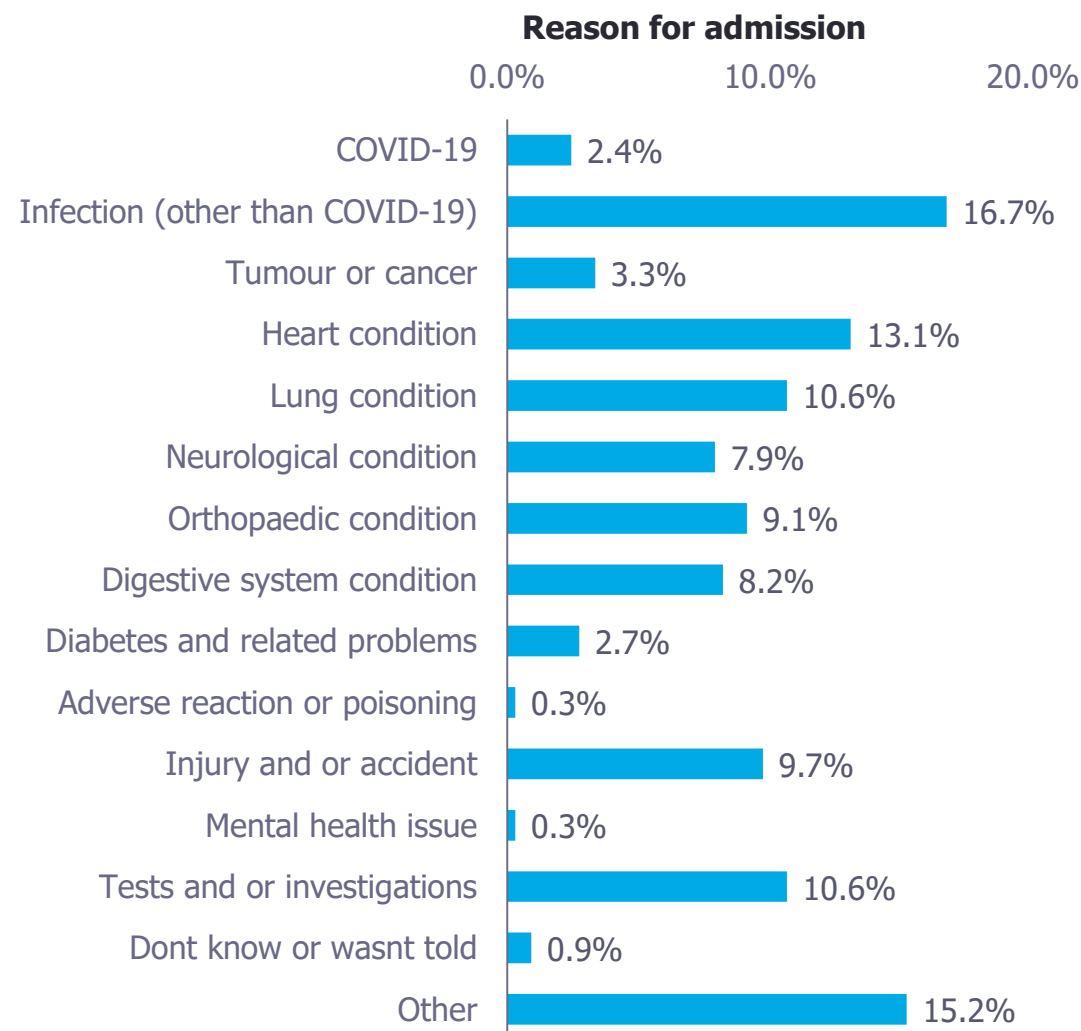


Participants

- 921 people who were admitted to Connolly Hospital were invited.
- 335 took part (36%).

Characteristics of participants

Age category	Number	%
16 to 35 years	23	6.9
36 to 50 years	38	11.3
51 to 65 years	78	23.3
66 to 80 years	129	38.5
81 years or older	67	20.0
Sex		
Male	164	49.0
Female	171	51.0
Admission route		
Emergency	309	92.2
Non-emergency	26	7.8





Areas needing improvement



Clear answers from a nurse | Q22

Of the 309 people who answered this question, 5% (15) said that they did not get answers they could understand when they had important questions to ask a nurse.

Sufficient notice of discharge | Q41

Of the 315 people who answered this question, 18% (57) said that they were not given enough notice about when they were going to be discharged.

Information on how to manage a condition | Q50

Of the 296 people who answered this question, 28% (82) said that they did not receive enough information on how to manage their condition after discharge.

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

In Connolly Hospital, the scores for all survey questions were at or below the national average.

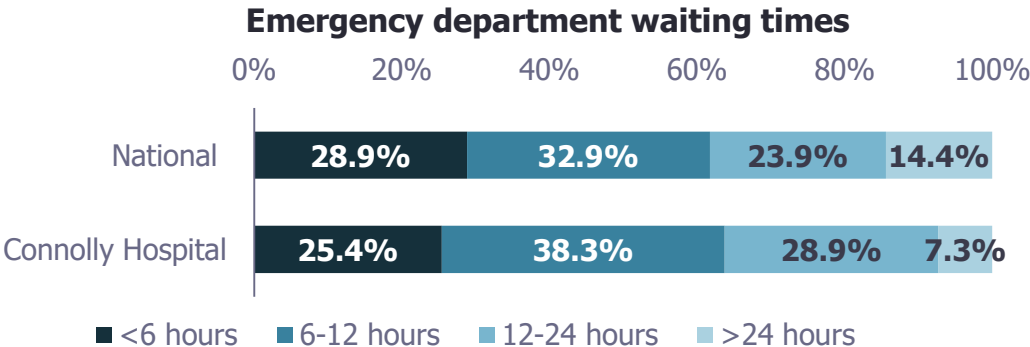
While no areas of particularly good experience were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



Admissions



- Highest-scoring question:
 - 82% of people (248 of 302) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring questions:
 - 13% of people (36 of 282) said that their condition and treatment in the emergency department was not explained in a way they could understand.
 - 7% of people (21 of 287) said that they waited more than 24 hours before being admitted to a ward.

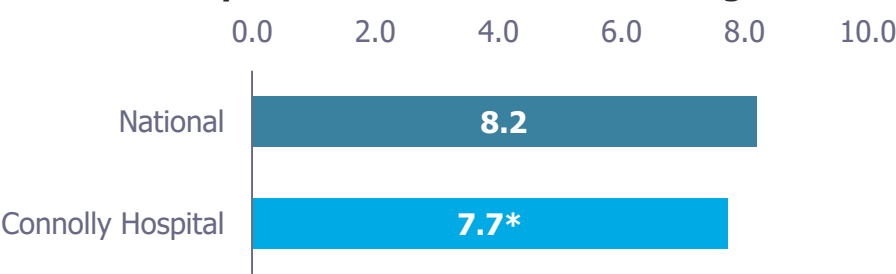




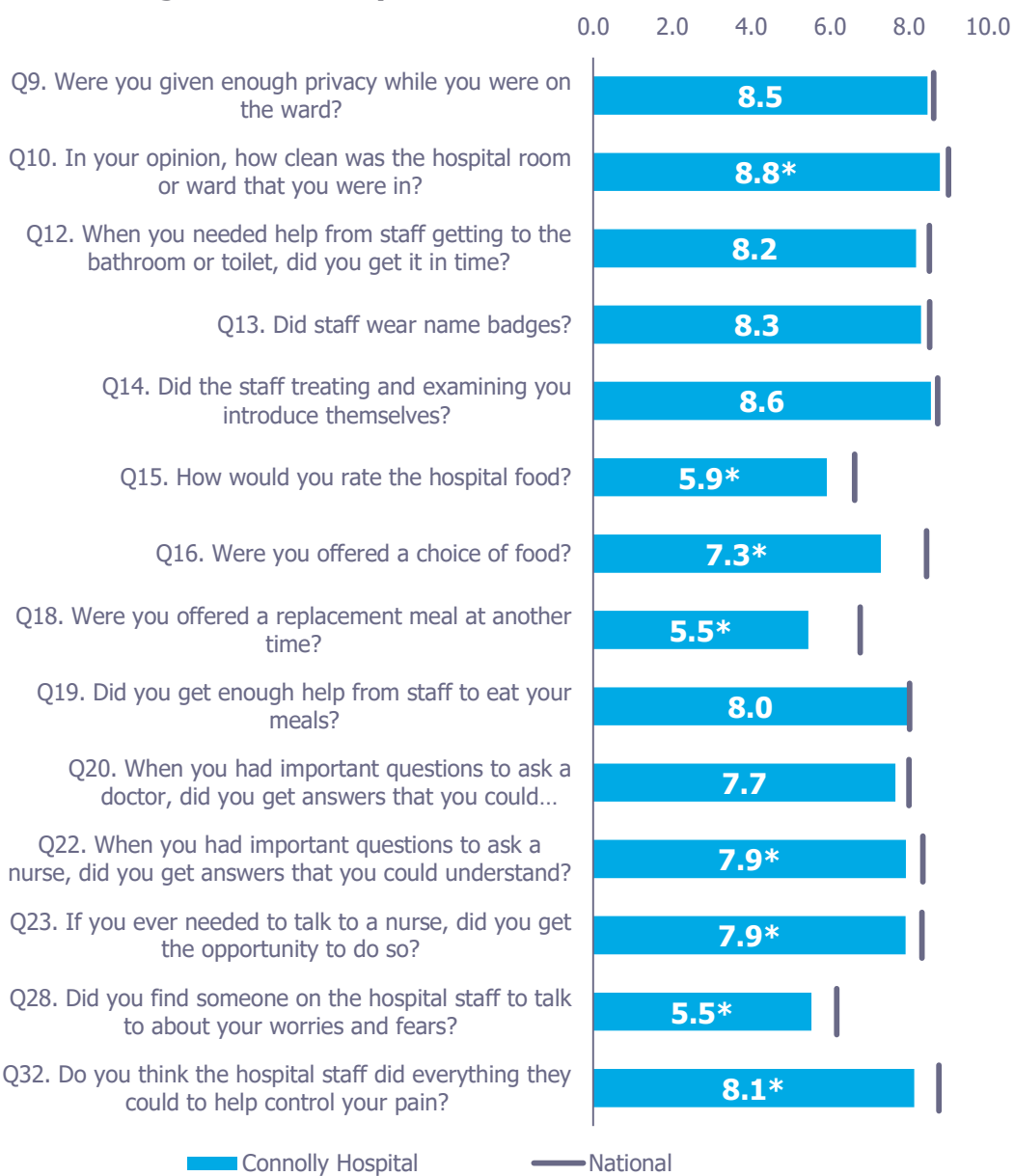
Care on the ward

- Highest-scoring question:
 - 66% of people (217 of 327) said that the room or ward they were in was very clean.
- Lowest-scoring questions:
 - 33% of people (28 of 85) who were ever unable to eat during mealtimes said that they were not offered a replacement meal at another time.
 - 29% of people (62 of 213) 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'



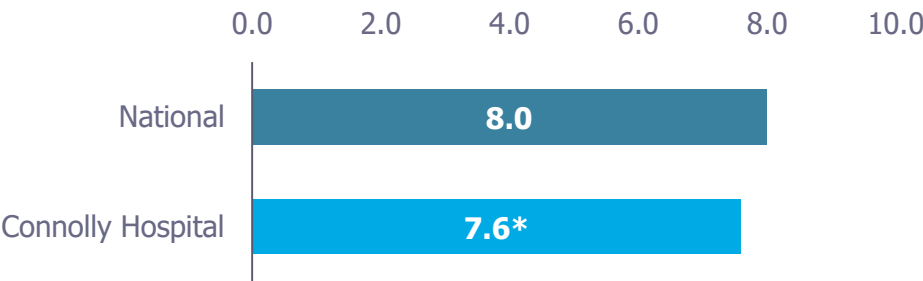
* Denotes statistically significant differences from the national average.



Examinations, diagnosis and treatment

- Highest-scoring question:
 - 84% of people (268 of 319) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 16% of people (28 of 175) said that they were not told how they could expect to feel after they had an operation or procedure.

Comparison with the national average



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



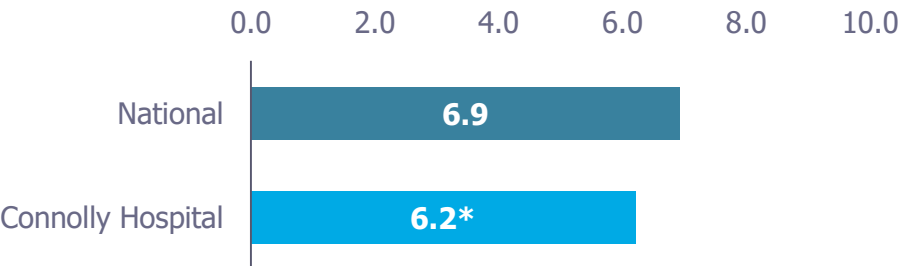
* Denotes statistically significant differences from the national average.



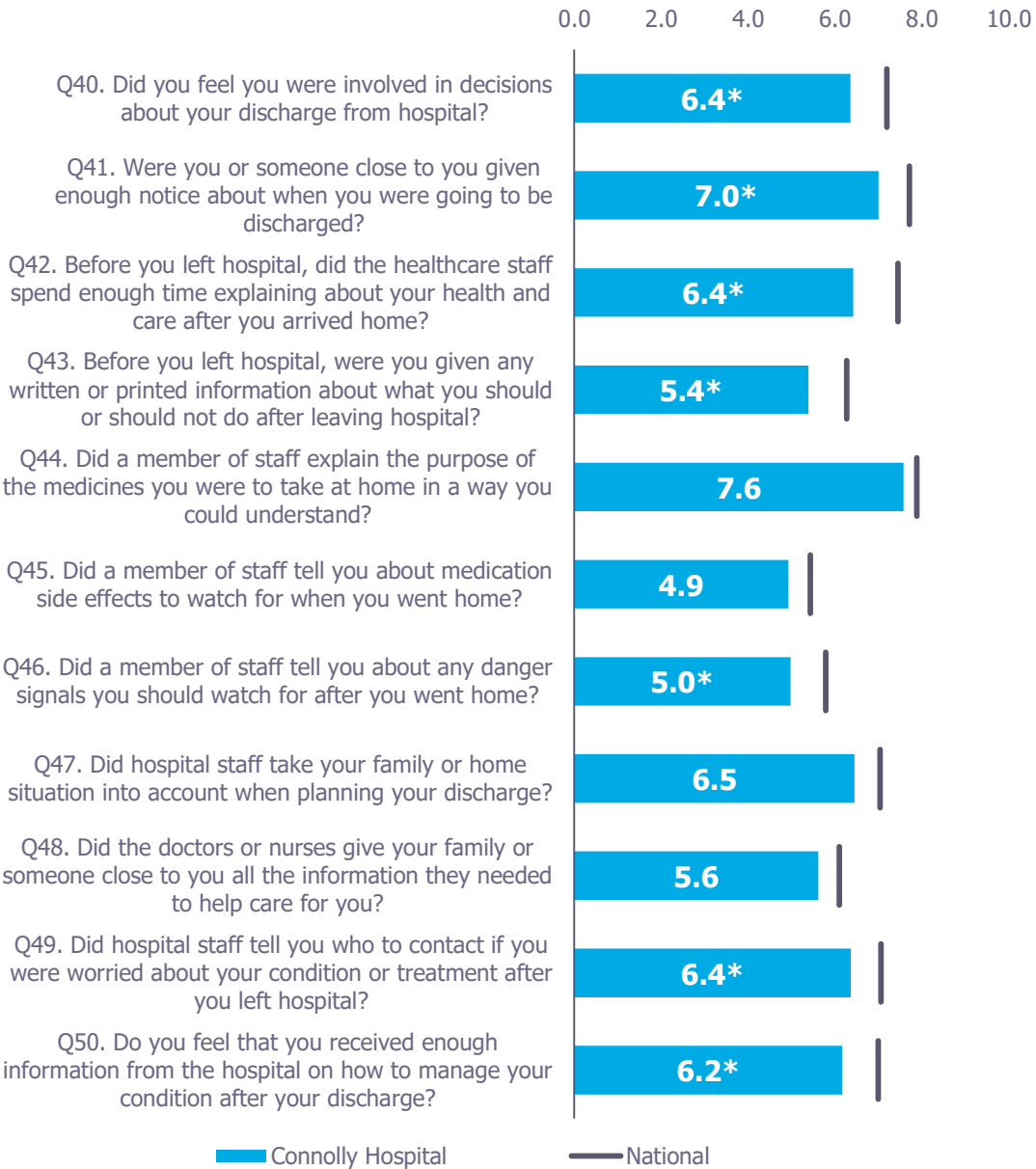
Discharge or transfer

- Highest-scoring question:
 - 66% of people (173 of 264) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 44% of people (102 of 233) 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 (253 of 323) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 26% of people (56 of 214) 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'

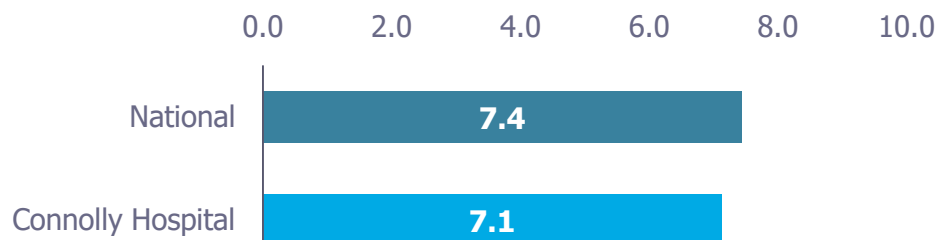




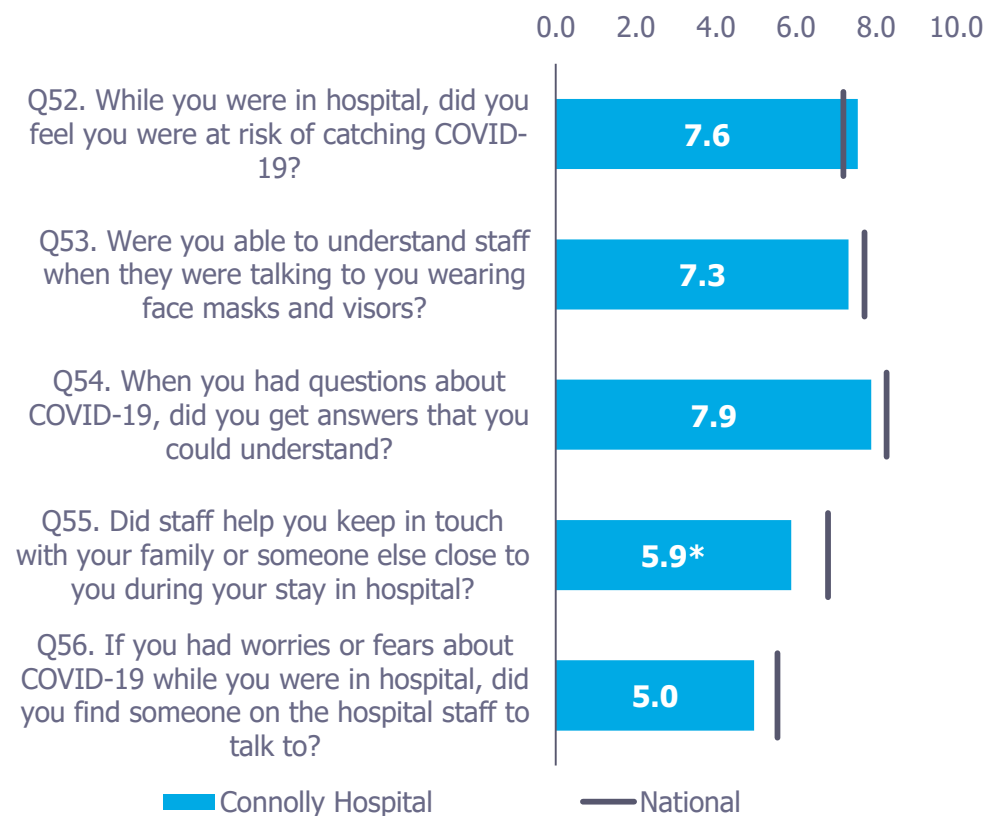
Care during the pandemic

- Highest-scoring question:
 - 66% of people (107 of 163) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 60% of people (187 of 313) said that they had no worries or fears about COVID-19, 38% of people who had worries or fears (48 of 126) 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'



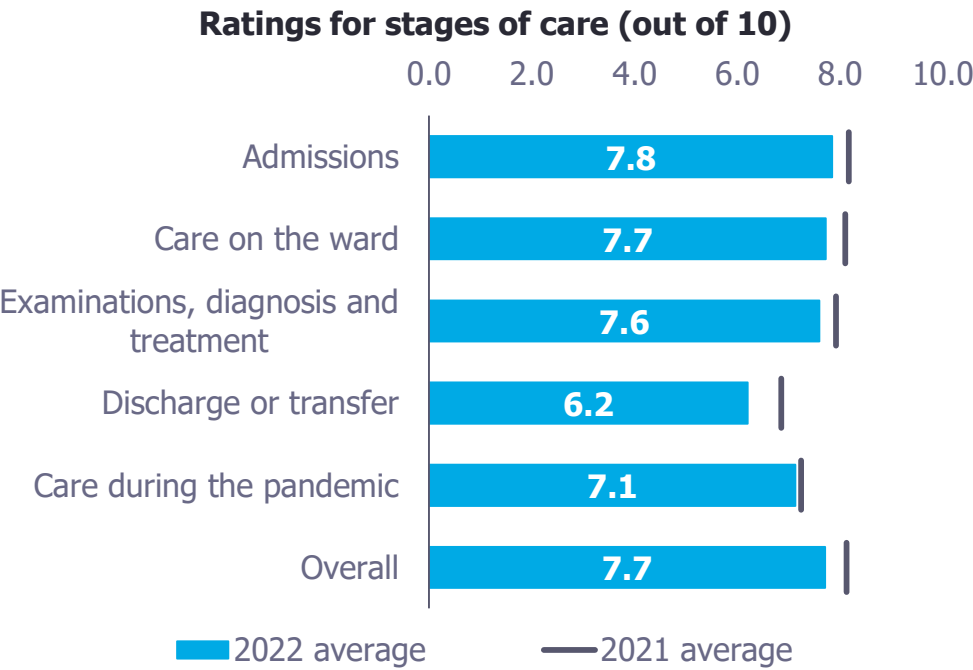
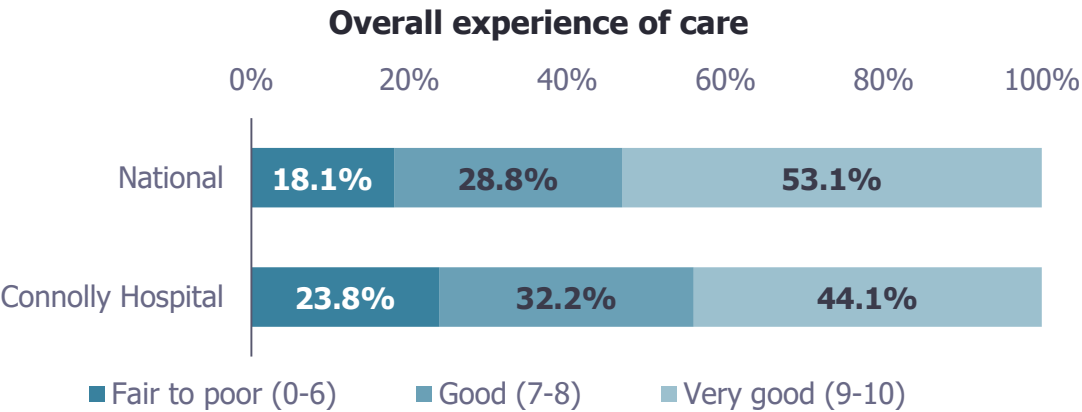
* Denotes statistically significant differences from the national average.



Overall experience



- 76% of people who were admitted to Connolly 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.

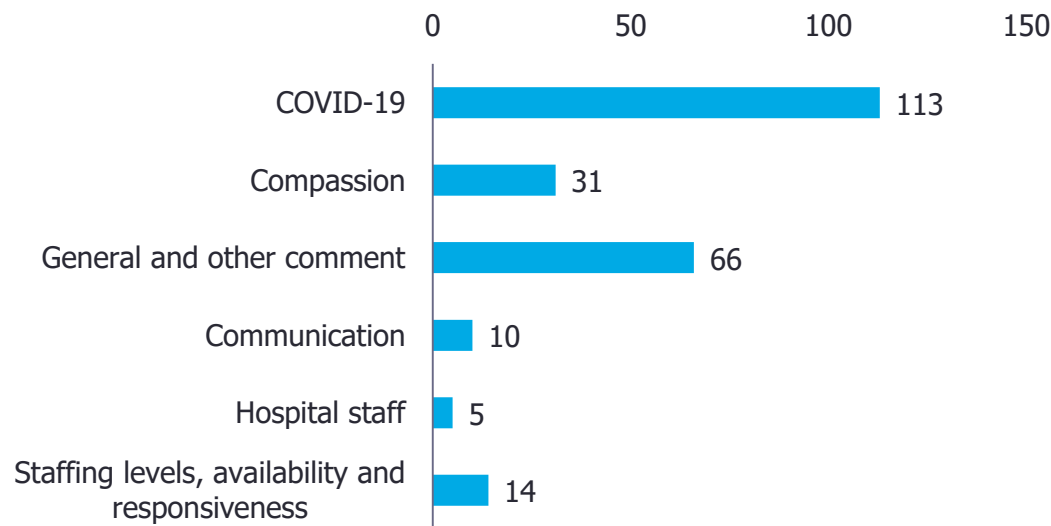




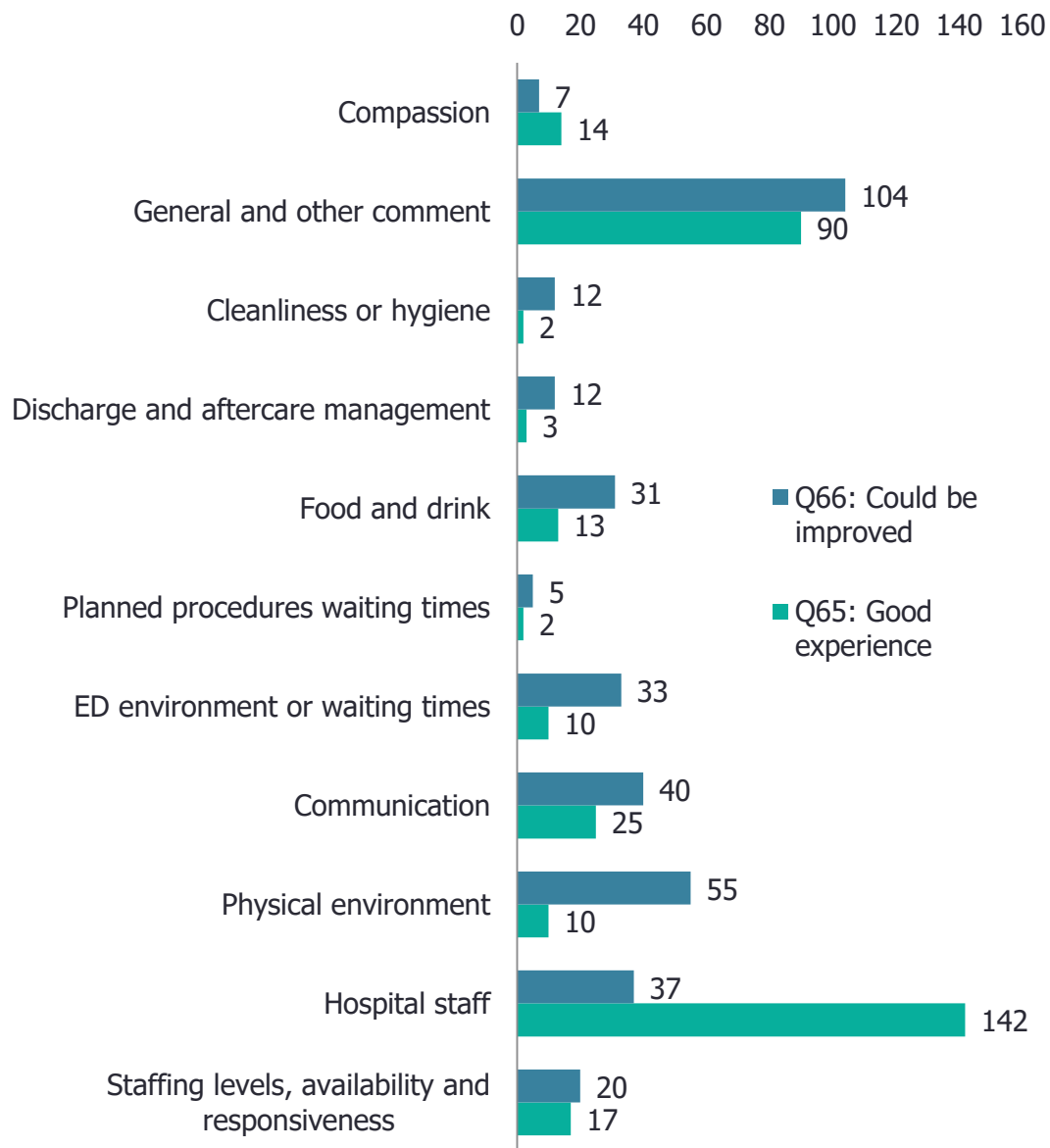
Analysis of patients' comments

- 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).
- 639 comments were received from patients admitted to Connolly Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"I was discharged without full details of my injury and aftercare. My sister had to tell me that I needed my stitches removed and my daughter then drove me to an out of hours clinic. I needed information about things like this when leaving the hospital. I also needed to know how to take care of myself for the first few weeks as basic self care was almost impossible and very painful."

"It was hard about the visitors - I had no change of PJs or things like soft drinks/my hairbrush. A visitor would have been very uplifting."

"To note there is no actual privacy when discussing care/treatments/condition in a ward situation. There was some breakdown in communication post op as I was allowed to eat a meal when I should not have."

"What could be improved is how some doctors say out loud what they think the patient is suffering from. I was told by a female doctor in the A&E that I might have cancer without any tests. I was so worried and so sick of her comment."



In their own words: comments from patients



"The medical treatment I received from both the doctors and staff kept me alive and healthy. They worked tirelessly and the ICU nurses especially treated their patients like their own family members and so supportive to the patient's family."

"I was treated with dignity and respect at all times by all staff. I loved the menus and the meal size was just right for me."

"I felt the staff in Connolly Hospital went above and beyond to ensure I was comfortable, well informed, didn't need anything. They could not have done more for me they are a credit to the hospital."

"In theatre the surgeons were very reassuring and really helped to put my mind at ease, on the ward the doctors and nurses were fantastic and in the physio department [Name] was outstanding at helping me get back on my feet. Looked forward to going down to Physio."



Conclusion



- 76% of people who were admitted to Connolly Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Admissions' 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 'care on the ward', 'examinations, diagnosis and treatment', 'discharge or transfer' and overall experience were below the national average.
- Connolly Hospital scored below or similar to the national average for all survey questions.
- Areas for improvement included receiving clear answers from a nurse, sufficient notice of discharge, and information on how to manage a condition.

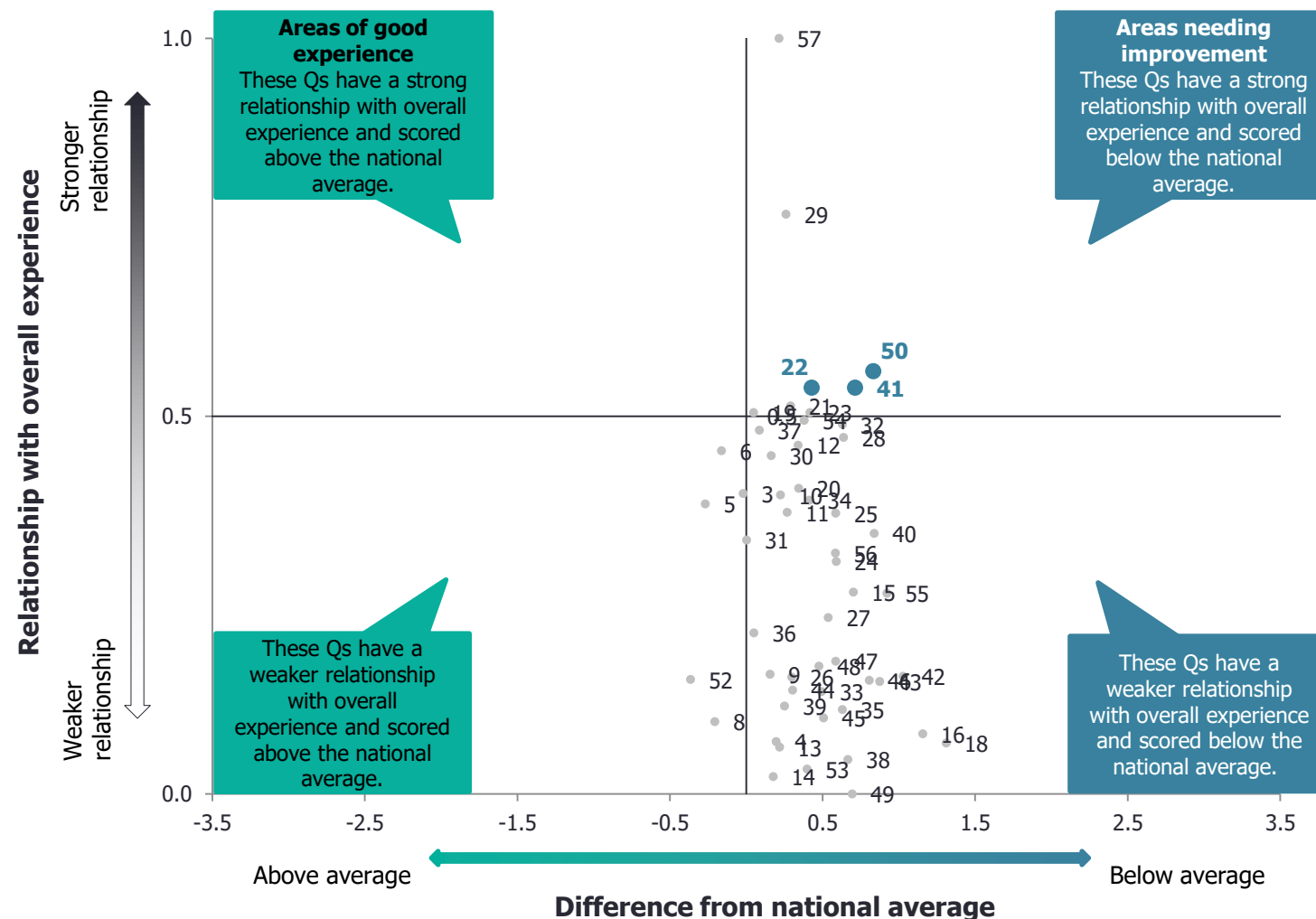


Appendix 1

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 Connolly 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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