



National Inpatient Experience Survey 2022

Letterkenny 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



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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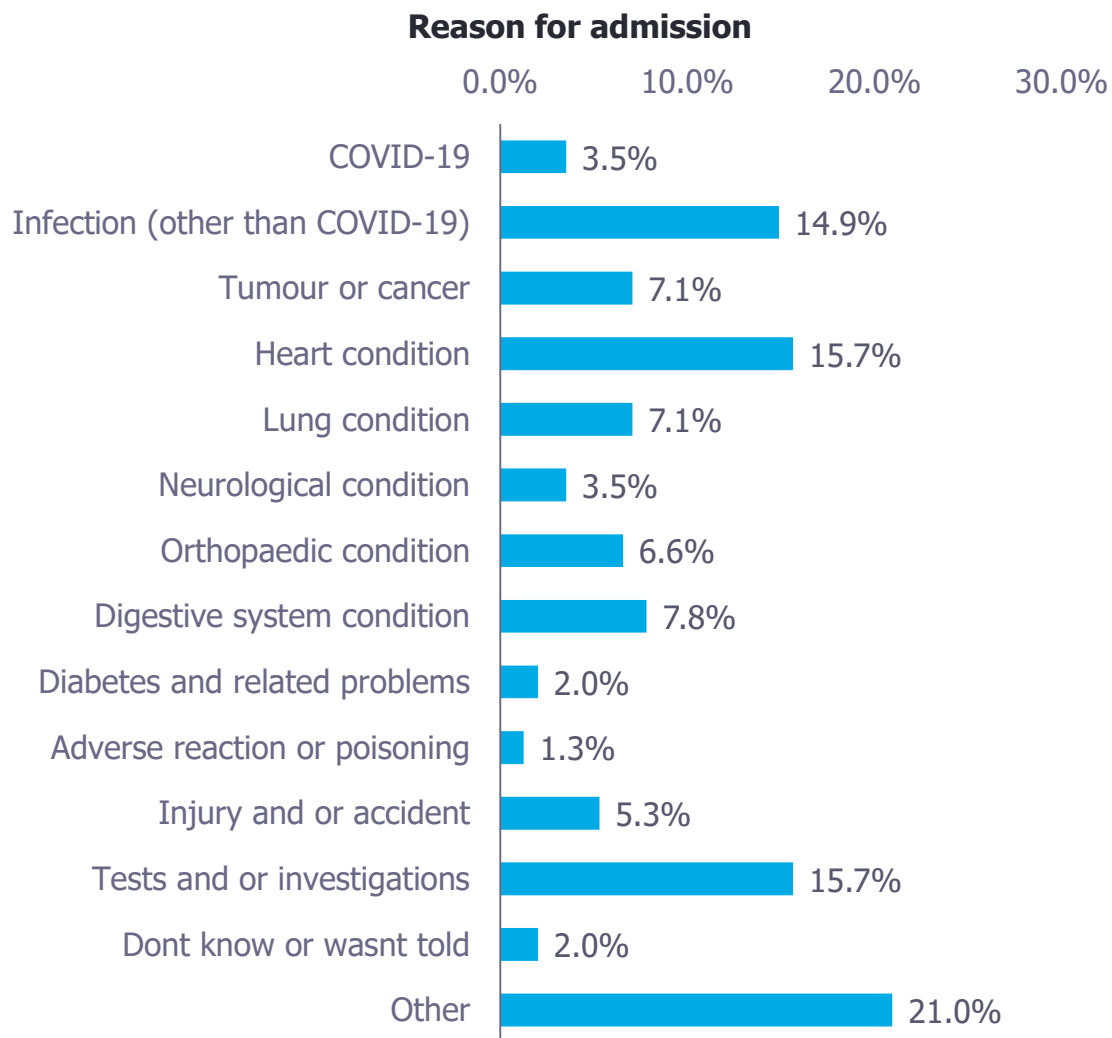


Participants

- 892 people who were admitted to Letterkenny University Hospital were invited.
- 401 took part (45%).

Characteristics of participants

Age category	Number	%
16 to 35 years	29	7.2
36 to 50 years	46	11.5
51 to 65 years	92	22.9
66 to 80 years	164	40.9
81 years or older	70	17.5
Sex		
Male	198	49.4
Female	203	50.6
Admission route		
Emergency	340	84.8
Non-emergency	61	15.2





Areas of good experience



Cleanliness of room or ward | Q10

Of the 392 people who answered this question, 80% (314) said that the room or ward they were in was very clean.

Food rating | Q15

Of the 384 people who answered this question, 85% (328) rated the hospital food as good or very good.

Privacy when being examined or treated | Q31

Of the 386 people who answered this question, 88% (341) 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.



Areas needing improvement



Clear answers from a doctor | Q20

Of the 361 people who answered this question, 7% (25) said that they did not get answers they could understand when they had important questions to ask a doctor.

Time to discuss care and treatment with a doctor | Q21

Of the 390 people who answered this question, 12% (45) said that they did not have enough time to discuss their care and treatment with a doctor.

Clear explanation of a diagnosis | Q26

Of the 390 people who answered this question, 10% (38) said that their diagnosis was not explained to them in a way they could understand.

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

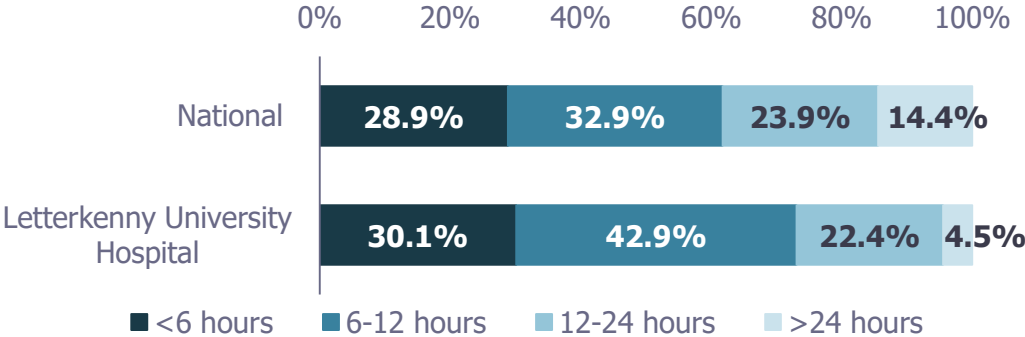


Admissions

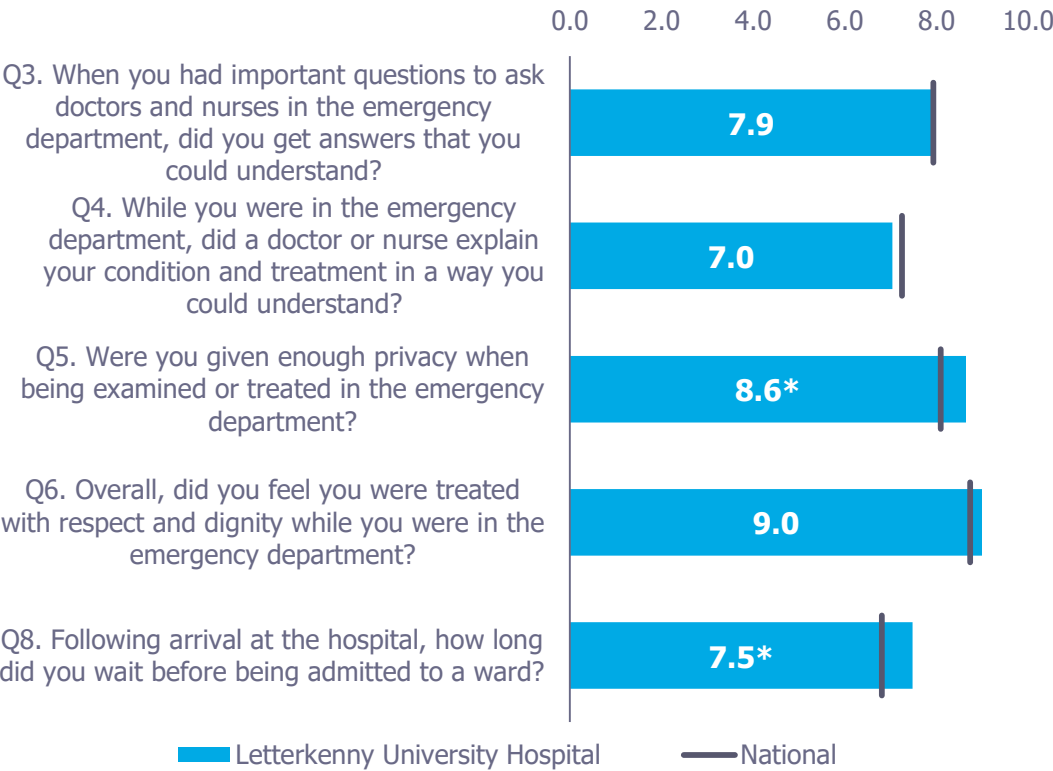


- Highest-scoring question:
 - 84% of people (275 of 328) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 11% of people (34 of 302) said that their condition or treatment in the emergency department was not fully explained to them.

Emergency department waiting times



Average scores for questions on 'admissions'



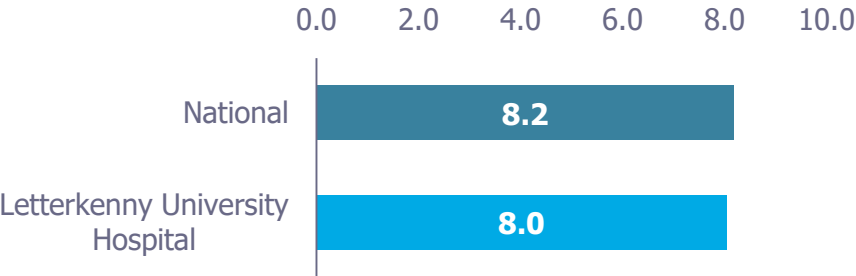
* Denotes statistically significant differences from the national average.



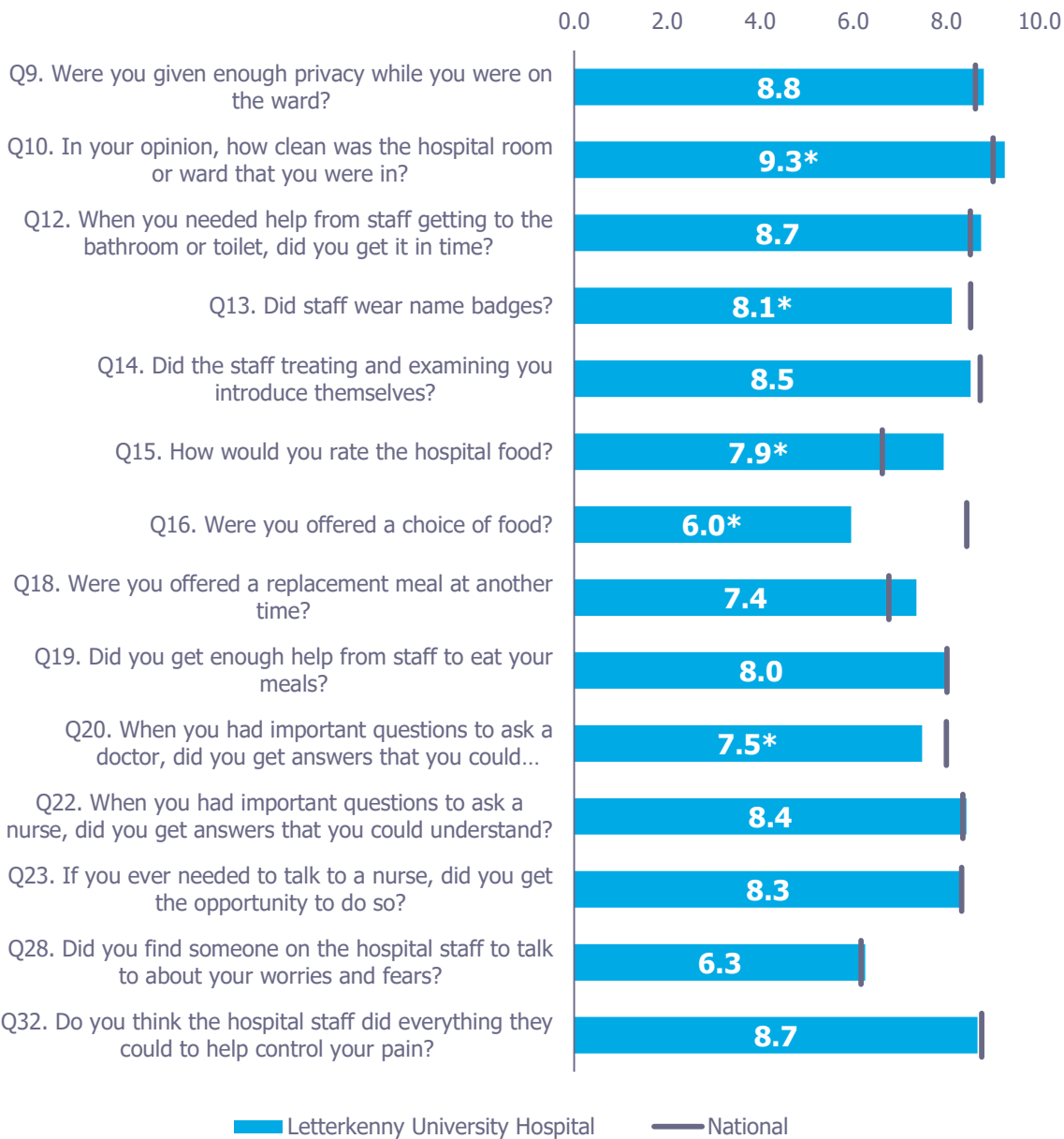
Care on the ward

- Highest-scoring question:
 - 80% of people (314 of 392) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 26% of people (98 of 382) said that they were not offered a choice of food.

Comparison with the national average



Average scores for questions on 'care on the ward'



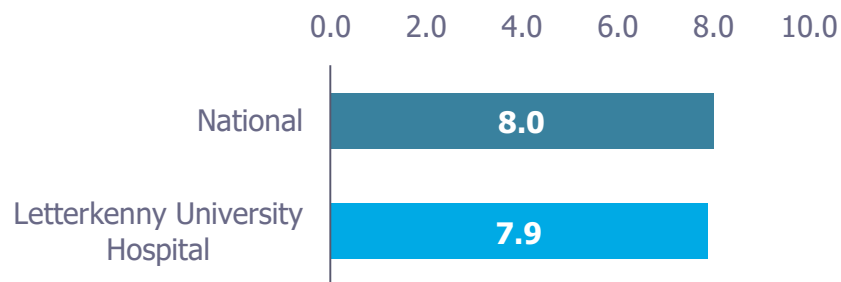
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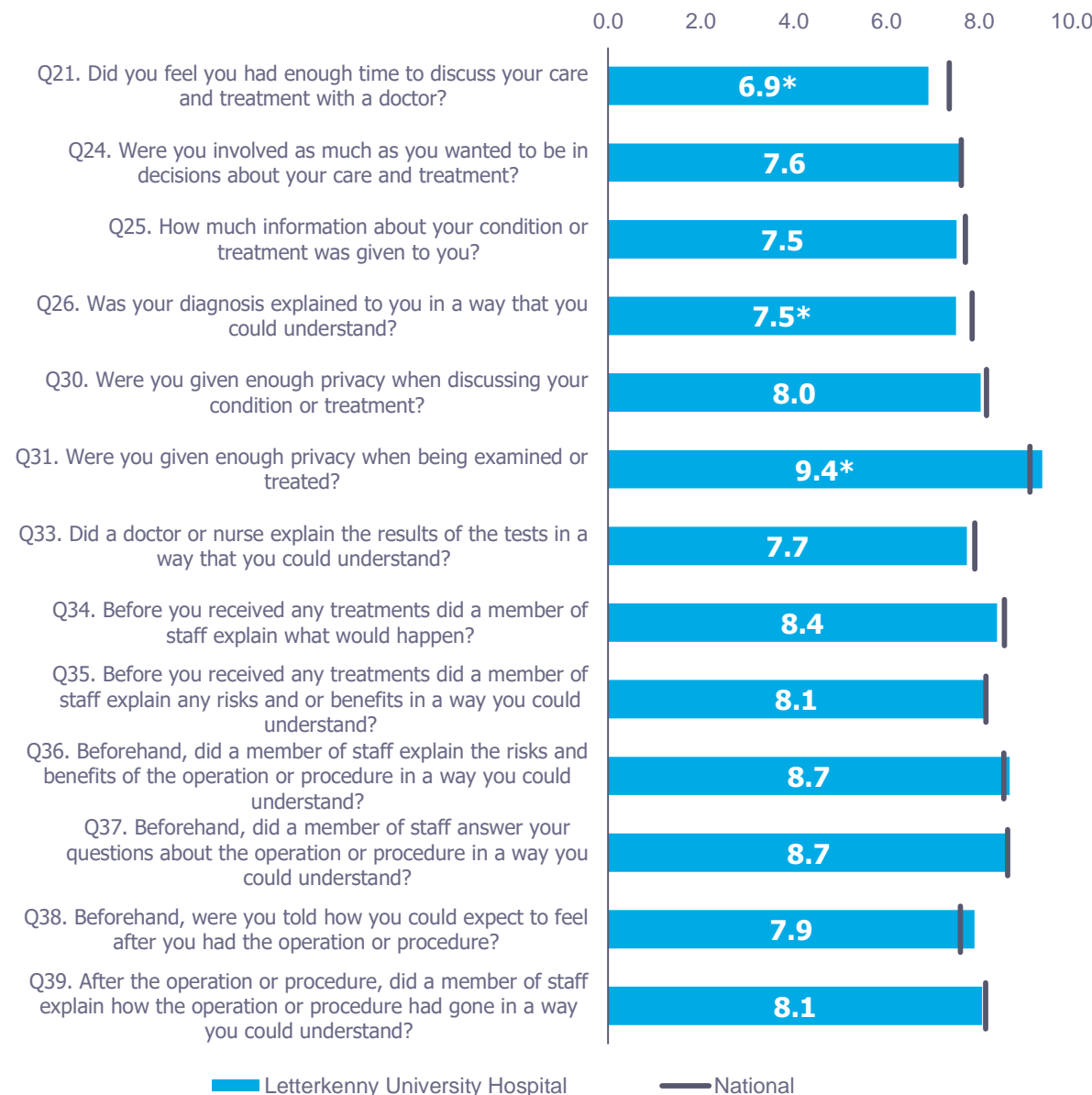
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 88% of people (341 of 386) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 12% of people (45 of 390) 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'



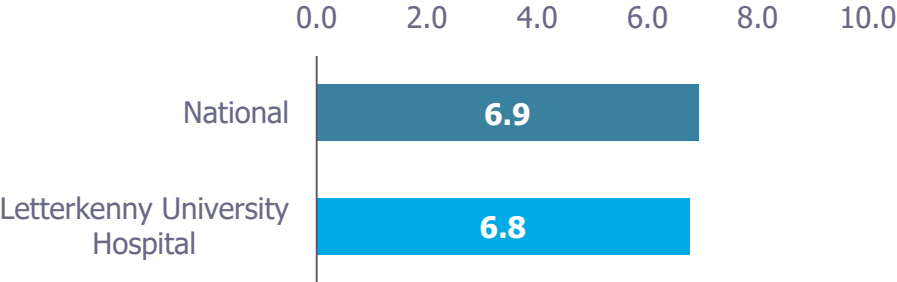
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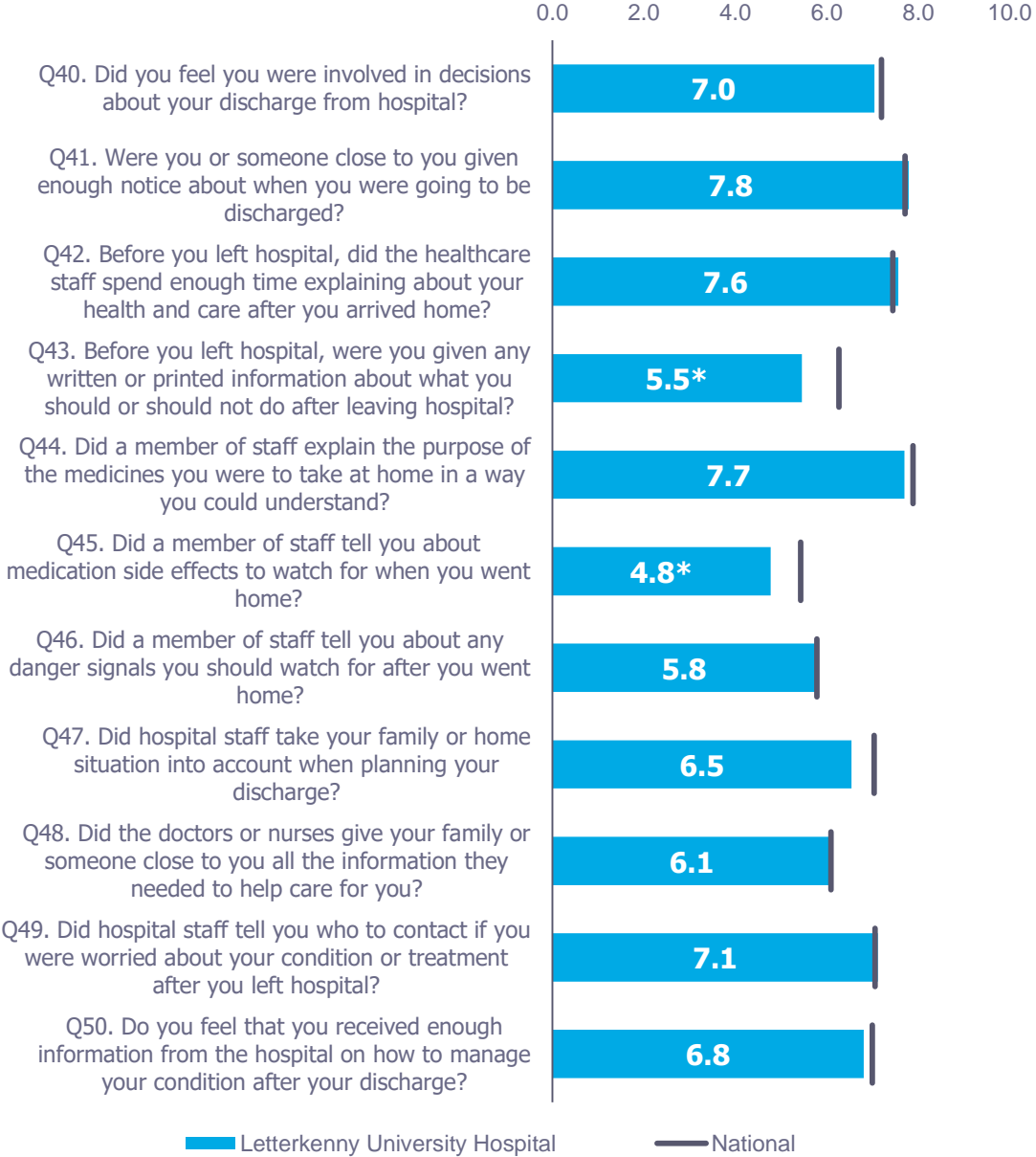
Discharge or transfer

- Highest-scoring question:
 - 66% of people (259 of 391) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 43% of people (111 of 261) 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.

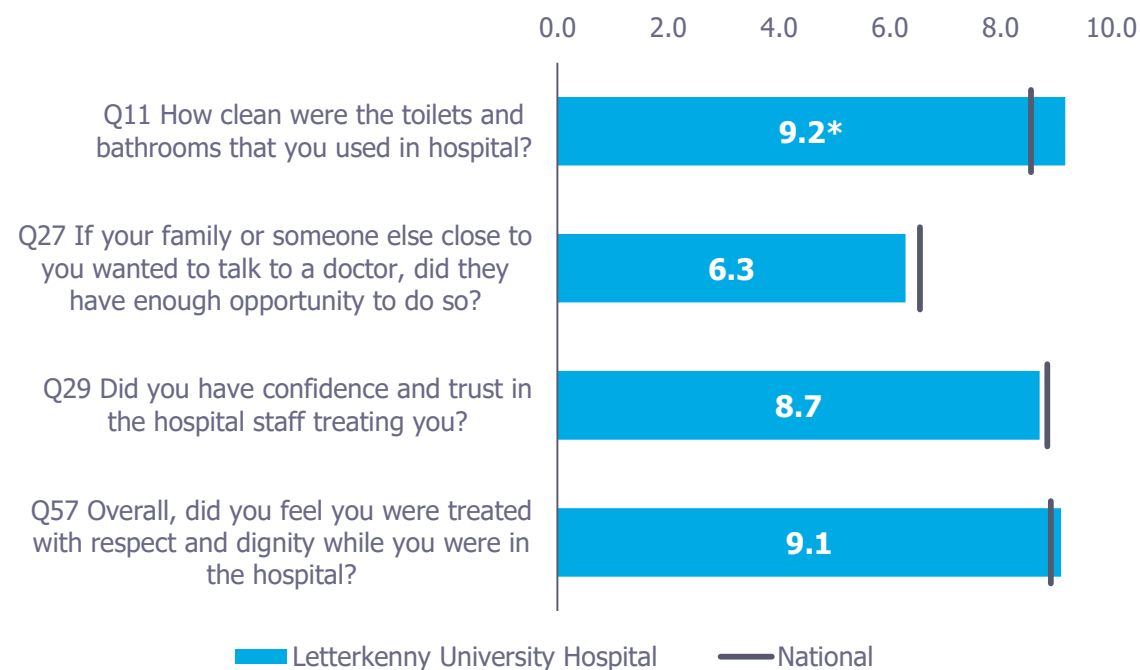


Other aspects of care

- Highest-scoring question:
 - 78% of people (299 of 384) said that the toilets or bathrooms they used were very clean.
- Lowest-scoring question:
 - 21% of people (55 of 262) 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'



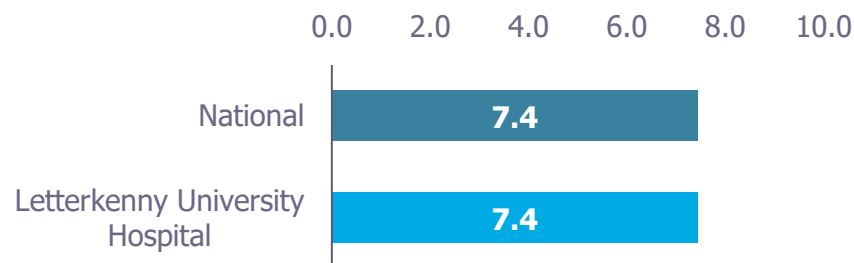
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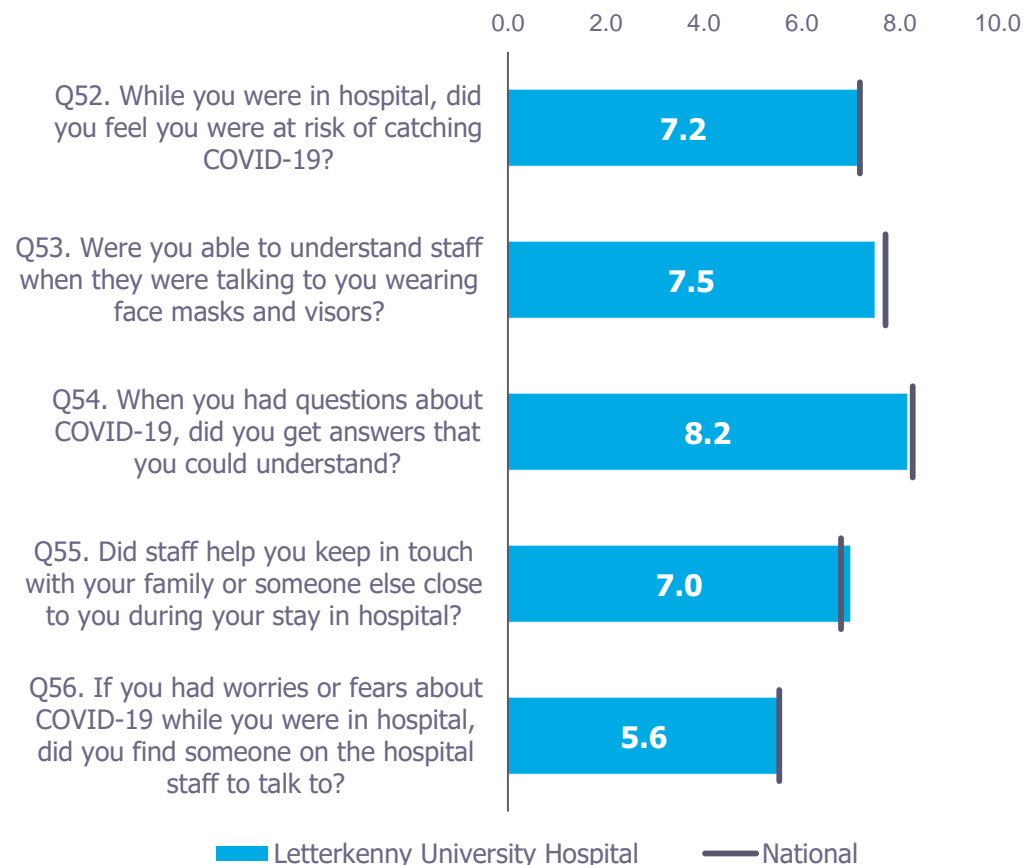
Care during the pandemic

- Highest-scoring question:
 - Of the 193 people who had questions about COVID-19, 70% (136) said that they always got answers they could understand.
- Lowest-scoring question:
 - While 63% of people (244 of 385) said that they had no worries or fears about COVID-19, 28% of people (40 of 141) 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'

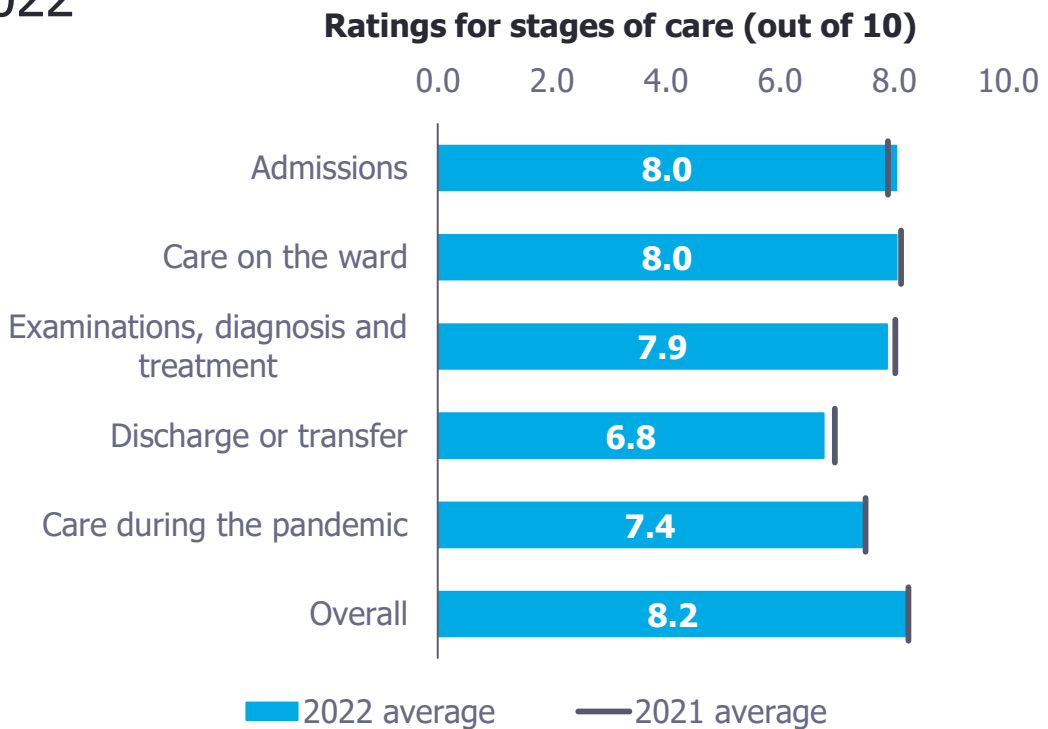
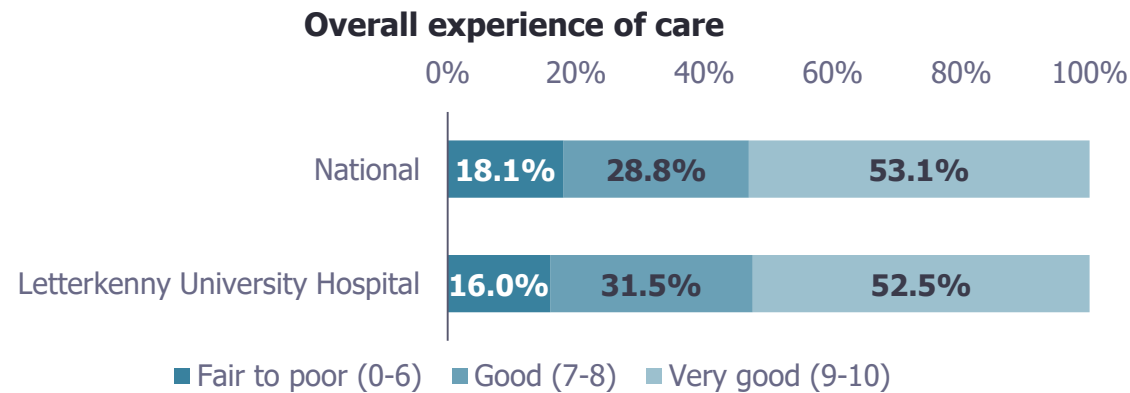




Overall experience



- 84% of people who were admitted to Letterkenny University 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.

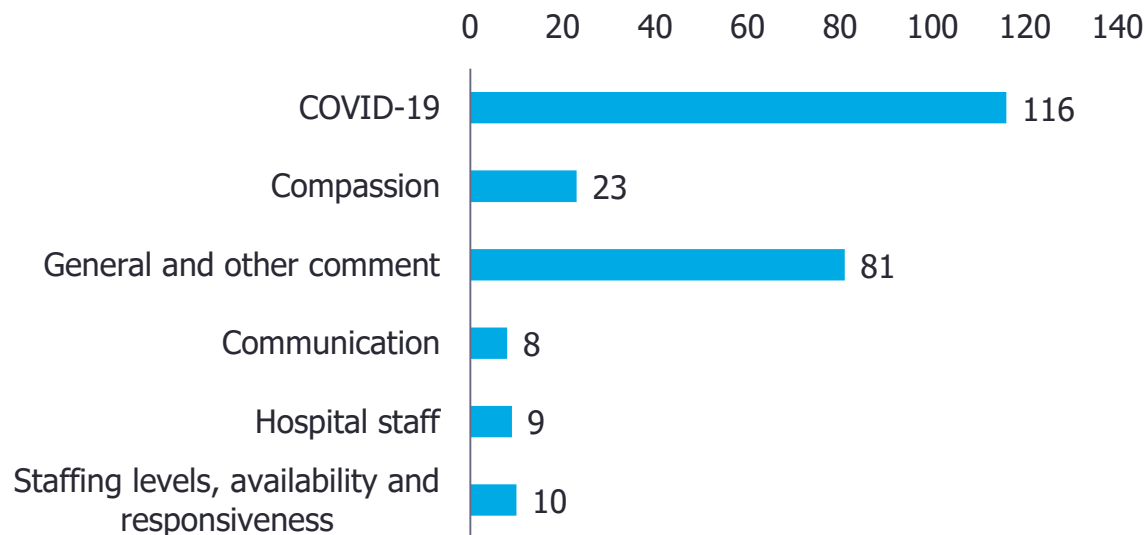




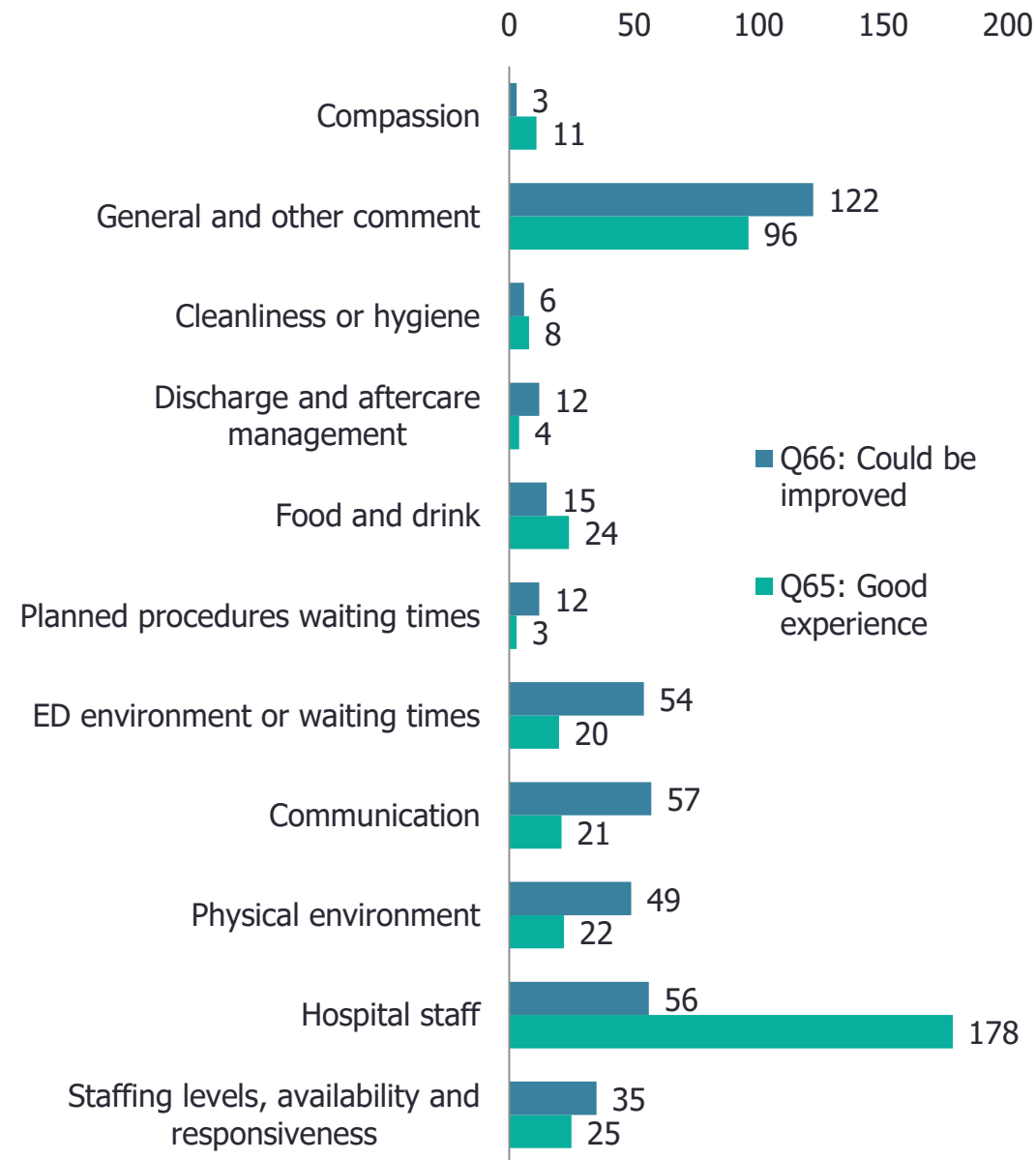
Analysis of patients' comments

- 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).
- 728 comments were received from patients admitted to Letterkenny University Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"Doctors should answer your questions and call around more often to patients. I felt my stay in hospital was longer and unnecessary as I received oral treatment."

"On discharge, communication from the treating doctor could be improved on. I felt I was discharged with some questions still not answered."

"Only problem was not seeing family, my husband visited every night for one hour but I would have liked to see other family members during the day."

"I would recommend that the patient be given more privacy when being told by the Doctor their diagnosis. I didn't like being told I had a tumor/cancer while I was on my own."



In their own words: comments from patients



"I had no great fear of covid-19 during my stay. Staff were very careful and protecting and the domestic staff were exceptional."

"Very thorough examinations/tests and follow up happening on time. Great staff and doctors."

"My admission to the hospital was very well managed. Appreciated the cooperation and facilitation by the nephrology team in their efforts to ensure my care needs were addressed."

"I cannot speak highly enough of the care and consideration I received in the Stroke Unit during my stay. I was treated with both respect and compassion from the moment I got into the ambulance until I was discharged."



Conclusion



- 84% of people who were admitted to Letterkenny University Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Admissions' and 'care on the ward' were the highest-rated stages 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.
- Letterkenny University Hospital scored above the national average for questions on 'admissions'.
- Positive elements of experience included cleanliness of room or ward, the hospital food, and privacy when being examined or treated.
- Areas for improvement included clear answers from a doctor, time to discuss care and treatment with a doctor, and clear explanation of a diagnosis.

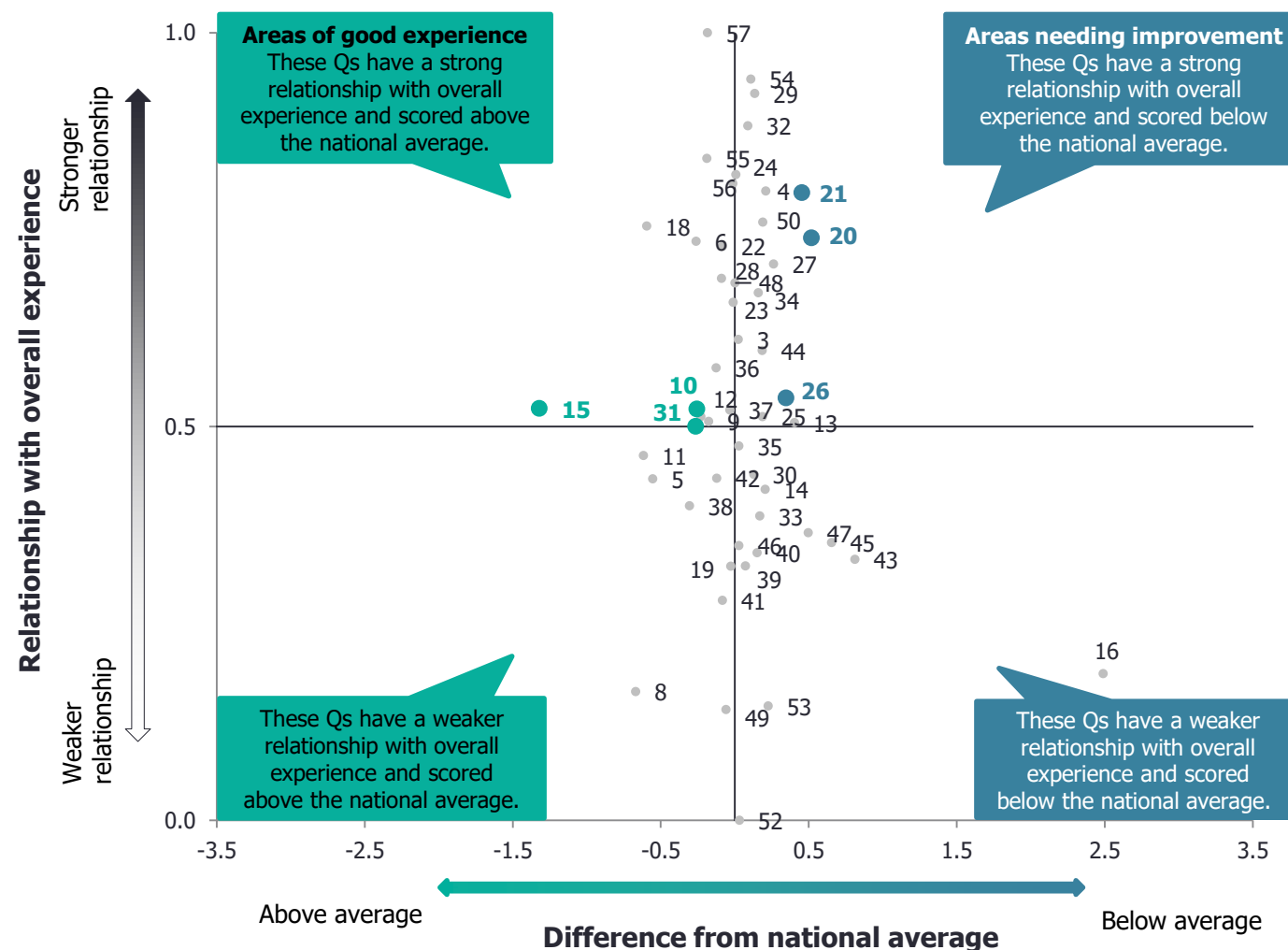


Appendix 1

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 Letterkenny University 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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