

## National Inpatient Experience Survey 2022

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### Mallow General 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**



<b>16+</b> 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 <b>postal address</b> 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 <b>specialist services</b>	 Patients receiving care in <b>private hospitals</b>
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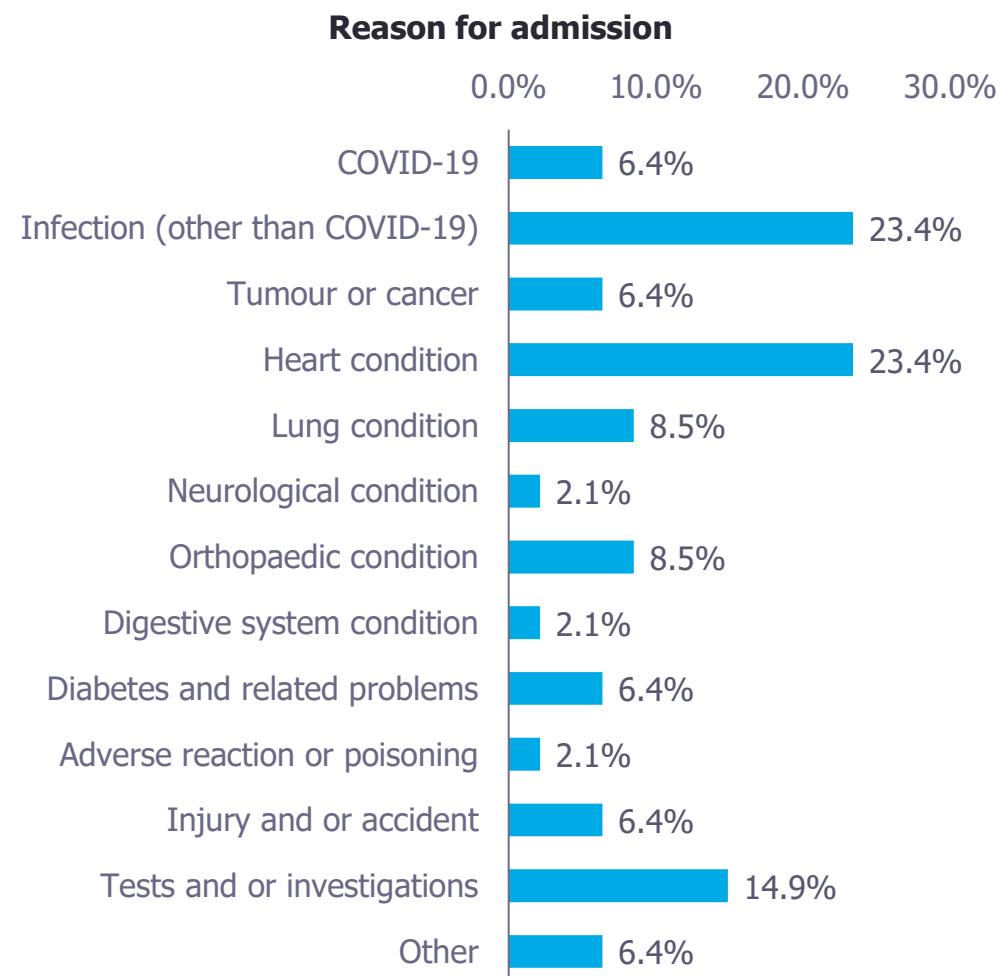


## Participants

- 99 people who were admitted to Mallow General Hospital were invited.
- 49 took part (50%).

**Characteristics of participants**

Age category	N	%
36 to 50 years	2	4.1
51 to 65 years	8	16.3
66 to 80 years	16	32.7
81 years or older	23	46.9
<b>Sex</b>		
Male	24	49.0
Female	25	51.0
<b>Admission route</b>		
Emergency	40	81.6
Non-emergency	9	18.4





## Areas of good experience



### **Cleanliness of room or ward | Q10**

Of the 45 people who answered this question, 96% (43) said that the room or ward they were in was very clean.

### **Opportunity to talk to a nurse | Q23**

Of the 44 people who answered this question, 93% (41) said that they always got the opportunity to talk to a nurse when they needed to.

### **Time spent explaining health and social care at home | Q42**

Of the 44 people who answered this question, 93% (41) said that staff spent enough time explaining about their health and social care at home.

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

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

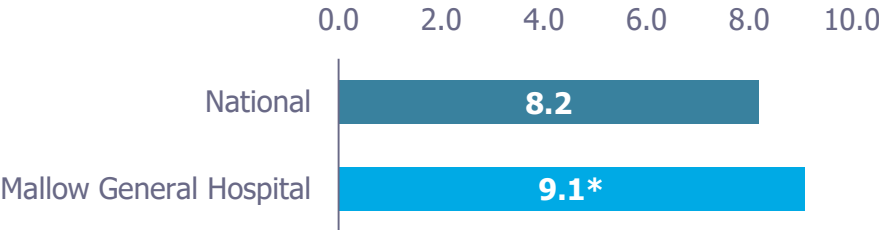
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



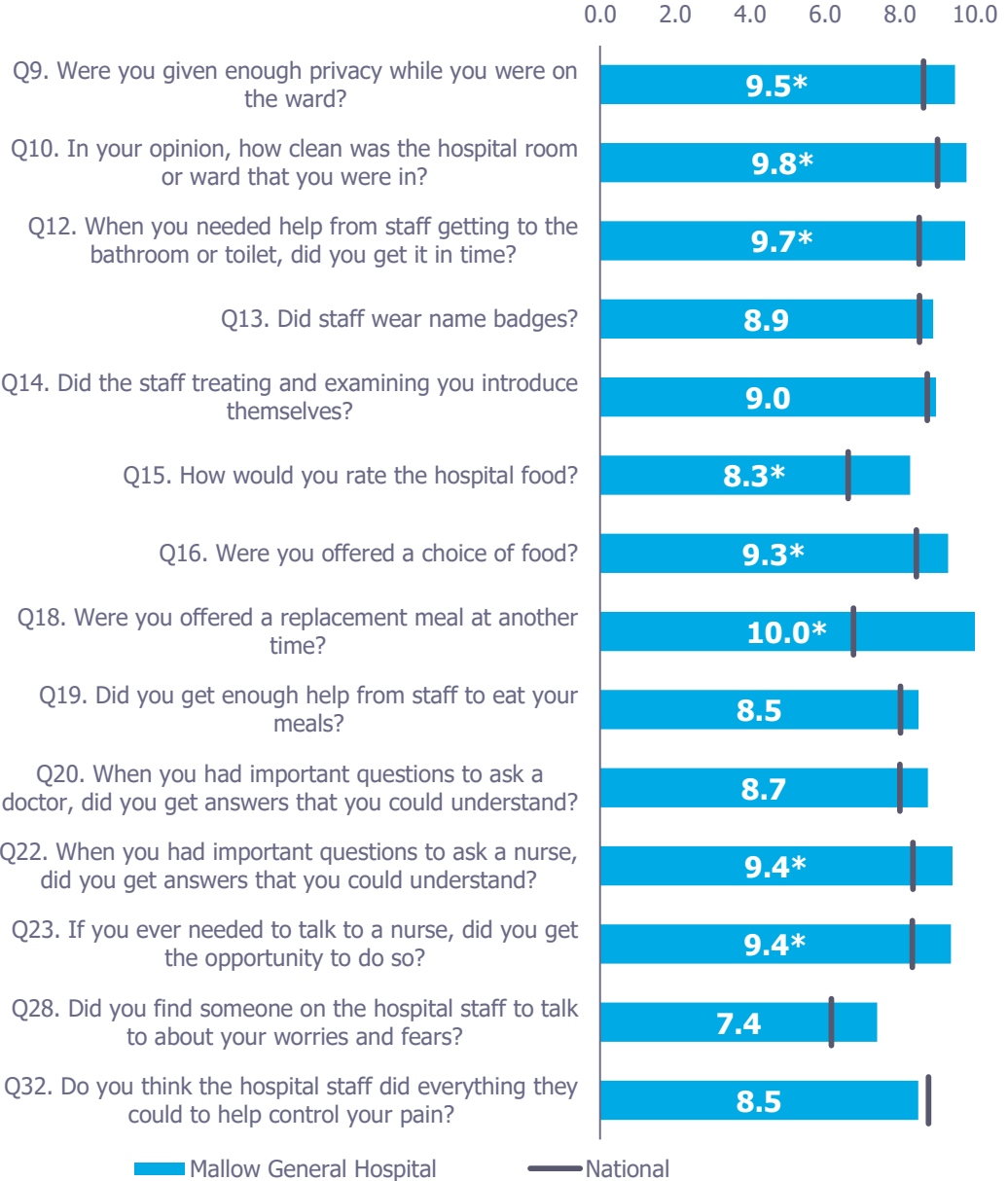
# Care on the ward

- Highest-scoring question:
  - All six people (100%) who were ever unable to eat during mealtimes said that they were always offered a replacement meal at another time.
- Lowest-scoring question:
  - Of the 20 people who had worries and fears, two (10%) said that they could not find a member of staff to talk to.

Comparison with the national average



Average scores for questions on 'care on the ward'



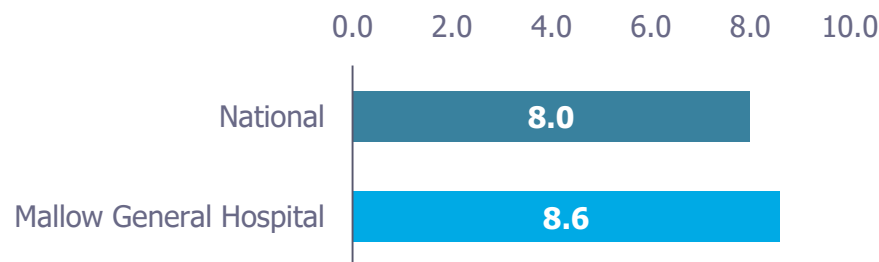
\* Denotes statistically significant differences from the national average.



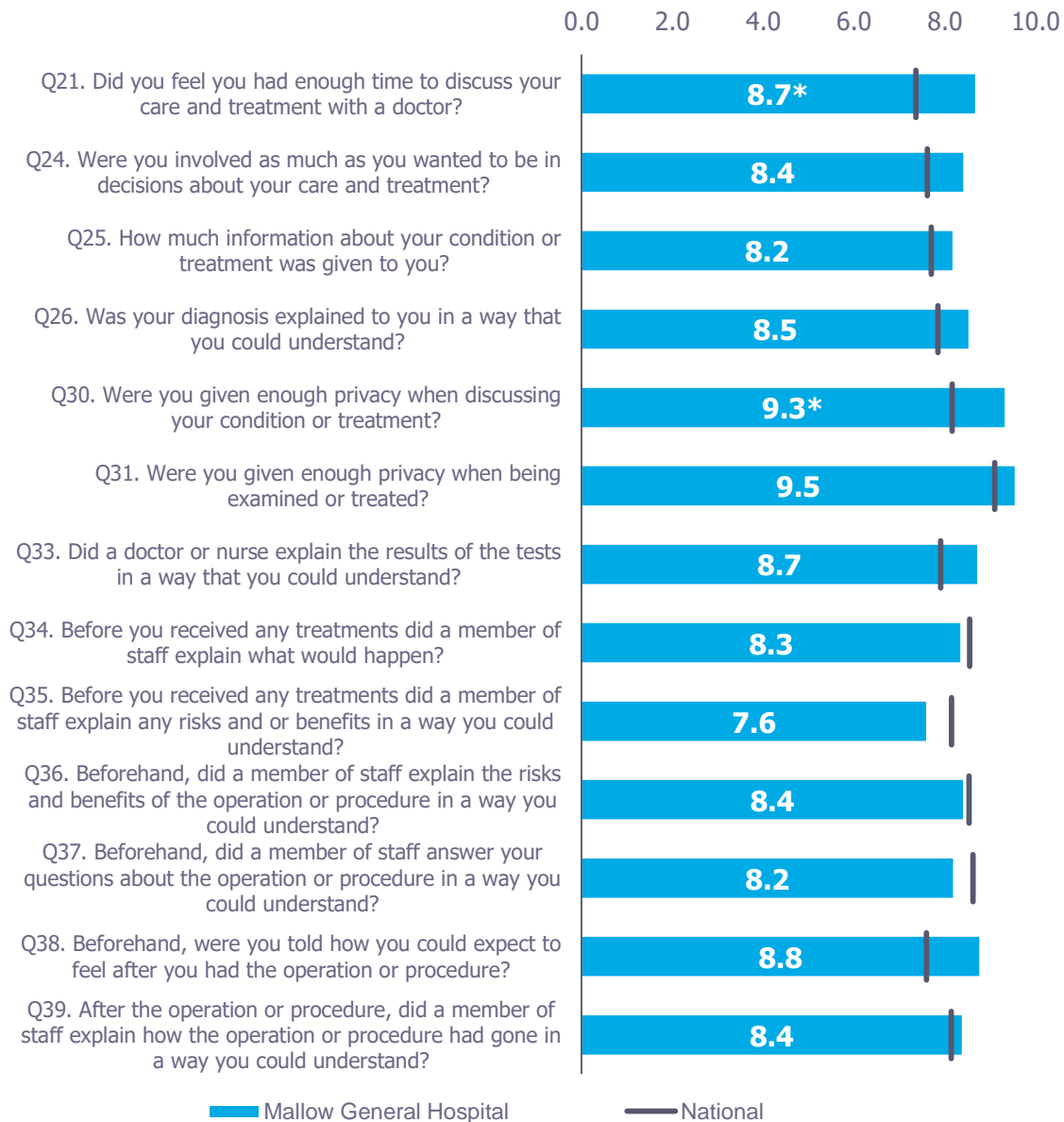
# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 95% of people (42 of 44) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 11% of people (4 of 37) said that the risks and benefits of treatments were not fully explained to them.

## Comparison with the national average



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



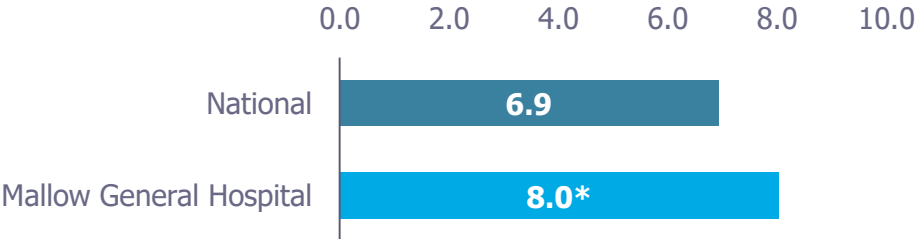
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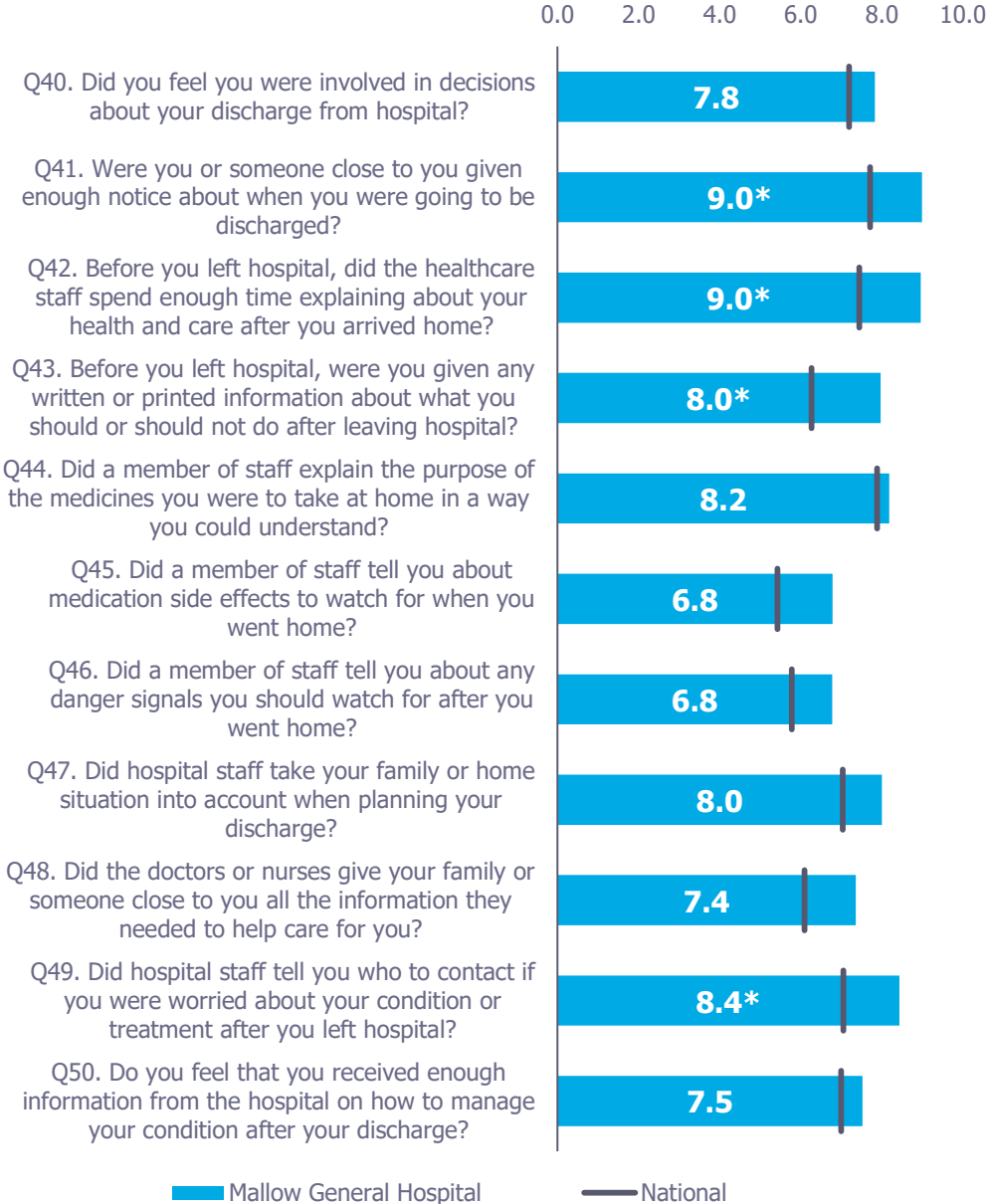
# Discharge or transfer

- Highest-scoring questions:
  - 87% of people (39 of 45) said that they were definitely given enough notice about when they were going to be discharged, while 93% (41 of 44) said that staff spent enough time explaining about their health and care.
- Lowest-scoring questions:
  - 21% of people (7 of 34) said that medication side effects were not fully explained to them, while 16% (5 of 32) said that they were not told about any danger signals to watch for after 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 questions:
  - 96% of people (43 of 45) said that they were always treated with respect and dignity while they were in hospital.
  - 96% (44 of 46) said that they always had confidence and trust in the hospital staff treating them.
  - 89% of people (40 of 45) said that the toilets or bathrooms they used were very clean.
- Lowest-scoring question:
  - Two people (5% of 37) 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.



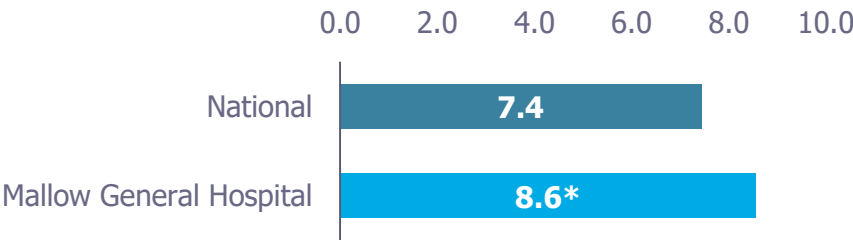


# Care during the pandemic

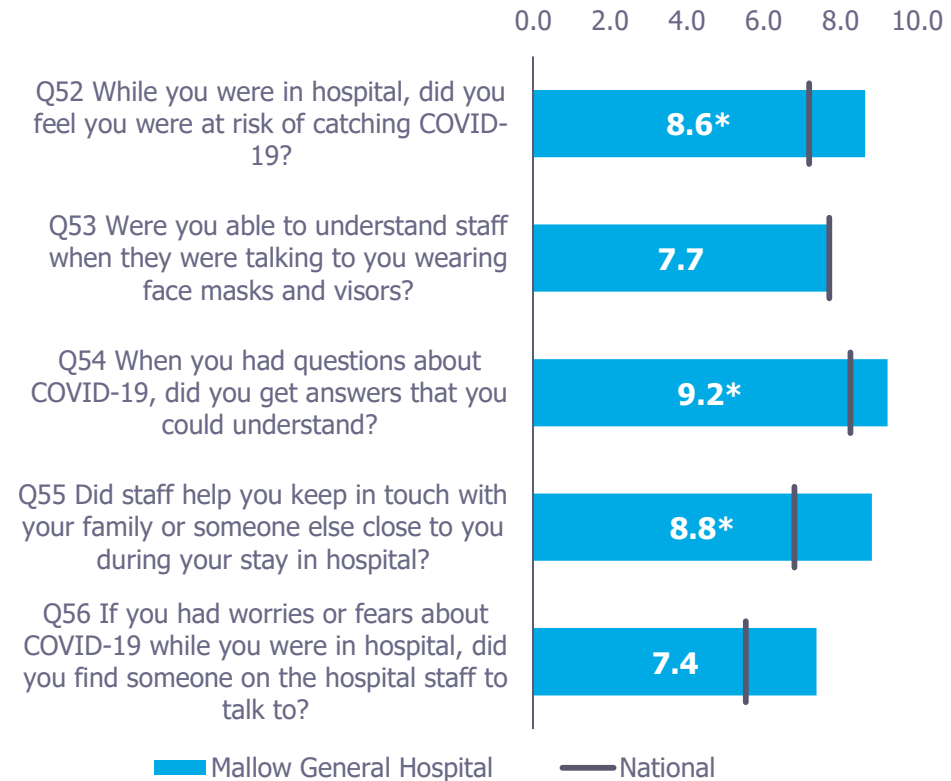


- Highest-scoring question:
  - 87% of people (27 of 31) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
  - While 62% of people (28 of 45) said that they had no worries or fears about COVID-19, three people (18% of 17) who had worries 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'



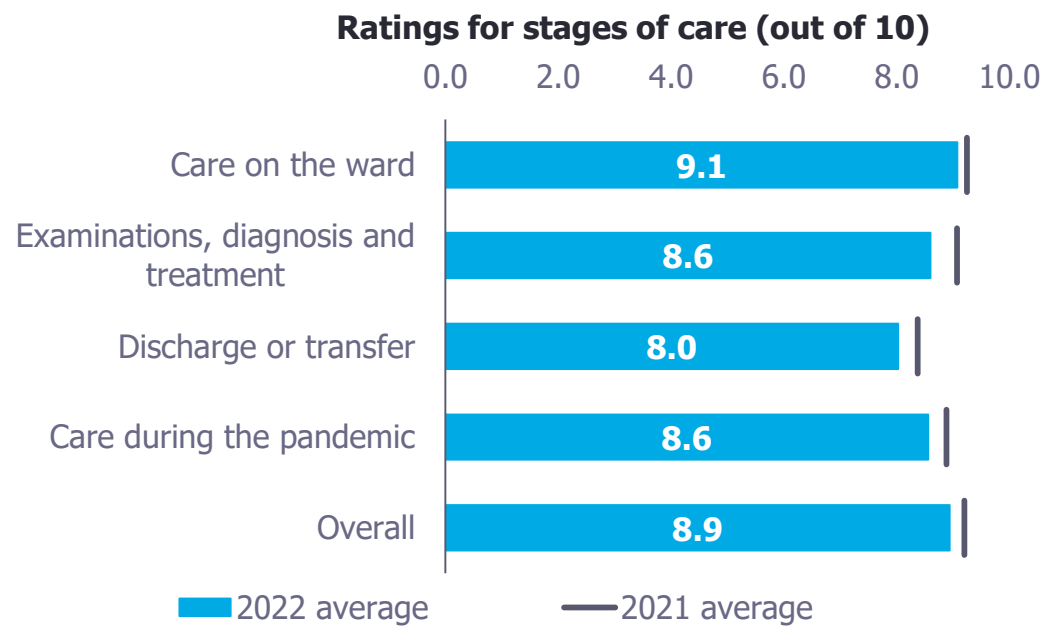
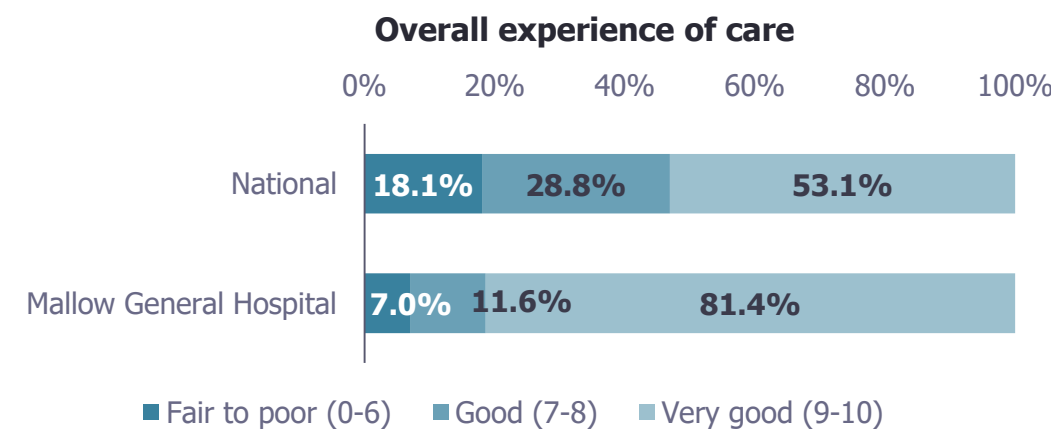
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# Overall experience



- 93% of people who were admitted to Mallow General 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.

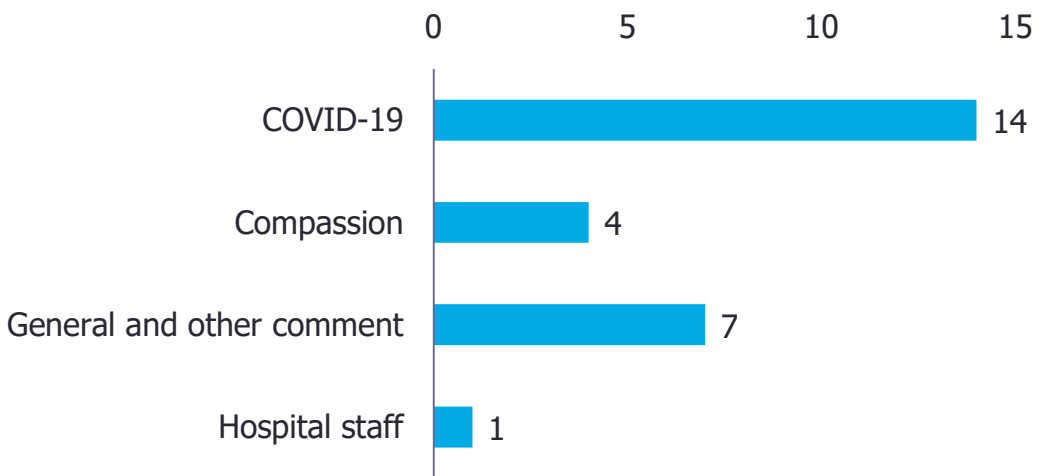




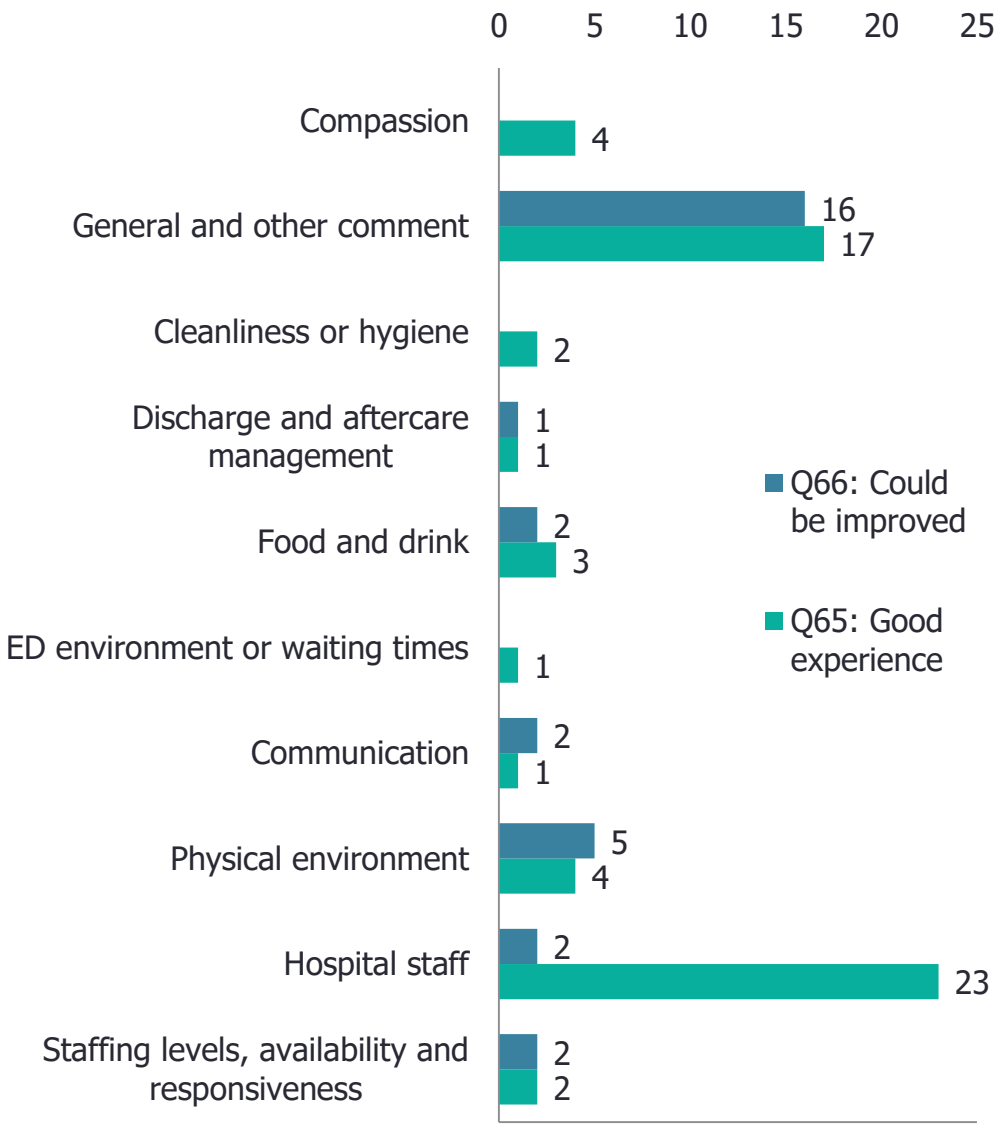
# Analysis of patients' comments

- 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).
- 89 comments were received from patients admitted to Mallow General Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





## In their own words: comments from patients



"Appeared to be a lack of communication during staff changes on the location/storage location of routine medications brought to hospital by patient... (medicine needed to be stored in fridge)."

"I was discharged without consideration that I live alone with just family support."

"The mattress most uncomfortable."

"Not allowed more than 1 visitor per day, for a max of 20 mins, and it had to be the same visitor every day for the first week, then it opened up to different people after that, still max 1 person per day. I understood the reason but it felt lonely sometimes when I couldn't have visitors during the day."



## In their own words: comments from patients



"A happy atmosphere existed throughout all the staff. Also food was prepared and cooked in the hospital's kitchens. Mass was relayed on TV every morning from the Chapel within the hospital and Chapel is open all day and that is a comfort."

"Very good and clean environment. Staff excellent."

"Excellent staff: I could not have received any better care from a friendly courteous and cheerful staff. A big thank you to all of them."

"Mallow hospital MAU was unknown to me until I needed to avail of the service. I was very impressed and thankful with the medical care I received without too much stress and bother. Follow up care was excellent too. Full marks to MAU and Mallow Hospital."



## Conclusion



- 93% of people who were admitted to Mallow General 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 all stages of care were about the same in 2022 as in 2021.
- Ratings for 'care on the ward', 'discharge or transfer', 'care during the pandemic' and overall experience were above the national average.
- Mallow General Hospital scored above or similar to the national average for all survey questions.
- Positive elements of experience included cleanliness of the room or ward, opportunity to talk to a nurse, and time spent explaining health and social care at home.

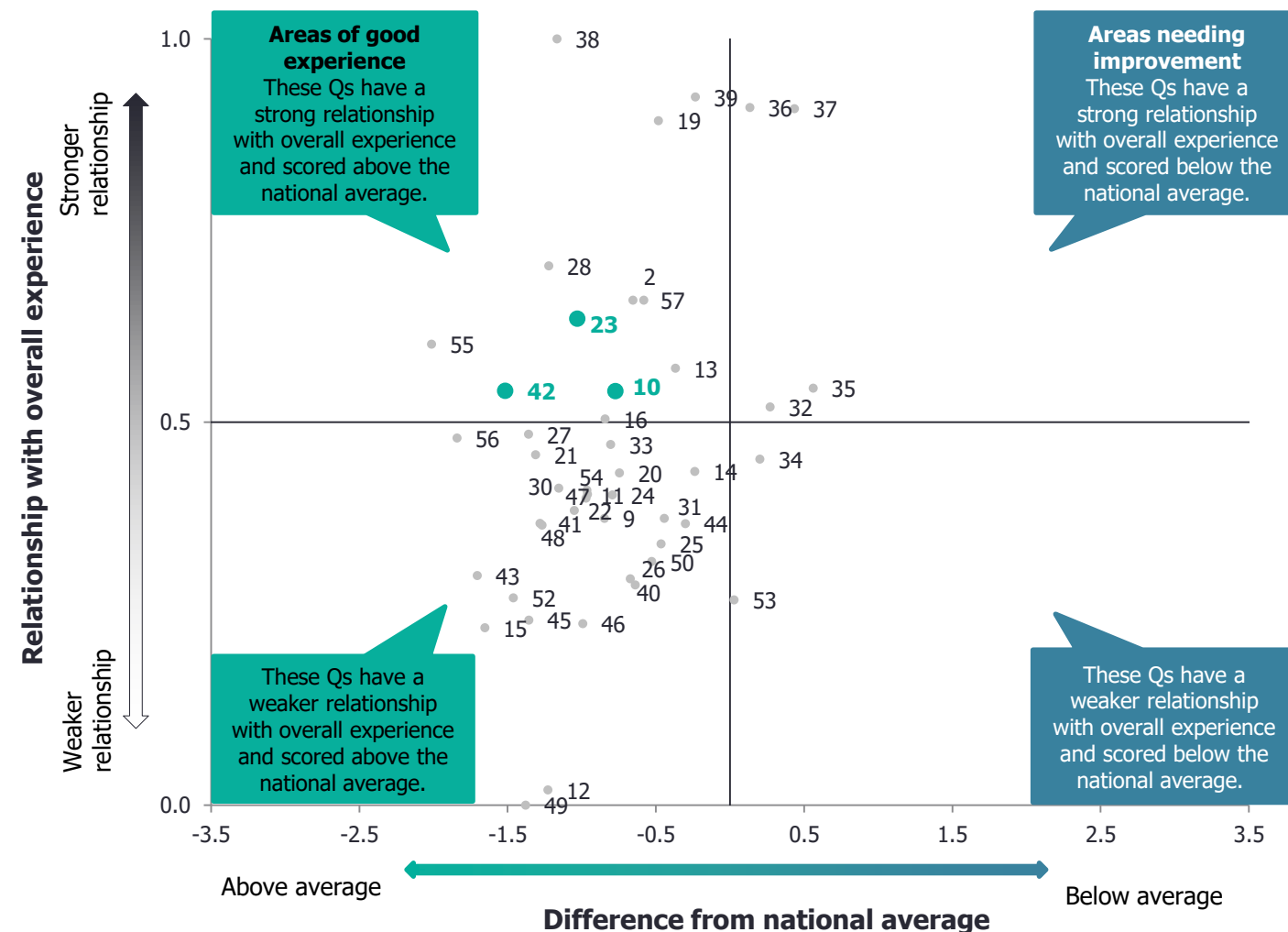


## Appendix 1

### 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](http://www.yourexperience.ie).

Improvement map Mallow General Hospital







THANK YOU

QUESTIONS

More information on the National Inpatient Experience Survey 2022 is available from [www.yourexperience.ie](http://www.yourexperience.ie):

- [National results](#)
- [Interactive results \(Tableau\)](#)
- [Technical report](#)

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