

National Inpatient Experience Survey 2022

Lourdes Orthopaedic Hospital Kilcreene

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



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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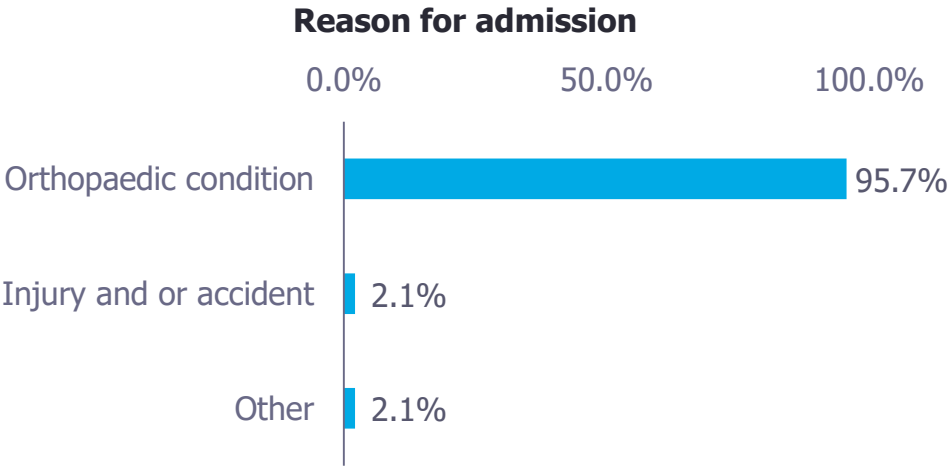
Participants

- 61 people who were admitted to Lourdes Orthopaedic Hospital Kilcreene were invited.
- 47 took part (77%).



Characteristics of participants

Age category	Number	%
36 to 50 years	5	10.6
51 to 65 years	19	40.4
66 to 80 years	23	48.9
Sex		
Male	21	44.7
Female	26	55.3
Admission route		
Emergency	5	10.6
Non-emergency	42	89.4





Areas of good experience



Privacy on the ward | Q9

Of the 47 people who answered this question, 94% (44) said that they were always given enough privacy while on the ward.

Information about condition or treatment | Q25

Of the 46 people who answered this question, 91% (42) said that they were given the right amount of information about their condition or treatment.

Sufficient notice of discharge | Q41

Of the 46 people who answered this question, 87% (40) said that they were definitely given enough notice about when they were going to be discharged.

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

In Lourdes Orthopaedic Hospital Kilcreene the scores for all survey questions were above or the same as the national average.

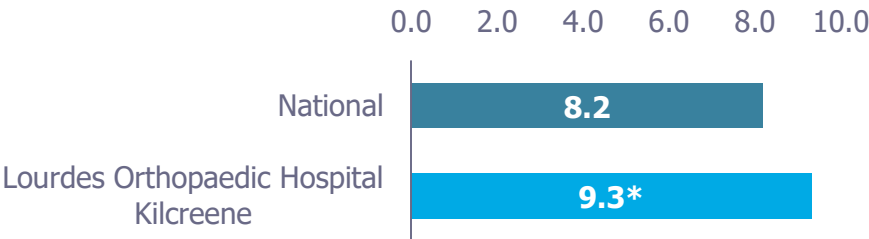
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



Care on the ward

- Highest-scoring questions:
 - 100% of people (46) said that the room or ward they were in was very clean.
 - 98% of people (45 of 46) said that staff definitely did everything they could to help control their pain.
- Lowest-scoring question:
 - Of the 24 people who needed help to eat their meals, one person (4%) said that they did not receive it.

Comparison with the national average



Average scores for questions on 'care on the ward'



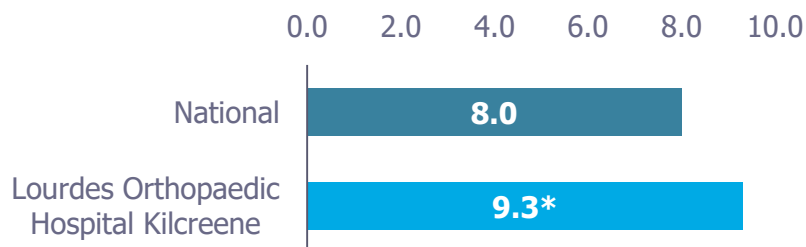
* Denotes statistically significant differences from the national average.



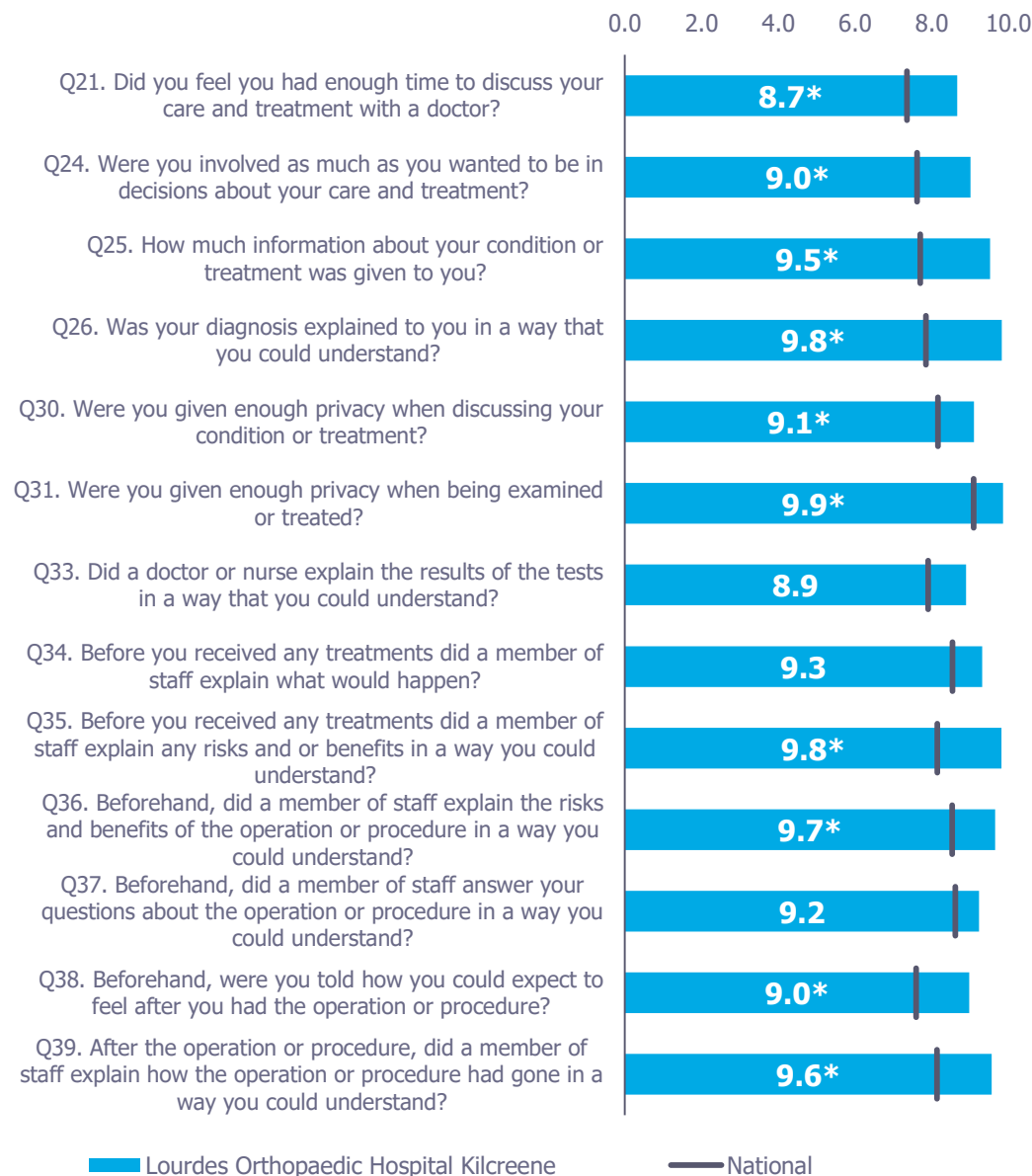
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 96% of people (43 of 45) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 6% of people (3 of 47) 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'



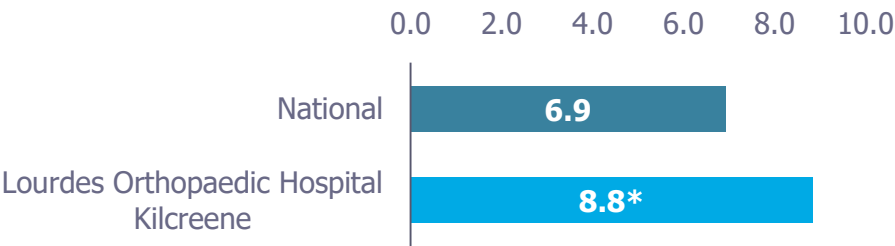
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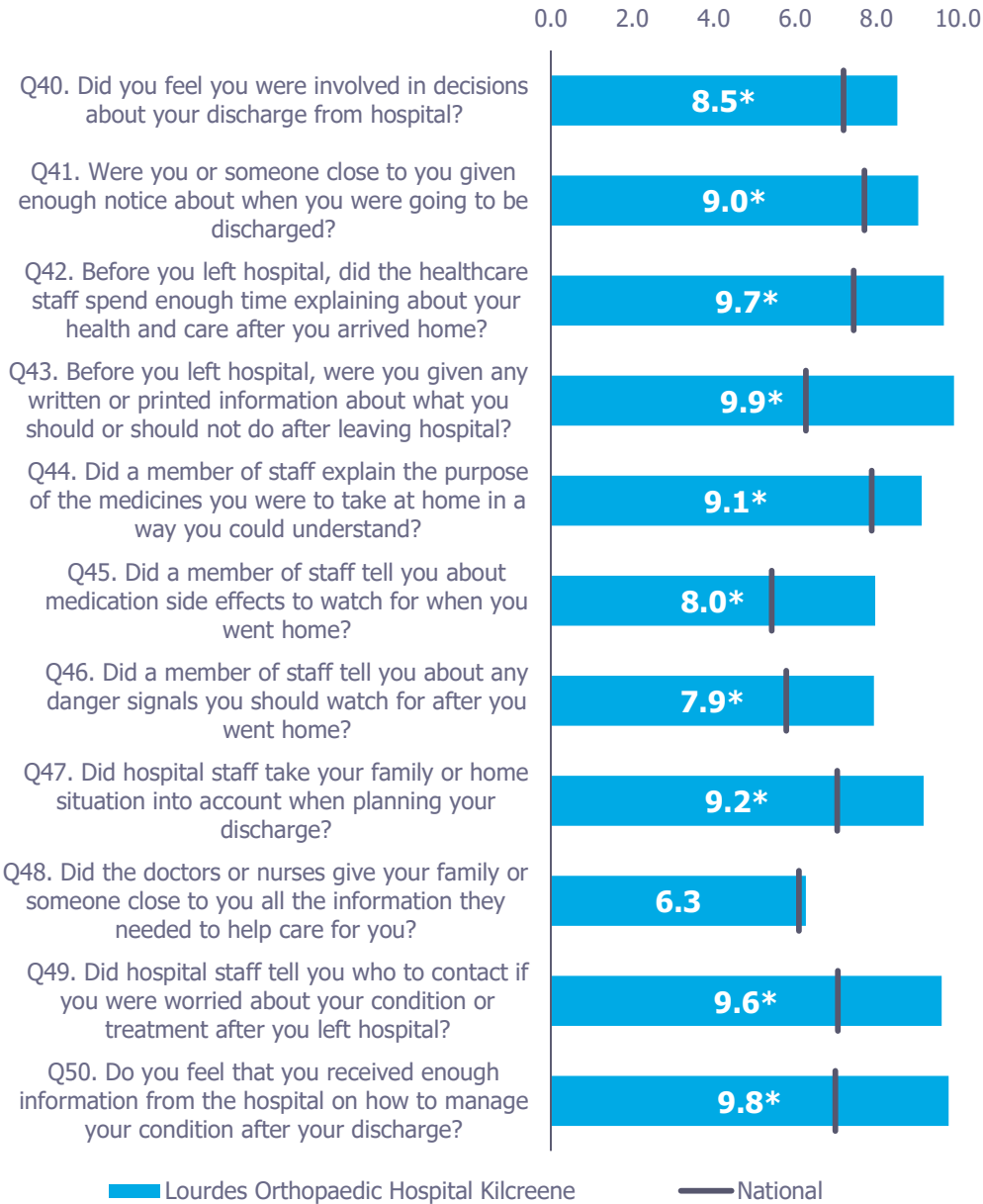
Discharge or transfer

- Highest-scoring question:
 - 98% of people (45 of 46) said that they were given written or printed information about what they should or should not do after leaving hospital.
- Lowest-scoring question:
 - 32% of people (9 of 28) 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 questions:
 - 100% of people (46) said that the toilets or bathrooms they used in hospital were very clean.
 - 98% of people (44 of 45) said that they always had confidence and trust in the hospital staff treating them.
- Lowest-scoring question:
 - 25% of people (5 of 20) 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'



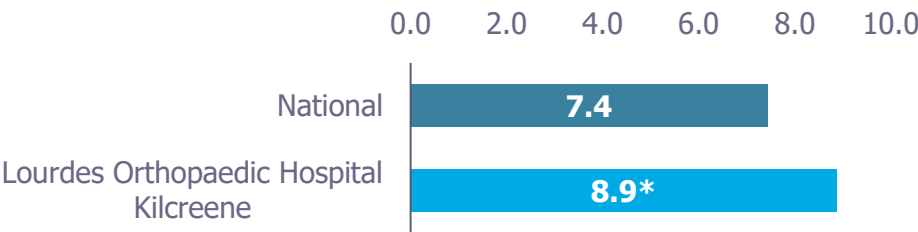
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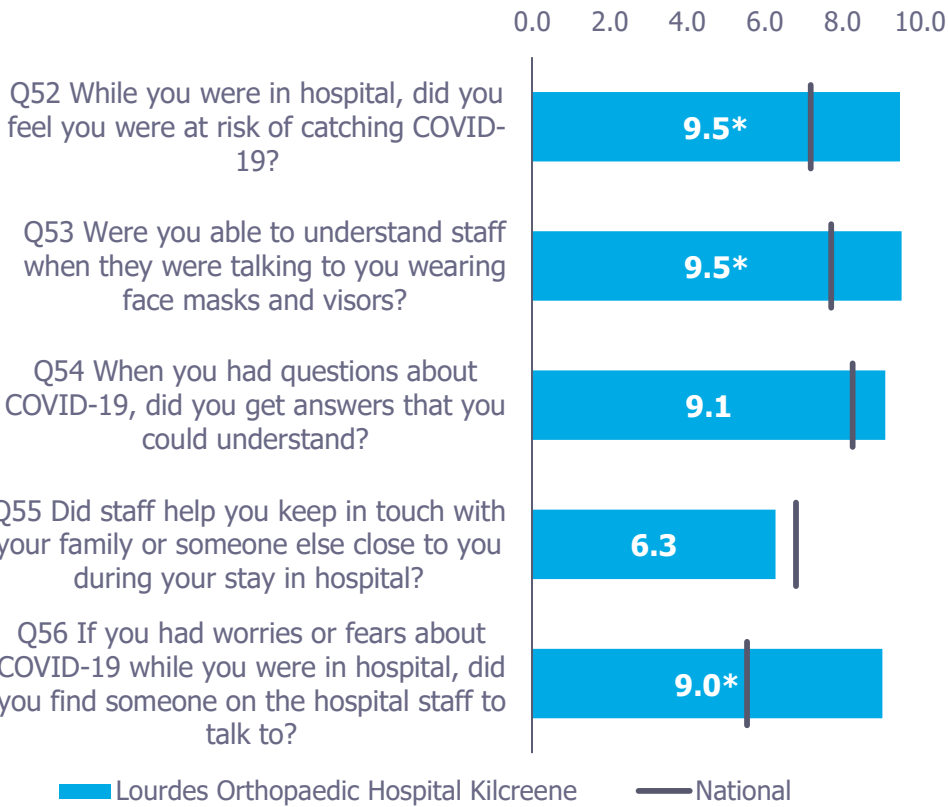
Care during the pandemic

- Highest-scoring questions:
 - 86% of people (37 of 43) said that they did not feel at risk of catching COVID-19 while in hospital, while 80% of people (35 of 44) said that they were always able to understand staff who were wearing face masks and visors.
- Lowest-scoring question:
 - While 51% of people (23 of 45) said that they did not need any help to keep in touch with family or someone else close to them, 20% of people (4 of 20) who needed help that they did not receive it.

Comparison with the national average



Average scores for questions on 'care during the pandemic'



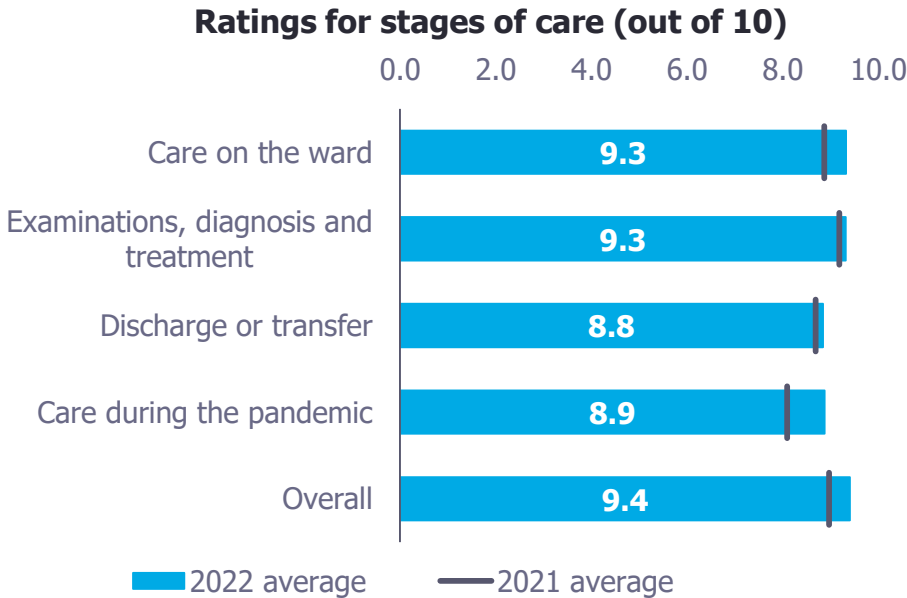
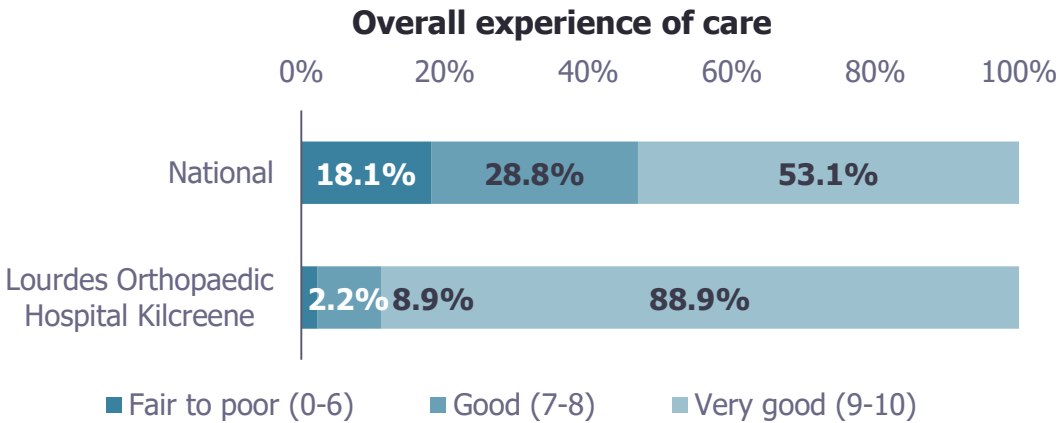
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Overall experience



- 98% of people who were admitted to Lourdes Orthopaedic Hospital Kilcreene 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.

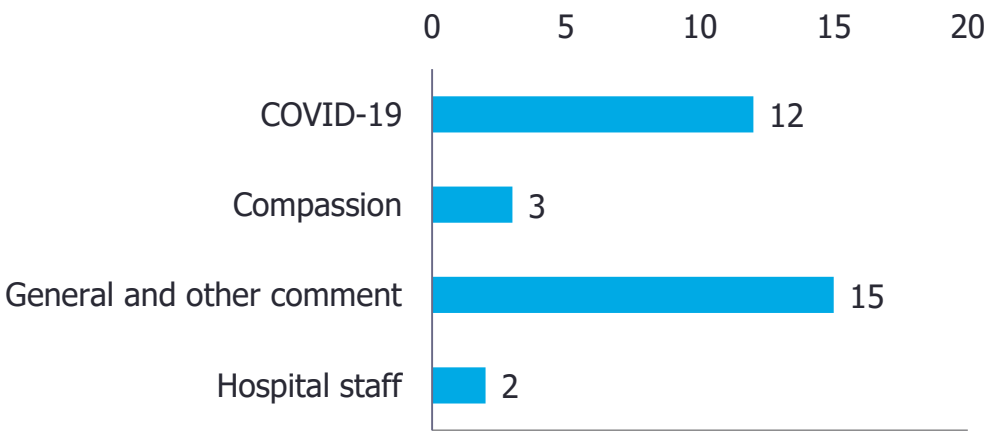




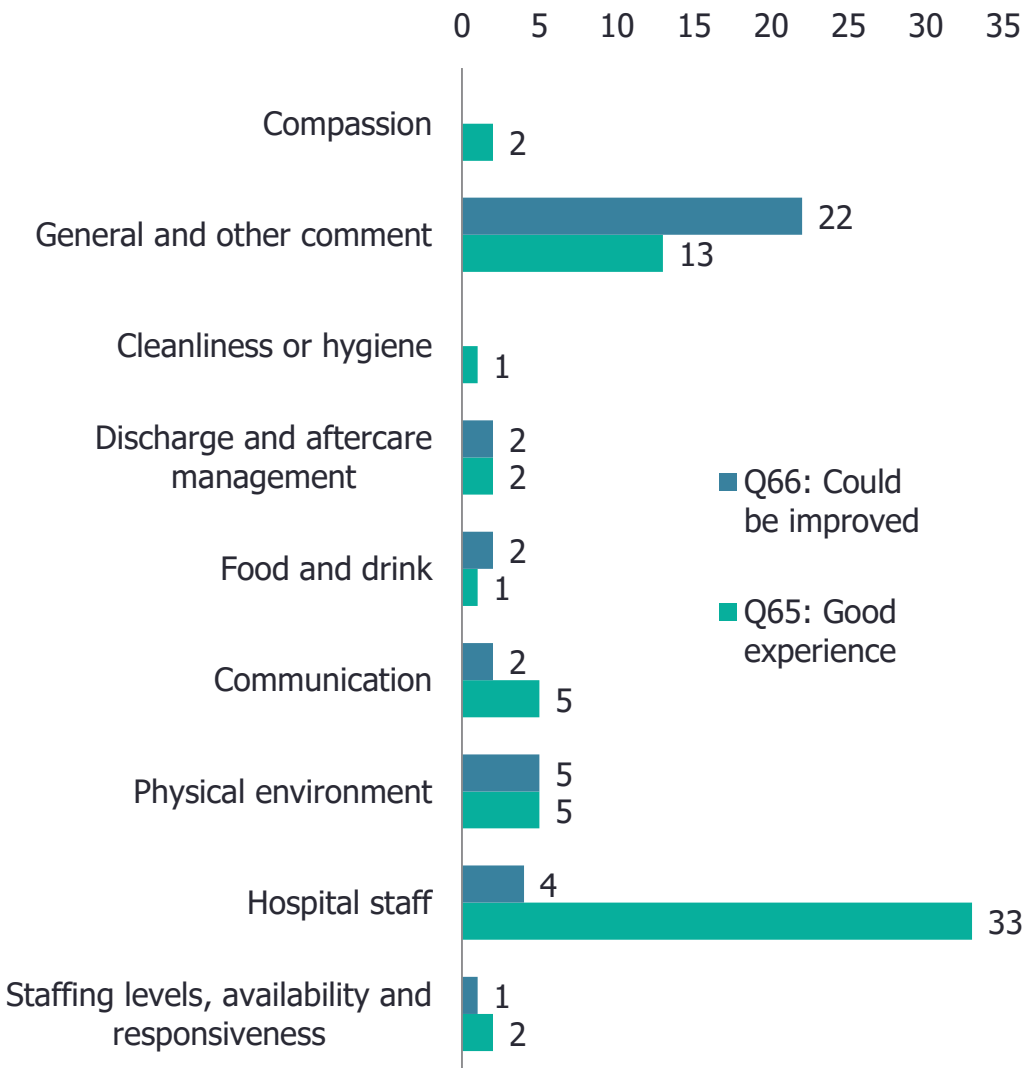
Analysis of patients' comments

- 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).
- 99 comments were received from patients admitted to Lourdes Orthopaedic Hospital Kilcreene.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"I had to wait in crowded corridors while waiting to go into the theatre, staff were doing their best to provide privacy for waiting patients and patients who were leaving theatre. Stock is housed in shelving in the same waiting corridors which impacts an already small space, this made it difficult for porters and other staff to maneuver beds around. The poor anaesthetist was trying to check details with me as quietly and respectful as he could whilst moving out of others' way. This area definitely needs a well deserved upgrade."

"More information on discharge and more involvement in the discharge . More information from the physio on the use of the crutches."

"The bed was very uncomfortable. Wasn't over keen on evening meal choices always a salad or a dry sandwich choice of ham or chicken, tea/coffee wasn't very nice either."



In their own words: comments from patients



"Excellent care from all nurses and catering staff. All members wore mask so I also felt very safe. The hospital was so very clean, throughout."

"Overall my stay in hospital was good. I was treated with utmost dignity. The staff and Doctors were top class. Food was very good. Any queries I had about my operation were answered and explained to me so I could understand."

"Was met at door by lovely staff nurse brought me to ward showed bed and items for theatre, everybody in theatre made me quite relaxed and procedure done and dusted quickly, back on ward all staff helpful and I was not let get into pain at any stage. Kilcreene Hospital was a great place with lovely doctors and staff."



Conclusion



- 98% of people who were admitted to Lourdes Orthopaedic Hospital Kilcreene said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' and 'examinations, diagnosis and treatment' were the highest-rated stages of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Lourdes Orthopaedic Hospital Kilcreene scored above the national average for all stages of care and overall experience, and above or similar to the national average for all survey questions.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Positive elements of experience included privacy on the ward, information about condition or treatment, and sufficient notice of discharge.

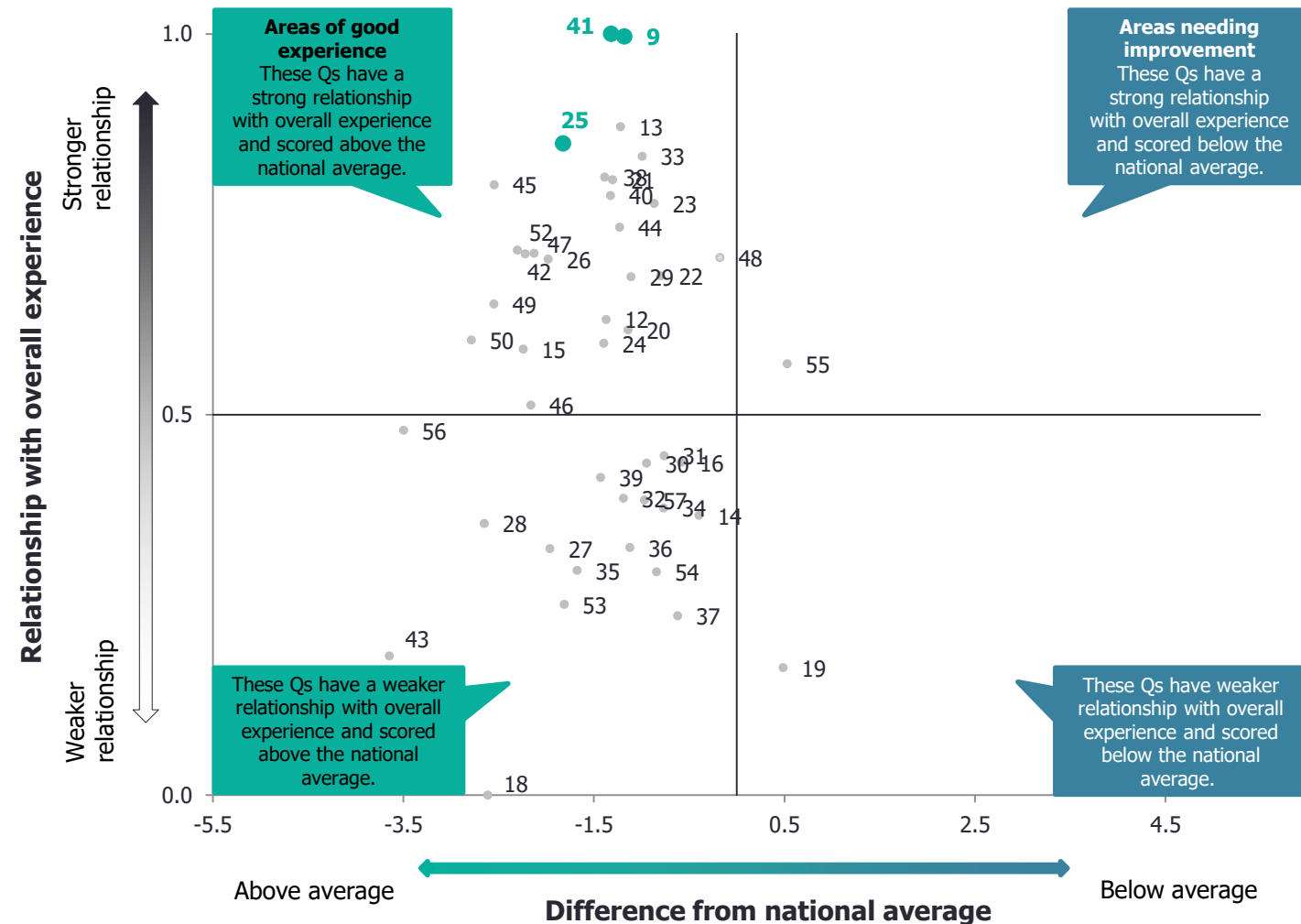


Appendix 1

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 Lourdes Orthopaedic Hospital Kilcreene





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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