



National Inpatient Experience Survey 2022

Mayo 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:

- Inclusion and exclusion criteria:

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 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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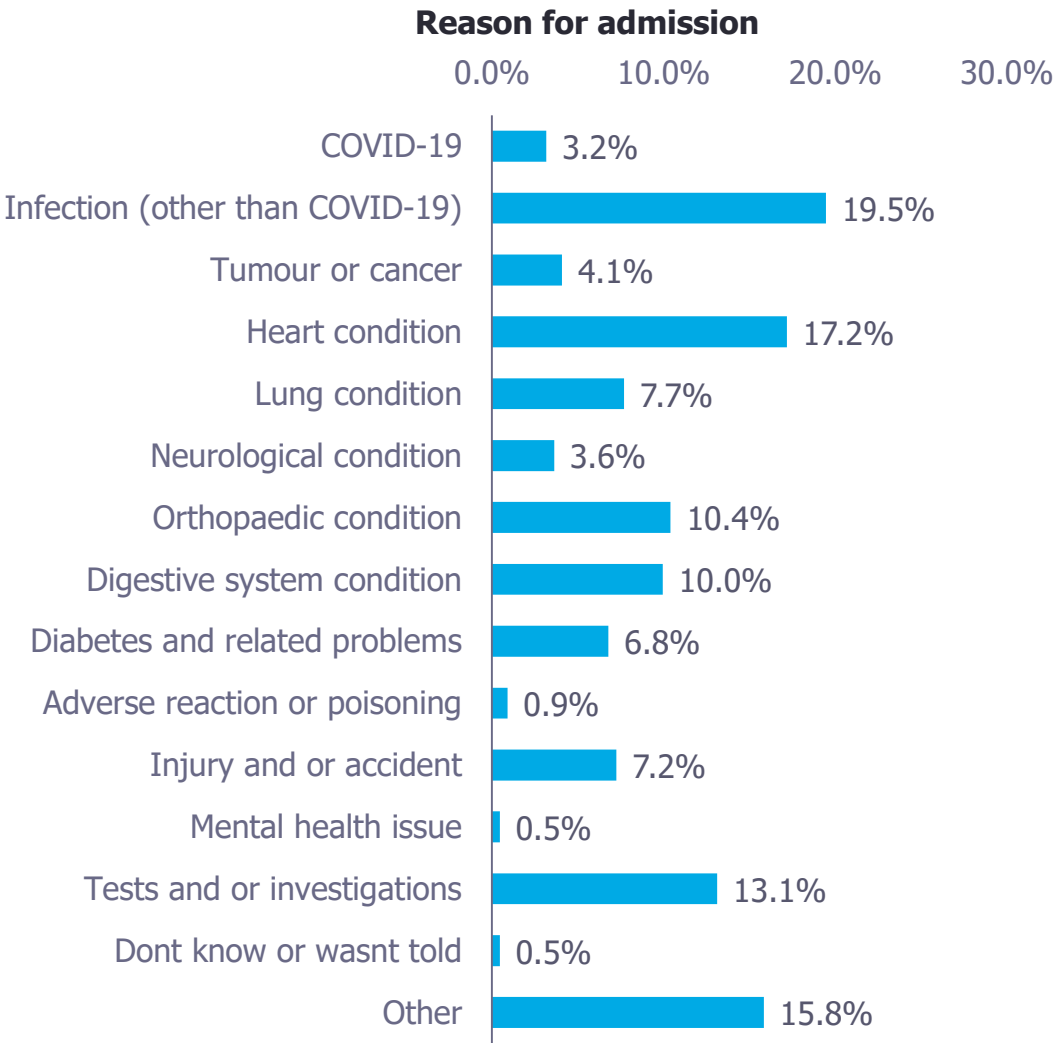


Participants

- 545 people who were admitted to Mayo University Hospital were invited.
- 227 took part (42%).

Characteristics of participants

Age category	Number	%
16 to 35 years	9	4.0
36 to 50 years	24	10.6
51 to 65 years	45	19.8
66 to 80 years	91	40.1
81 years or older	58	25.6
Sex		
Male	113	49.8
Female	114	50.2
Admission route		
Emergency	190	83.7
Non-emergency	37	16.3





Areas of good experience



Choice of food | Q16

Of the 210 people who answered this question, 83% (175) said that they were always offered a choice of food.

This question scored significantly above average.

Mayo University Hospital scored similar to or below the national average for most survey questions.

While no other areas of good experience 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.



Areas needing improvement



Clear answers from a doctor in the emergency department | Q3

Of the 151 people who had important questions to ask doctors and nurses in the emergency department, 13% (19) said that they did not get answers they could understand.

Privacy while being examined or treated in the emergency department | Q5

Of the 172 people who answered this question, 19% (33) said that they were not given enough privacy when being examined or treated in the emergency department.

Respect and dignity in the emergency department | Q6

Of the 177 people who answered this question, 13% (23) said that they were not treated with respect and dignity in the emergency department.

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

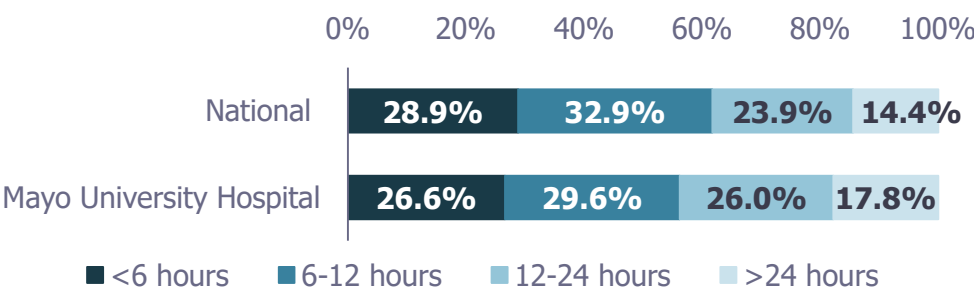


Admissions

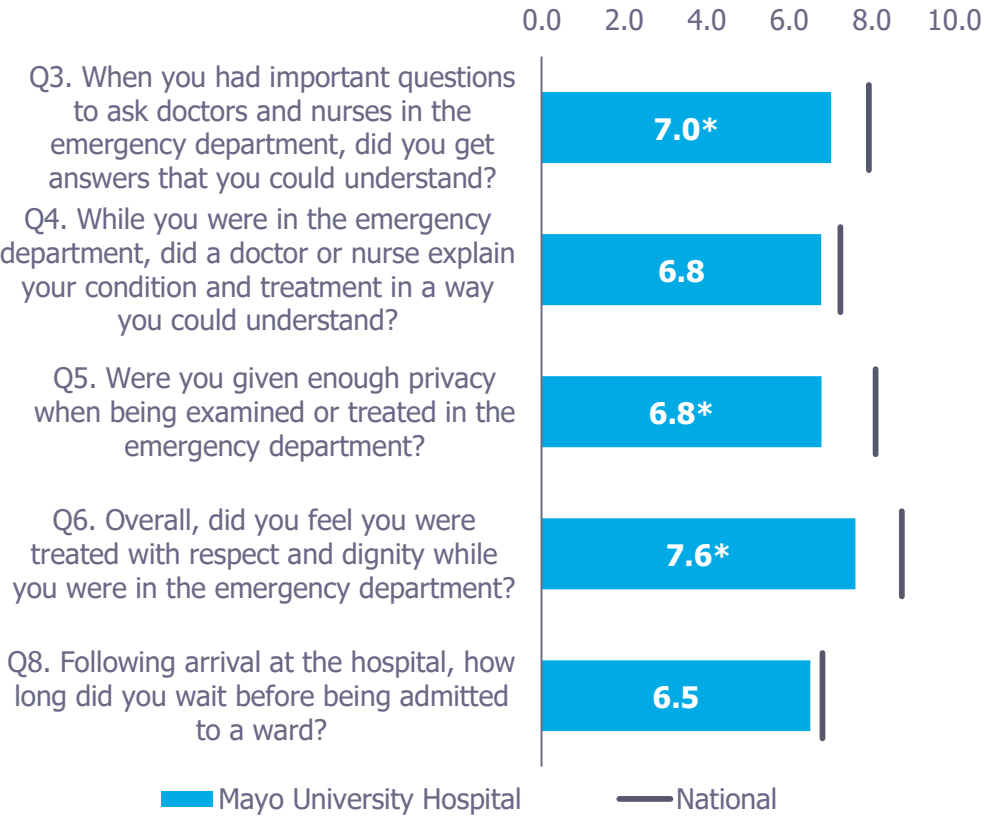


- Highest-scoring question:
 - 68% of people (121 of 177) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 18% of people (30 of 169) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



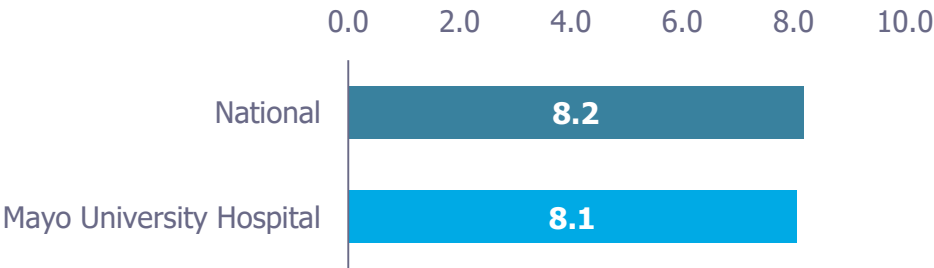
* Denotes statistically significant differences from the national average.



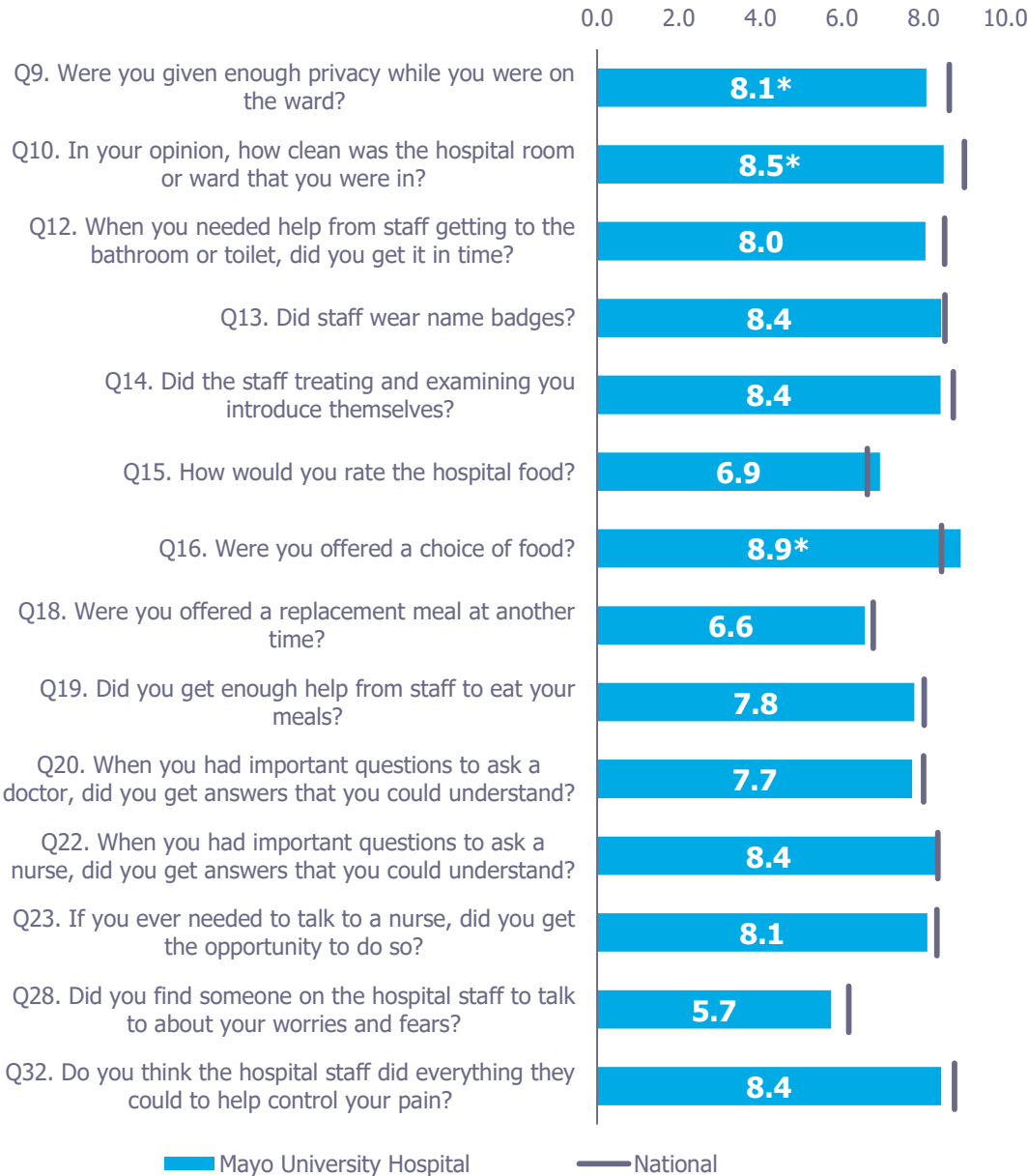
Care on the ward

- Highest-scoring question:
 - 83% of people (175 of 210) said that they were always offered a choice of food.
- Lowest-scoring question:
 - 27% of people (37 of 136) 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'



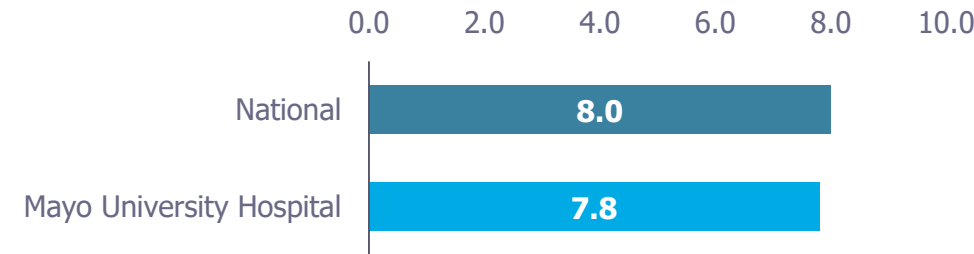
* Denotes statistically significant differences from the national average.



Examinations, diagnosis and treatment

- Highest-scoring questions:
 - 80% of people (171 of 214) said that they were always given enough privacy when being examined or treated, while 78% (153 of 195) said that staff always explained what would happen before they received any treatments.
- Lowest-scoring question:
 - 17% of people (36 of 215) 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'



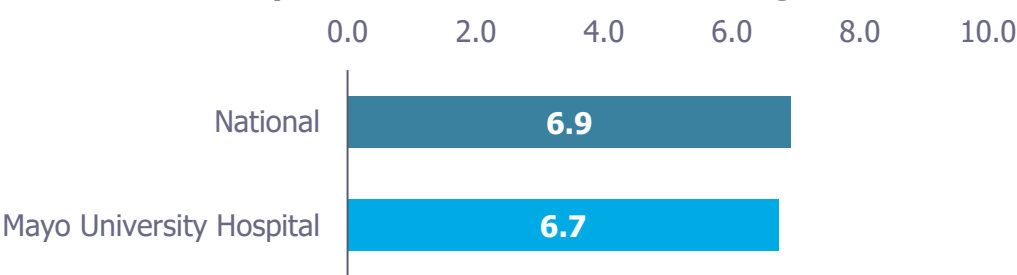
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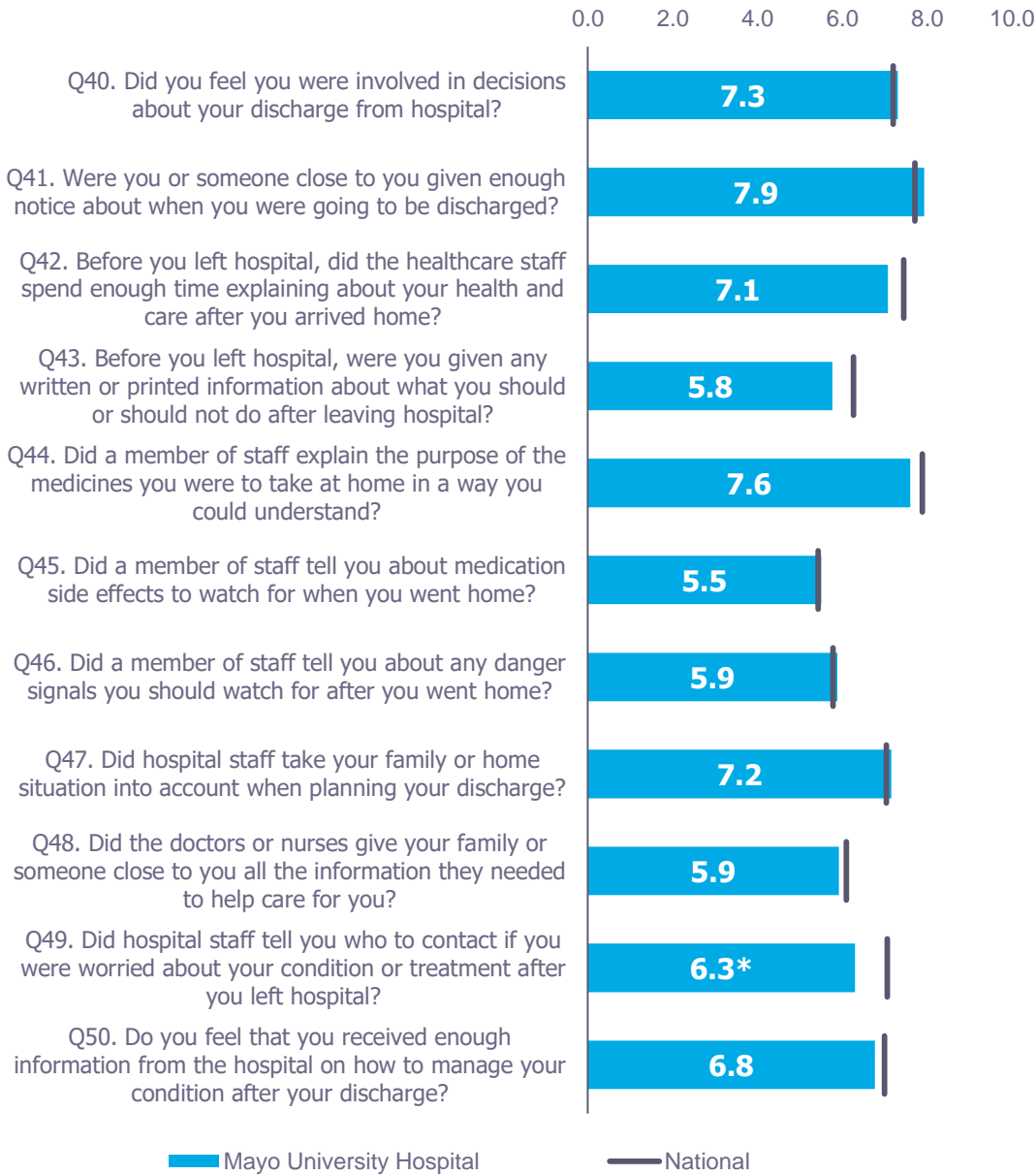
Discharge or transfer

- Highest-scoring question:
 - 70% of people (150 of 215) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 38% of people (55 of 143) 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.

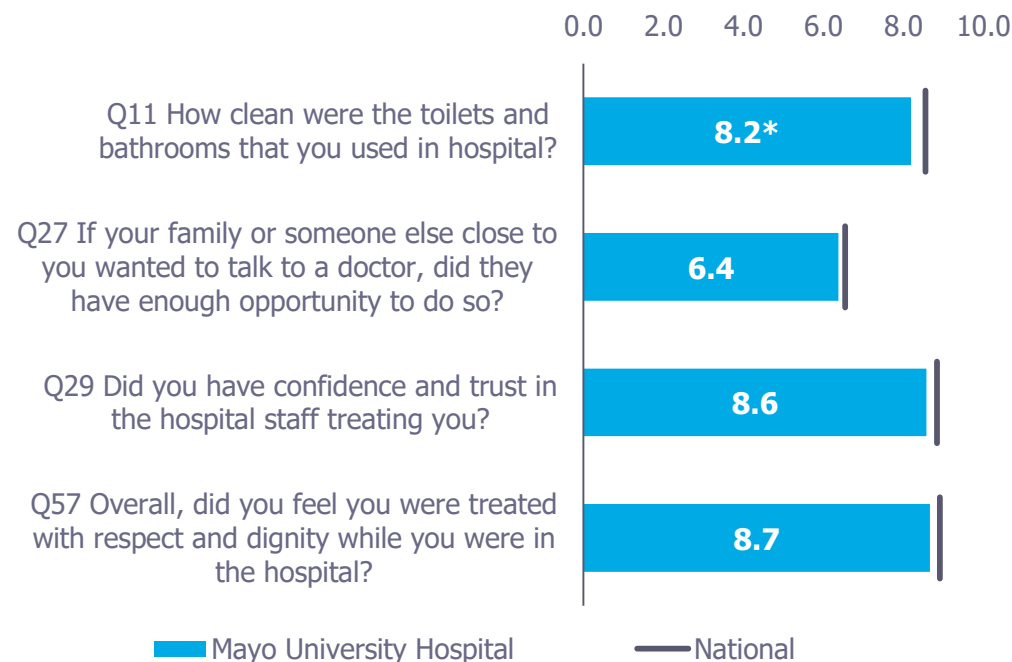


Other aspects of care

- Highest-scoring question:
 - 77% of people (165 of 215) said that they were always treated with respect in dignity while they were in hospital.
- Lowest-scoring question:
 - 21% of people (30 of 146) 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'



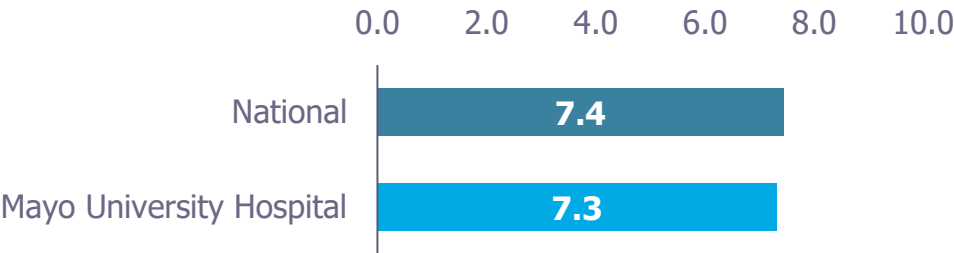
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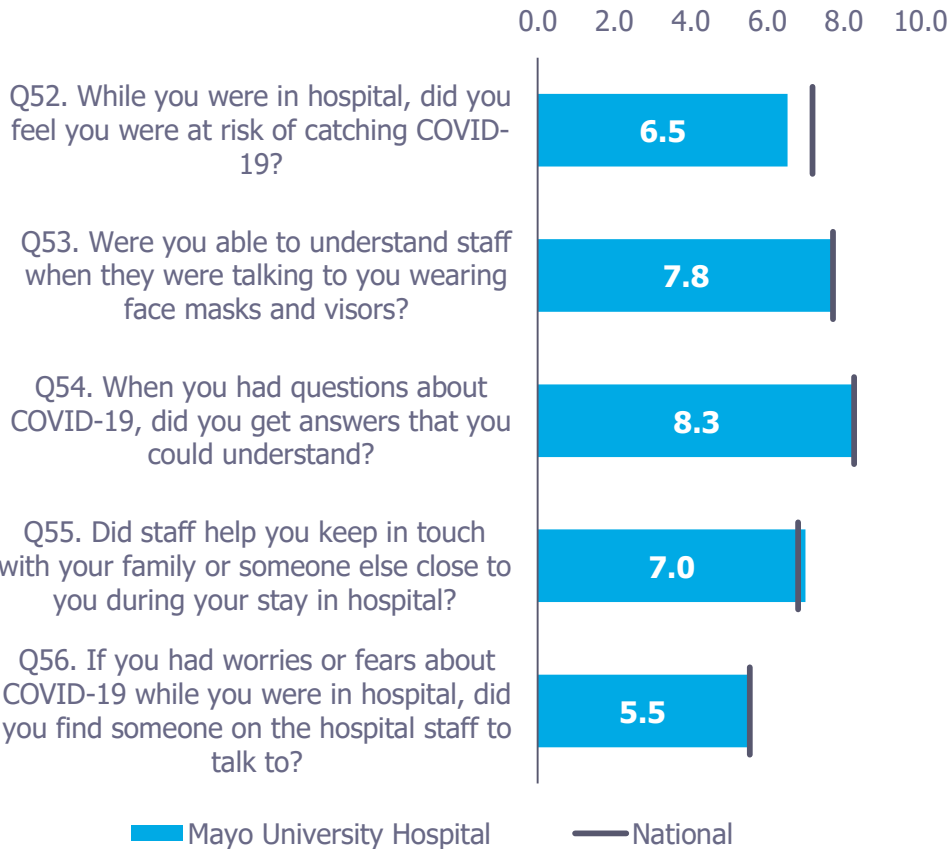
Care during the pandemic

- Highest-scoring question:
 - Of the 111 people who had questions about COVID-19, 69% (77) said that they always got answers they could understand.
- Lowest-scoring question:
 - While 57% of people (123 of 215) said that they had no worries or fears about COVID-19, 35% of people who had worries or fears (32 of 92) 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'

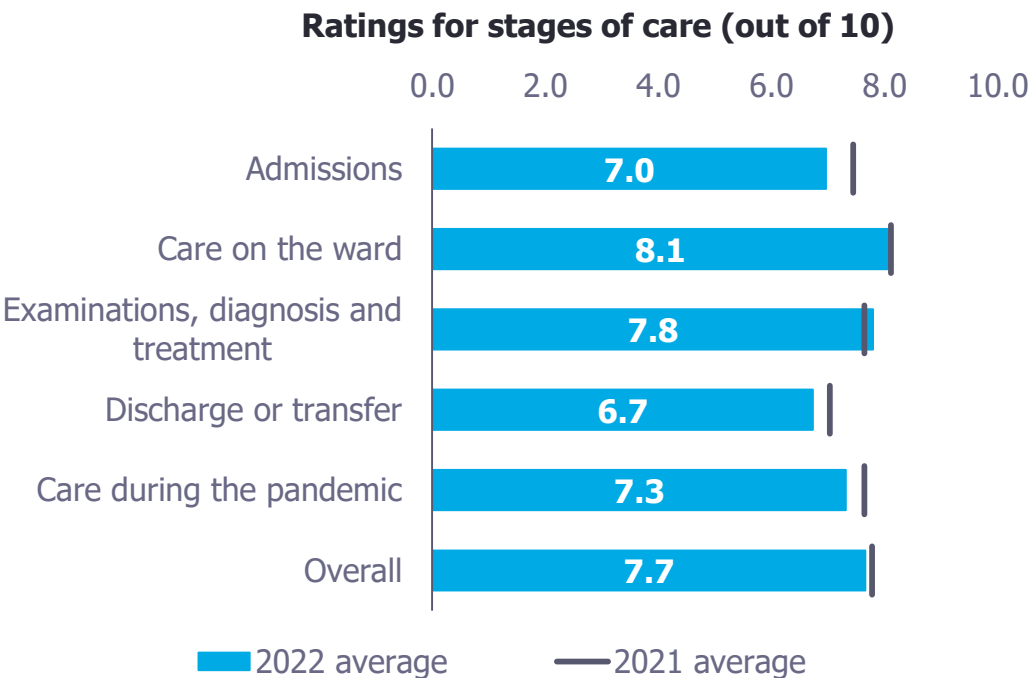
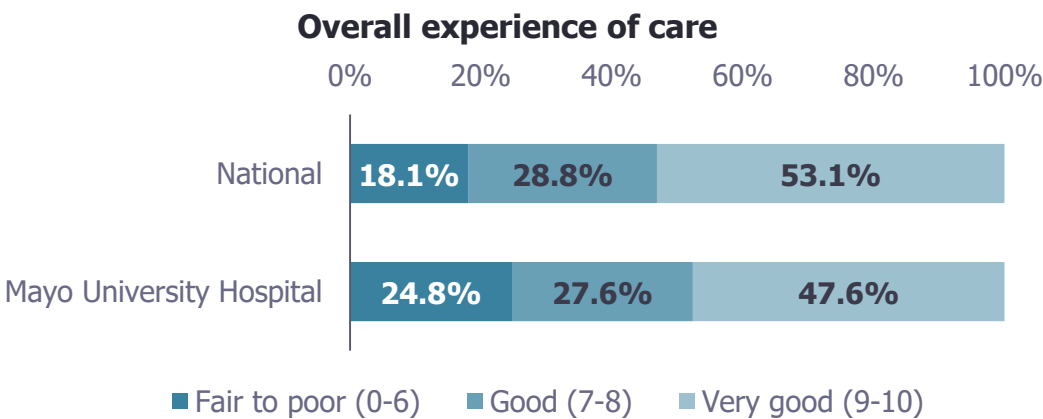




Overall experience



- 75% of people who were admitted to Mayo 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.

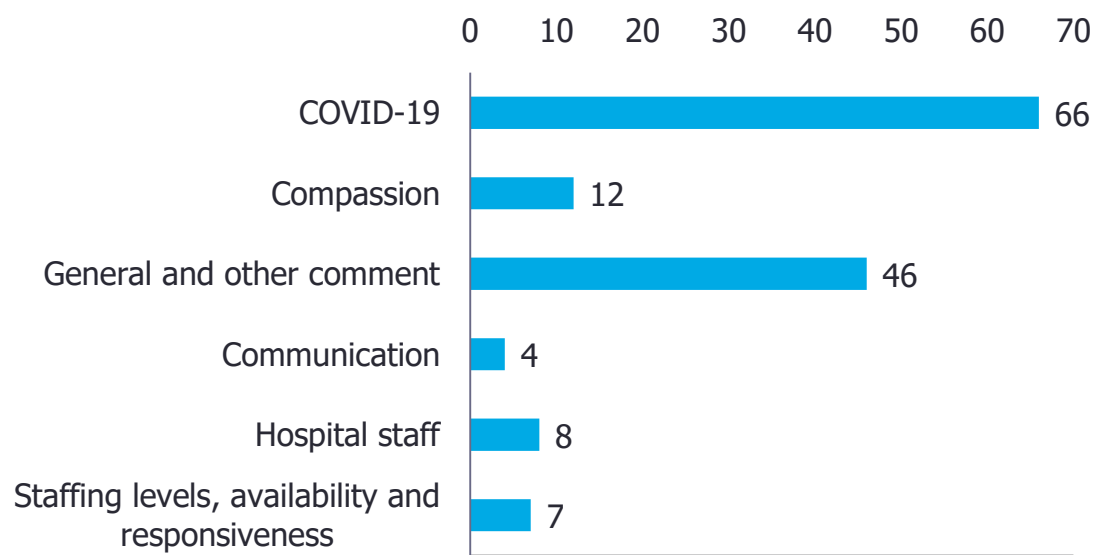




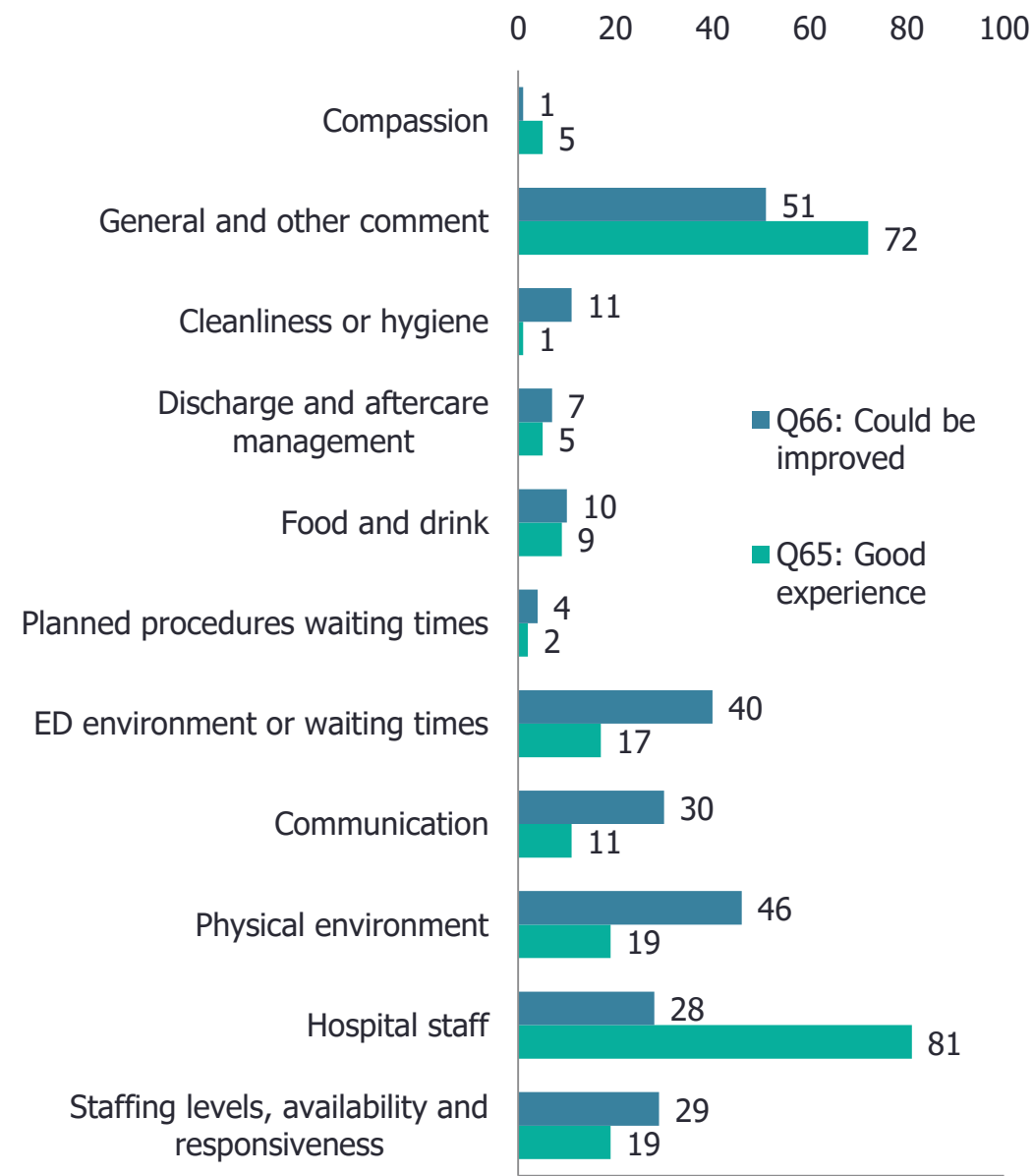
Analysis of patients' comments

- 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).
- 438 comments were received from patients admitted to Mayo University hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"Nothing in A&E is good as regards to the way it's being managed. There is a major shortage of staff, from healthcare workers, nurses, doctors. The staff that are there are clearly overworked and are doing their very best in awful conditions. I spent over 48 hours in the emergency department with a lot of pain. When I eventually got admitted to the ward the care was good."

"Every patient, public or private, going for planned surgery should have to attend a pre admissions clinic in the outpatients dept. where they would be given information and could ask questions about the upcoming surgery."

"Very poor communication between different doctors. Was in hospital 3.5 weeks and was at home for 3 weeks before being told that there was a diagnosis of Coeliac Disease!!"

"Huge staff shortages. It's just not good enough when patients need lots of help with every day duties, but no staff available for personal care or help at meal times, being left too long in bed when needing bathroom, especially when visiting was restricted so family couldn't get in to help."



In their own words: comments from patients



"The staff in A&E were very good considering limited capacity of space available to care for patients. The staff on G ward were excellent, they treated me with respect and dignity and were very kind and helpful as it should be. No complaints of the care given to me."

"All necessary investigations were done and appropriate treatment given and called back for review."

"A lot of information provided to me and training for managing my condition at home. Nice staff."

"Staff were excellent and were under pressure due to staffing levels but always had time to chat about my care or any concerns I had in a very pleasant manner."



Conclusion



- 75% of people who were admitted to Mayo University Hospital said they had a good to very good overall experience, compared to 82% nationally.
- Ratings for 'admissions' and overall experience were below the national average.
- '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.
- Positive elements of experience included the choice of food.
- Areas for improvement included clear answers from a doctor, privacy when being examined and treated, and respect and dignity in the emergency department.

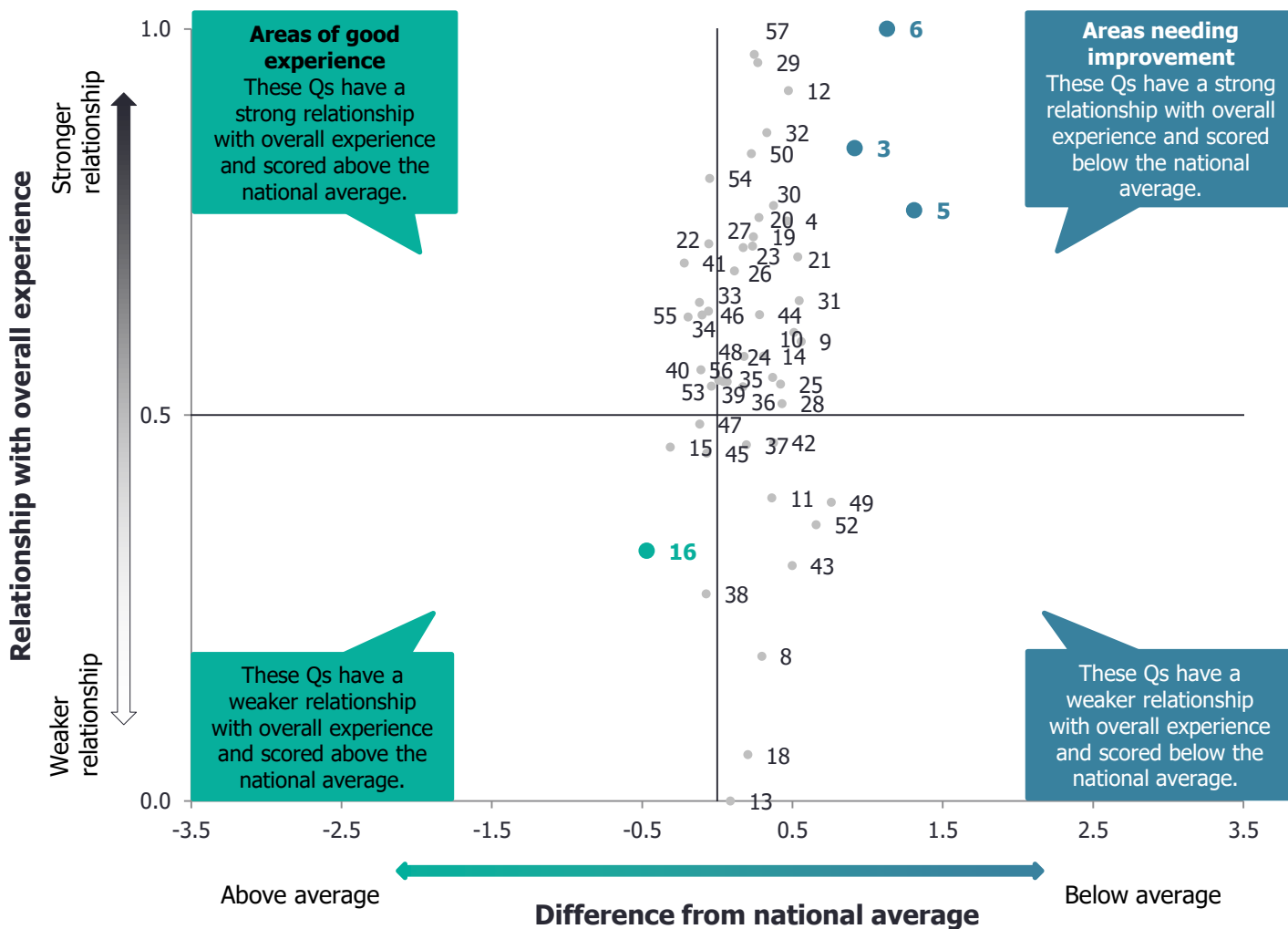


Appendix 1

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 Mayo 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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