

National Inpatient Experience Survey 2022

Ennis 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



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

EXCLUSION CRITERIA



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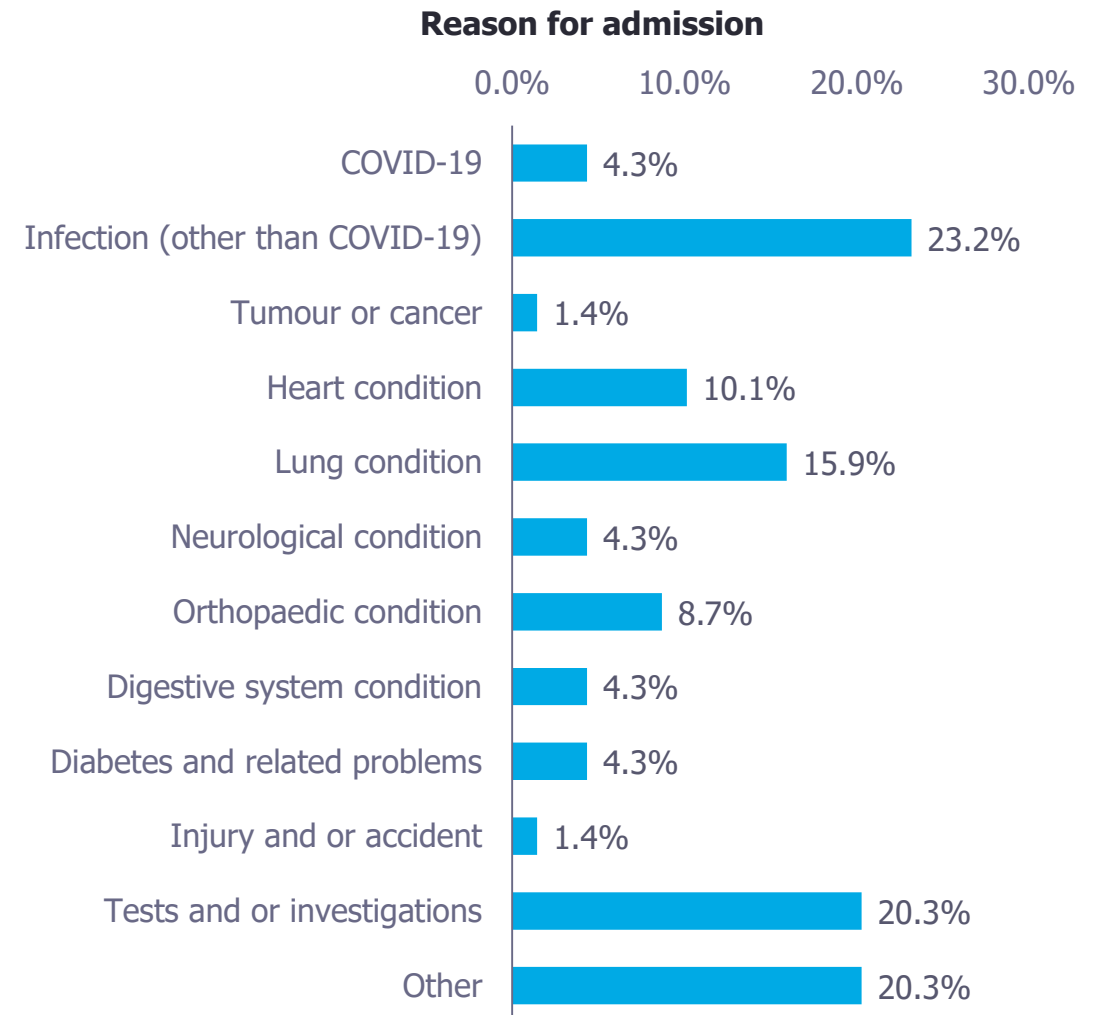


- 156 people who were admitted to Ennis Hospital were invited.
- 70 took part (45%).

Characteristics of participants

Age category	Number	%
16 to 35 years	4	5.7
36 to 50 years	2	2.9
51 to 65 years	8	11.4
66 to 80 years	29	41.4
81 years or older	27	38.6
Sex		
Male	36	51.4
Female	34	48.6
Admission route		
Emergency	47	67.1
Non-emergency	23	32.9

Participants





Areas of good experience



Help from staff to eat meals | Q19

Of the 22 people who needed help from staff to eat their meals, 86% (19) said that they always received it.

Privacy when discussing condition or treatment | Q30

Of the 66 people who answered this question, 88% (58) said that they were always given enough privacy when discussing their condition or treatment.

Privacy when being examined or treated | Q31

Of the 65 people who answered this question, 94% (61) said that they were always given enough privacy when being examined or treated.

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

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

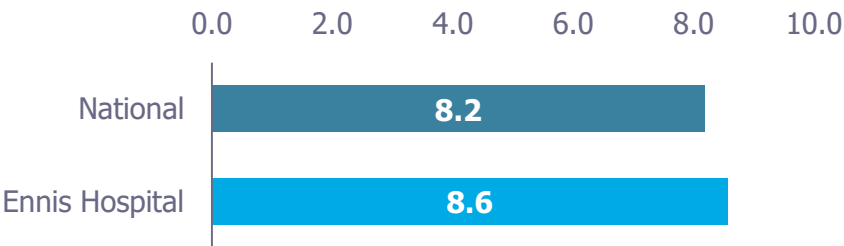
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



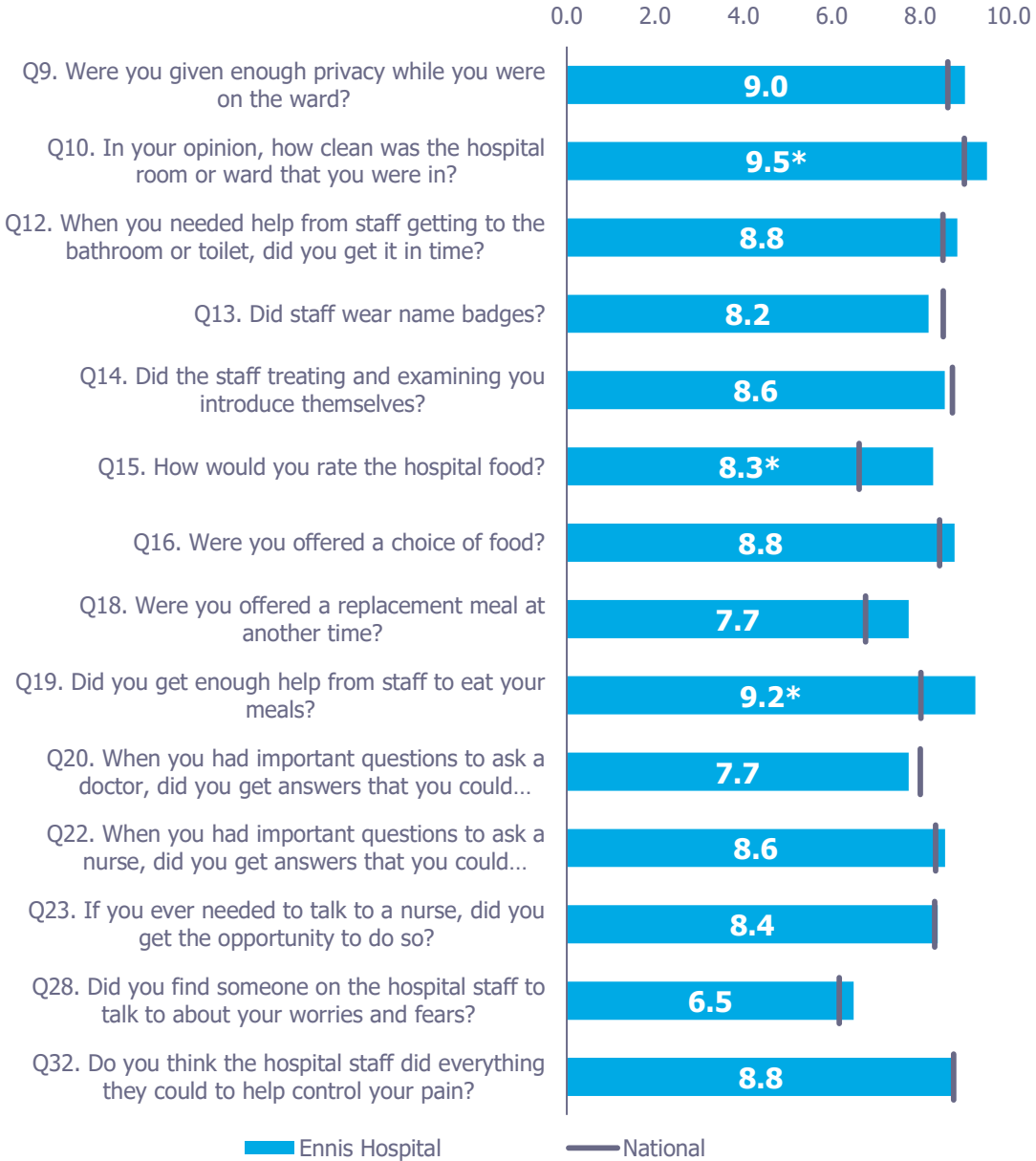
Care on the ward

- Highest-scoring question:
 - 88% of people (58 of 66) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 22% of people (9 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'



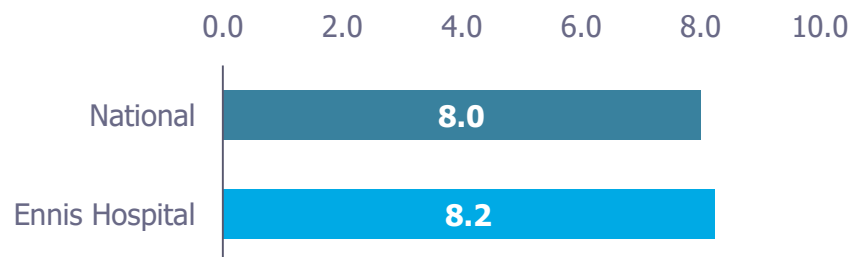
* Denotes statistically significant differences from the national average.



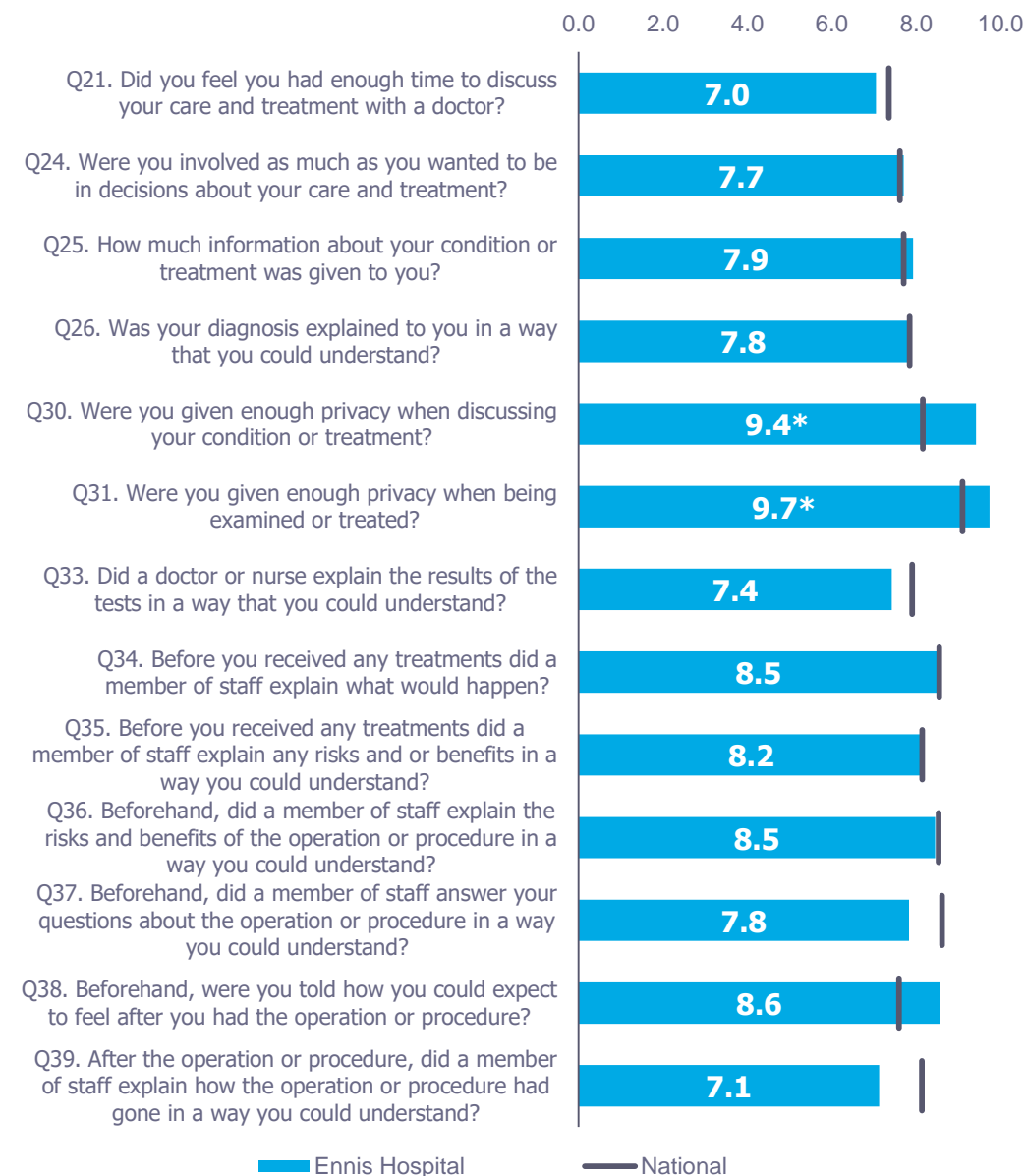
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 94% of people (61 of 65) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 12% of people (8 of 65) 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'



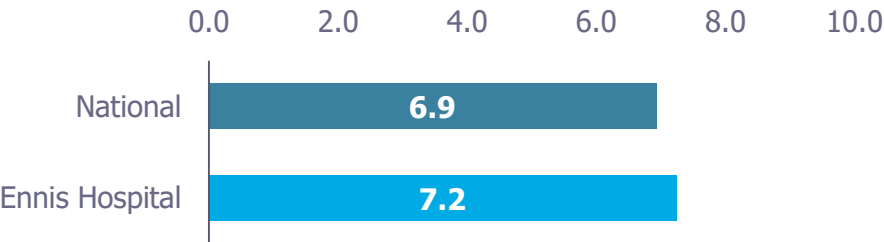
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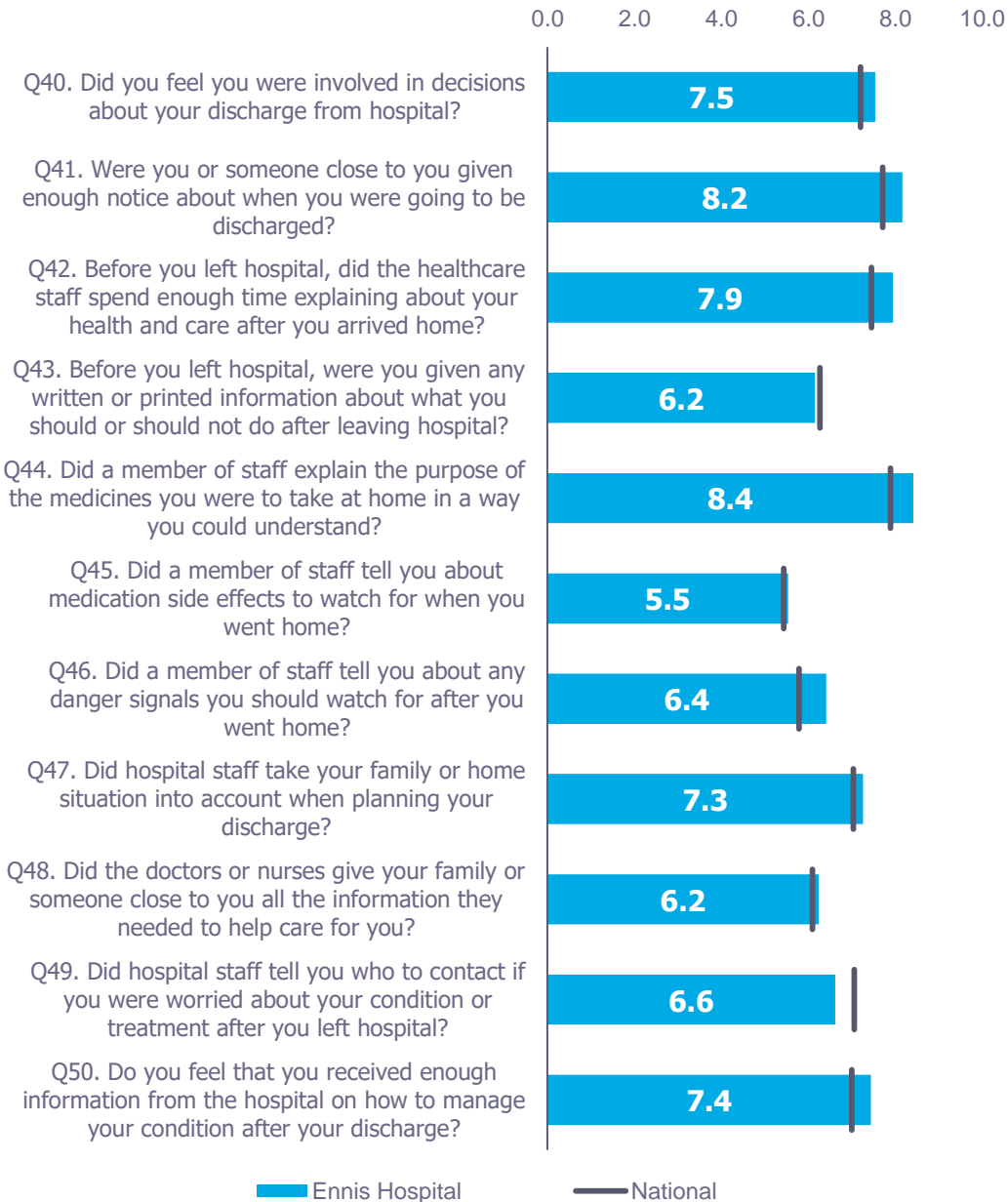
Discharge or transfer

- Highest-scoring question:
 - 69% of people (36 of 52) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 35% of people (14 of 40) 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'



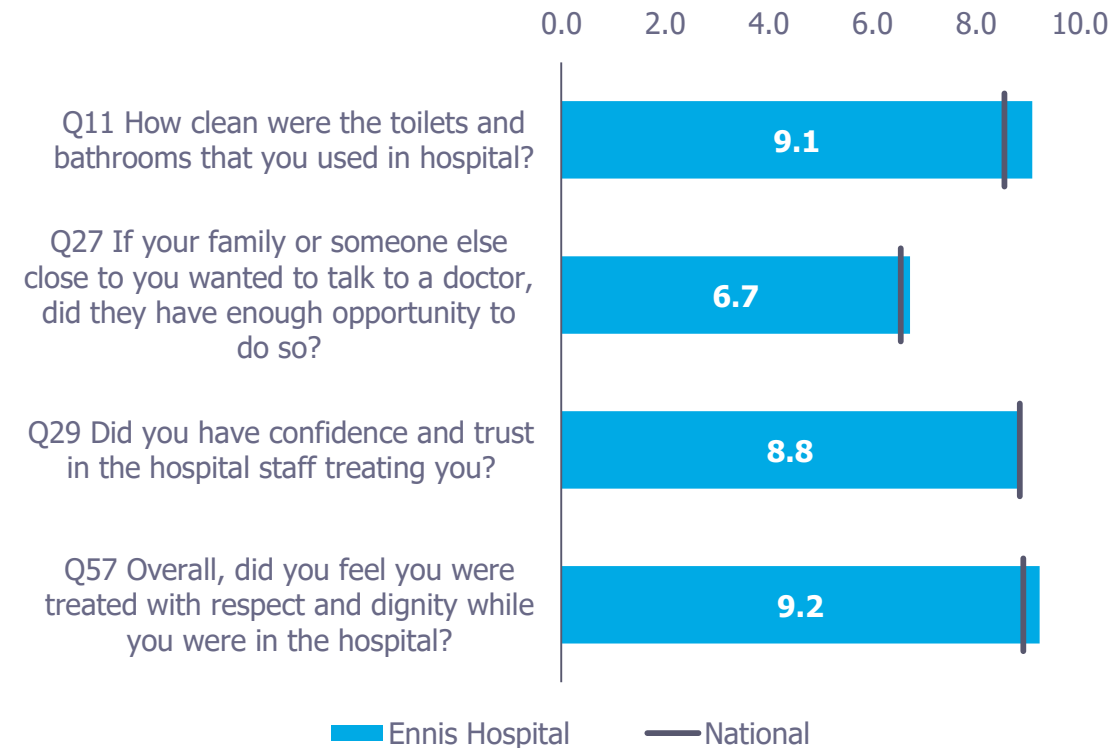


Other aspects of care

- Highest-scoring question:
 - 90% of people (60 of 67) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 15% of people (7 of 48) 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'

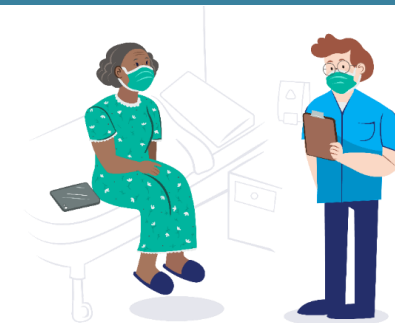
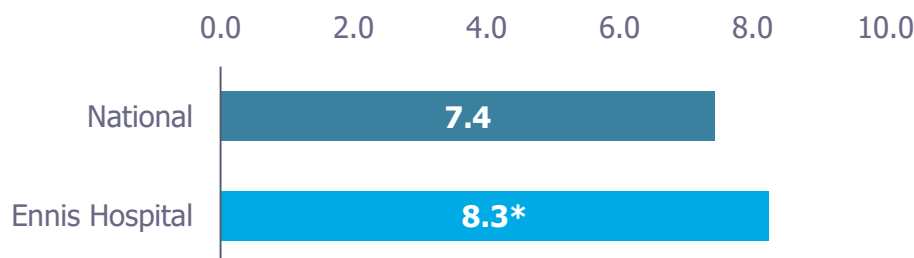




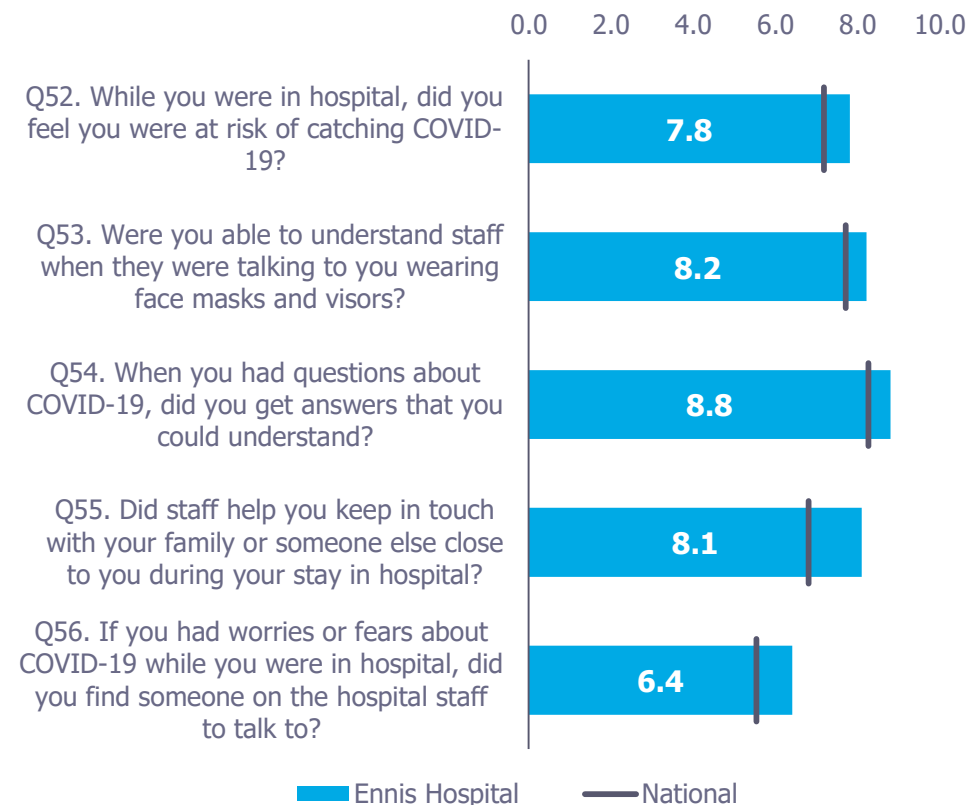
Care during the pandemic

- Highest-scoring question:
 - Of the 35 people who had questions about COVID-19, 74% (26) said that they always got answers they would understand.
- Lowest-scoring question:
 - While 63% of people (40 of 64) said that they had no worries or fears about COVID-19, of the 24 people who had worries or fears, three (13%) 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'



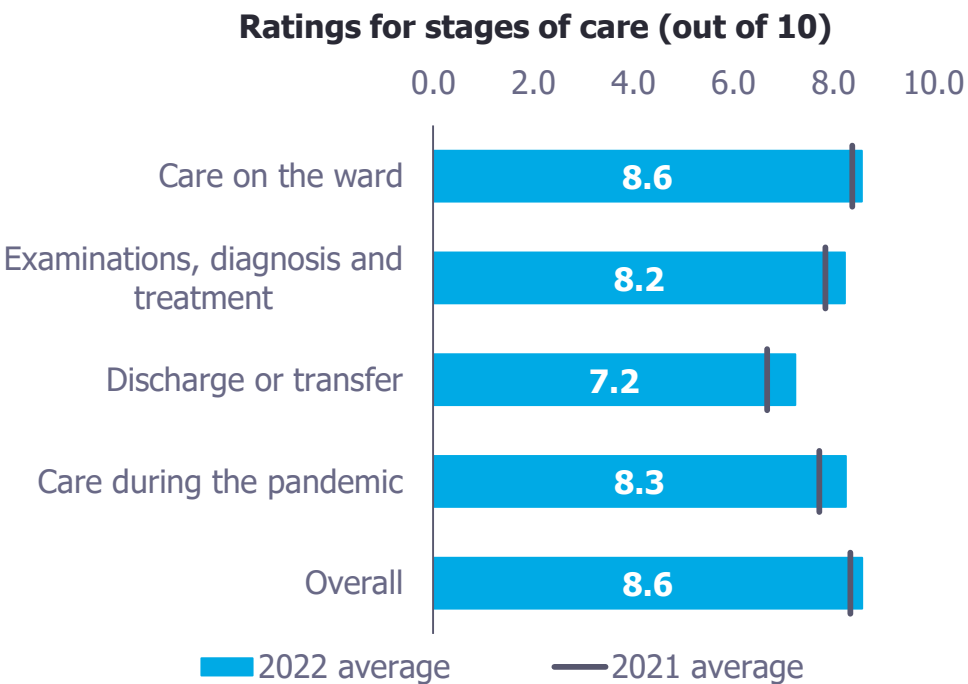
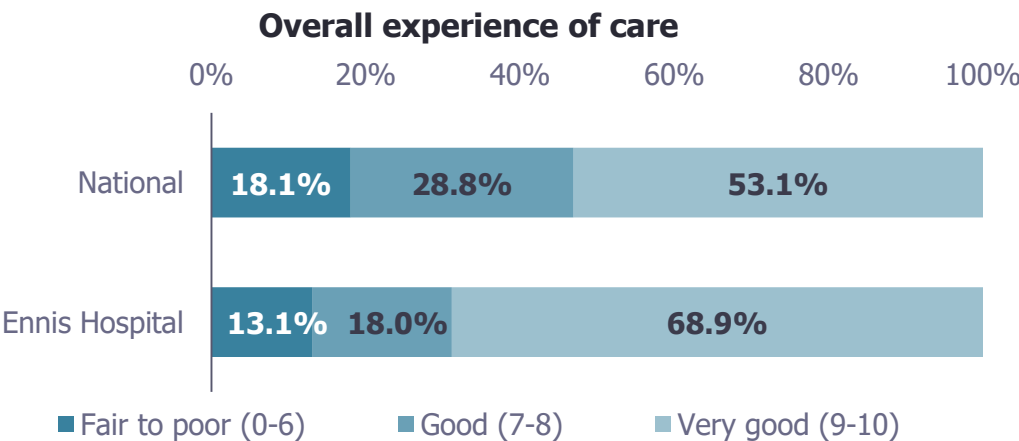
* Denotes statistically significant differences from the national average.



Overall experience



- 87% of people who were admitted to Ennis 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.

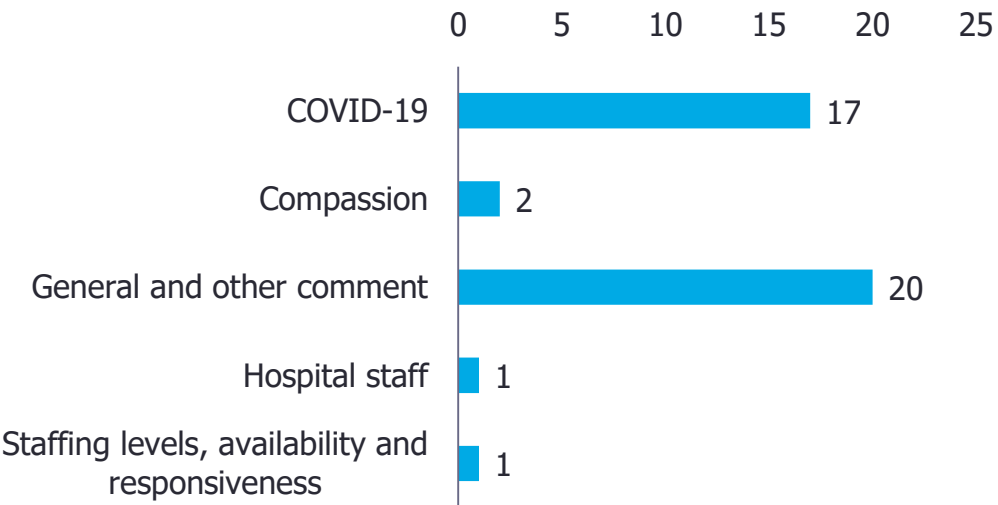




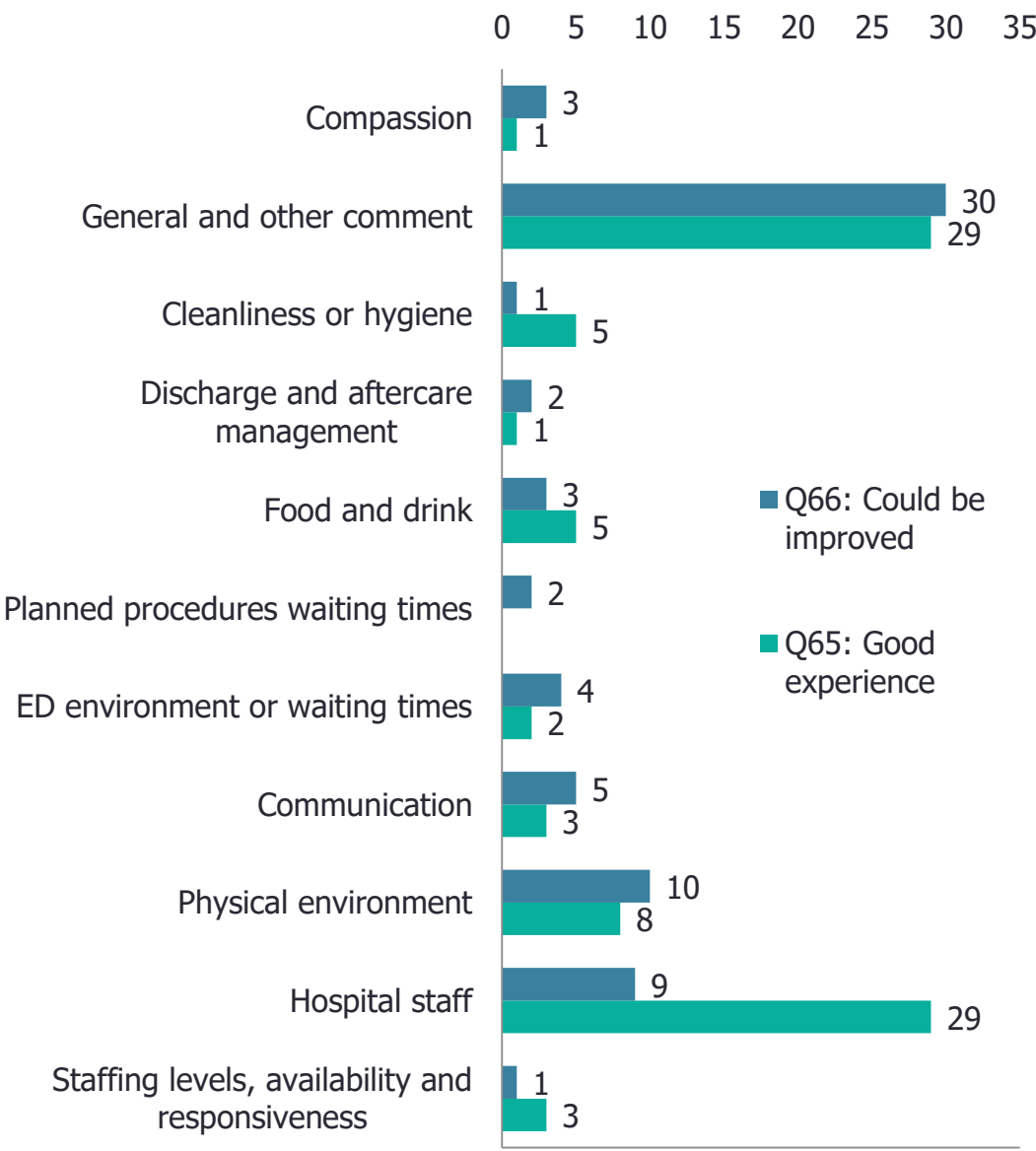
Analysis of patients' comments

- 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).
- 138 comments were received from patients admitted to Ennis Hospital.

Comments received in response to Q67

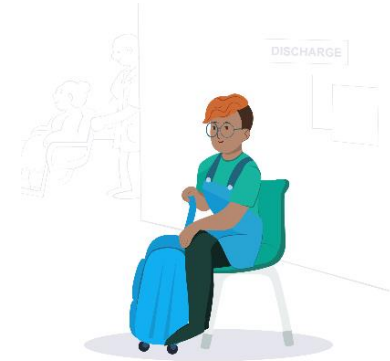


Comments received in response to Q65 and Q66





In their own words: comments from patients



"With regards to discharge I live on my own and my niece was given only a few hours notice of my being discharged. She was unable to collect me that evening so told staff she would collect me the following morning at 10am, as my house had to be heated and food brought in. Also home help to be in place! At nine am I was approached by a staff member and told me that they would get a cab to drop me home. I was extremely upset and rang my niece crying as I had no key and was still feeling confused. This was not a nice experience for a person of my age."

"I was discharged to a friend from Ennis hospital. No call to my son next of kin - who found out by surprise calling the hospital to speak with me. No call to next of kin, no care package, no information provided to me or my family - resulting in me going back to University Hospital 6 days later as emergency with loss of blood."

"Awful, I spent several months in hospital and never seeing my family esp. when too ill to leave my ward. I feel I was sent home and covid was used as excuse I was still very sick. Procedures postponed, waiting time much longer."



In their own words: comments from patients



"I was looked after very well in the ward and I was very comfortable there. All the facilities were very good, including the food."

"The individual rooms were brilliant. Staff very friendly. Place really clean and cozy."

"There were plenty of masks, sanitiser everywhere I went. I felt as safe as one could in the dreadful times we are living with covid."

"I was examined and given treatment by the nurses straight away or very soon. The nurses and all the medical staff were very friendly and gave me good attention."



Conclusion



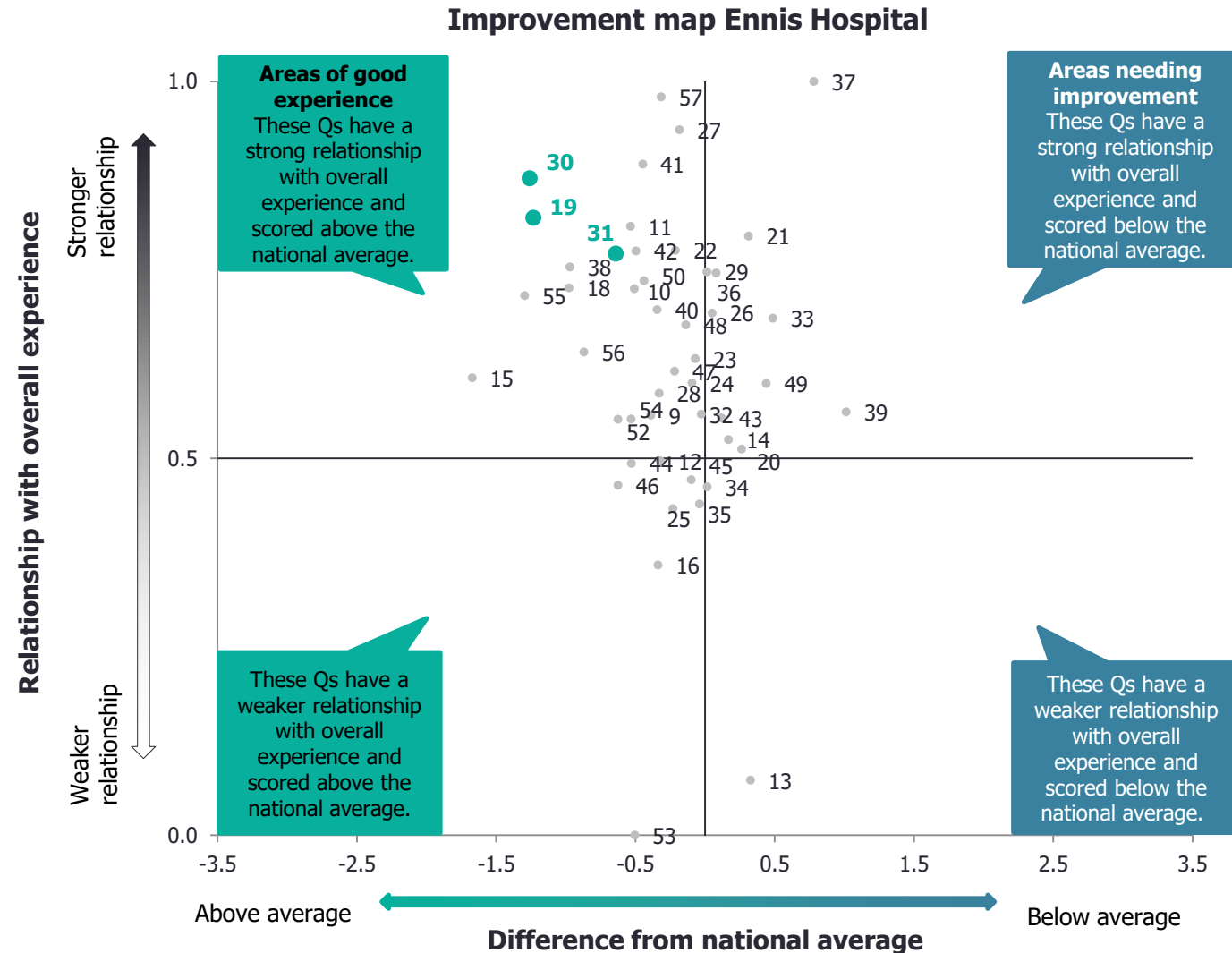
- 87% of people who were admitted to Ennis Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' was the highest-rated stage of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for 'care during the pandemic' were above the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Ennis 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 privacy when being examined or treated.



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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