



National Inpatient Experience Survey 2022

Croom Orthopaedic 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	24 Spent 24 hours or more in a public acute hospital	MAY 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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- 164 people who were admitted to Croom Orthopaedic Hospital were invited.
- 95 took part (58%).

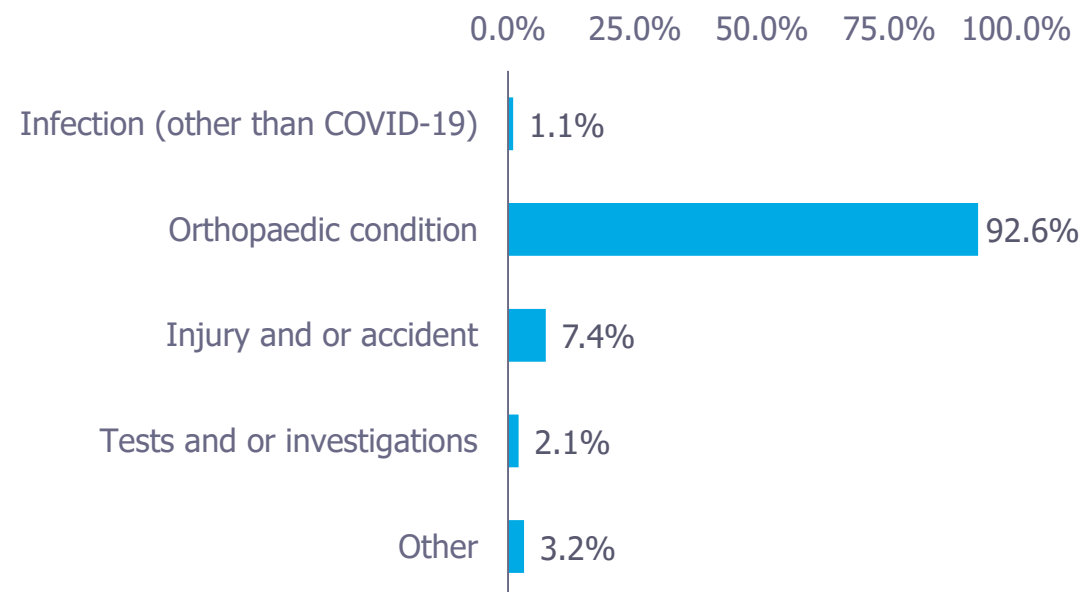
Participants



Characteristics of participants

Age category	Number	%
16 to 35 years	3	3.2
36 to 50 years	5	5.3
51 to 65 years	29	30.5
66 to 80 years	52	54.7
81 years or older	6	6.3
Sex		
Male	30	31.6
Female	65	68.4
Admission route		
Emergency	26	27.4
Non-emergency	69	72.6

Reason for admission





Areas of good experience



Food rating | Q15

Of the 91 people who answered this question, 91% (83) rated the hospital food as good or very good.

Help from staff to eat meals | Q19

Of the 39 people who needed help from staff to eat their meals, 87% (34) said that they always got enough help.

Information on how to manage a condition | Q50

Of the 87 people who answered this question, 77% (67) 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.

In Croom Orthopaedic 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.

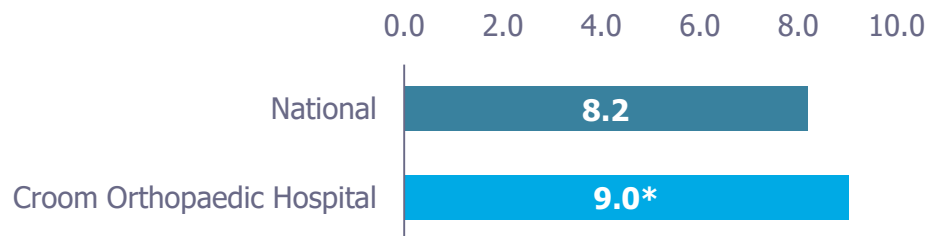


Care on the ward

- Highest-scoring questions:
 - 86% of people (72 of 84) said that they always had the opportunity to talk to a nurse if they needed to, while 93% of people (83 of 89) said that staff definitely did everything they could to help control their pain.

- Lowest-scoring question:
 - 13% of people (6 of 48) 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'



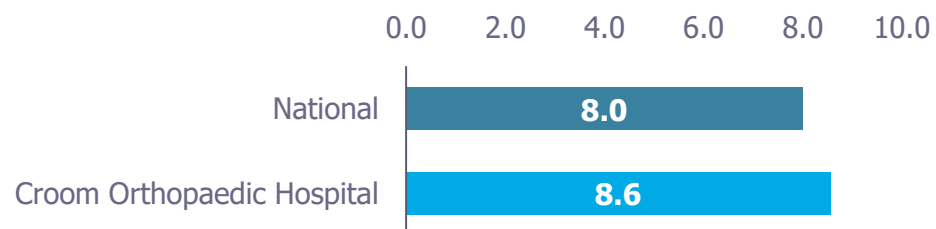
* Denotes statistically significant differences from the national average.



Examinations, diagnosis and treatment

- Highest-scoring question:
 - 93% of people (85 of 91) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring questions:
 - 5% of people (5 of 91) said that they did not have enough time to discuss their care and treatment with a doctor, while 3% of people (3 of 91) said that their diagnosis was not explained to them.

Comparison with the national average



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



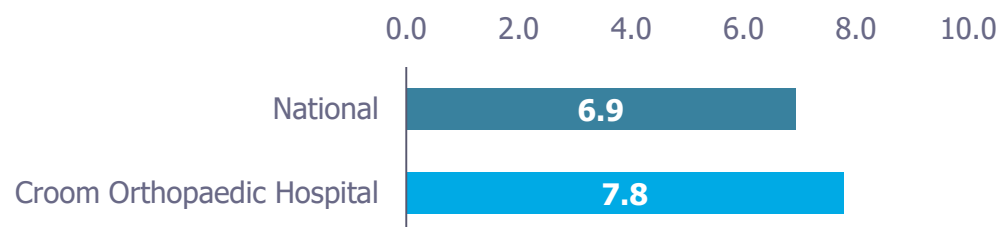
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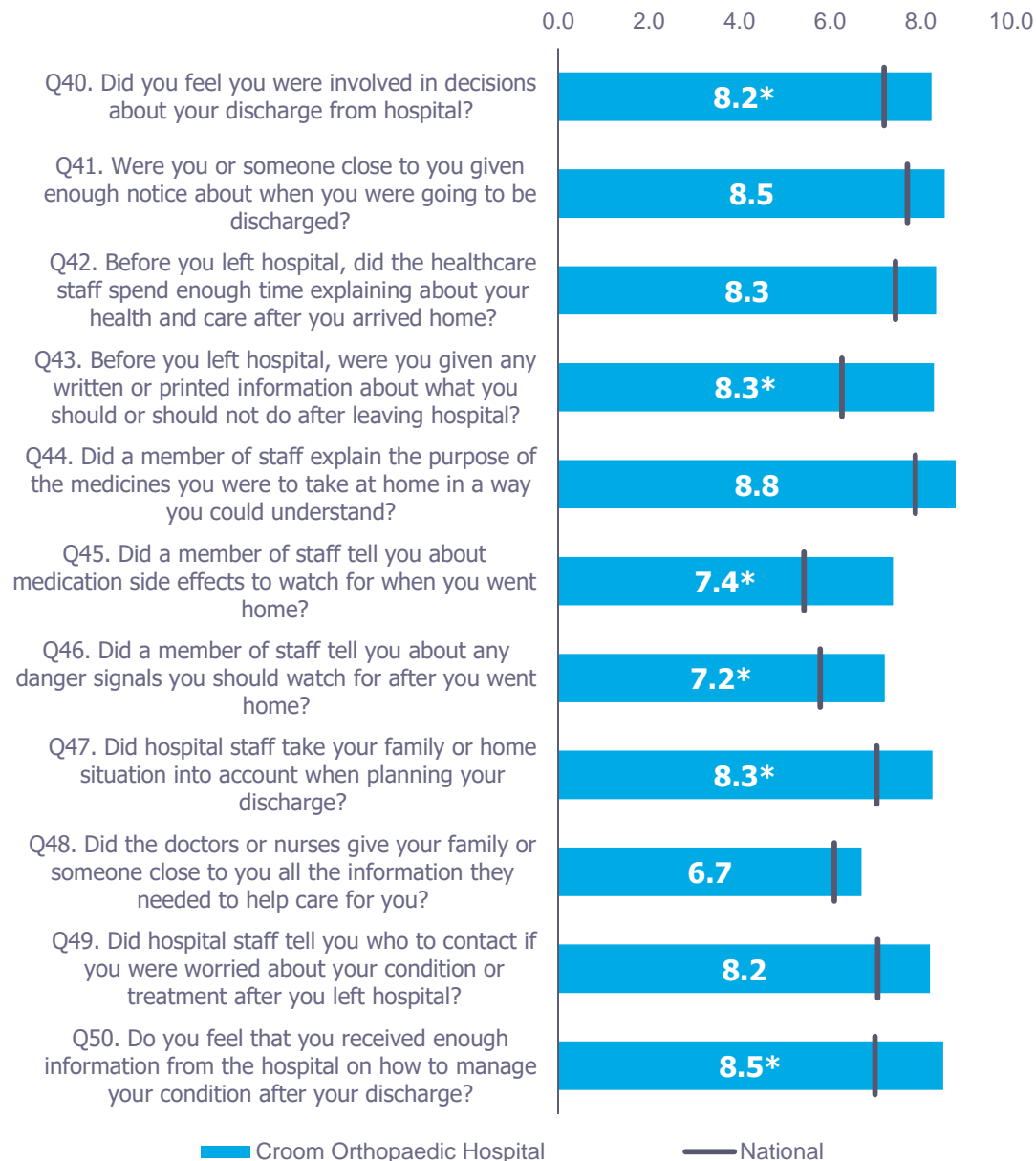
Discharge or transfer

- Highest-scoring question:
 - 83% of people (65 of 78) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 29% of people (16 of 55) said that their family or someone else 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.

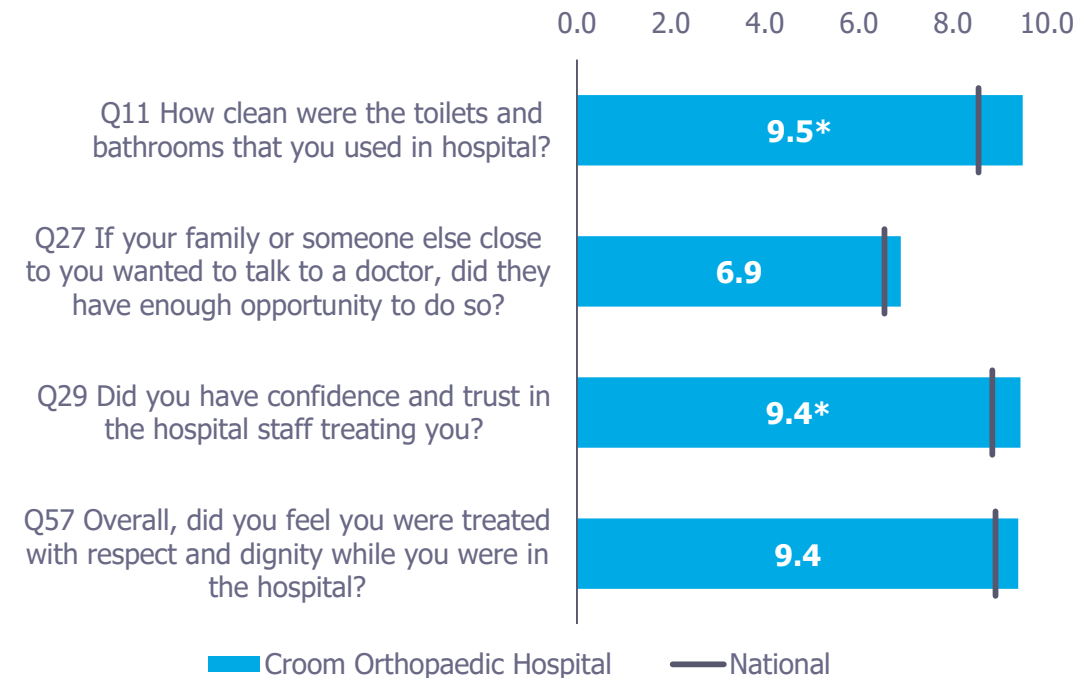


Other aspects of care

- Highest-scoring question:
 - 82% of people (73 of 89) said that the toilets or bathrooms they used were very clean.
- Lowest-scoring question:
 - 21% of people (9 of 43) 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.

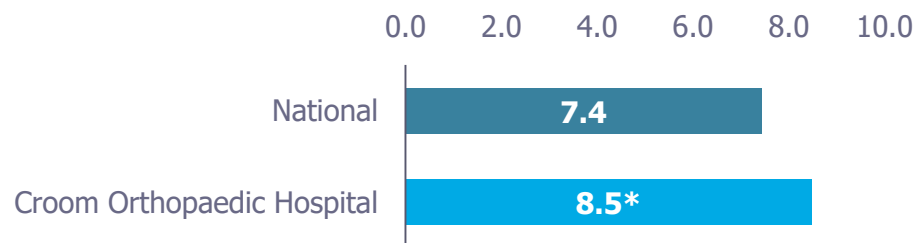


Care during the pandemic

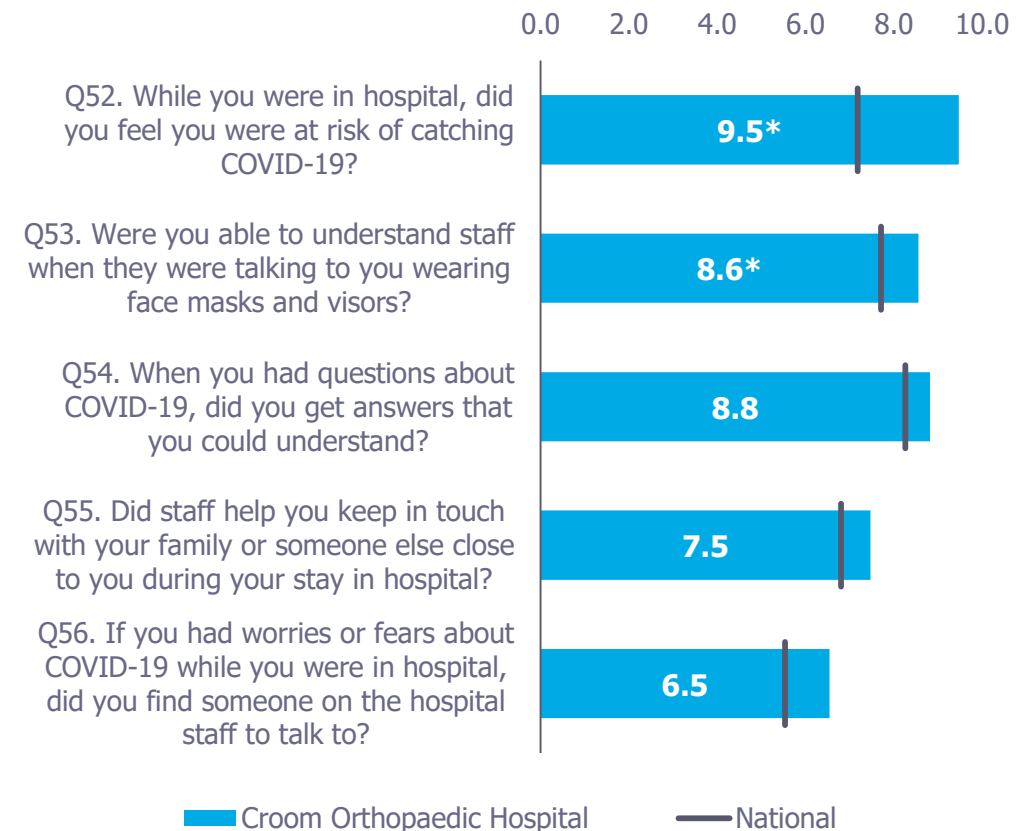


- Highest-scoring question:
 - 85% of people (72 of 85) said that they did not feel at risk of catching COVID-19 while they were in hospital.
- Lowest-scoring question:
 - While 81% of people (70 of 86) said that they had no worries or fears about COVID-19, of the 16 people who had worries or fears, five (31%) 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'



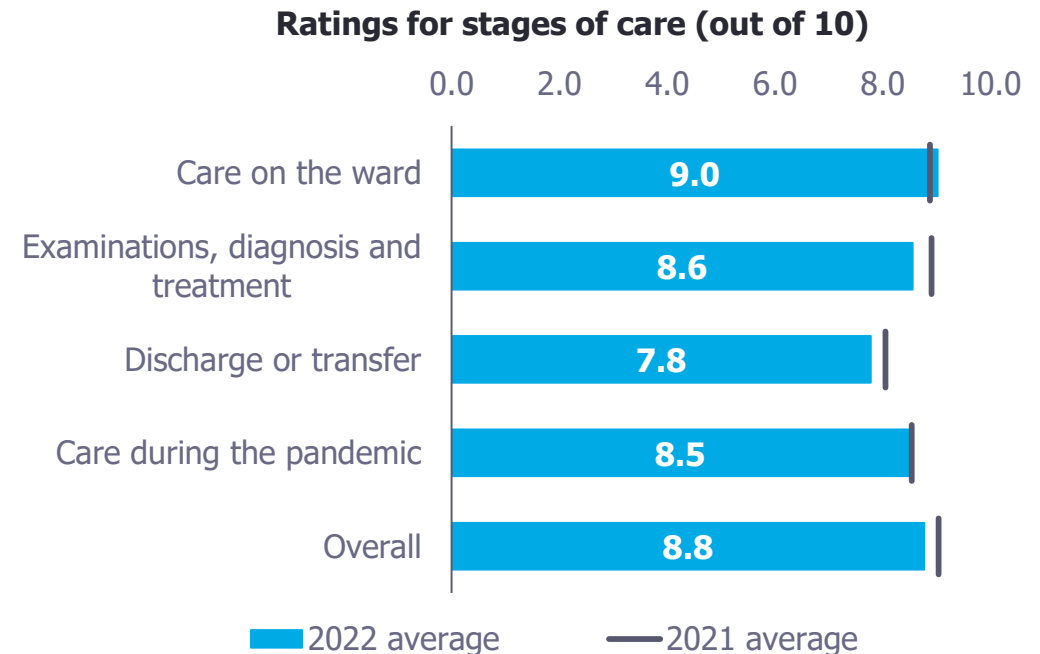
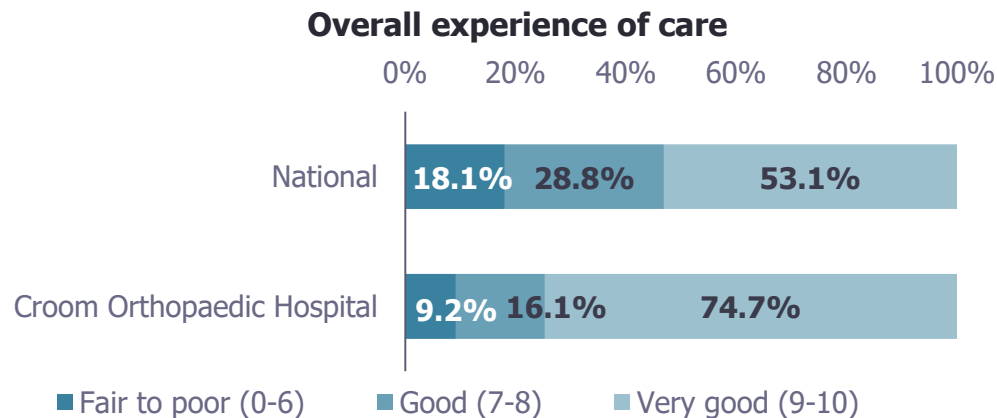
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Overall experience



- 91% of people who were admitted to Croom Orthopaedic 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.

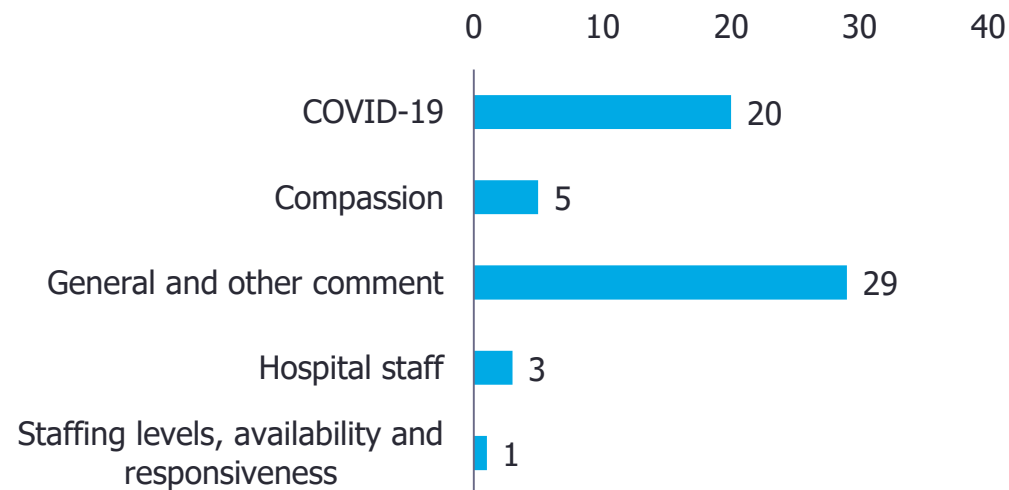




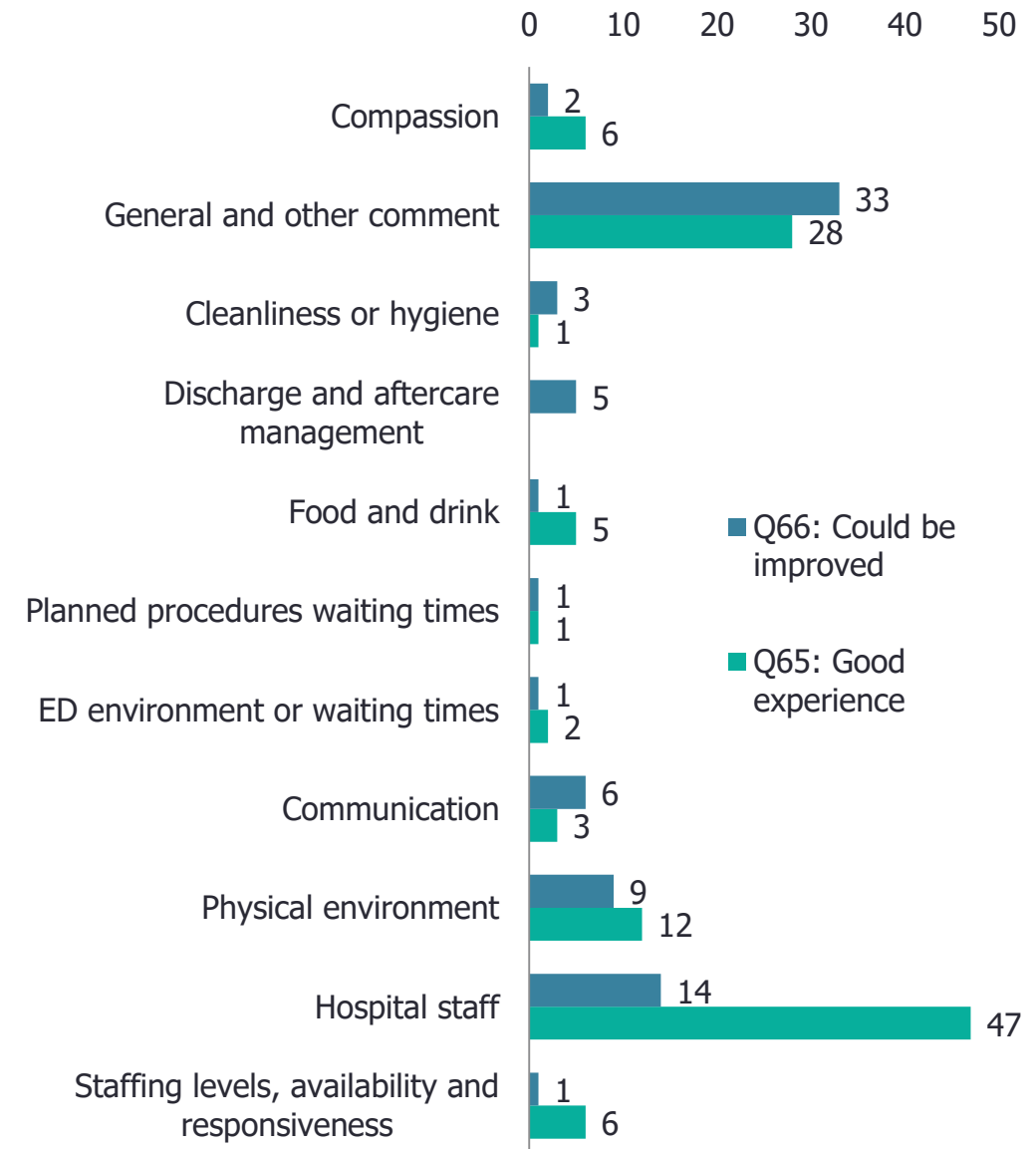
Analysis of patients' comments

- 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).
- 173 comments were received from patients admitted to Croom Orthopaedic Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



“Unfortunately the bathroom conditions were disgusting. The ward I was in shared a bathroom with a men’s ward and it was very unclean. I had to clean toilet and floor each time before I used it.”

“It was a pity I was in three different wards in 8 days stay.”

“It would have been useful to understand the side effects of the painkillers.”

“Mixed and worrying messages from nurses on ward who rang family with different story re discharge.”



In their own words: comments from patients



"Everything about my stay in the hospital was top class from the nurse who carried my bag to the ward on my arrival to the porter who wheeled me out pain free four days later. I saw efficiency, organisation, courtesy, dedication and highly skilled personnel in all aspects of my treatment. Thanks."

"The care in Croom Orthopaedic hospital was excellent. Staff were so helpful at all times. The food was very nice and nurses managed my severe pain after foot surgery so well."

"I had no worries, I had been vaccinated and everyone seemed to be adhering to the rules around covid."

"At all times I was treated with great kindness, dignity, respect and patience by all members of staff. The care and medical treatment received was of the highest quality and was always provided in a very professional and pleasant manner, which was deeply appreciated."



Conclusion



- 91% of people who were admitted to Croom Orthopaedic 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 'care on the ward', 'care during the pandemic' and overall experience were above the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Croom Orthopaedic Hospital scored above or similar to the national average for all survey questions.
- Positive elements of experience included the hospital food, help from staff to eat meals and information on how to manage a condition.

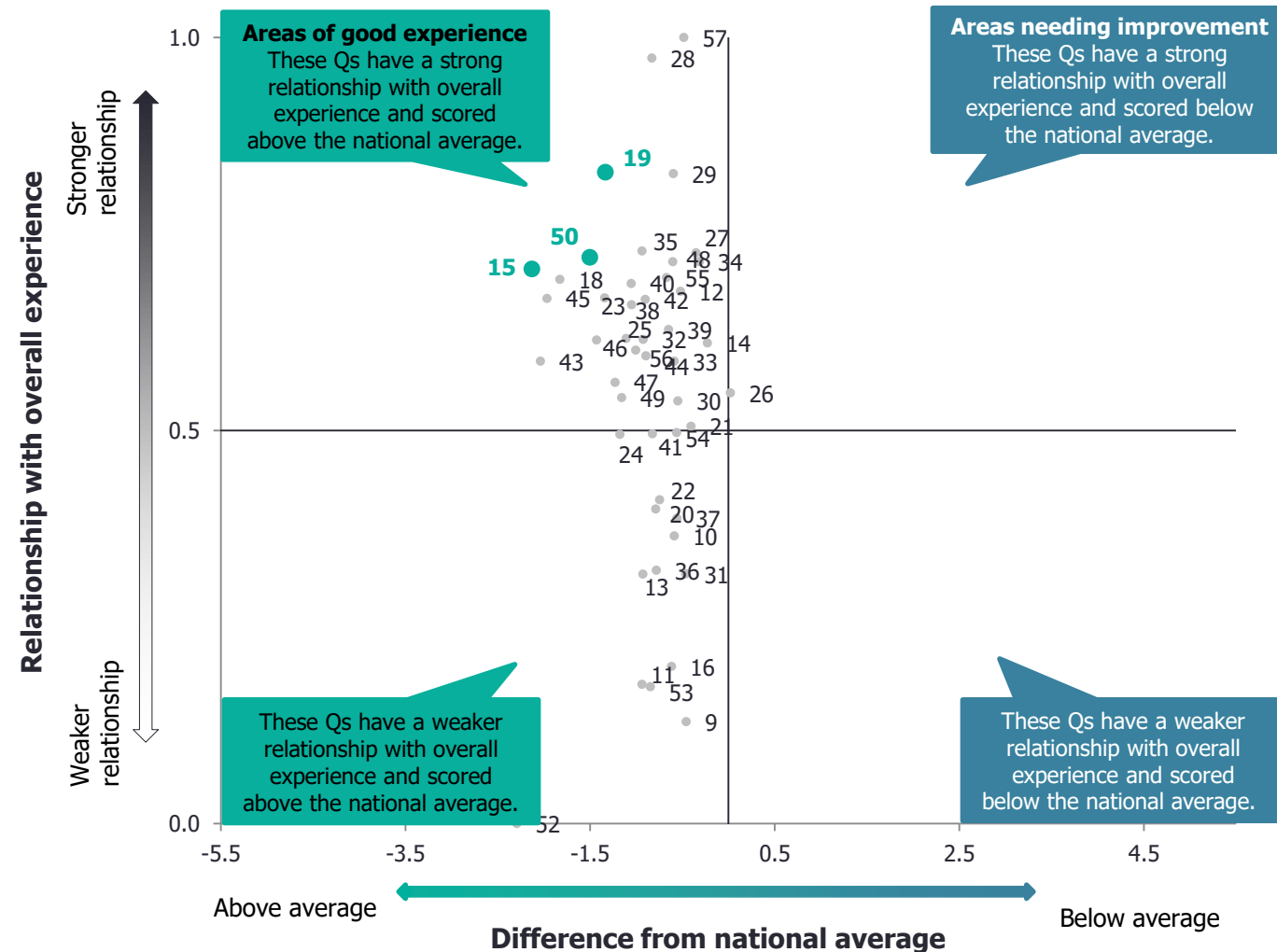


Appendix 1

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 Croom Orthopaedic 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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