

National Inpatient Experience Survey 2022

Galway University Hospitals

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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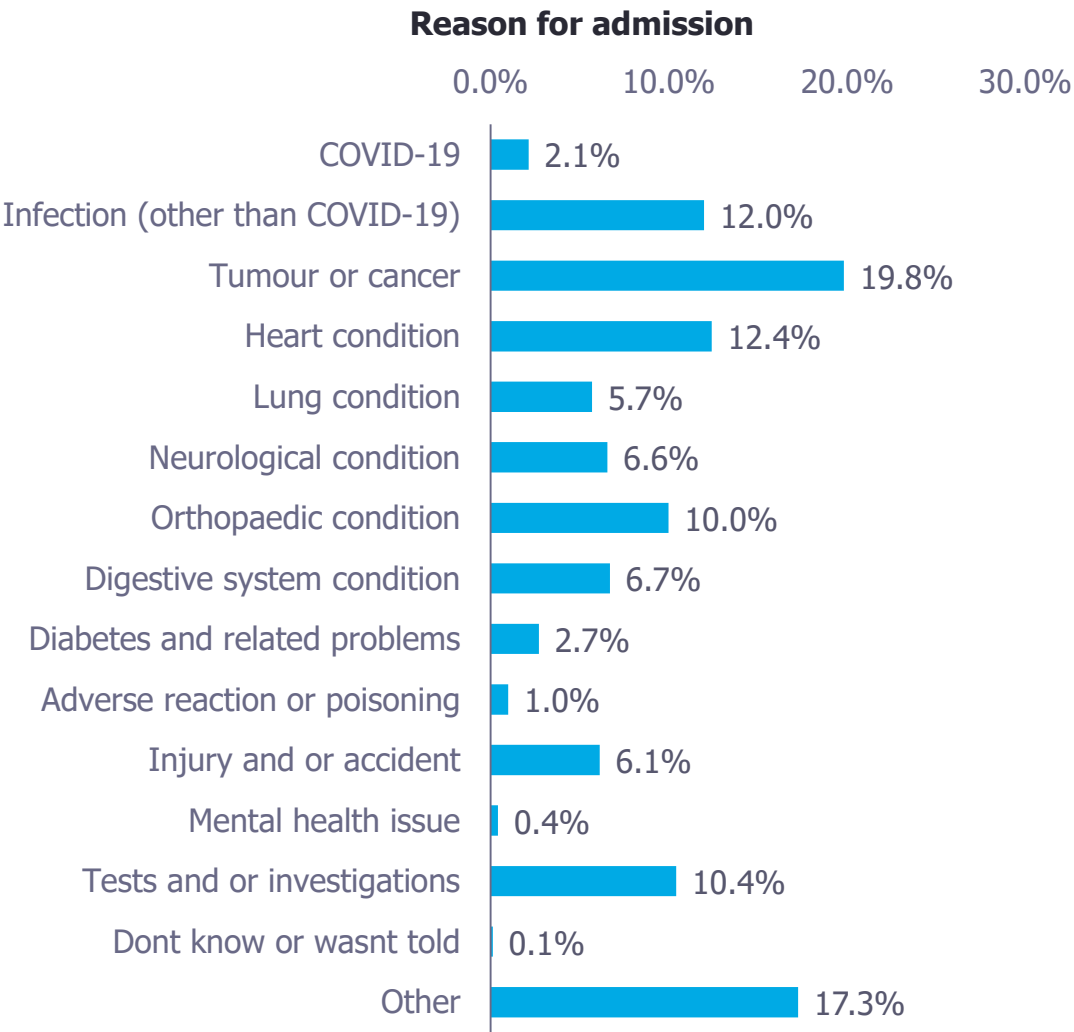


Participants

- 1,666 people who were admitted to Galway University Hospitals were invited.
- 720 took part (43%).

Characteristics of participants

Age category	Number	%
16 to 35 years	33	4.6
36 to 50 years	93	12.9
51 to 65 years	173	24.0
66 to 80 years	296	41.1
81 years or older	125	17.4
Sex		
Male	386	53.6
Female	334	46.4
Admission route		
Emergency	524	72.8
Non-emergency	196	27.2





Areas of good experience



Clear explanation of a diagnosis | Q26

Of the 661 people who answered this question, 69% (459) said that their diagnosis was explained in a way they could fully understand.

Opportunity for family members to talk to a doctor | Q27

Of the 456 people who answered this question, 57% (259) said that their family or someone else close to them definitely had enough opportunity to talk to a doctor.

Information on how to manage a condition | Q50

Of the 597 people who answered this question, 60% (359) said that they definitely received enough information from the hospital 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



Respect and dignity in the emergency department | Q6

Of the 474 people who answered this question, 9% (44) said that they were not treated with respect and dignity in the emergency department.

Cleanliness of room or ward | Q10

Of the 663 people who answered this question, 5% (30) said that their room or ward was not very clean or not at all clean.

Help from staff to eat meals | Q19

Of the 217 people who needed help from staff to eat their meals, 16% (35) said that they did not get enough help.

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

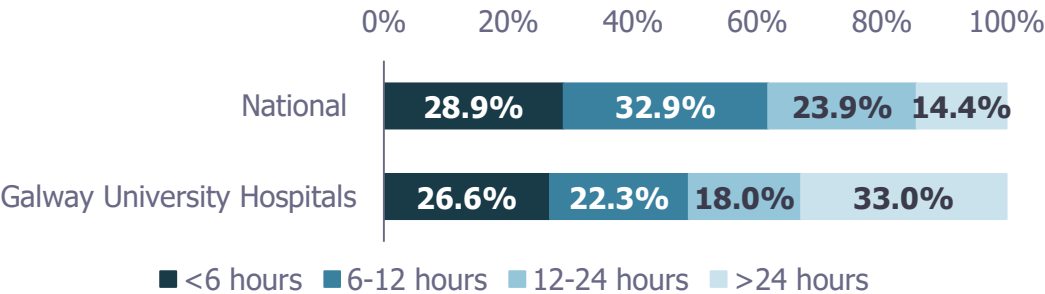


Admissions

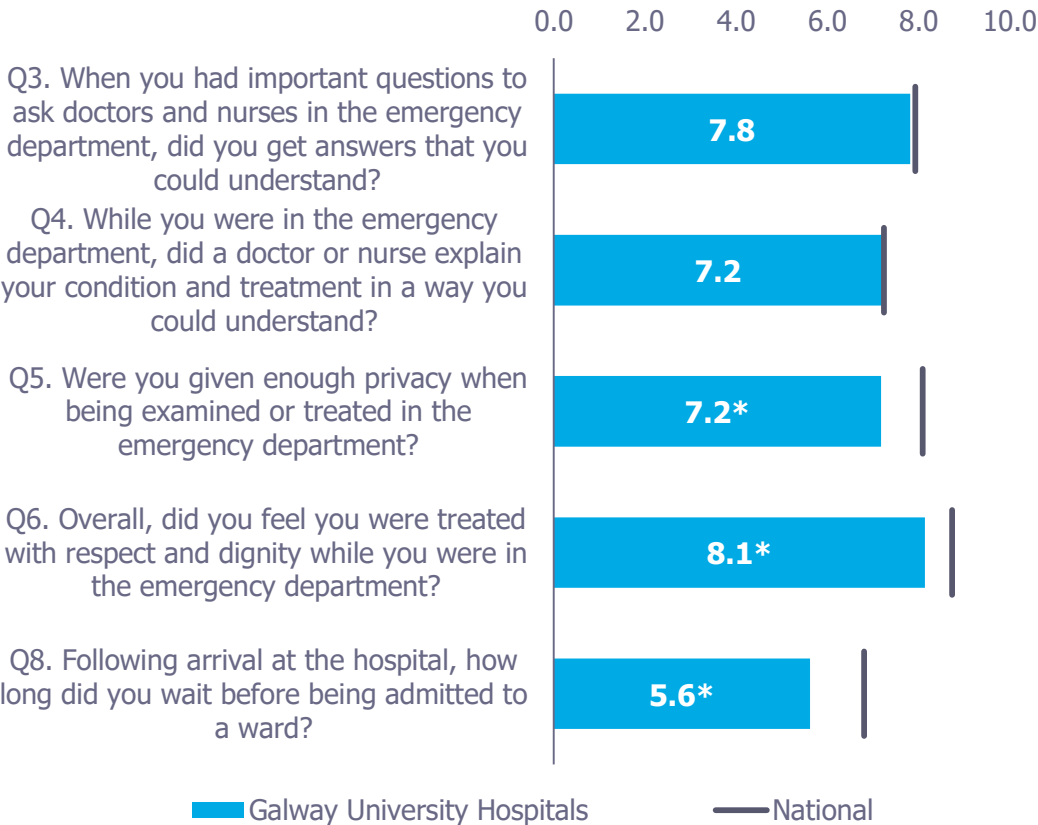


- Highest-scoring question:
 - 72% of people (343 of 474) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 33% of people (130 of 394) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



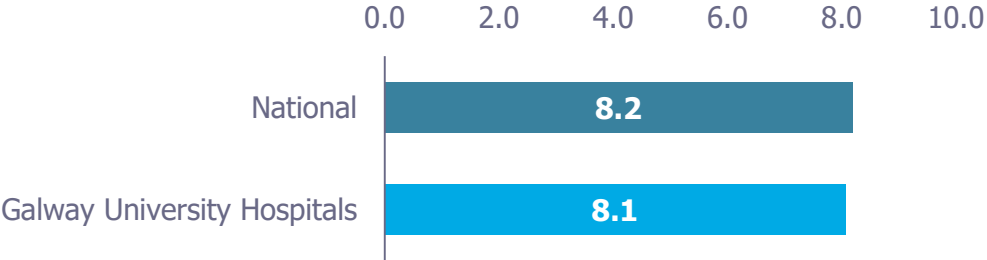
* Denotes statistically significant differences from the national average.



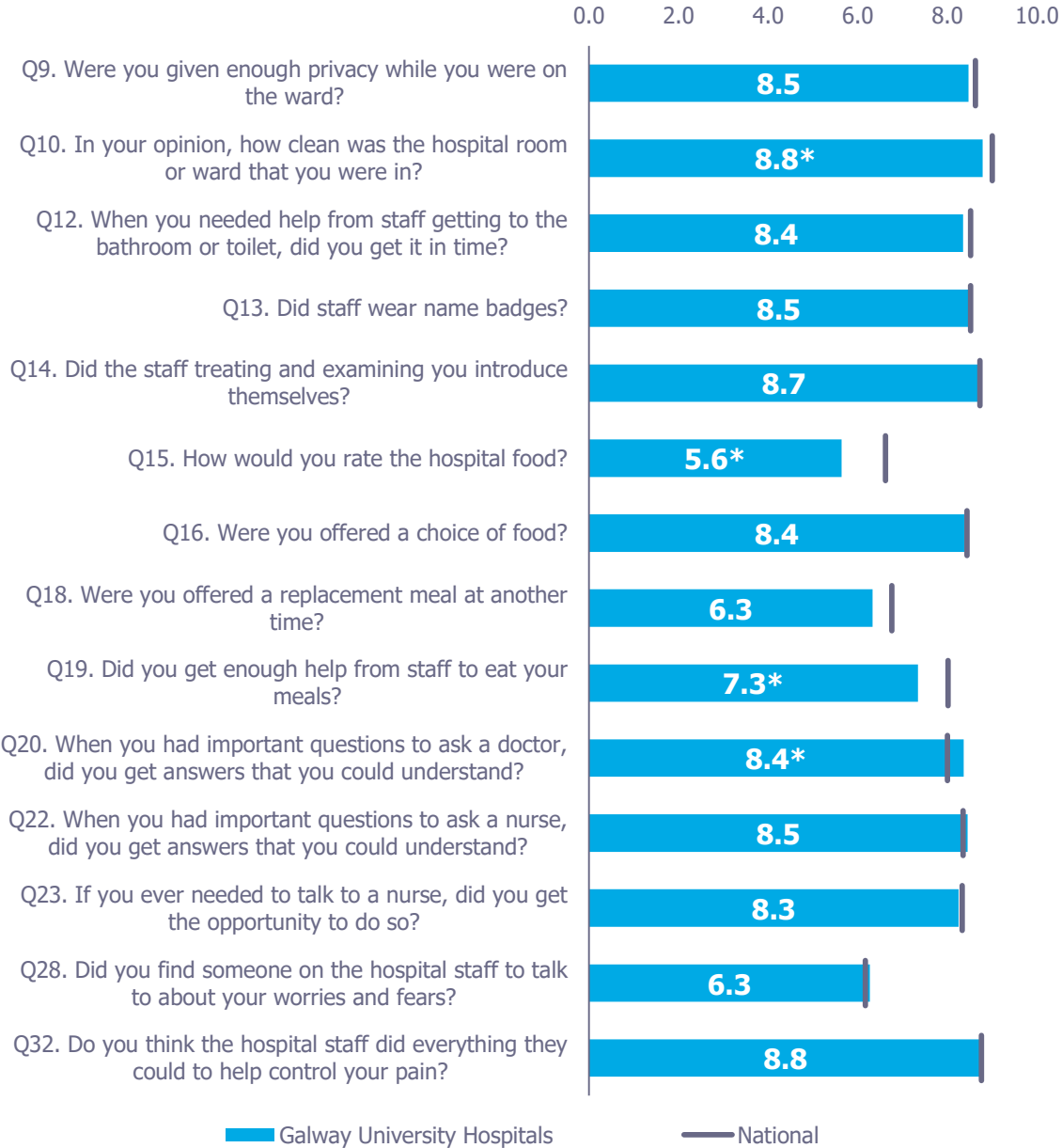
Care on the ward

- Highest-scoring questions:
 - 70% of people (464 of 663) said that the room or ward they were in was very clean, while 82% of people (468 of 573) said that staff definitely did everything they could to help control their pain.
- Lowest-scoring question:
 - 17% of people (106 of 641) rated the hospital food as poor.

Comparison with the national average



Average scores for questions on 'care on the ward'



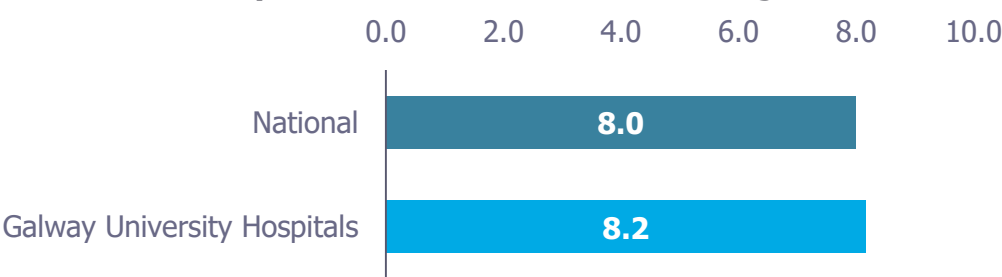
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Examinations, diagnosis and treatment

- Highest-scoring question:
 - 84% of people (548 of 654) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 13% of people (59 of 460) said that they were not told how they could expect to feel after their operation or procedure.

Comparison with the national average



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



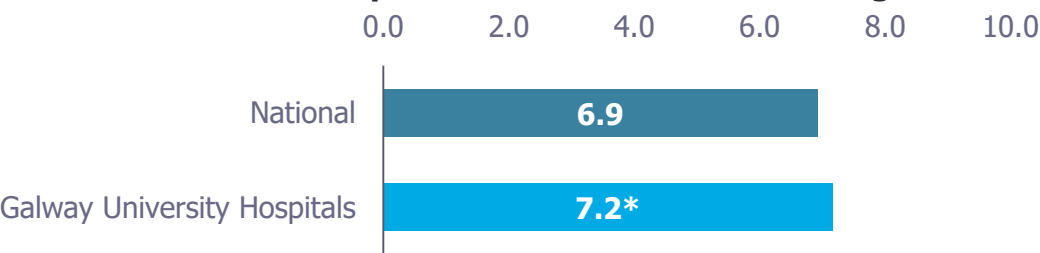
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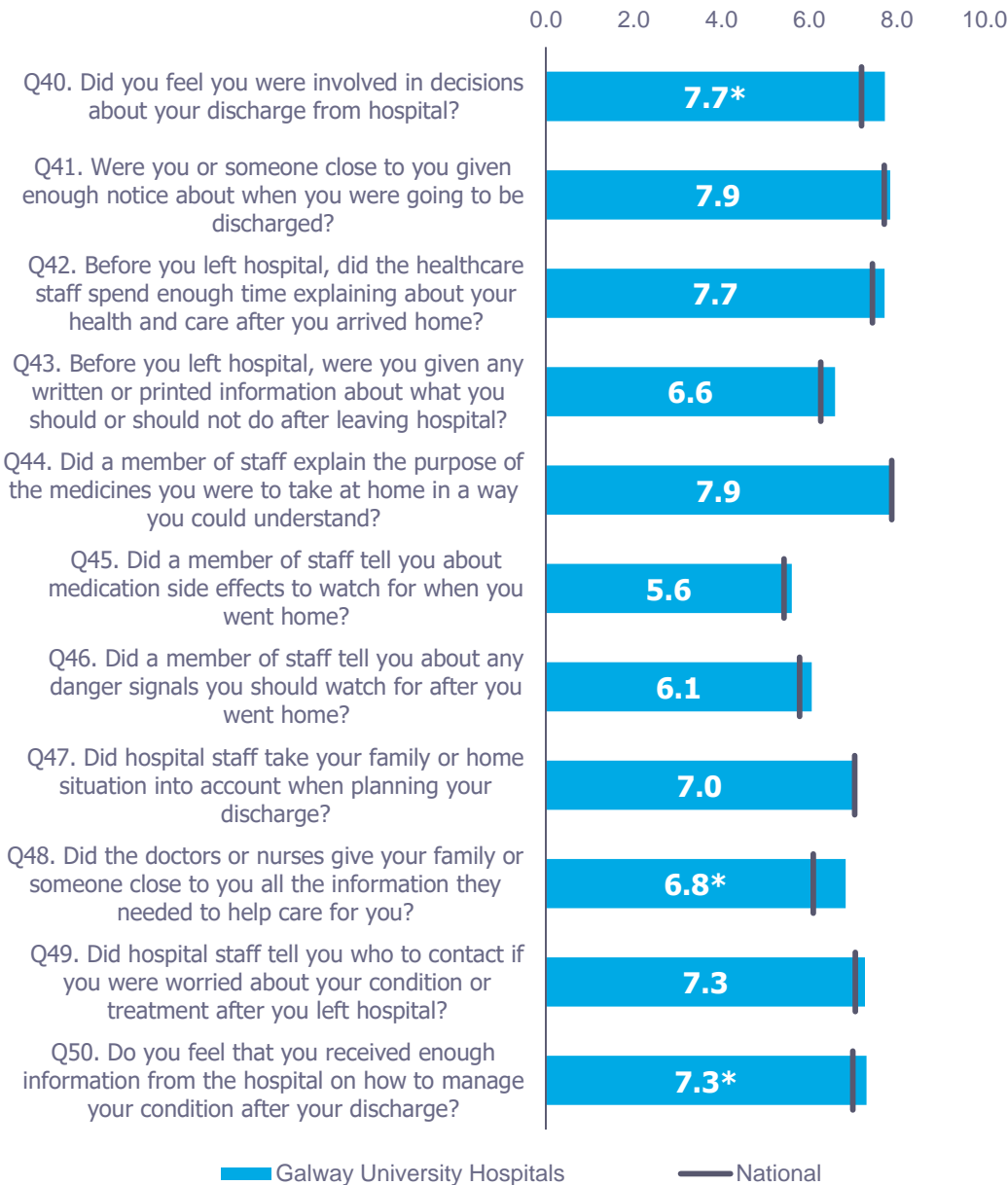
Discharge or transfer

- Highest-scoring questions:
 - 69% of people (440 of 642) said that they were definitely given enough notice about when they were going to be discharged, while 68% of people (378 of 555) said that the purpose of medications they were to take at home were fully explained to them.
- Lowest-scoring question:
 - 32% of people (162 of 503) 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.

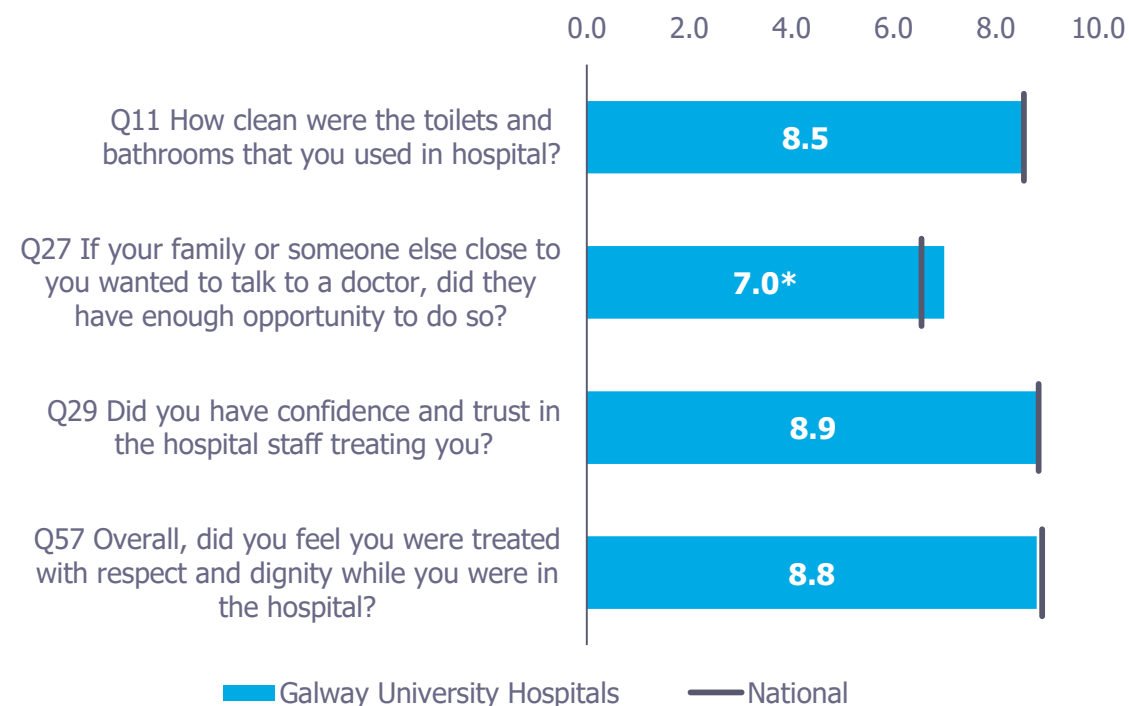


Other aspects of care

- Highest-scoring question:
 - 80% of people (528 of 658) said that they always had confidence and trust in the staff treating them.
- Lowest-scoring question:
 - 16% of people (71 of 456) 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'



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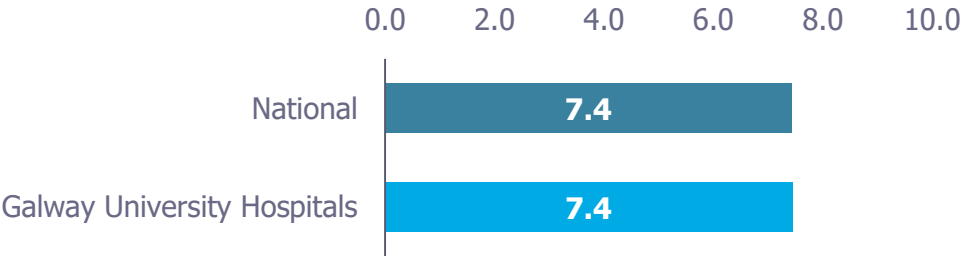


Care during the pandemic

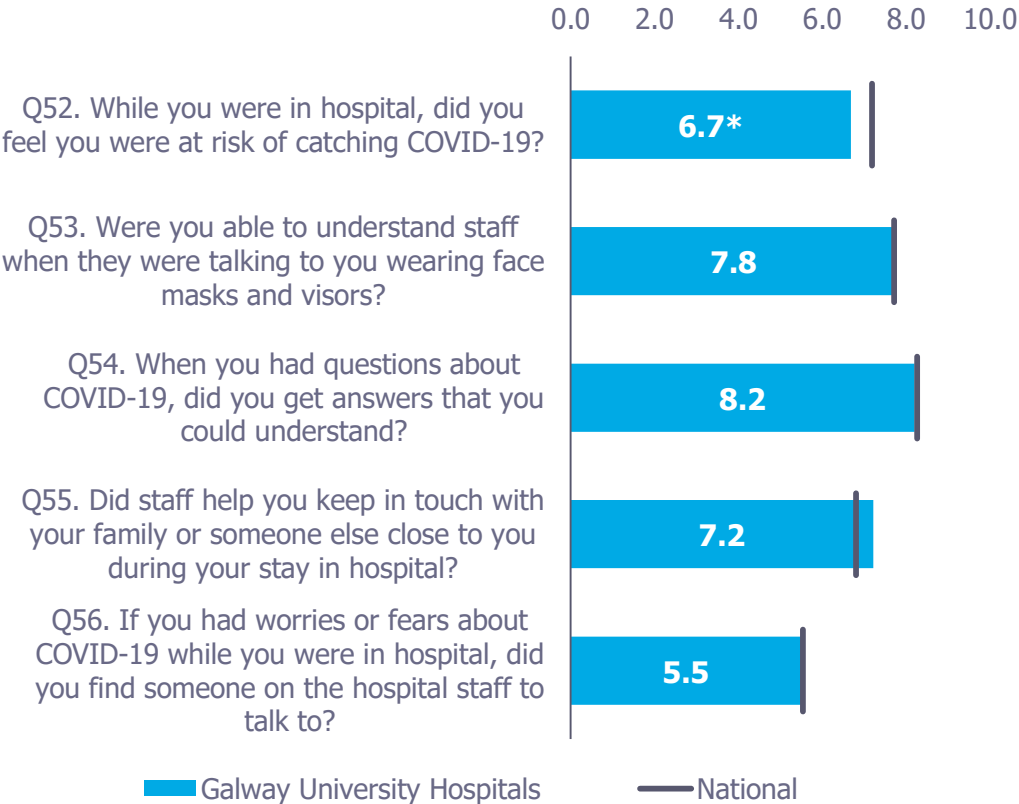


- Highest-scoring question:
 - Of the 351 people who had questions about COVID-19, 73% (257) said that they always got answers they could understand.
- Lowest-scoring question:
 - While 59% of people (371 of 632) said that they had no worries or fears about COVID-19, 33% of people (86 of 261) who had 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'



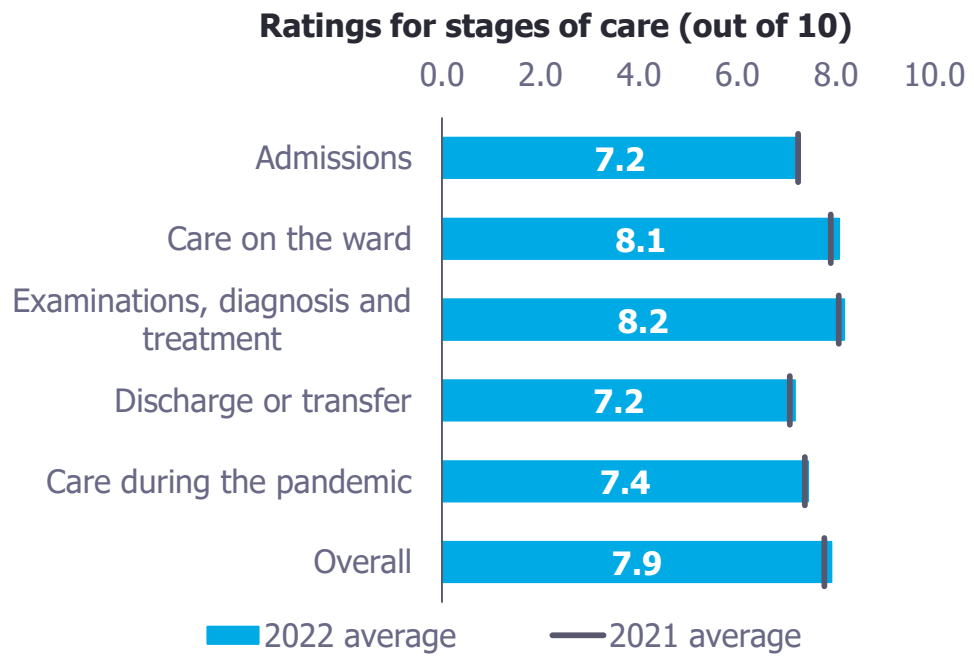
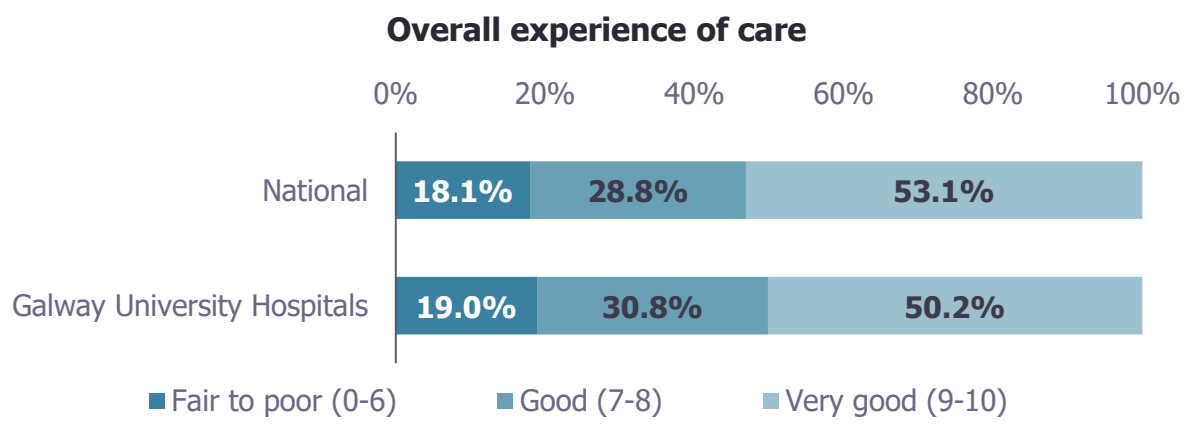
* Denotes statistically significant differences from the national average.



Overall experience



- 81% of people who were admitted to Galway University Hospitals 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.

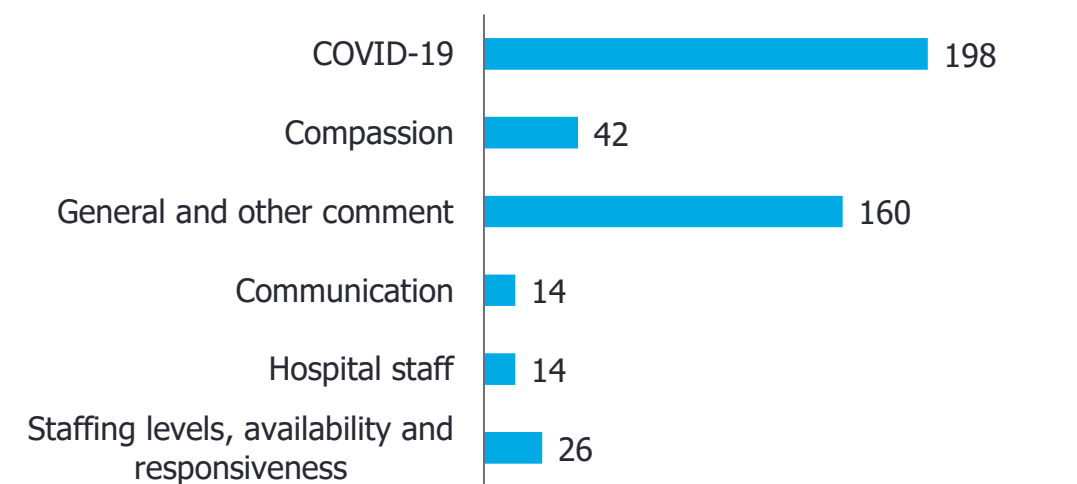




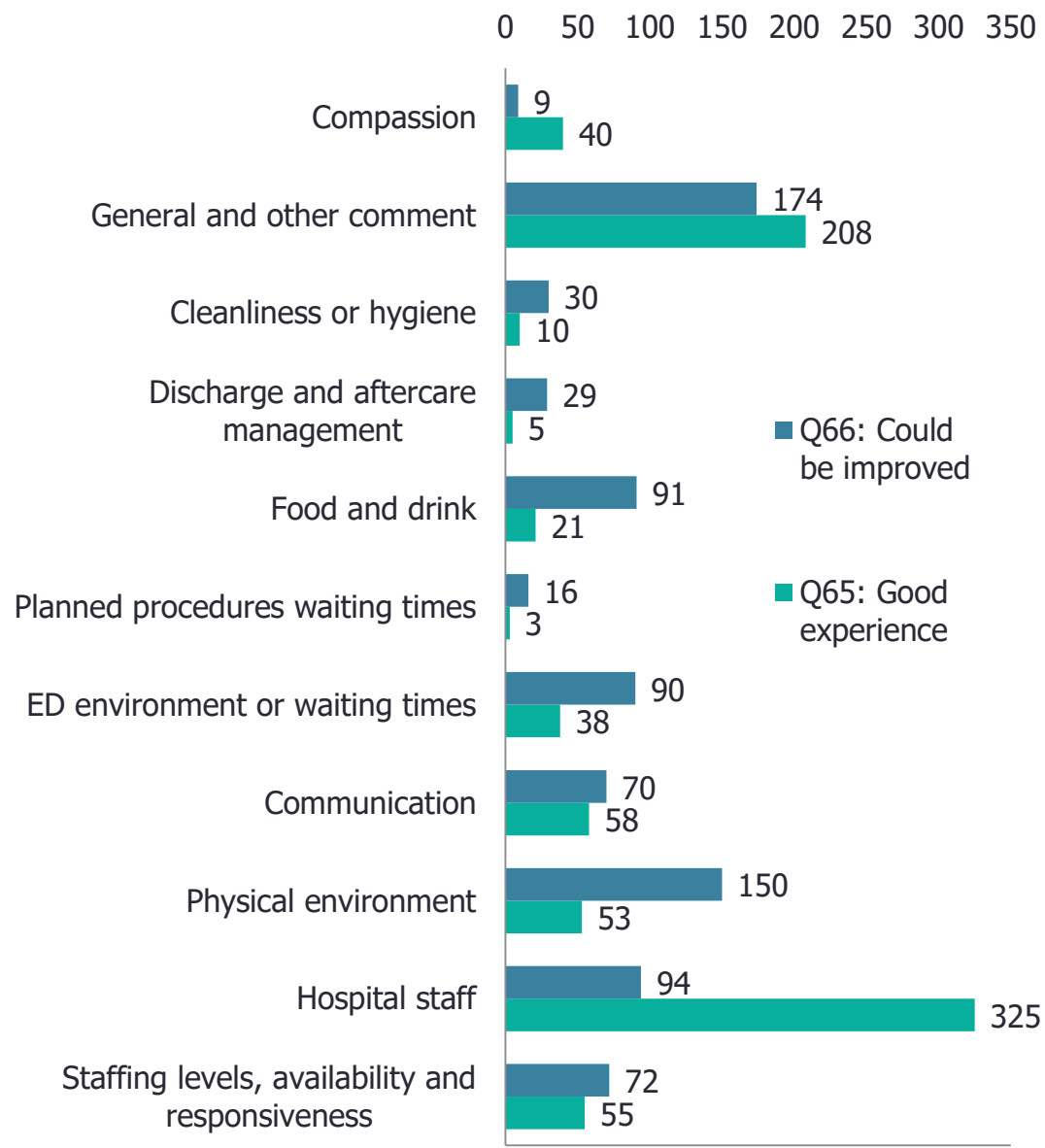
Analysis of patients' comments

- 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).
- 1,371 comments were received from patients admitted to Galway University Hospitals.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"I was very lucky I had a room in A&E which I was very grateful for, but the level of cleanliness was terrible, my family had to empty bins, and clean table, I was there for 5 days."

"More notice of discharge - discharged very early and had to try organise someone to collect me, living over an hour and 30 mins from the hospital."

"The level of privacy in e.g. four or 8 bedroom wards for patients discussing their respective illness could be improved. This lack of privacy can cause anxiety and inhibit a patient particularly when the patient's consultant and their team arrive to discuss or examine the patient. There needs to be more information given to patients about the side effects of the various medications that they have been prescribed. This may help to improve compliance. Meals for patients with dietary requirements e.g. diabetic or coeliac disease could be improved."



In their own words: comments from patients



"The brilliance, expertise and communication of surgeon and team. The care and friendliness of the entire ward team. Encouragement. The cleaning and catering staff so good on everything they did."

"The nursing staff were amazing, full of admiration for them. I have spent a few weeks in UCHG this year and have seen the staff treat patients with dignity, kindness, respect and good humour."

"The consultant in UHG went above and beyond to ensure I understood the diabetes diagnosis and how to manage it. I was... released on Sunday but he called me at home on Sunday night and Monday to check on me until I could attend the diabetes clinic on Tuesday. The nurses were also great."

"Nurses, Doctors and healthcare assistants very pleasant, supportive and professional in spite of there not being enough of them to go around. As I improved they had a great sense of humour (which is important) I think in their line of work. Kept my husband and son updated when I was in ICU."



Conclusion



- 81% of people who were admitted to Galway University Hospitals said they had a good to very good overall experience, compared to 82% nationally.
- 'Examinations, diagnosis and treatment' was the highest-rated stage of care.
- 'Admissions' and 'discharge or transfer' were the lowest-rated stages.
- Ratings for 'admissions' were below the national average.
- Ratings for 'discharge or transfer' were above the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Positive elements of experience included clear explanation of a diagnosis, opportunity for family members to talk to a doctor, and information on how to manage a condition.
- Areas for improvement included respect and dignity in the emergency department, cleanliness of the room or ward, and help from staff to eat meals.

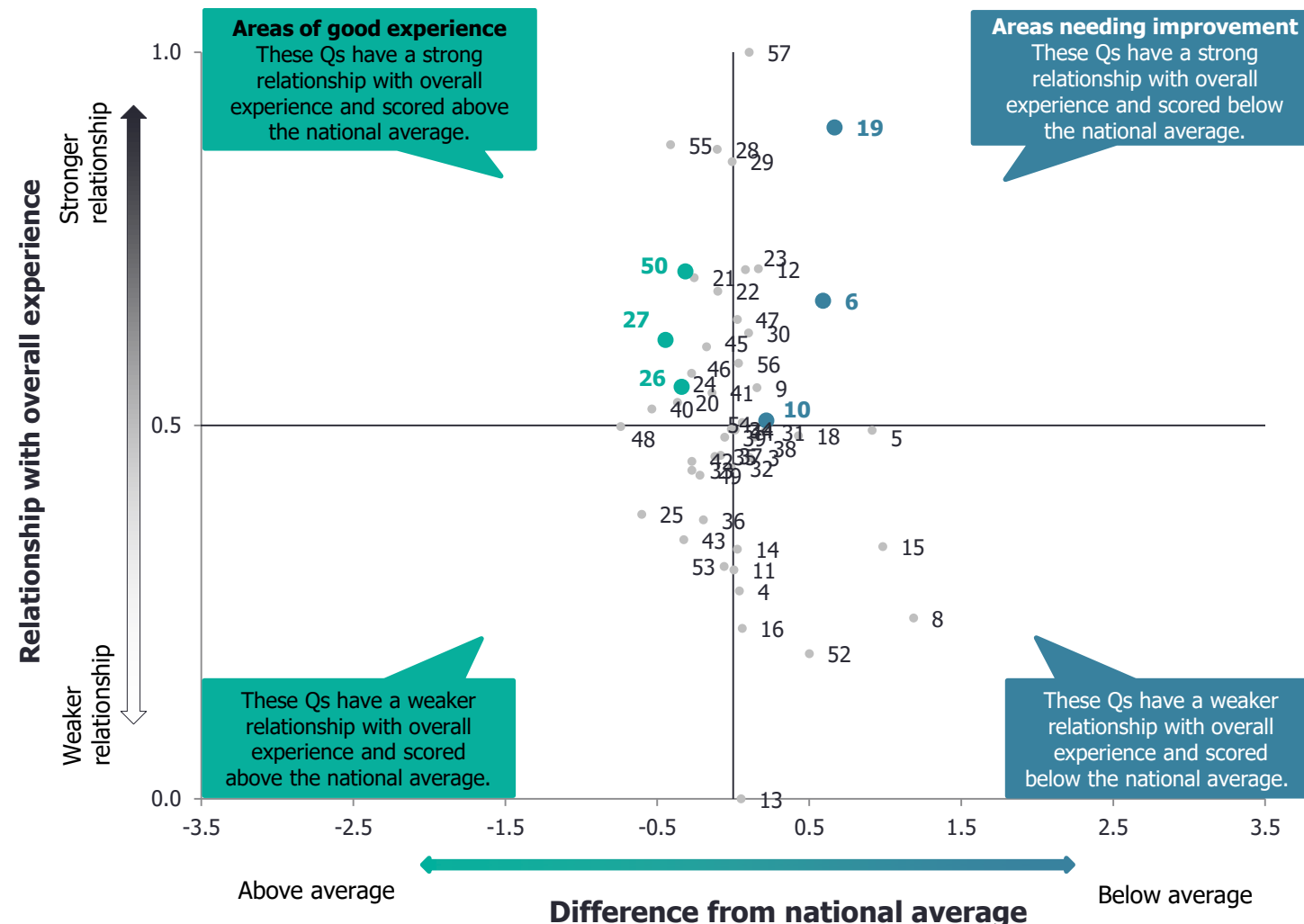


Appendix 1

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 Galway University Hospitals





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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