



# National Inpatient Experience Survey 2022

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## Cork University 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**



<b>16+</b> 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 <b>postal address</b> 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 <b>specialist services</b>	 Patients receiving care in <b>private hospitals</b>
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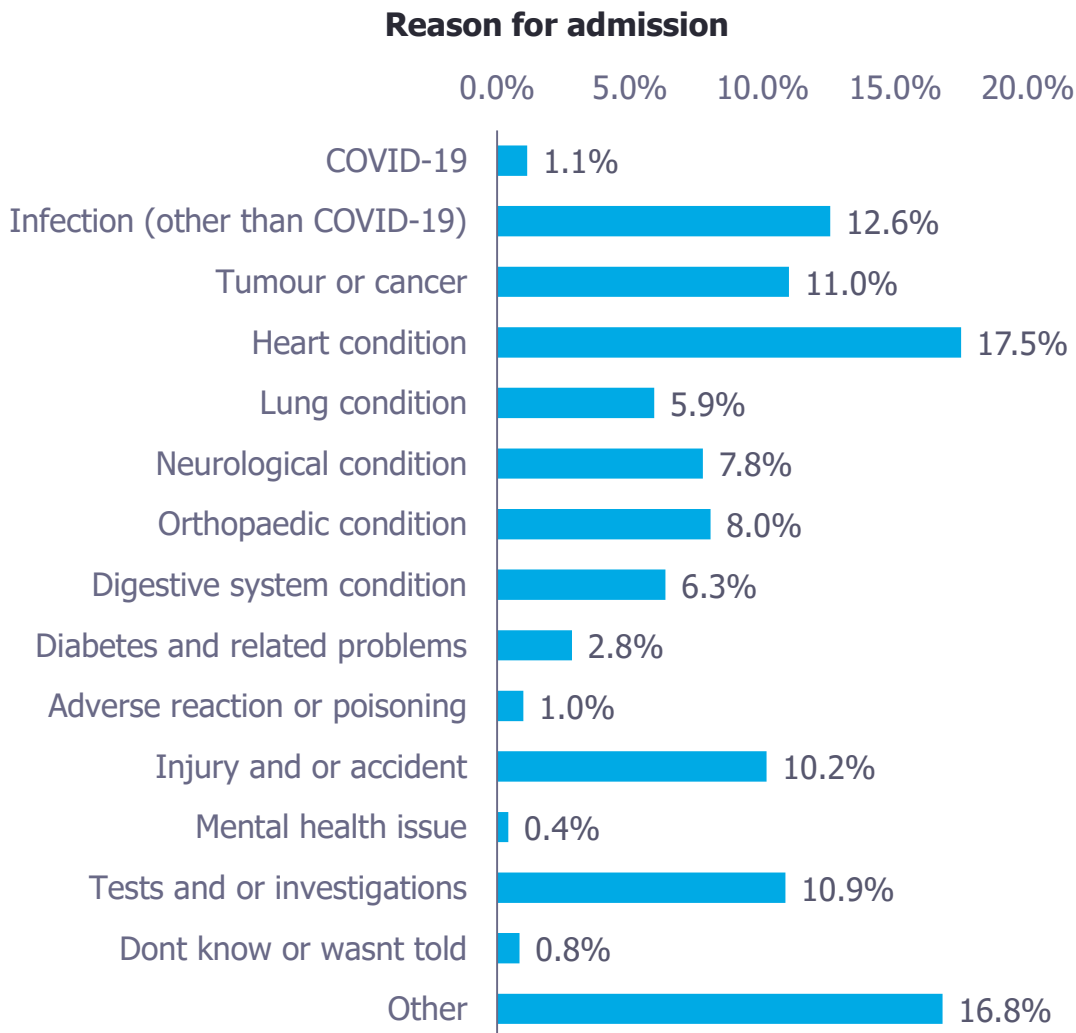


# Participants

- 1,524 people who were admitted to Cork University Hospital were invited.
- 721 took part (47%).

## Characteristics of participants

Age category	Number	%
16 to 35 years	59	8.2
36 to 50 years	88	12.2
51 to 65 years	194	26.9
66 to 80 years	279	38.7
81 years or older	101	14.0
<b>Sex</b>		
Male	394	54.6
Female	327	45.4
<b>Admission route</b>		
Emergency	554	76.8
Non-emergency	167	23.2





## Areas of good experience



### **Time to discuss care and treatment with a doctor | Q21**

Of the 685 people who answered this question, 63% (432) said that they definitely had enough time to discuss their care and treatment with a doctor.

### **Consideration of home or family situation | Q47**

Of the 489 people who answered this question, 67% (330) said that their family or home situation was fully taken into account when planning their discharge.

### **Information on how to manage a condition | Q50**

Of the 617 people who answered this question, 63% (387) said that they were definitely given enough information on how to manage their condition after discharge.

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



## Areas needing improvement



### **Privacy while being examined or treated in the emergency department | Q5**

Of the 481 people who answered this question, 10% (50) said that they were not given enough privacy when being examined or treated in the emergency department.

### **Emergency department waiting times | Q8**

Of the 445 people who answered this question, 28% (124) said that they waited more than 24 hours before being admitted to a ward.

### **Staff name badges | Q13**

Of the 532 people who answered this question, 9% (46) said that very few or none of the staff wore name badges.

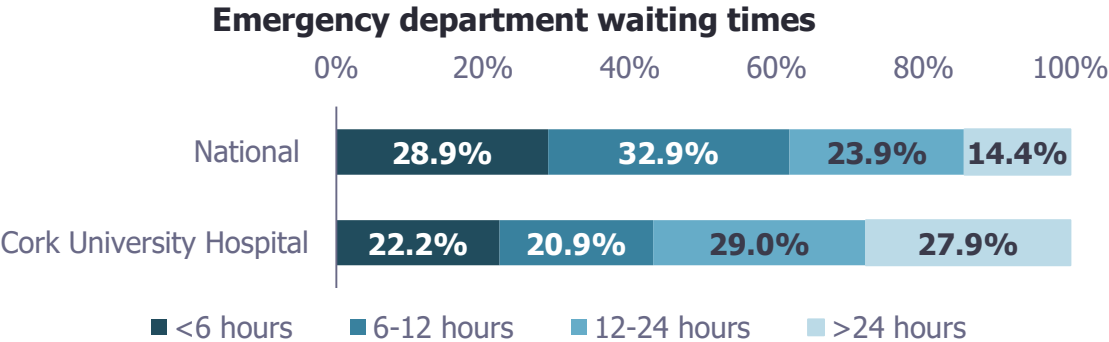
These questions scored significantly below average.



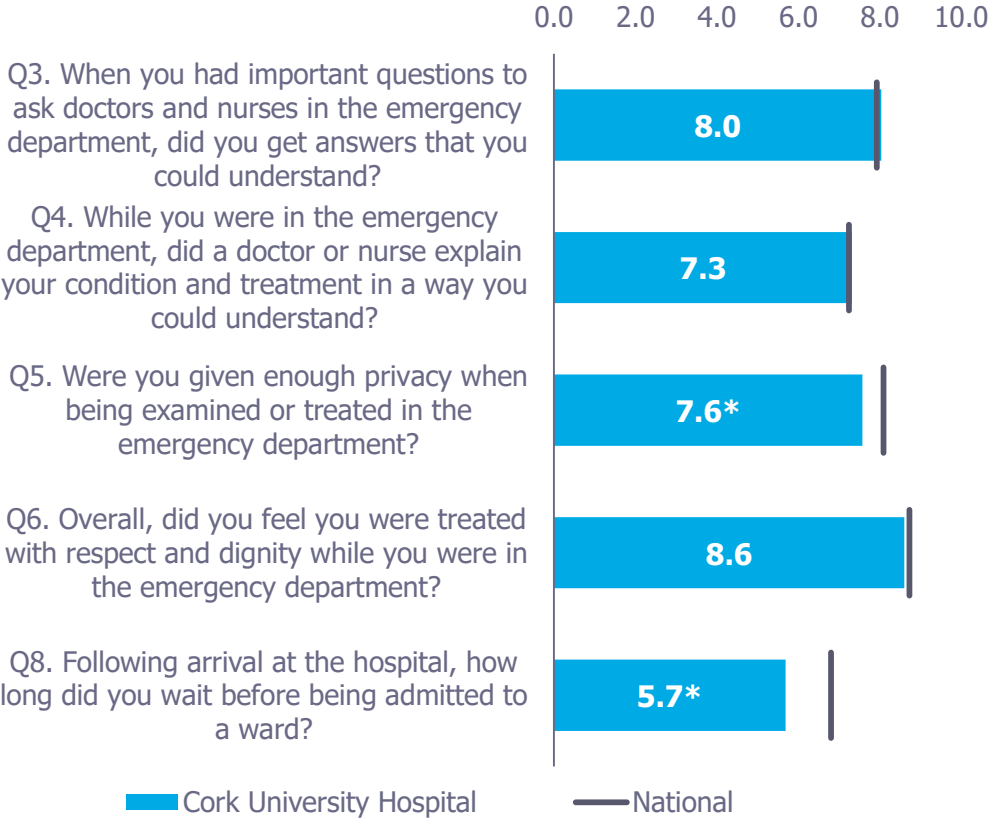
# Admissions



- Highest-scoring question:
  - 77% of people (394 of 509) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
  - 28% of people (124 of 445) said that they waited longer than 24 hours before being admitted to a ward.



**Average scores for questions on 'admissions'**



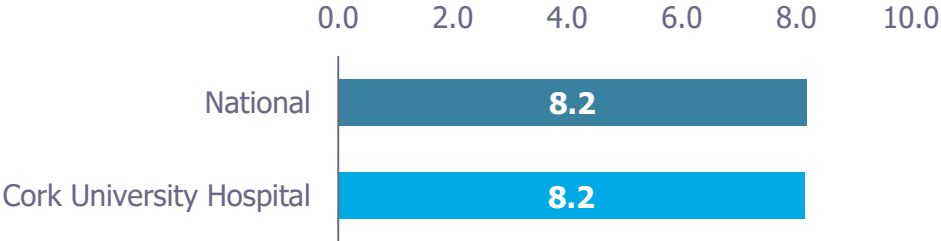
\* Denotes statistically significant differences from the national average.



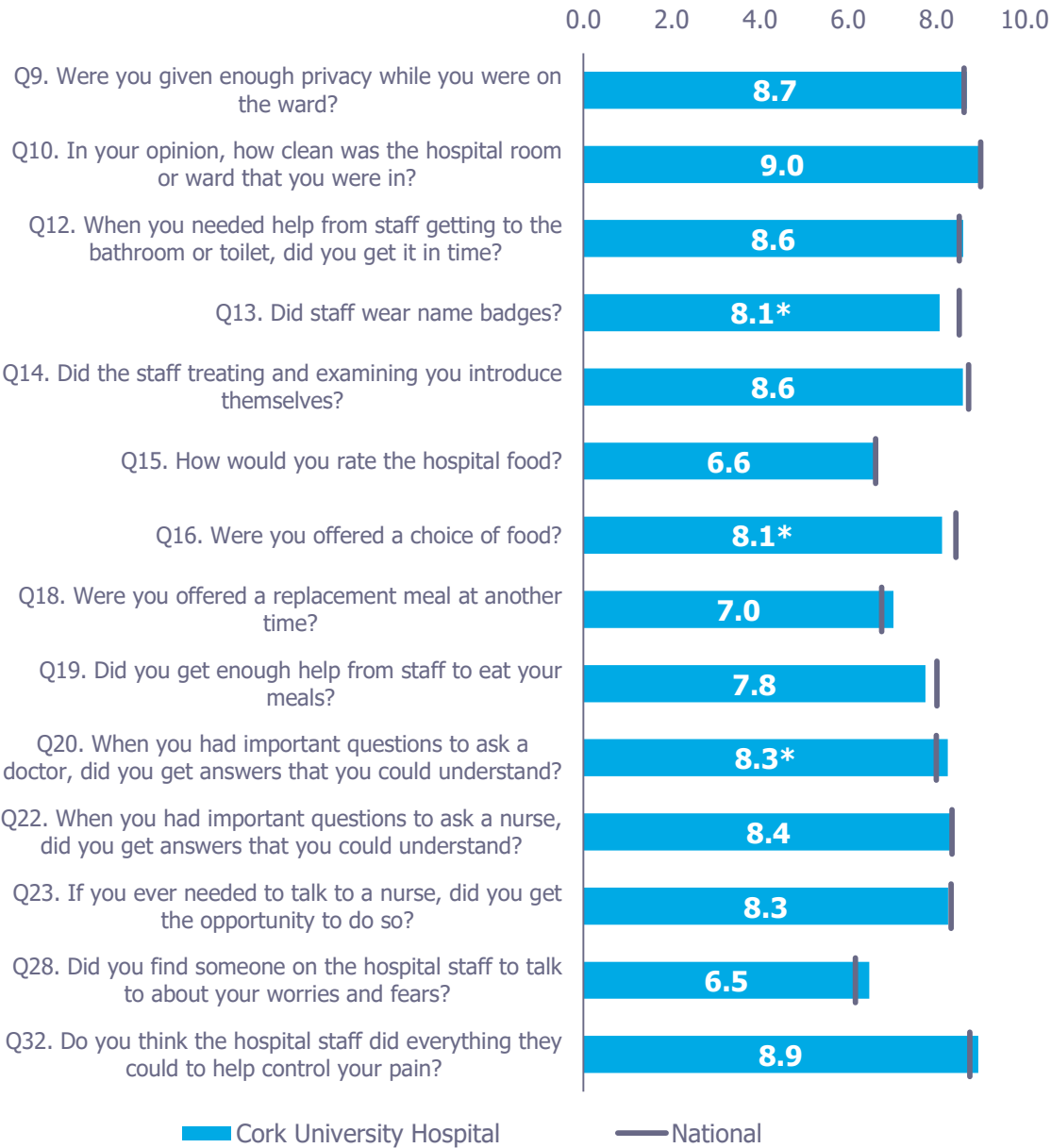
# Care on the ward

- Highest-scoring question:
  - 75% of people (513 of 685) said that the hospital room or ward they were in was very clean.
- Lowest-scoring question:
  - 17% of people (77 of 441) 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.

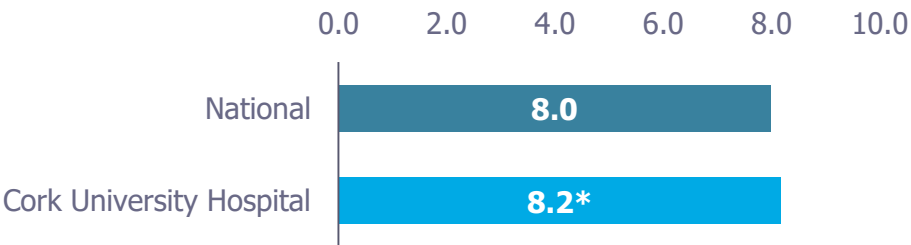




# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 85% of people (577 of 680) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 11% of people (54 of 471) 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'



\* Denotes statistically significant differences from the national average.

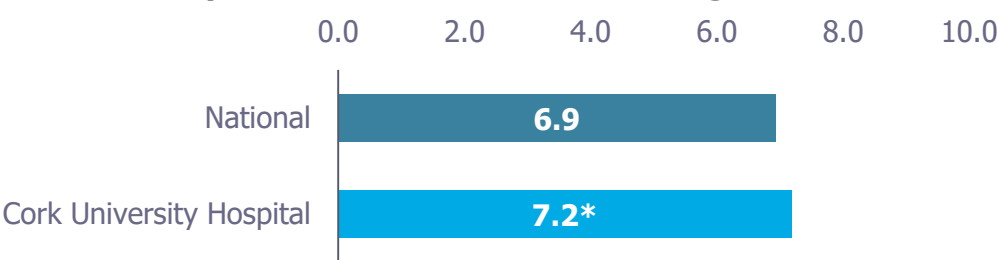




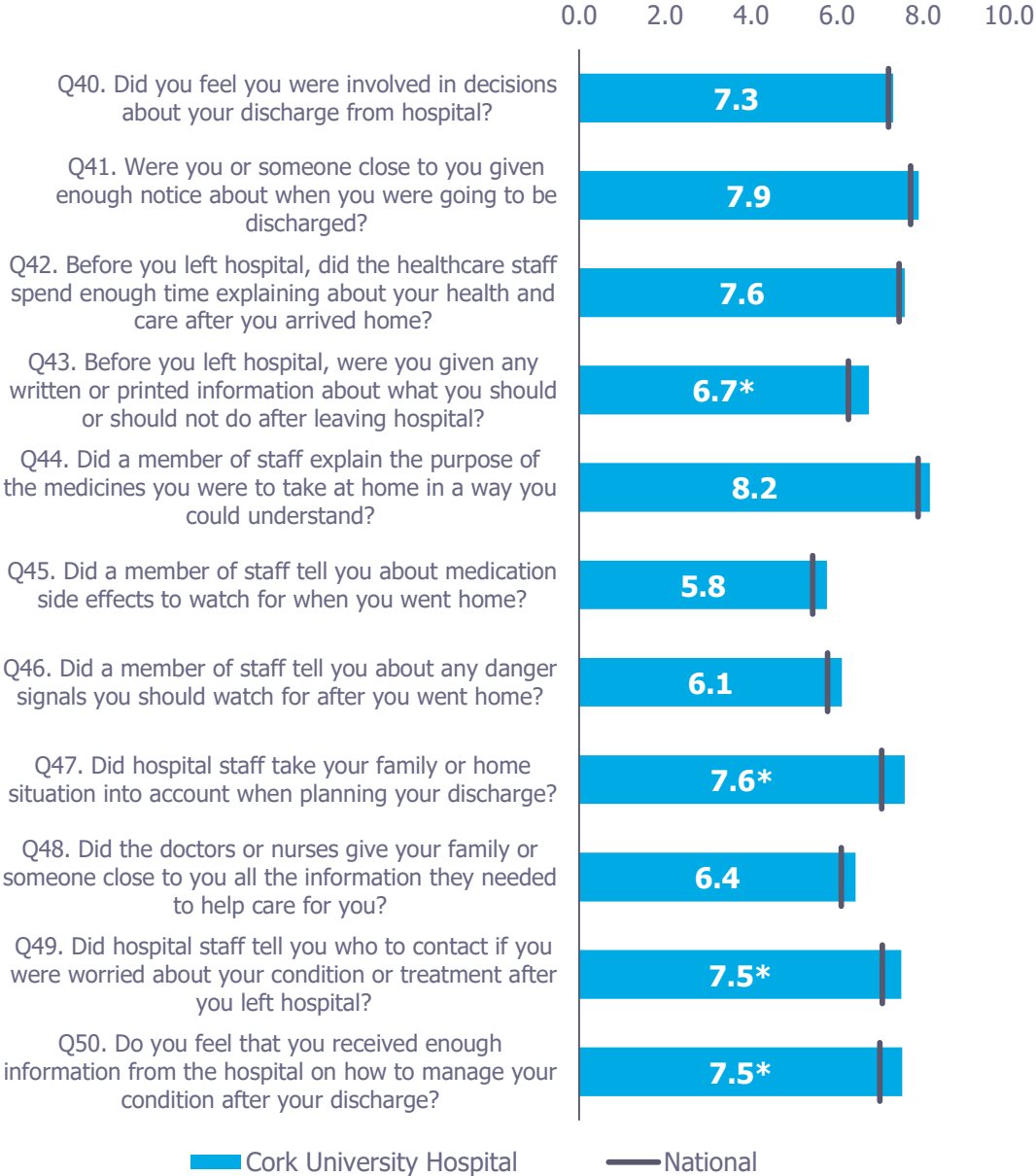
# Discharge or transfer

- Highest-scoring question:
  - 74% of people (422 of 573) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
  - 32% of people (158 of 501) who received medication said that they were not told about the 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.

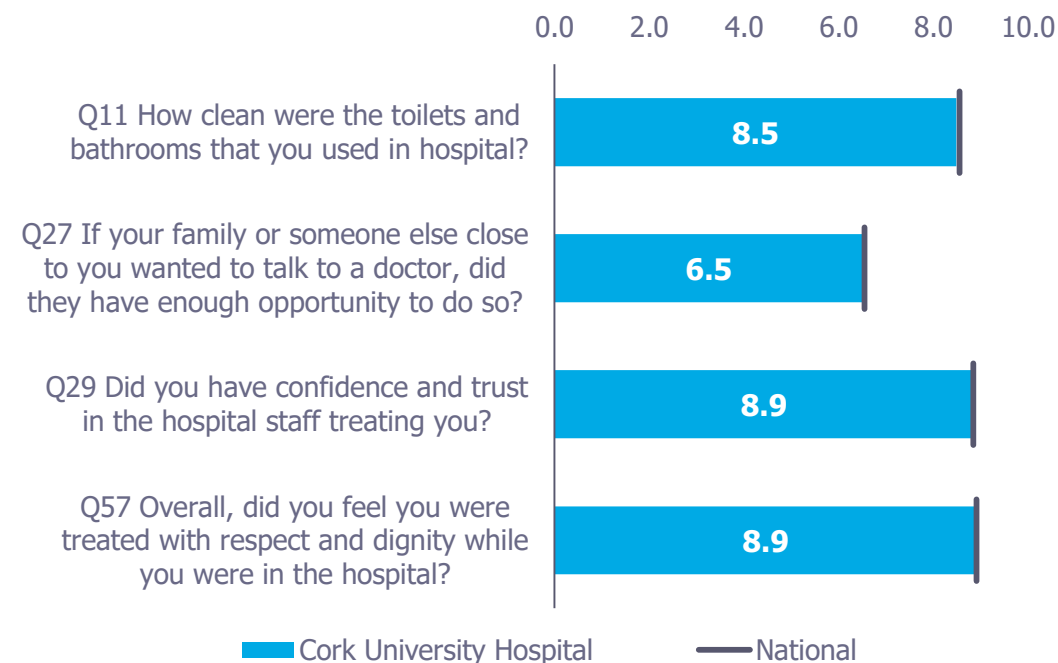


## Other aspects of care

- Highest-scoring questions:
  - 82% of people (558 of 682) said that they were always treated with respect and dignity while they were in hospital.
  - 80% of people (547 of 684) said that they always had confidence and trust in the hospital staff treating them.
- Lowest-scoring question:
  - 21% of people (95 of 459) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.



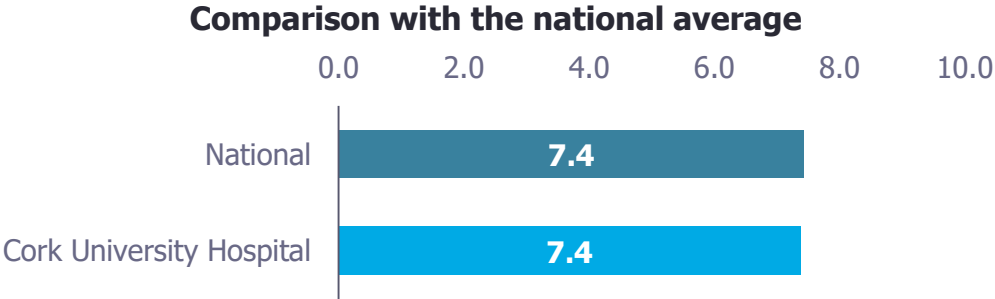
### Average scores for questions on 'other aspects of care'



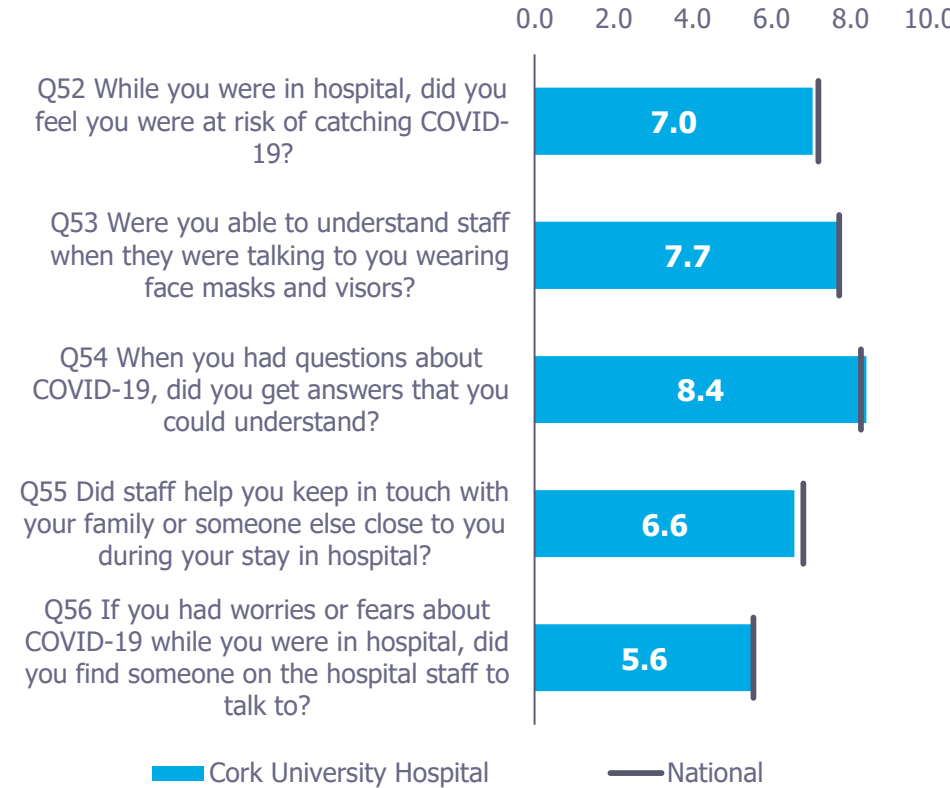


# Care during the pandemic

- Highest-scoring question:
  - 76% of people (258 of 340) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
  - While 65% of people (436 of 667) said that they had no worries or fears about COVID-19, 32% of people (74 of 231) 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'

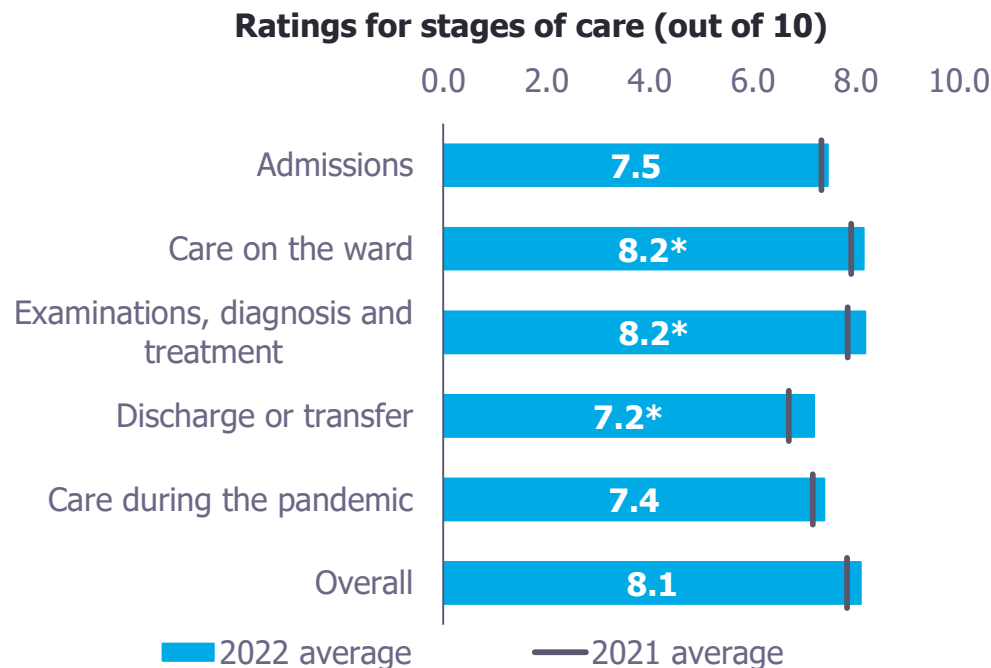
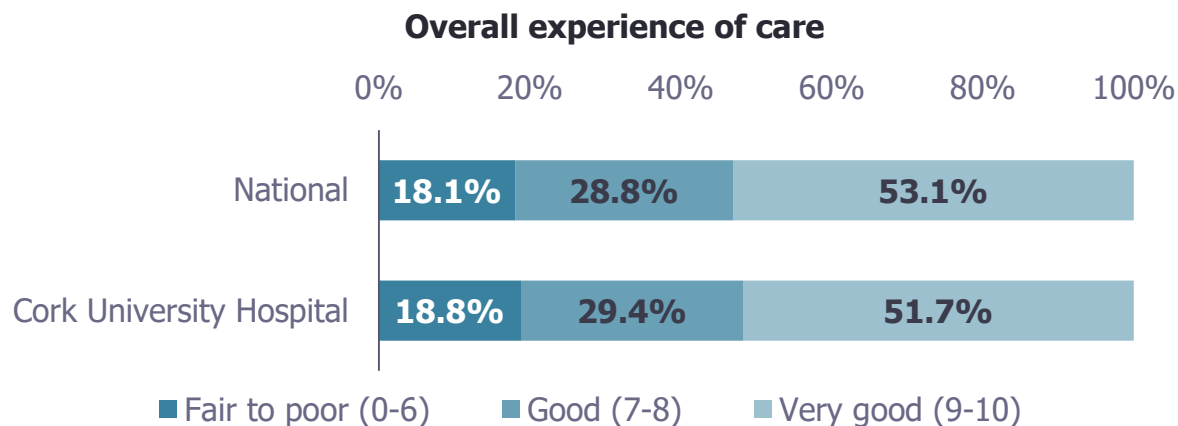




# Overall experience



- 81% of people who were admitted to Cork University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Ratings for 'care on the ward', 'examinations, diagnosis and treatment' and 'discharge or transfer' were higher in 2022 than in 2021.



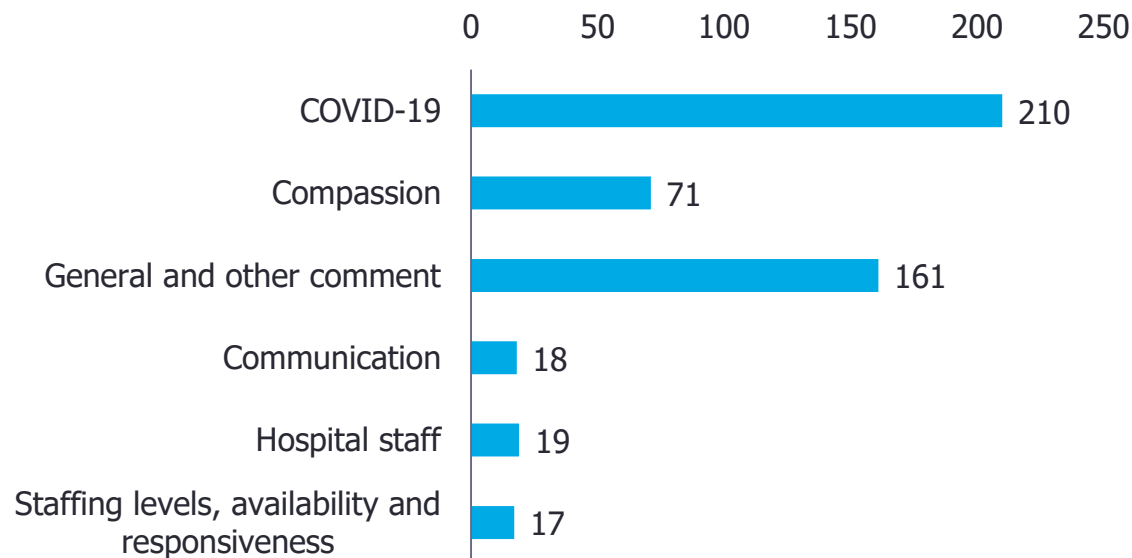
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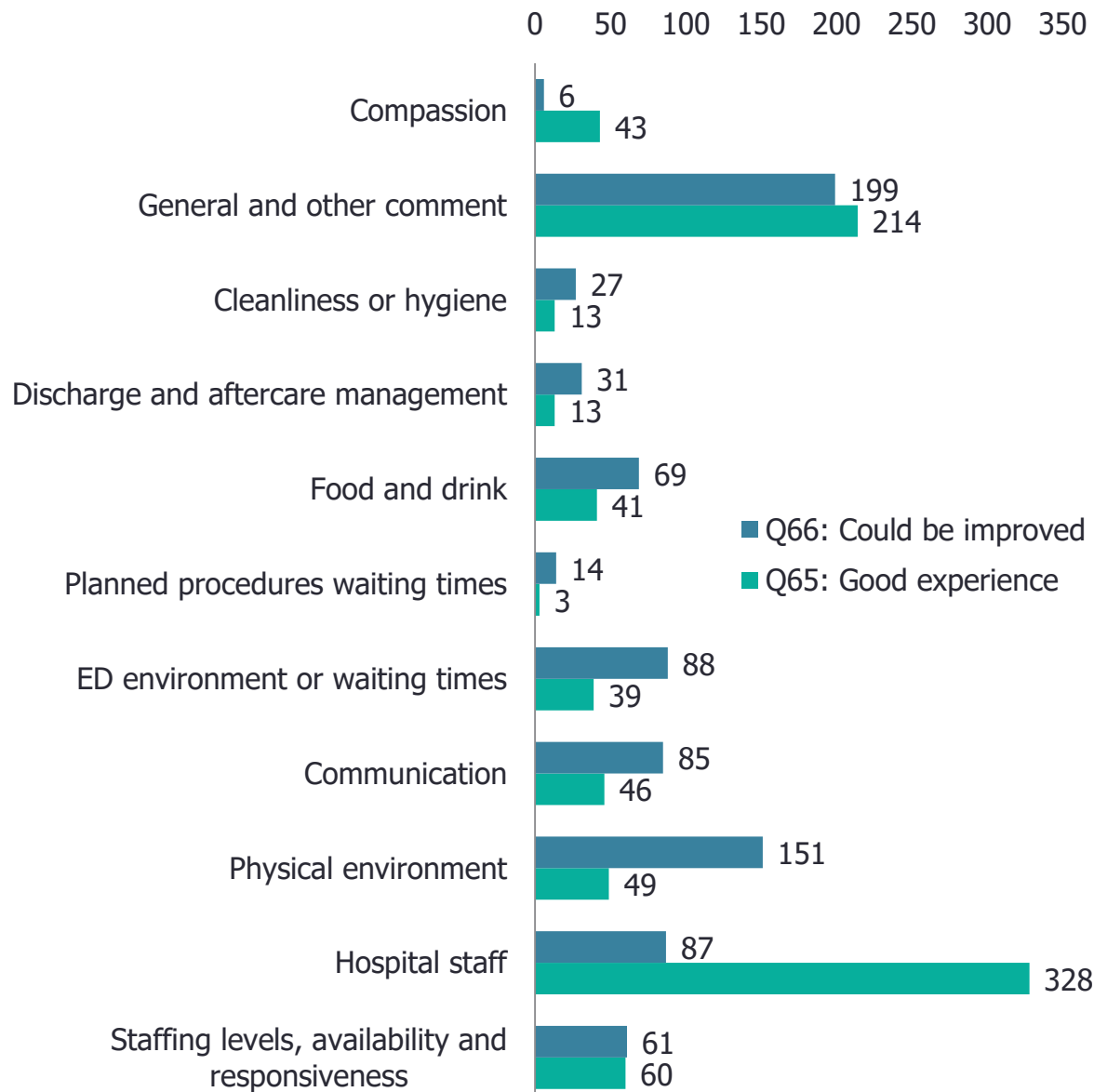
# Analysis of patients' comments

- 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).
- 1,422 comments were received from patients admitted to Cork University Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





## In their own words: comments from patients



"Very long wait to be handed over to A&E staff by ambulance staff in cold corridor. Chaotic conditions in A&E. Impossible to have privacy - get assistance for toilet or to access trolley to eat - very uncomfortable. Long waits for promised nurse/doctor to attend."

"When needed to speak or required a Doctor urgently it took hours for someone to come."

"I felt quite isolated as my family couldn't visit which was lonely. I would have loved to have the opportunity for at least 1-2 visits during my stay."

"The discharge procedure, and lack of advice/information going home. I was waiting all day to be told if I was going home. At 5pm my wife was told to collect me straight away. Only information I got was a note on a piece of paper saying to collect my GP in a couple of days."



## In their own words: comments from patients



"Staff (nurses and doctors) were excellent during stay and made extra effort to ensure home care was in place after discharge."

"I thought the meals were excellent with a menu providing a wide choice."

"During my stay at the hospital all staff were amazing and could not fault any of them, very helpful and explained all my procedures to me perfectly."

"I was impressed with the care I received while in hospital. The attention I received from [Dr. Name] and her team was brilliant and gave me great confidence."





## Conclusion



- 81% of people who were admitted to Cork University Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Examinations, diagnosis and treatment' and 'care on the ward' were the highest-rated stages of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Cork University Hospital scored below the national average for 'admissions', and above the national average for 'examinations, diagnosis and treatment' and 'discharge or transfer'.
- Ratings for 'care on the ward', 'examinations, diagnosis and treatment' and 'discharge or transfer' were higher in 2022 than in 2021.
- Positive elements of experience included time to discuss care and treatment with a doctor, consideration of home or family situation, and information on how to manage a condition.
- Areas for improvement included privacy while being examined or treated in the emergency department, emergency department waiting times, and staff name badges.

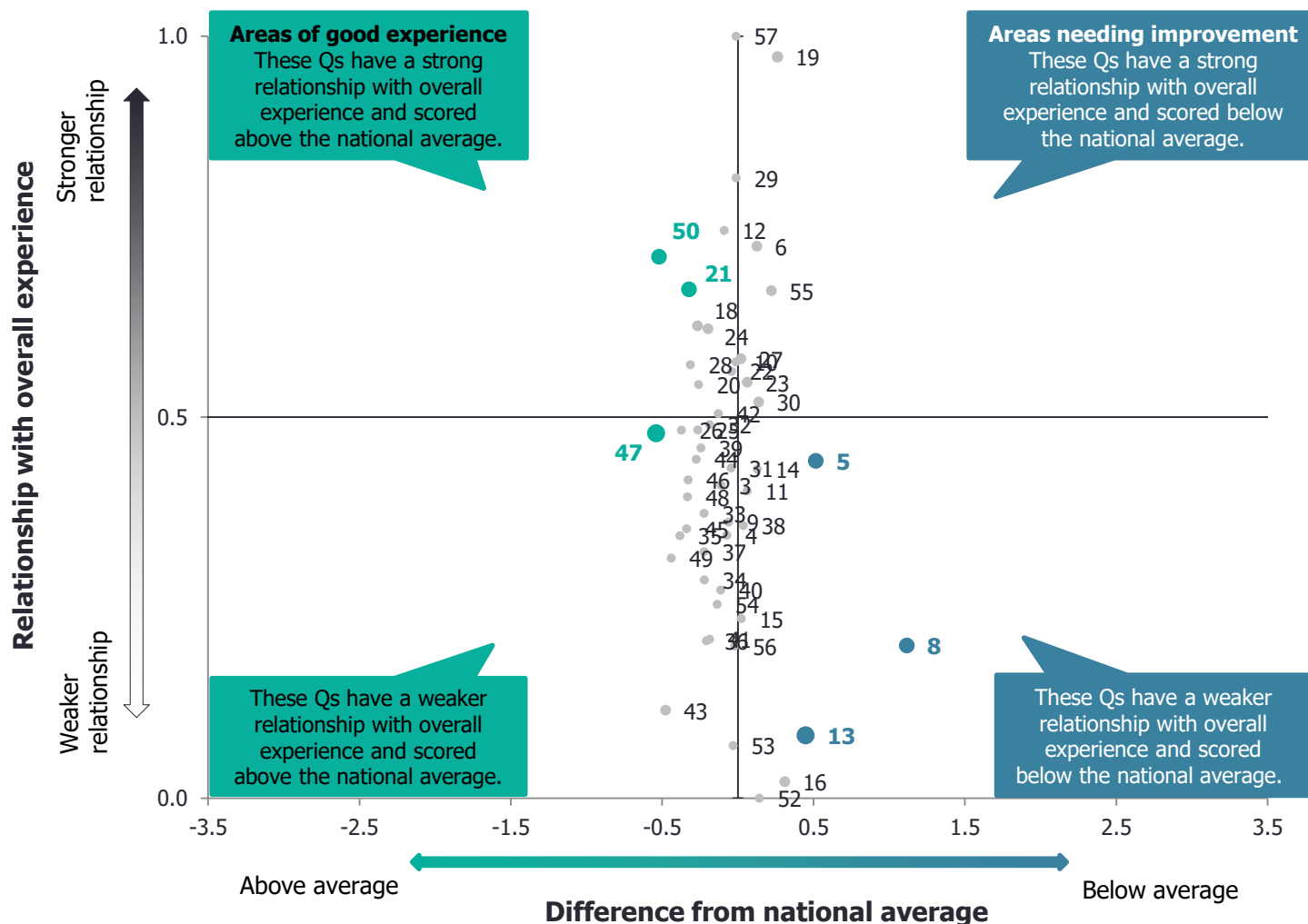


## Appendix 1

### 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](http://www.yourexperience.ie).

**Improvement map Cork University Hospital**





THANK YOU

QUESTIONS

More information on the National Inpatient Experience Survey 2022 is available from [www.yourexperience.ie](http://www.yourexperience.ie):

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

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