

National Inpatient Experience Survey 2022

Midland Regional Hospital Mullingar

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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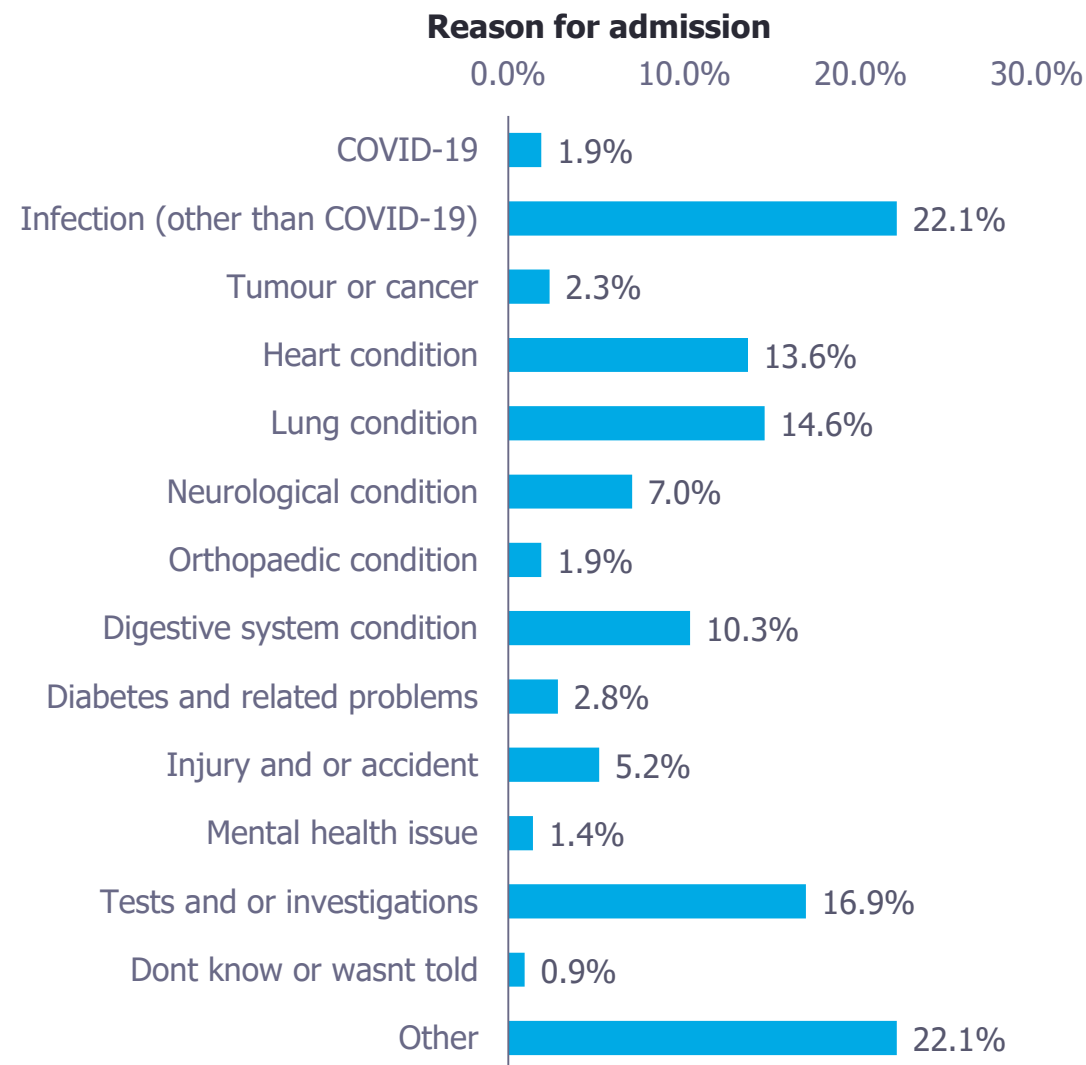


Participants

- 504 people who were admitted to Midland Regional Hospital Mullingar were invited.
- 222 took part (44%).

Characteristics of participants

Age category	Number	%
16 to 35 years	17	7.7
36 to 50 years	28	12.6
51 to 65 years	42	18.9
66 to 80 years	85	38.3
81 years or older	50	22.5
Sex		
Male	99	44.6
Female	123	55.4
Admission route		
Emergency	203	91.4
Non-emergency	19	8.6





Areas of good experience



Cleanliness of room or ward | Q10

Of the 207 people who answered this question, 99% (205) said that their room or ward was very clean or fairly clean.

Cleanliness of toilets and bathrooms | Q11

Of the 202 people who answered this question, 98% (198) said that the toilets and bathrooms they used were very clean or fairly clean.

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



Areas needing improvement



Privacy while being examined in the emergency department | Q5

Of the 196 people who answered this question, 12% (23) said that they were not given enough privacy when being examined or treated in the emergency department.

Staff introductions | Q14

Of the 205 people who answered this question, 3% (7) said that very few or none of the staff introduced themselves.

Written or printed information | Q43

Of the 168 people who answered this question, 53% (89) said that they were not given any written or printed information about what they should or should not do after leaving hospital.

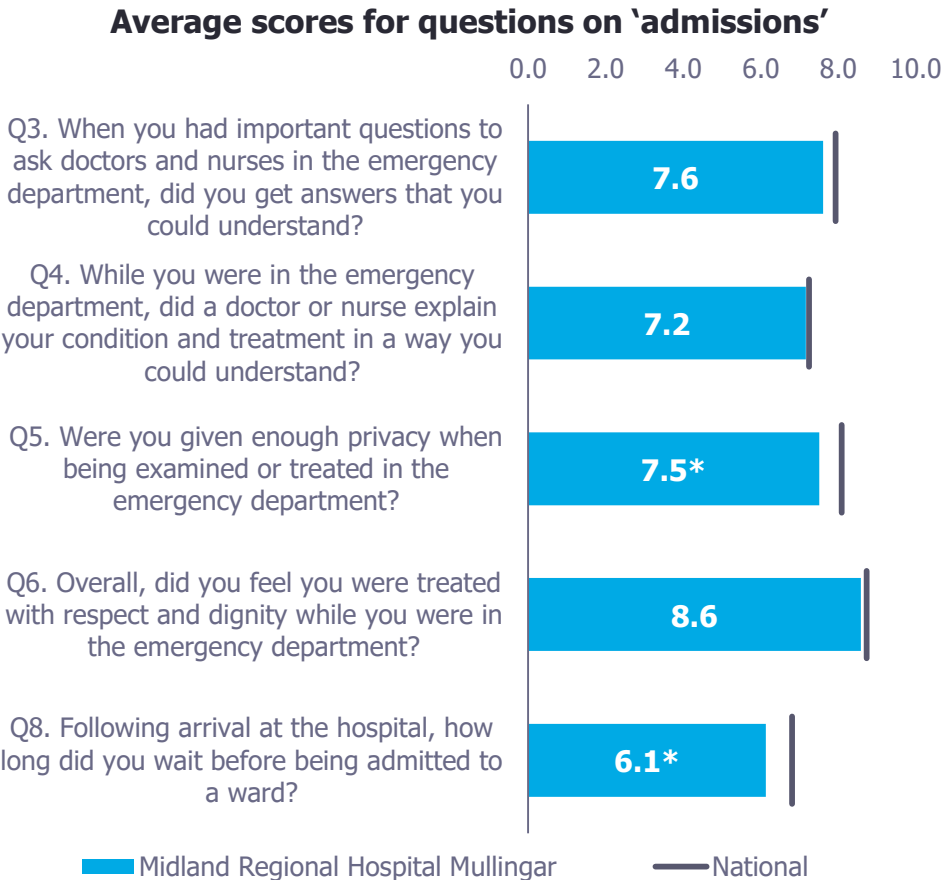
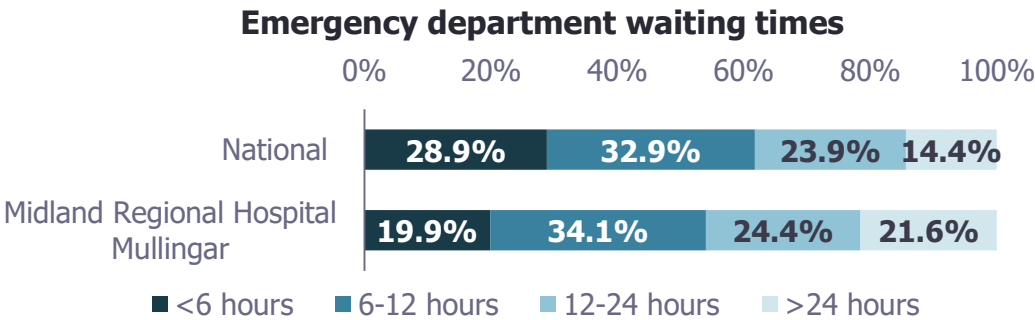
These questions scored significantly below average.



Admissions



- Highest-scoring question:
 - 78% of people (156 of 200) said that they were always treated with respect and dignity while they were in the emergency department.
- Lowest-scoring question:
 - 22% of people (38 of 176) said that they waited more than 24 hours before being admitted to a ward.



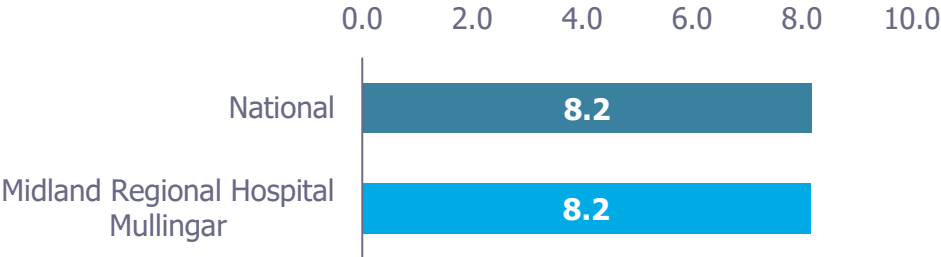
* Denotes statistically significant differences from the national average.



Care on the ward

- Highest-scoring question:
 - 79% of people (164 of 207) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 26% of people (37 of 143) 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'



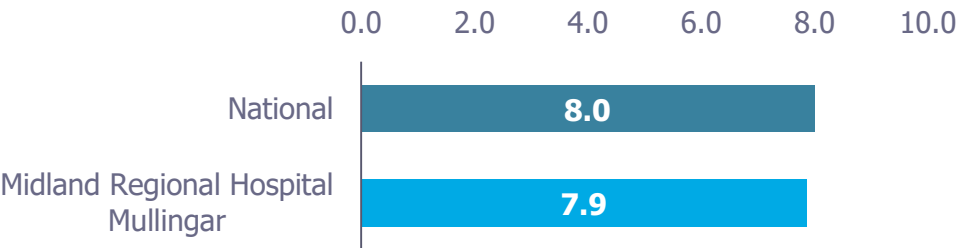
* Denotes statistically significant differences from the national average.



Examinations, diagnosis and treatment

- Highest-scoring question:
 - 87% of people (179 of 206) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring questions:
 - 13% of people (26 of 208) said that they did not have enough time to discuss their care and treatment with a doctor, while 27% (56 of 207) said that they were given either not enough or too much information about their condition or treatment.

Comparison with the national average



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

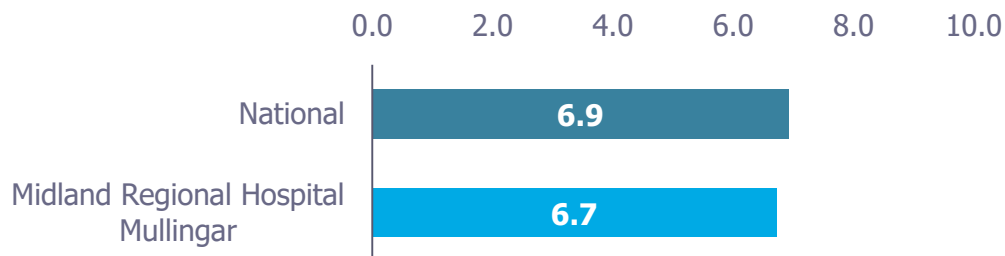




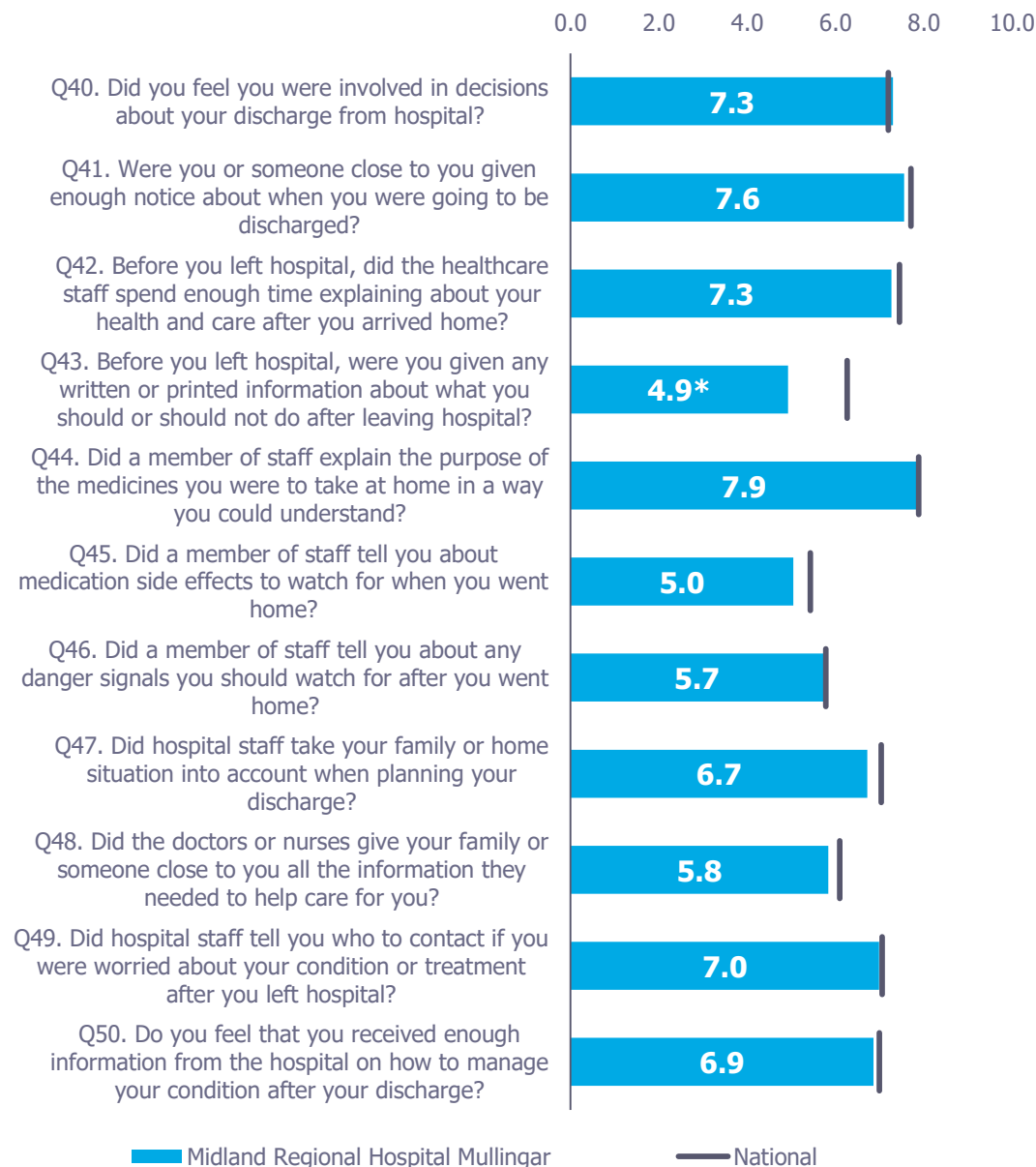
Discharge or transfer

- Highest-scoring question:
 - 67% of people (117 of 175) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 53% of people (89 of 168) said that they were not given any written or printed information about what they should or should not do after leaving hospital.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



* Denotes statistically significant differences from the national average.

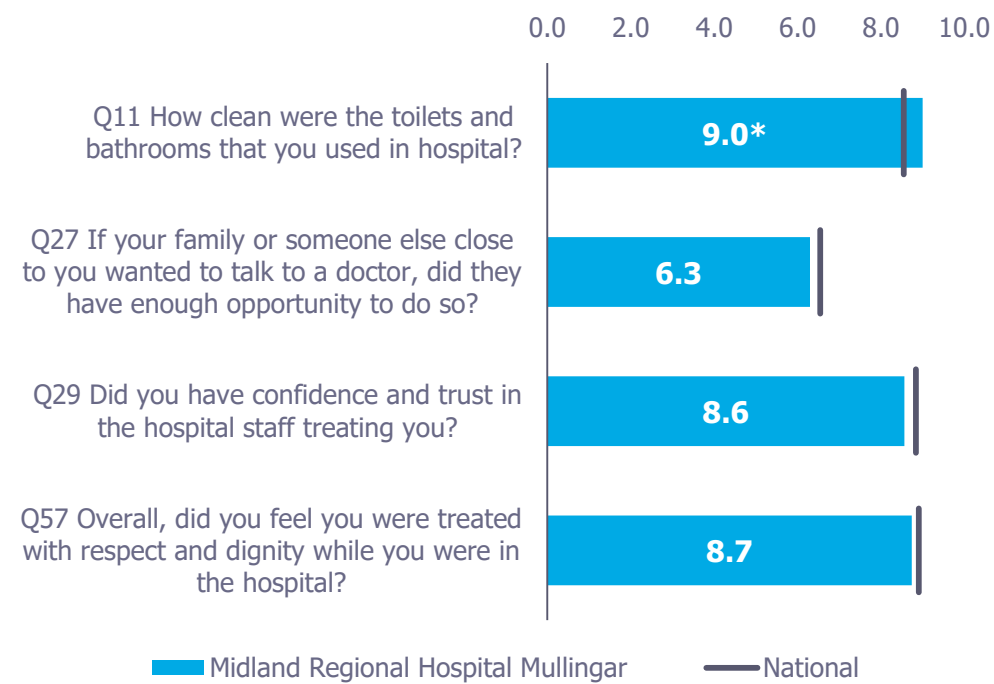


Other aspects of care

- Highest-scoring question:
 - 75% of people (151 of 202) said that the toilets or bathrooms they used in hospital were very clean.
- Lowest-scoring question:
 - 21% of people (32 of 149) 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'



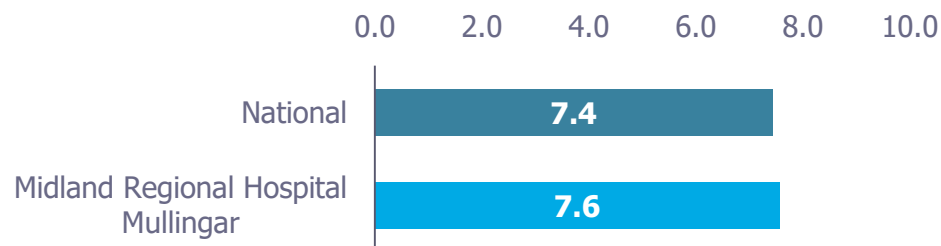
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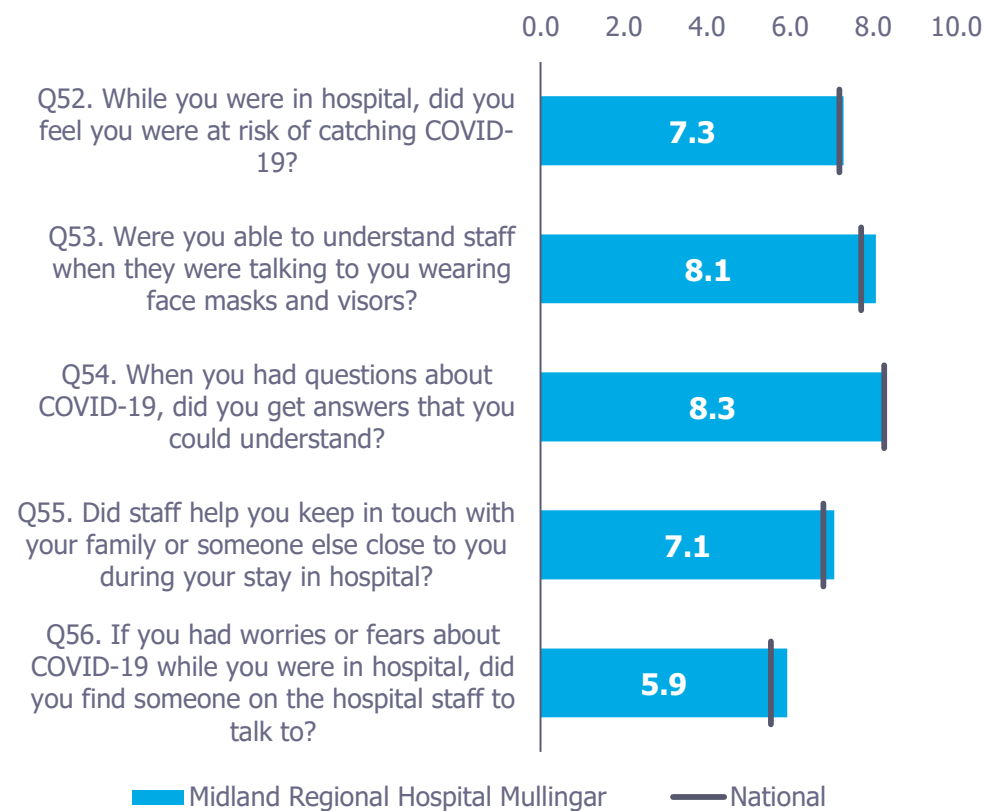
Care during the pandemic

- Highest-scoring question:
 - 68% of people (76 of 112) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 61% of people (124 of 203) said that they had no worries or fears about COVID-19, 24% of people (19 of 79) 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'

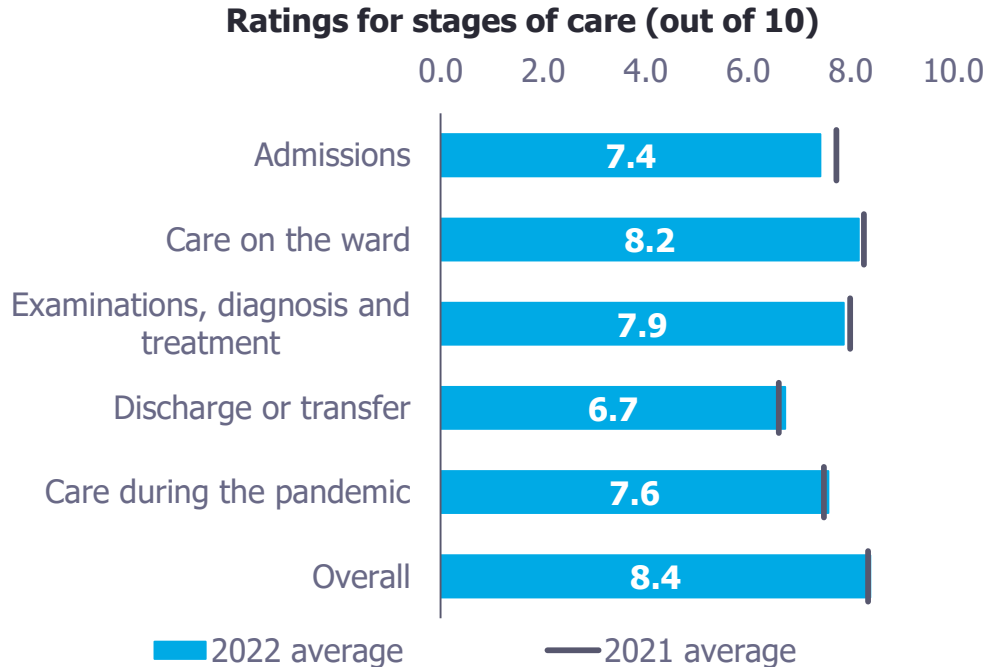
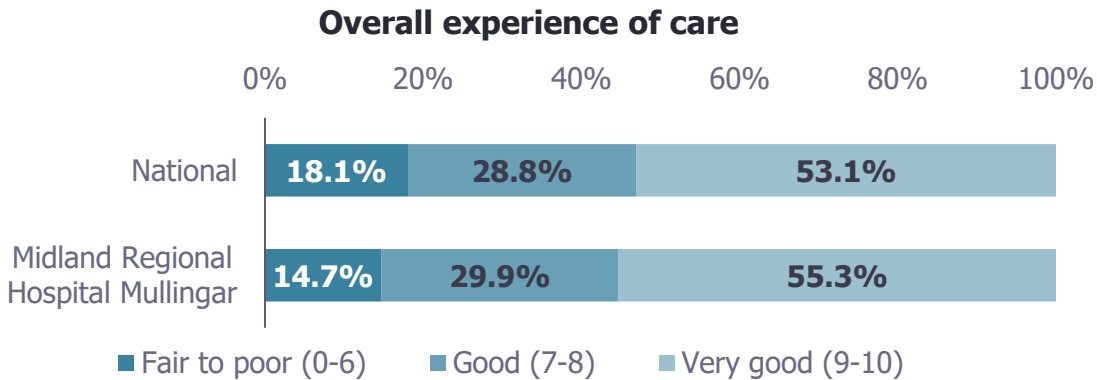




Overall experience



- 85% of people who were admitted to Midland Regional Hospital Mullingar 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.

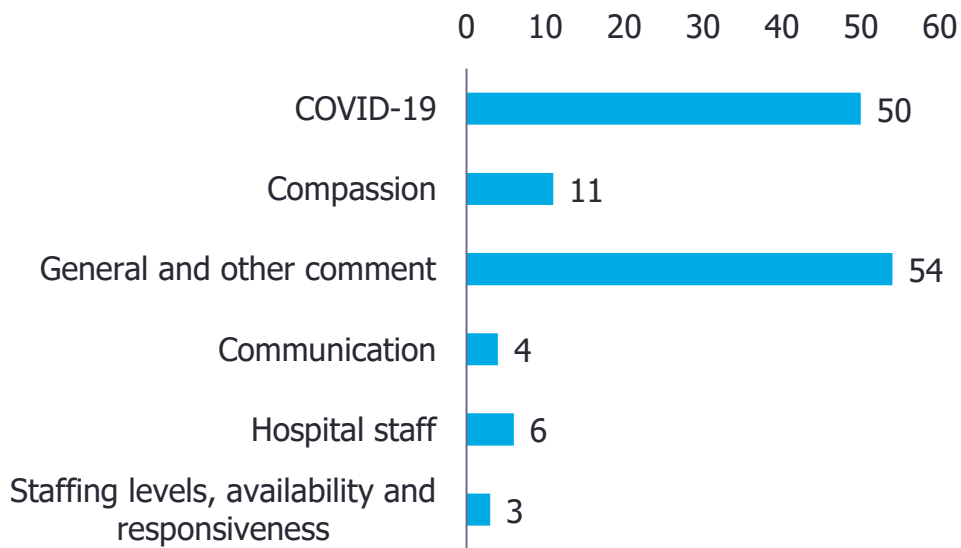




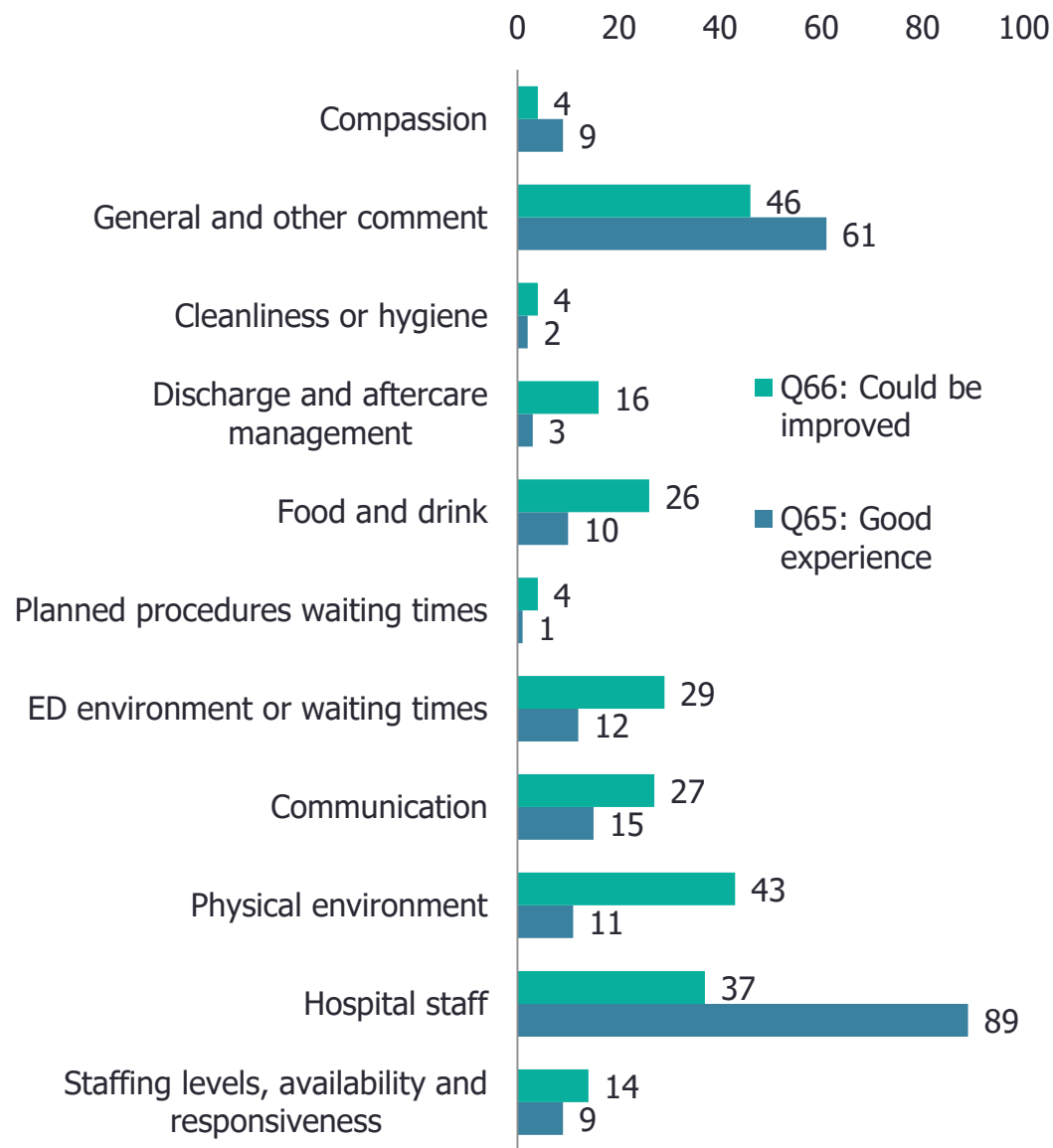
Analysis of patients' comments

- 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).
- 395 comments were received from patients admitted to Midland Regional Hospital Mullingar.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"I was not informed about when I was being discharged. This caused me to become quite anxious. I had to ask a nurse to speak to the consultant in order to find out this information. Had I not asked I most likely would have been kept in hospital unnecessarily over the weekend."

"Very little information on what was happening - how long to wait - no updates. Felt forgotten about."

"Due to the fact that I have a slight hearing impairment I found it difficult to hear/understand what some members of staff were saying to me. This was partly due to the fact that they were wearing masks."

"More privacy other than curtain when being told about your condition. Everyone hears everything... When doctor tells you you can go home. Maybe he or one of his team could write the prescription there and then to save time. Instead of waiting for one of the team to return to ward to write one up."



In their own words: comments from patients



"The nurses who looked after me in A&E were so lovely and put my mind at ease, especially when I heard I had to stay overnight. Also, the doctor who looked after me was so caring and reassuring."

"Staff were kind and helpful. Room/ward was modern, clean and very comfortable. Overall care was excellent."

"I was treated with the utmost respect and dignity. The staff were so friendly it will stay with me forever."

"Comprehensive set of testing was carried out within a relatively short period of time. Diagnosis was quick and accurate."



Conclusion

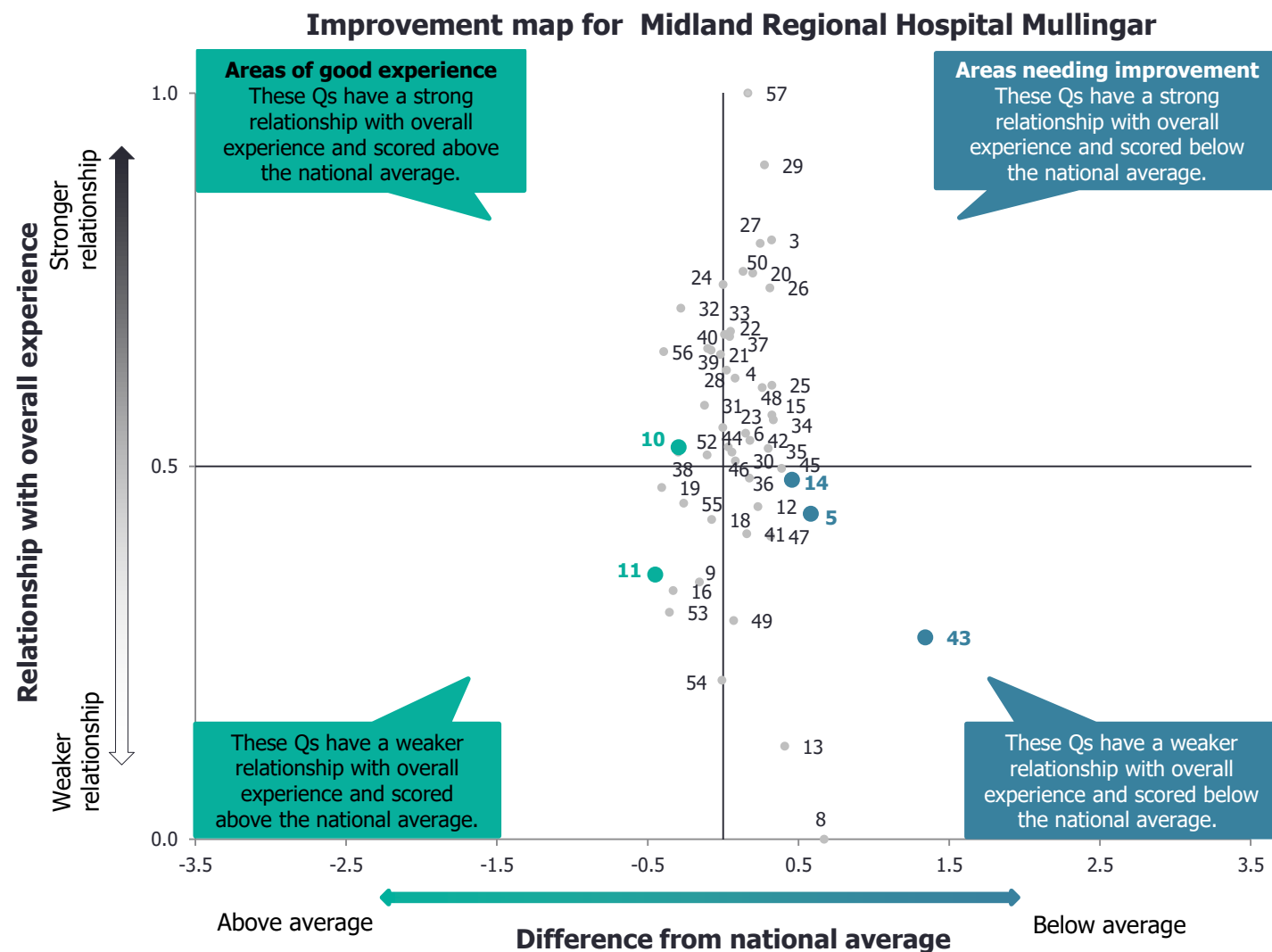


- 85% of people who were admitted to Midland Regional Hospital Mullingar said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' was the highest-rated stage of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Midland Regional Hospital Mullingar scored above the national average for overall experience.
- Ratings for 'admissions' were below the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Positive elements of experience included the cleanliness of rooms and wards as well as of toilets and bathrooms.
- Areas for improvement included privacy while being examined in the emergency department, staff introductions, and written or printed information.

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.





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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