



National Inpatient Experience Survey 2022

Midland Regional Hospital Portlaoise

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

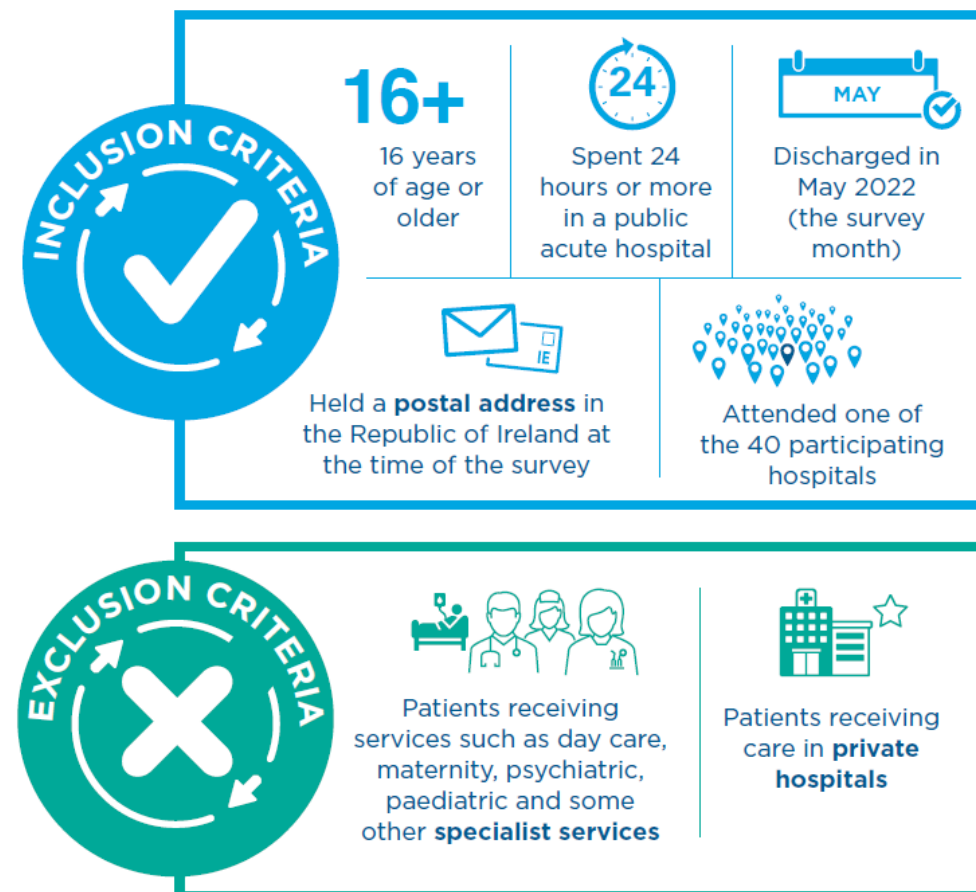
CARE DURING THE PANDEMIC



Experiences of receiving care during a pandemic including communication, feeling at risk and receiving support.

6 QUESTIONS

- Inclusion and exclusion criteria:



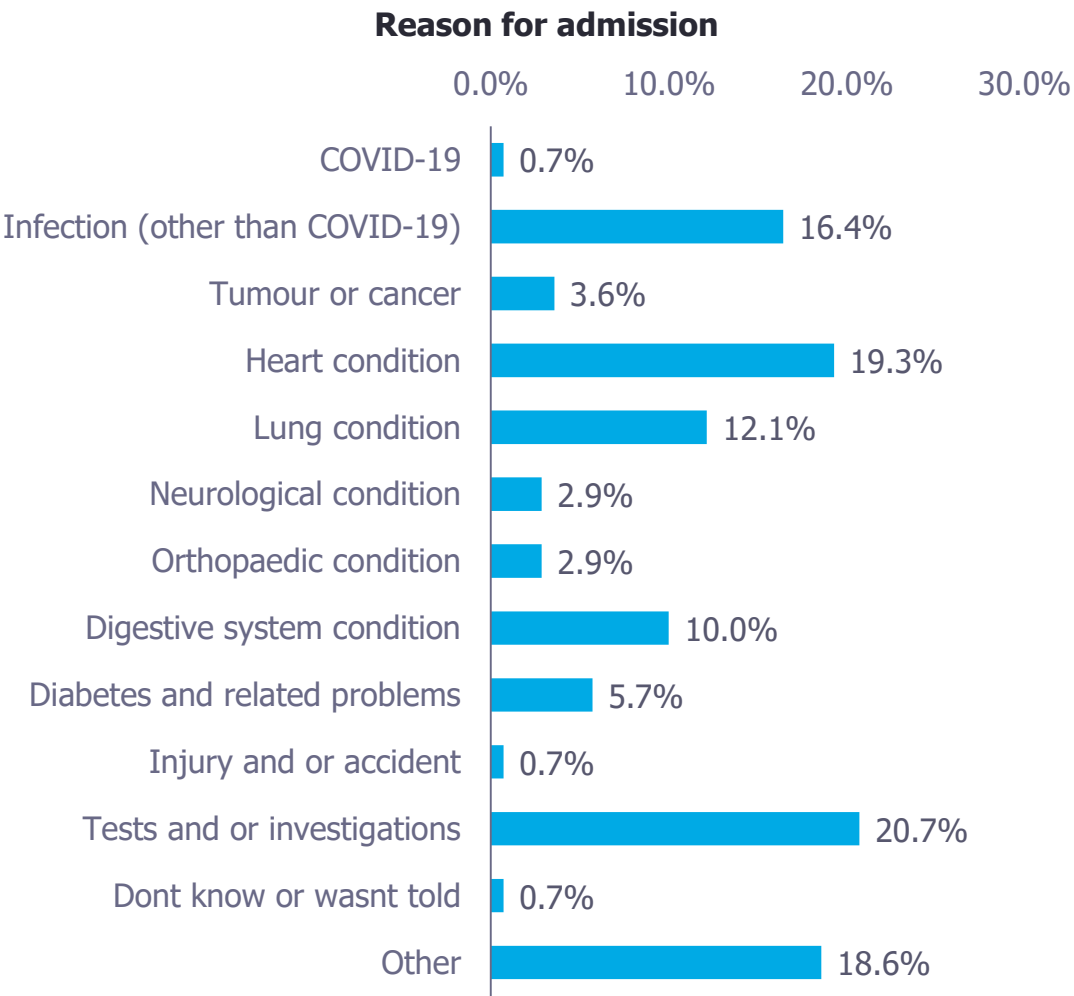


Participants

- 388 people who were admitted to Midland Regional Hospital Portlaoise were invited.
- 143 took part (37%).

Characteristics of participants

Age category	Number	%
16 to 35 years	13	9.1
36 to 50 years	20	14.0
51 to 65 years	32	22.4
66 to 80 years	55	38.5
81 years or older	23	16.1
Sex		
Male	69	48.3
Female	74	51.7
Admission route		
Emergency	135	94.4
Non-emergency	8	5.6





Areas of good experience



Respect and dignity in the emergency department | Q6

Of the 132 people who answered this question, 91% (120) said that they were always treated with respect and dignity in the emergency department.

Privacy when being examined or treated | Q31

Of the 126 people who answered this question, 90% (113) said that they were always given enough privacy when being examined or treated.

Provision of information to family members | Q48

Of the 83 people who answered this question, 61% (51) said that their family or someone else close to them was definitely given all the information they needed to help care for them.

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

In Midland Regional Hospital Portlaoise, 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.

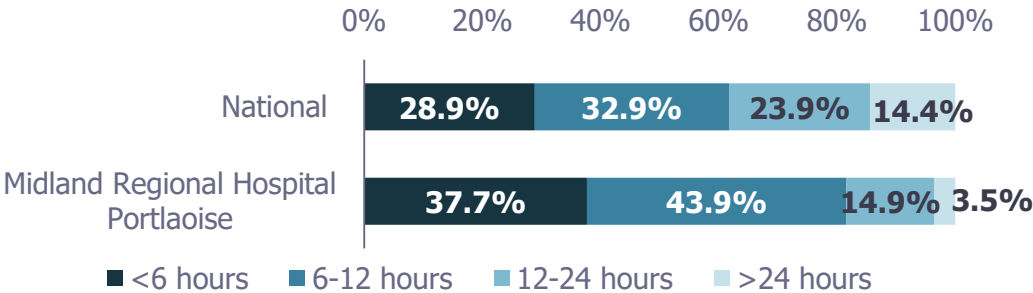


Admissions

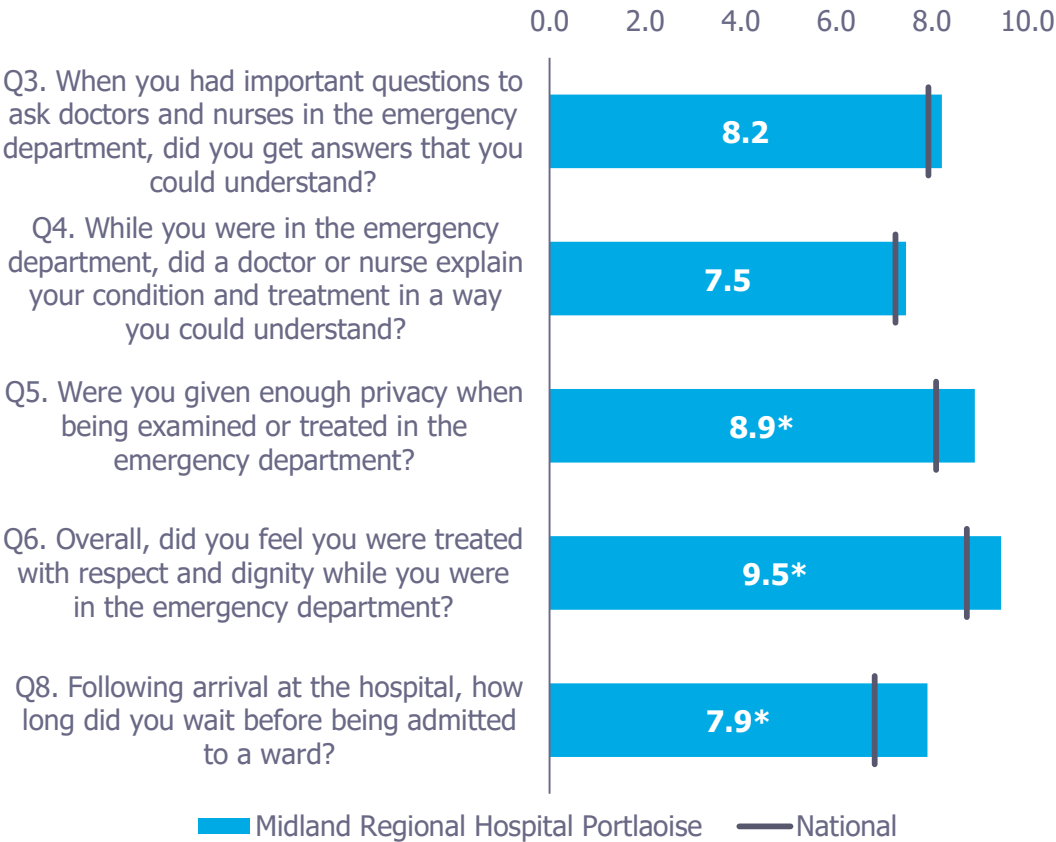


- Highest-scoring question:
 - 91% of people (120 of 132) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 8% of people (10 of 127) said that their condition or treatment in the emergency department was not fully explained to them.

Emergency department waiting times



Average scores for questions on 'admissions'



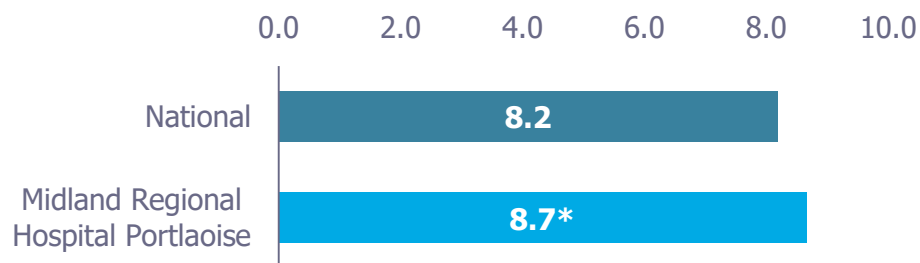
* Denotes statistically significant differences from the national average.



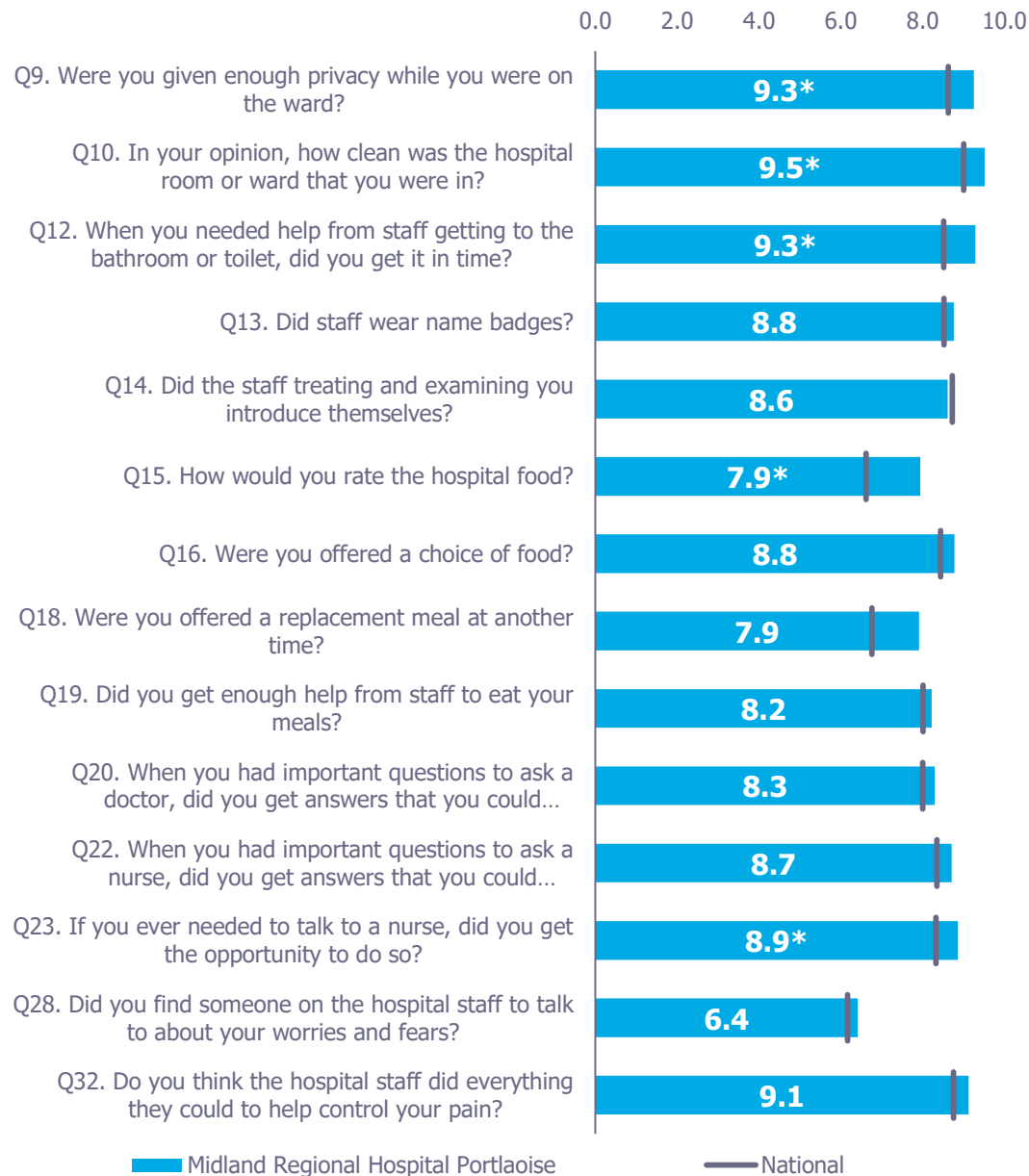
Care on the ward

- Highest-scoring question:
 - 87% of people (111 of 128) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 26% of people (20 of 78) said that they could not find a member of staff to talk to about their worries or fears.

Comparison with the national average



Average scores for questions on 'care on the ward'



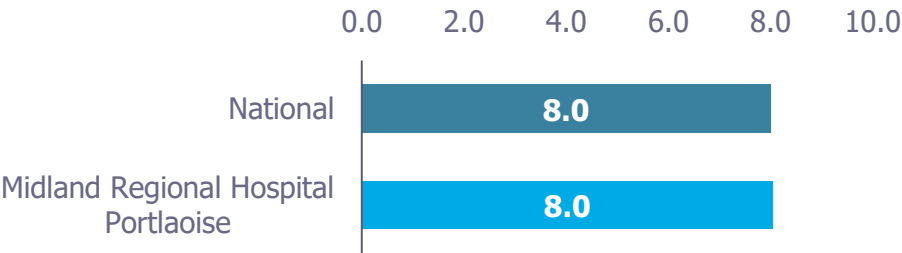
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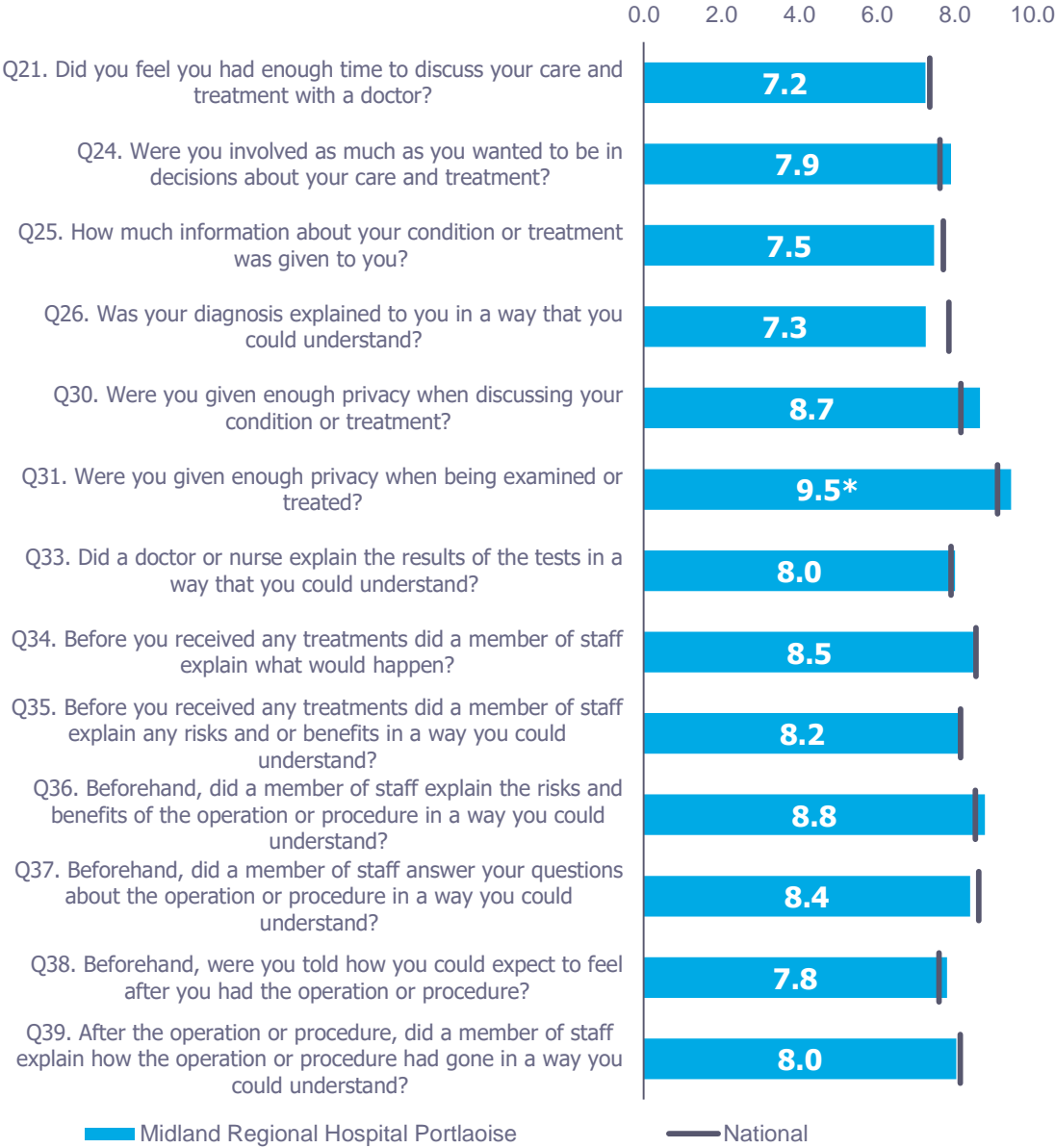
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 90% of people (113 of 126) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 11% of people (14 of 126) 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'



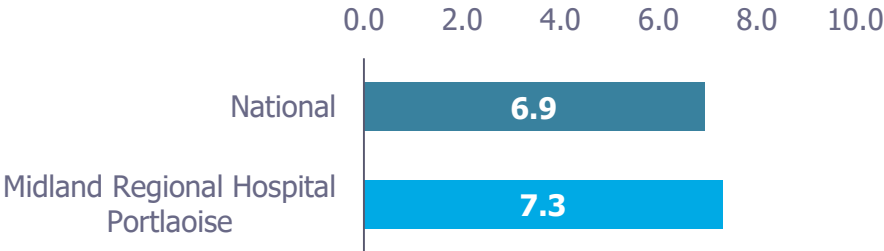
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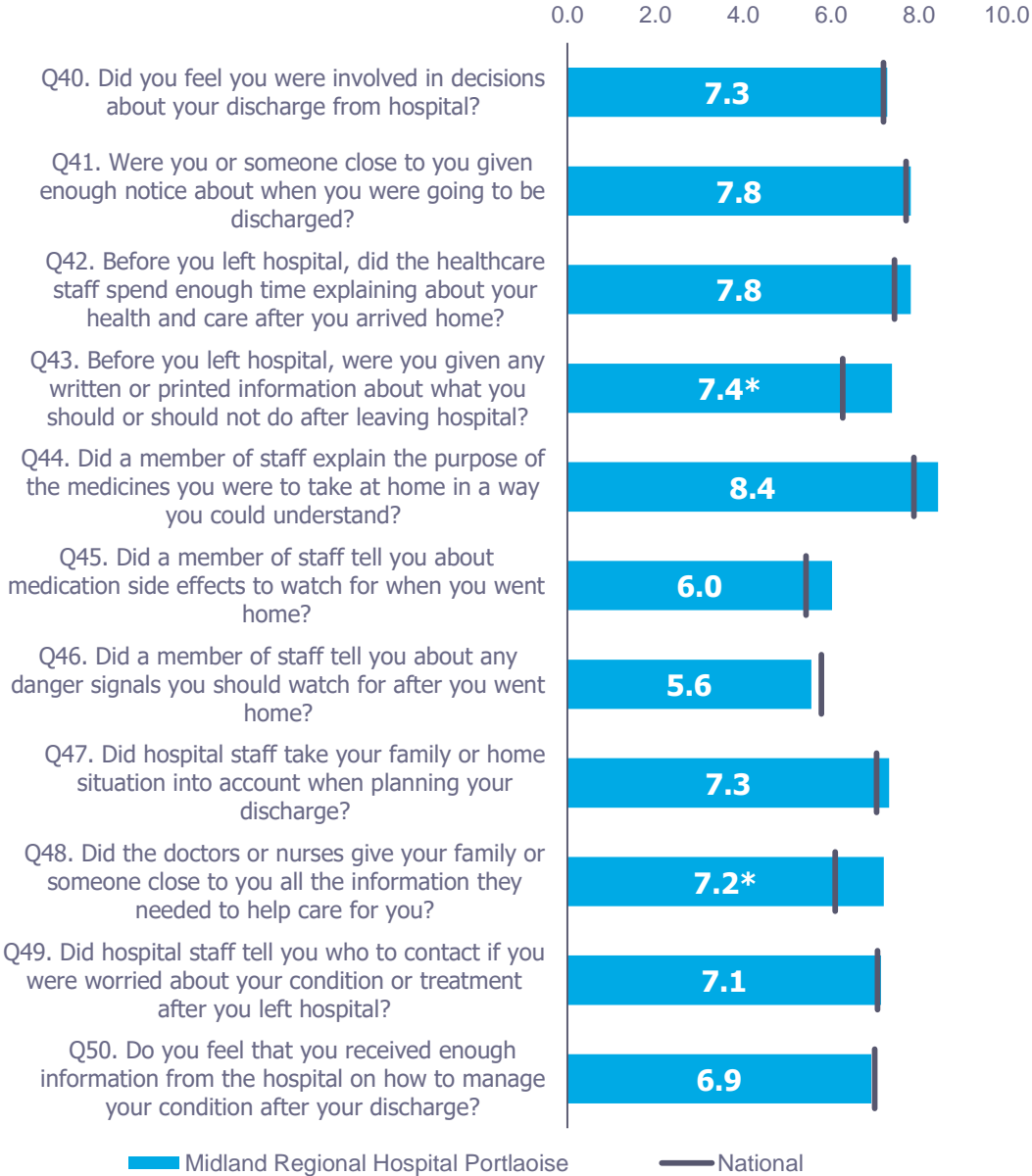
Discharge or transfer

- Highest-scoring question:
 - 76% of people (79 of 104) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 36% of people (35 of 97) said that they were not told about 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.

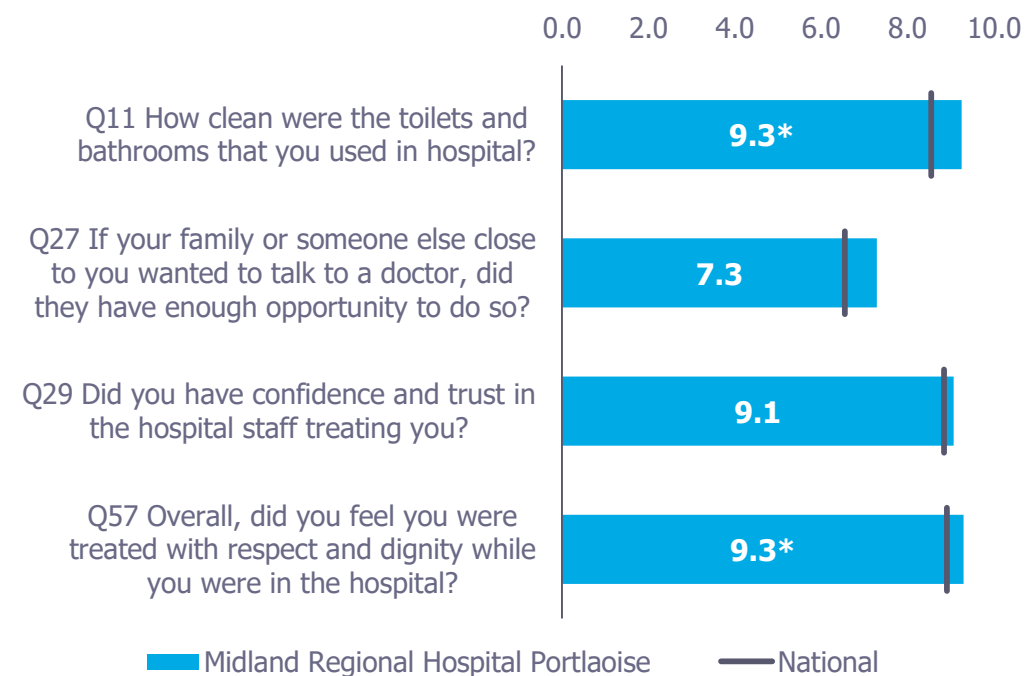


Other aspects of care

- Highest-scoring questions:
 - 82% of people (102 of 125) said that the toilets and bathrooms they used were very clean.
 - 87% of people (111 of 127) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 17% of people (14 of 81) 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.

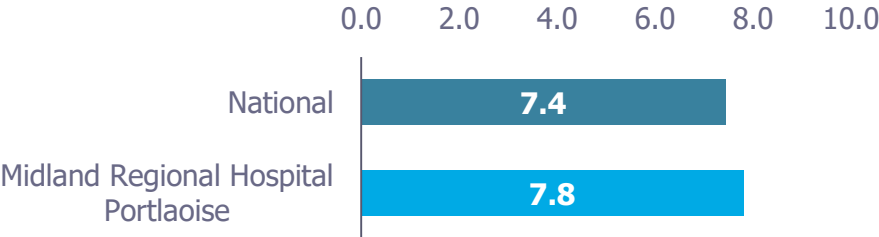


Care during the pandemic

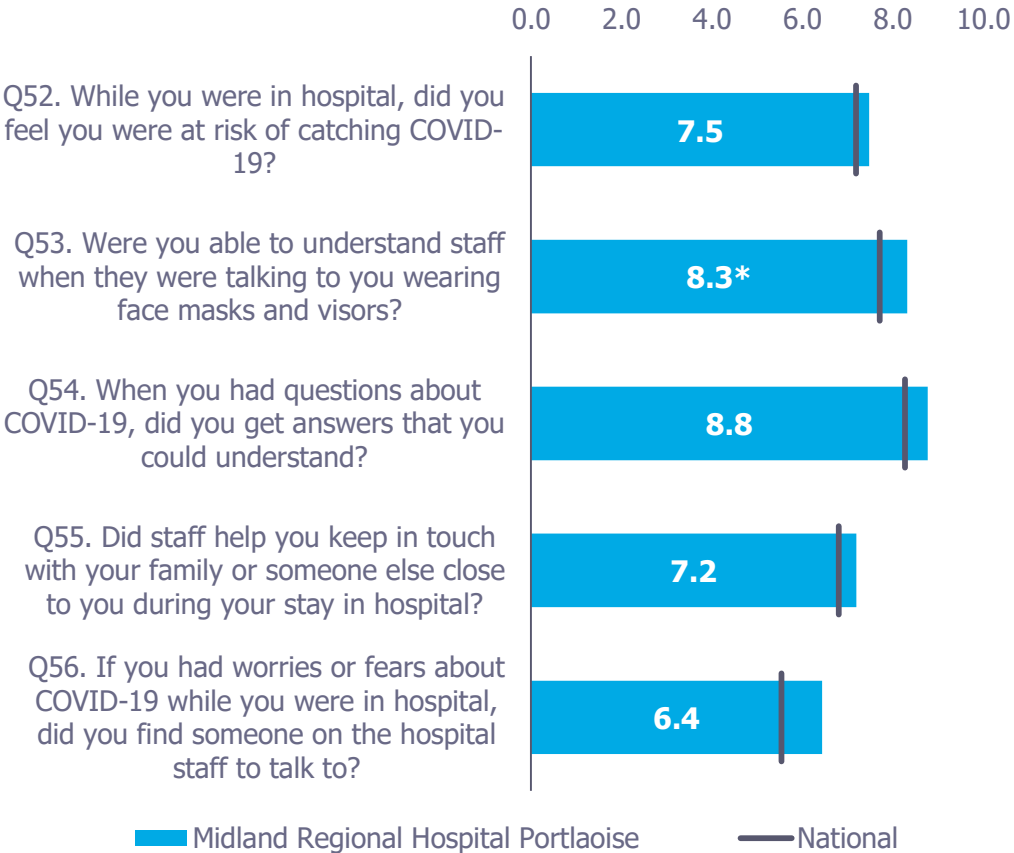


- Highest-scoring question:
 - 82% of people (45 of 55) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 69% of people (85 of 123) said that they had no worries or fears about COVID-19, 29% of people (11 of 38) who had worries 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'



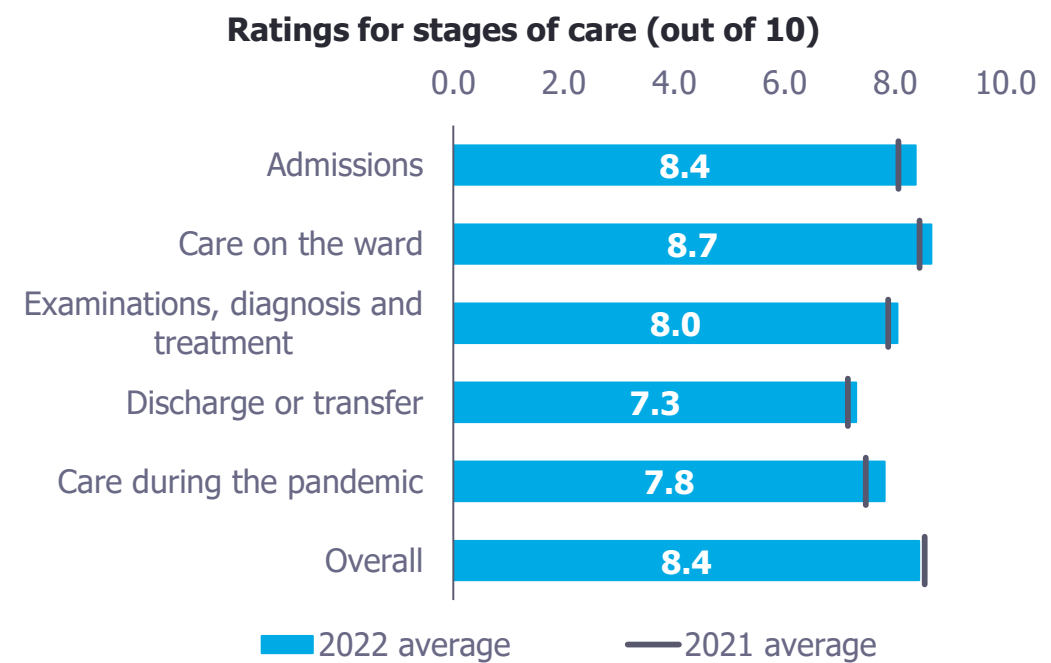
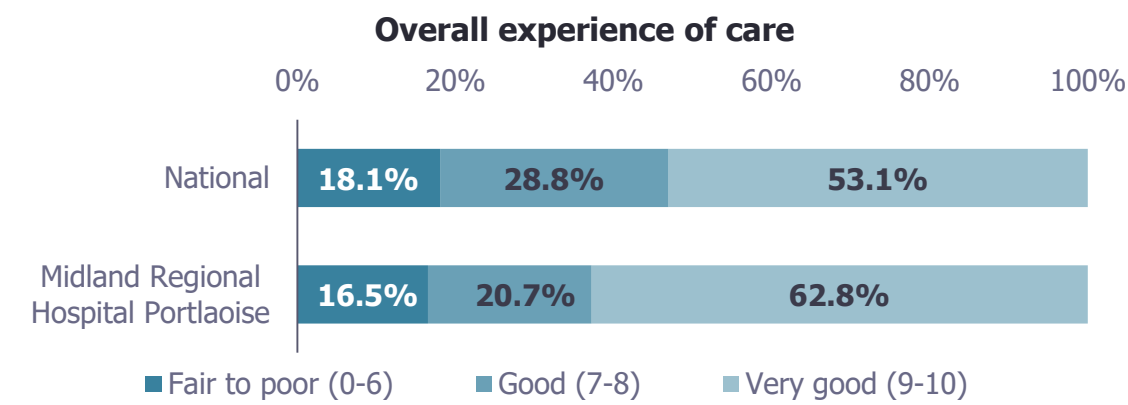
* Denotes statistically significant differences from the national average.



Overall experience



- 84% of people who were admitted to Midland Regional Hospital Portlaoise 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.

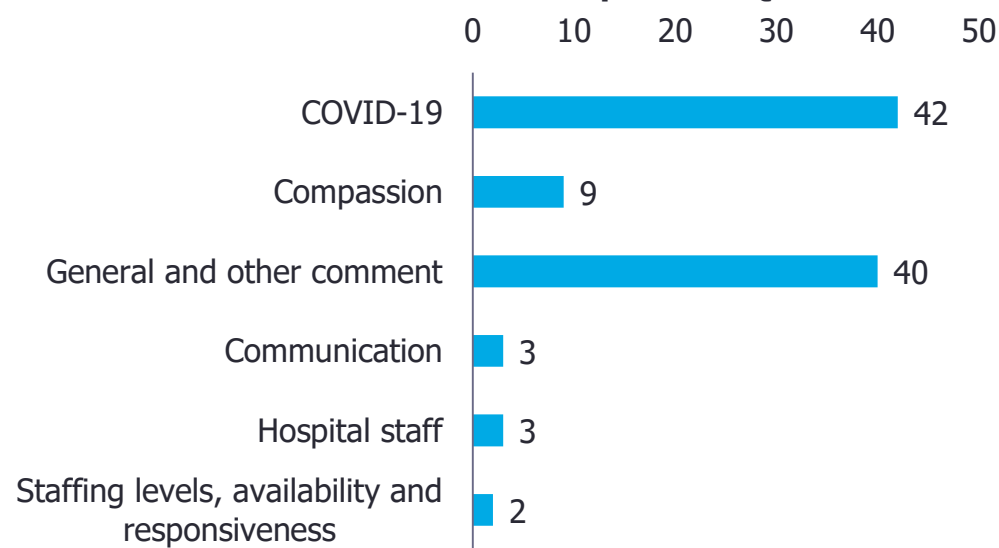




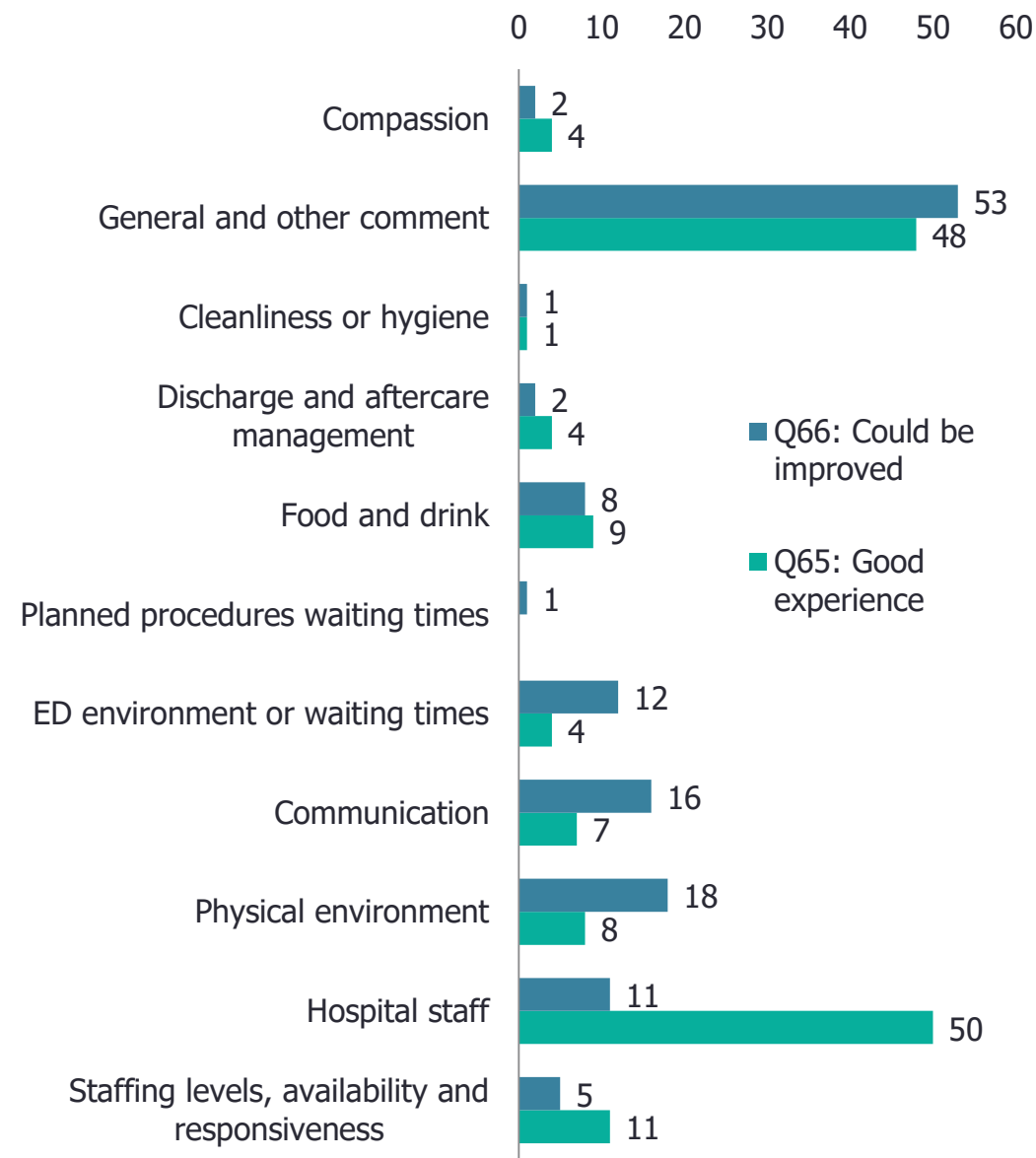
Analysis of patients' comments

- 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).
- 275 comments were received from patients admitted to Midland Regional Hospital Portlaoise.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"I was on a trolley for 3 days, had no washing facilities and no privacy. No opportunity to wear PJs slept in the clothes I came in. The staff were very good but 3 days on a trolley is too much."

"Communication from doctors was very poor as I could not understand what they were saying as they were not explaining themselves very clear to me."

"There were poor facilities to talk to medical staff in privacy and confidentiality."

"Food menu variety. Communication from attending doctors contradictory at times, regarding medication choices for the future management of underlying conditions."



In their own words: comments from patients



"Great care, never felt inferior because I was not a private patient. Got checked for everything - lot of tests great. Nurses very professional and kind. Food very nice. Day is well spaced out to not feel long, very good."

"I was looked after very well and the doctors got to find out my problem after a few days and they got me on the right medication and got me back home after a week or so."

"I will always remember my stay in Hospital. The care and treatment I received from the doctors, nursing staff and domestic staff was the highest quality, it couldn't have been surpassed."

"I met a wonderful group of professionals who appeared to be enjoying their work. They gave me the best of attention and I knew I was in good 'hands'. Despite the fact that they were all very busy they made time to talk to the patients and always with a smile which meant a lot. I am most grateful to them all for their care and attention I received."



Conclusion

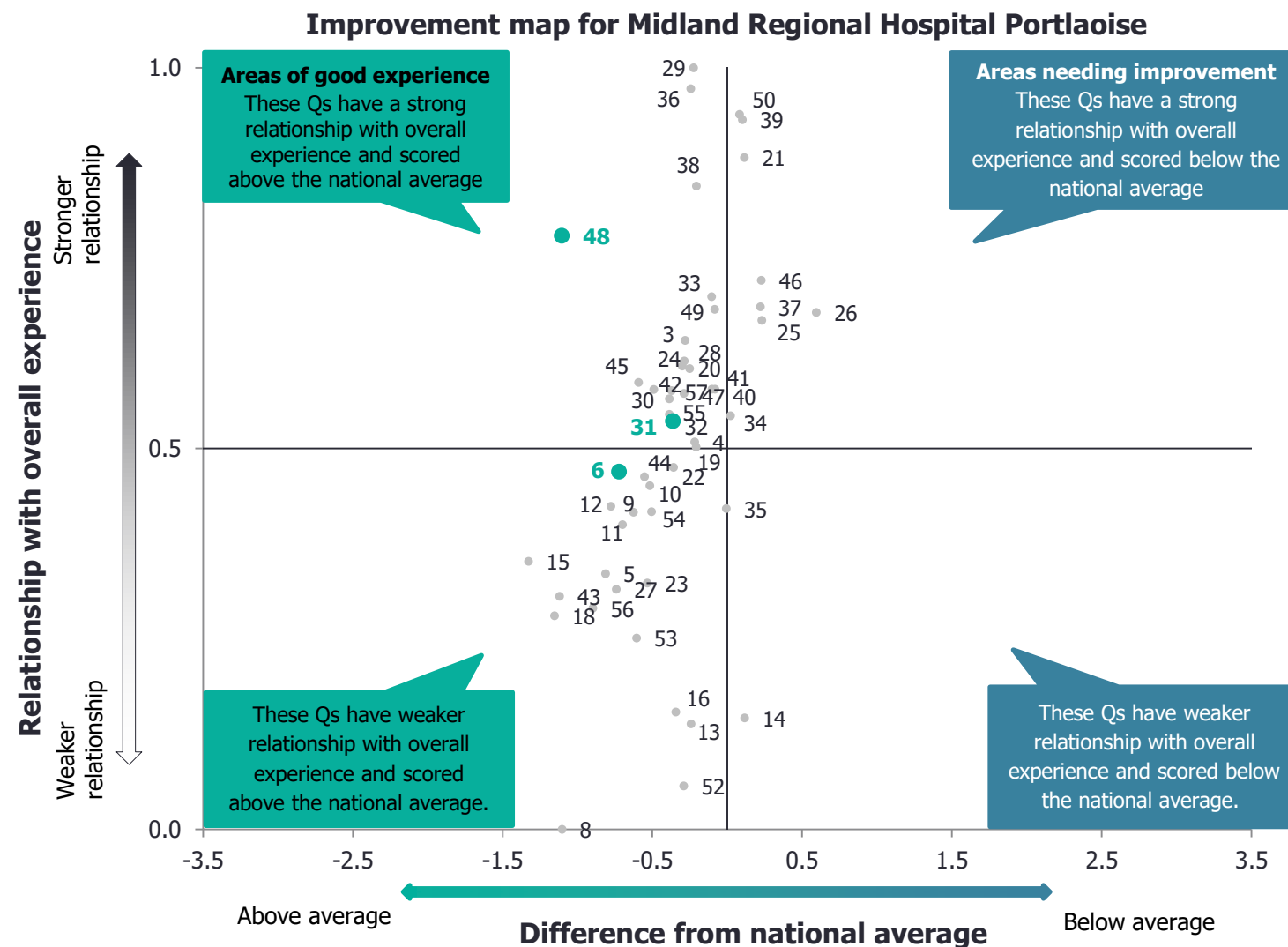


- 84% of people who were admitted to Midland Regional Hospital Portlaoise said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' was the highest-rated stage of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Ratings for 'admissions' and 'care on the ward' were above the national average.
- Midland Regional Hospital Portlaoise scored above or similar to the national average for all survey questions.
- Positive elements of experience included respect and dignity in the emergency department, privacy when being examined or treated, and provision of information to family members.

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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