



National Inpatient Experience Survey 2022

Midland Regional Hospital Tullamore

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

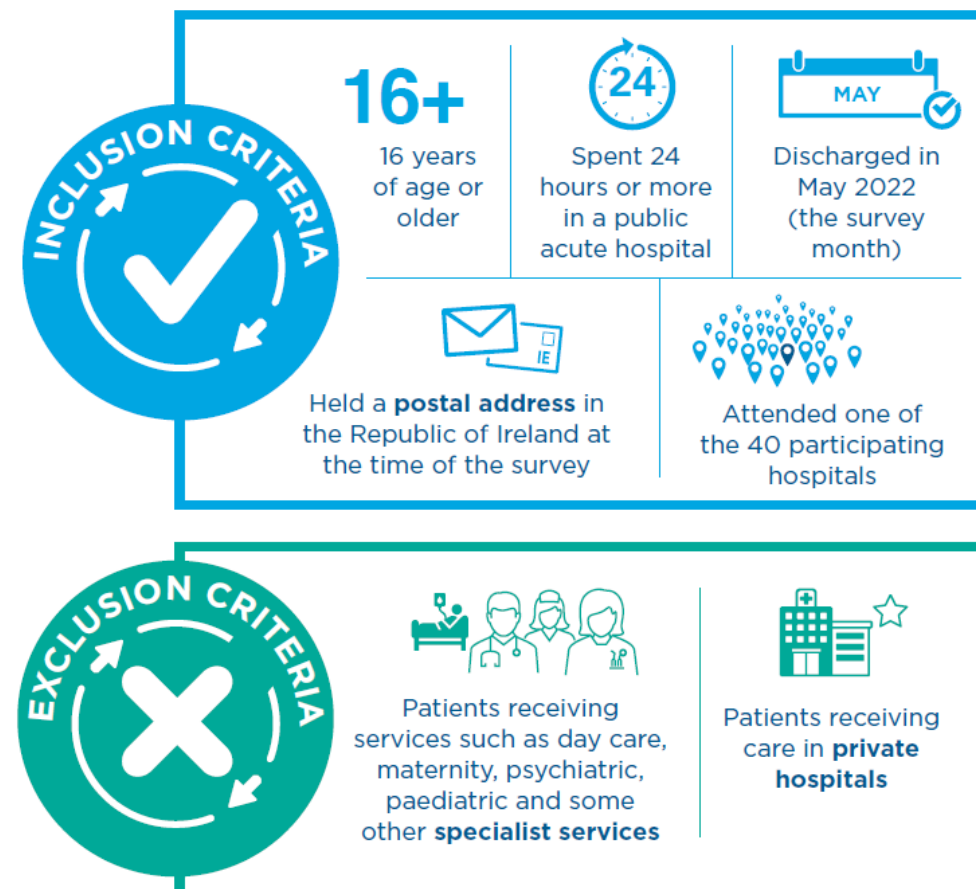
CARE DURING THE PANDEMIC



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

6 QUESTIONS

- Inclusion and exclusion criteria:



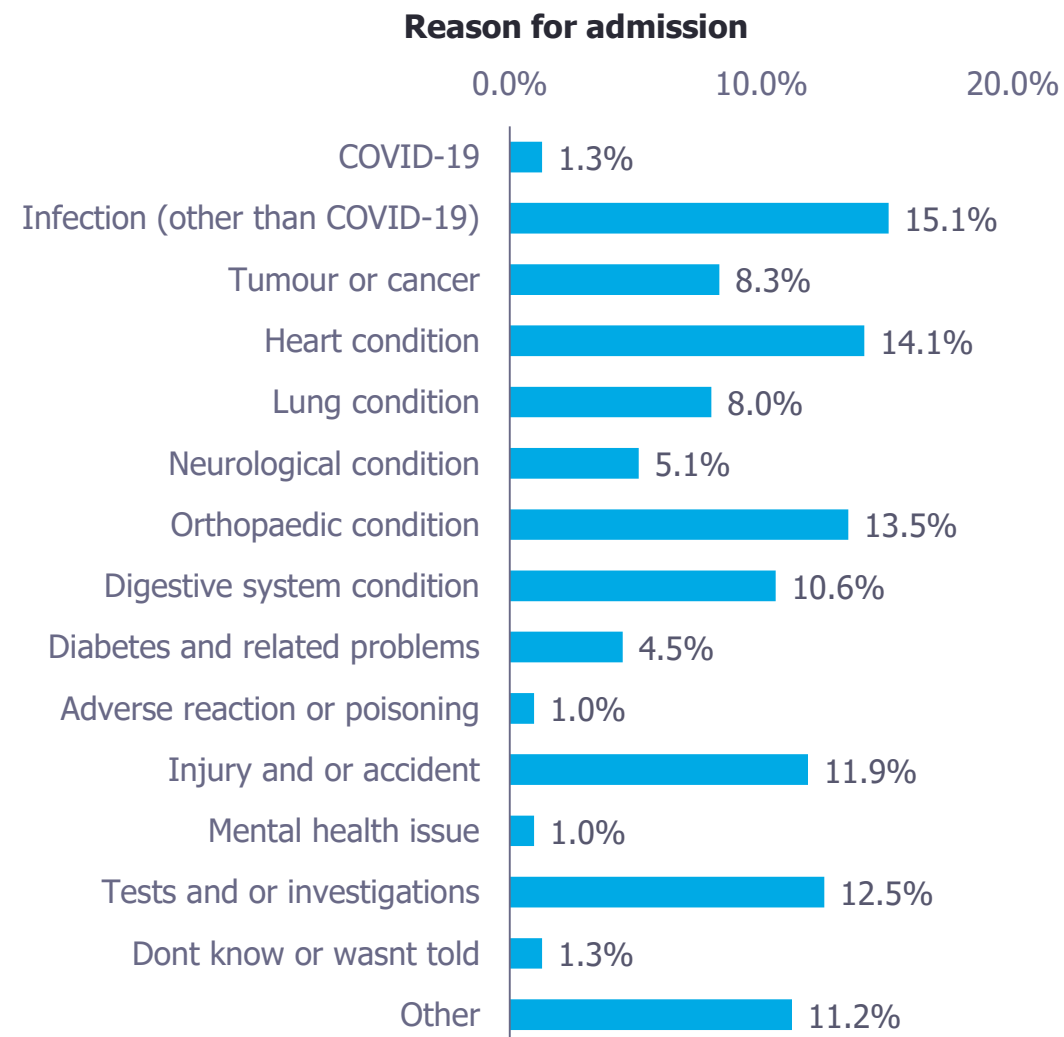


Participants

- 757 people who were admitted to Midland Regional Hospital Tullamore were invited.
- 316 took part (42%).

Characteristics of participants

Age category	Number	%
16 to 35 years	17	5.4
36 to 50 years	30	9.5
51 to 65 years	92	29.1
66 to 80 years	114	36.1
81 years or older	63	19.9
Sex		
Male	162	51.3
Female	154	48.7
Admission route		
Emergency	284	89.9
Non-emergency	32	10.1





Areas of good experience



Cleanliness of room or ward | Q10

Of the 306 people who answered this question, 83% (253) said that the room or ward they were in was very clean or fairly clean.

Offer of a replacement meal | Q18

Of the 60 people who were ever unable to eat during mealtimes, 70% (42) said that they were always offered a replacement meal.

Clear answers from a nurse | Q22

Of the 292 people who answered this question, 78% (228) said that they always got answers they could understand when they had important questions to ask a nurse.

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

In Midland Regional Hospital Tullamore, 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.

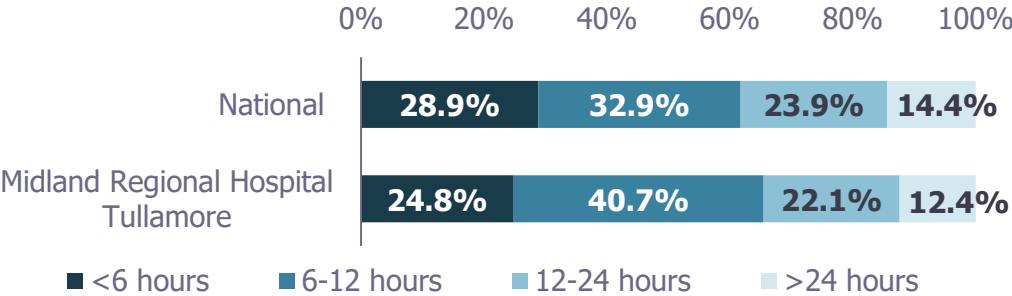


Admissions

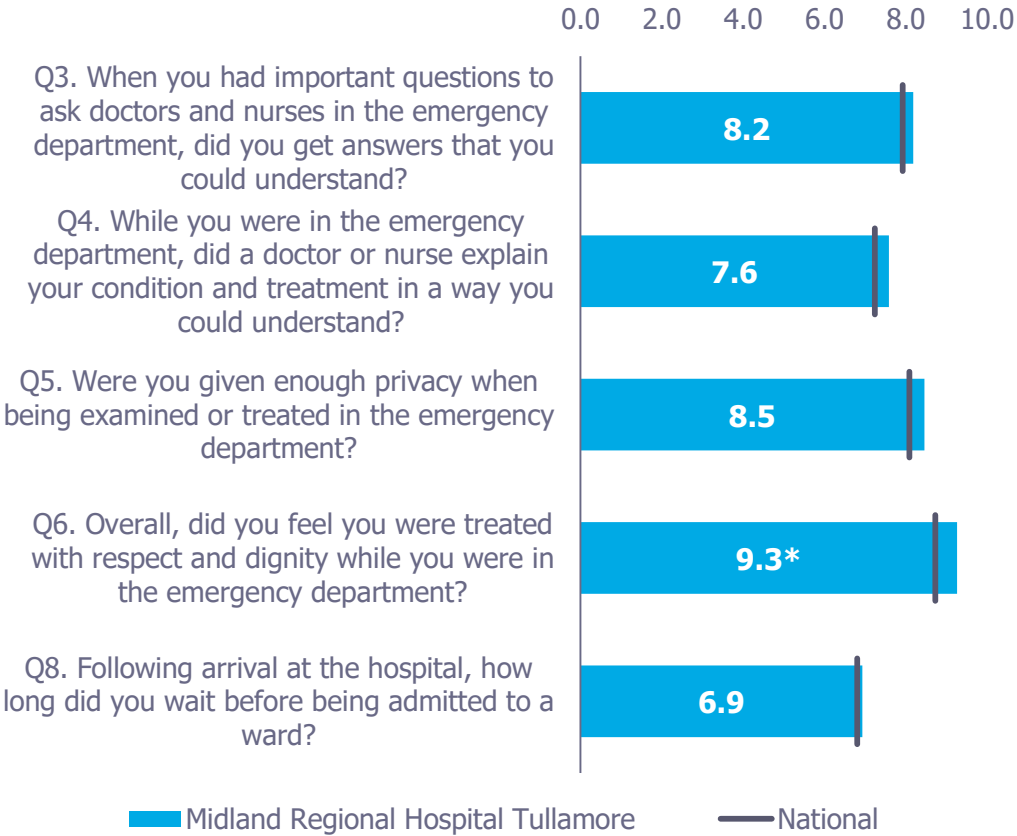


- Highest-scoring question:
 - 88% of people (243 of 276) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 12% of people (32 of 258) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



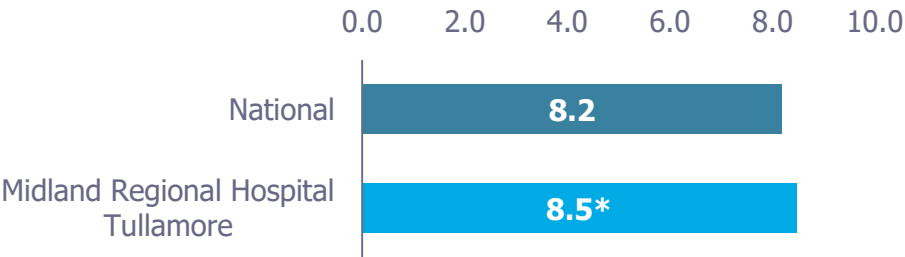
* Denotes statistically significant differences from the national average.



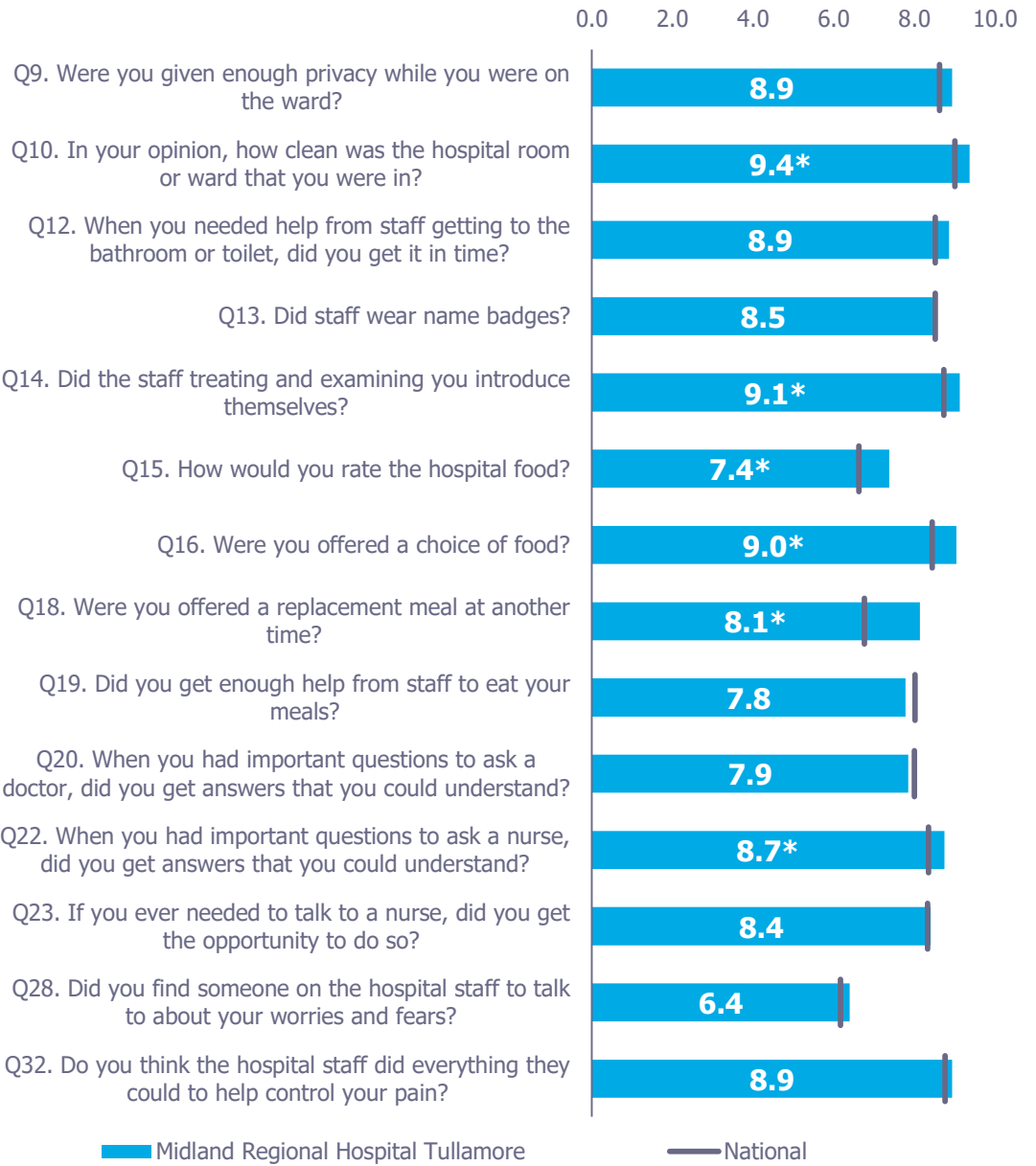
Care on the ward

- Highest-scoring question:
 - 83% of people (253 of 306) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 23% of people (45 of 199) 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'



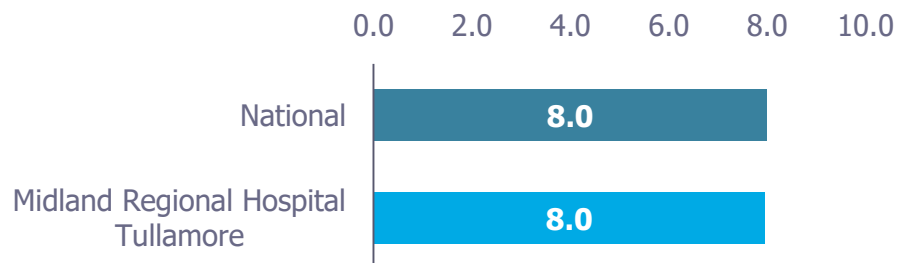
* Denotes statistically significant differences from the national average.



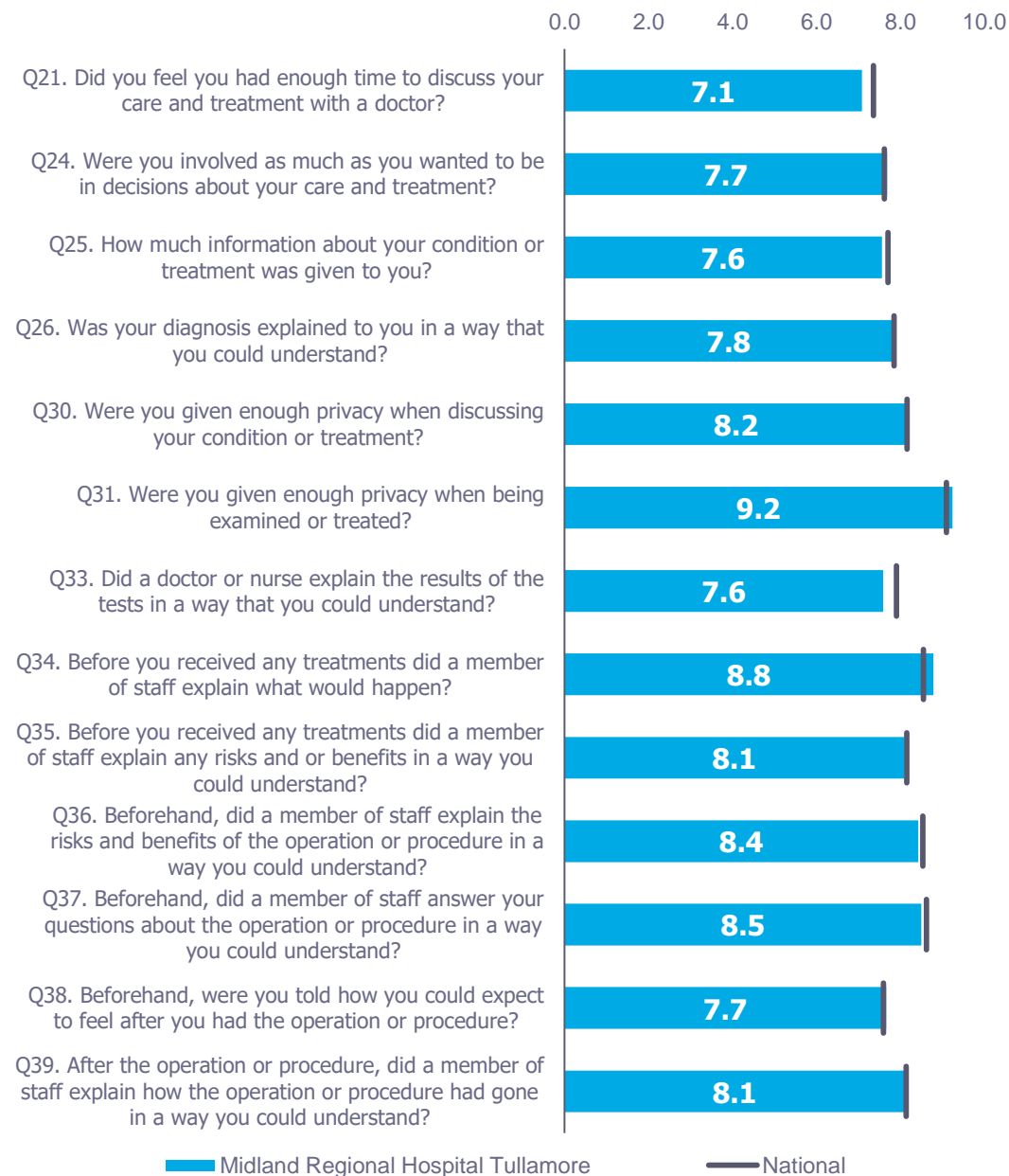
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 88% of people (269 of 304) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 14% of people (42 of 304) said that they did not get 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'

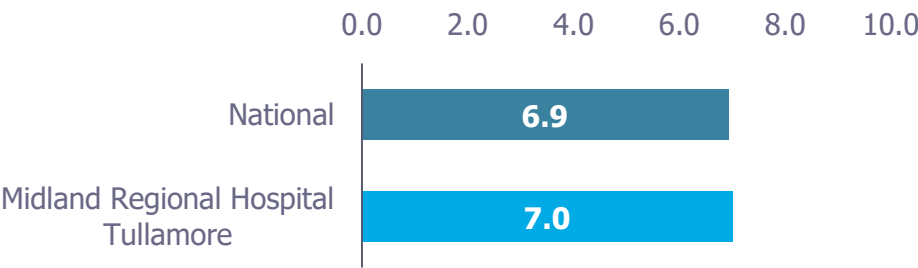




Discharge or transfer

- Highest-scoring question:
 - 72% of people (218 of 303) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 32% of people (74 of 230) 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'



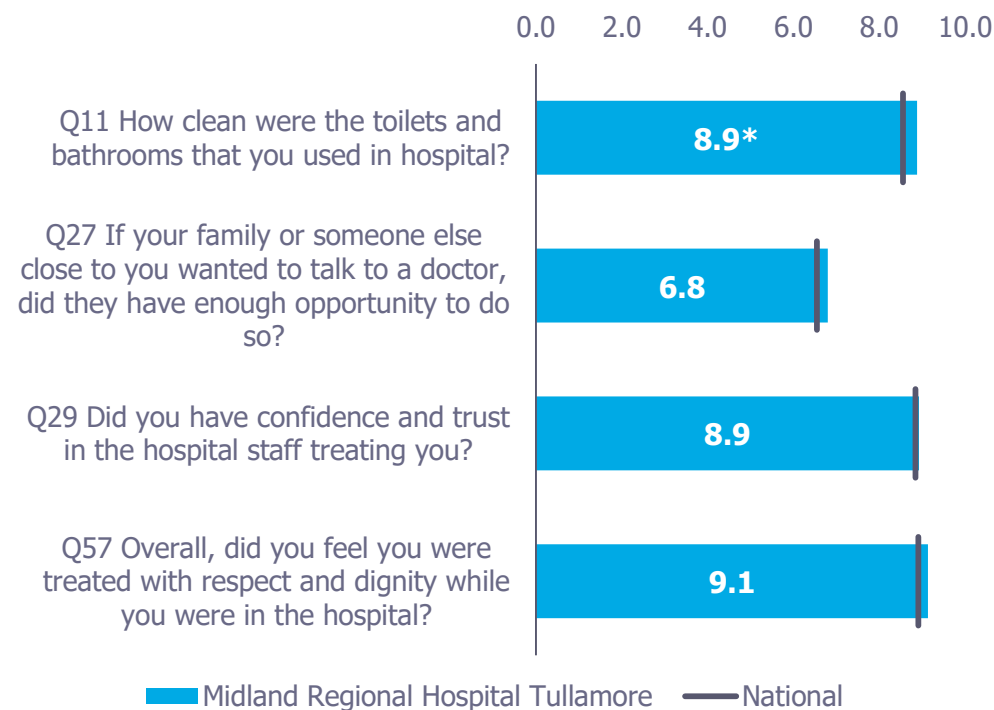


Other aspects of care

- Highest-scoring question:
 - 86% of people (261 of 305) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 18% of people (36 of 199) 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.

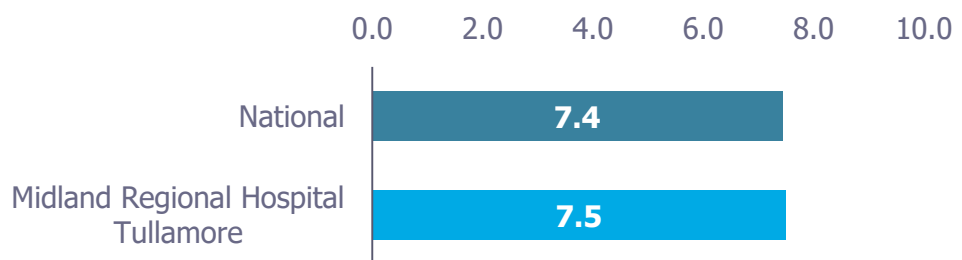


Care during the pandemic

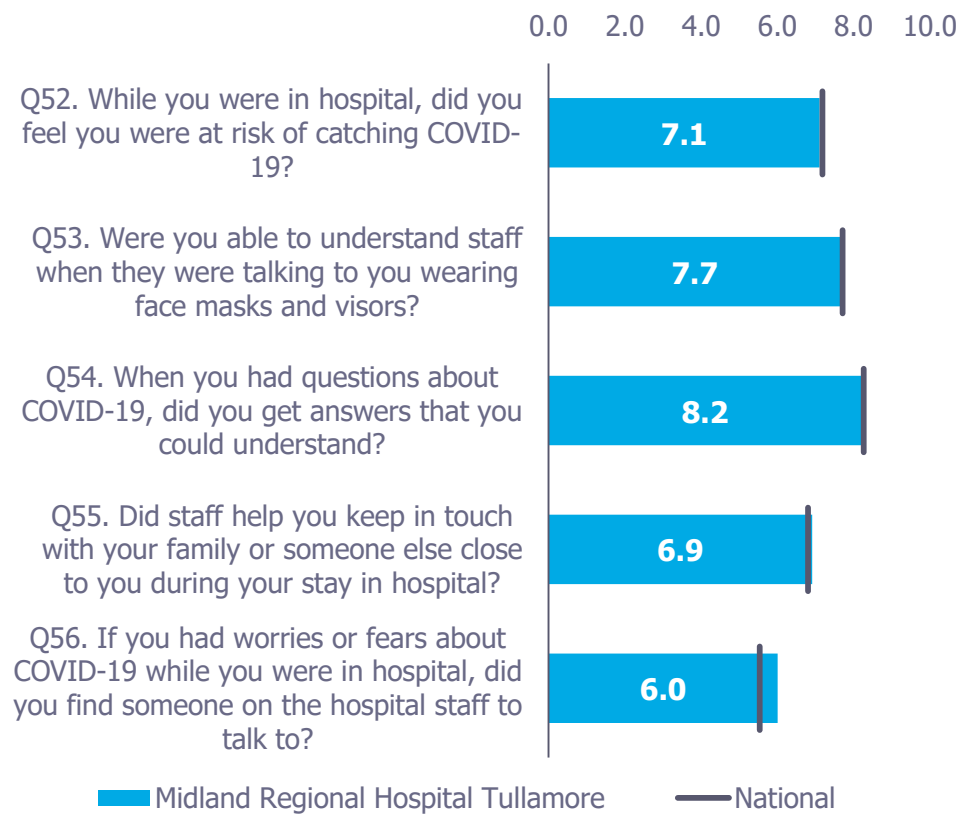


- Highest-scoring question:
 - 71% of people (119 of 168) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 58% of people (177 of 304) said that they had no worries or fears about COVID-19, 26% of people (33 of 127) who had worries 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'

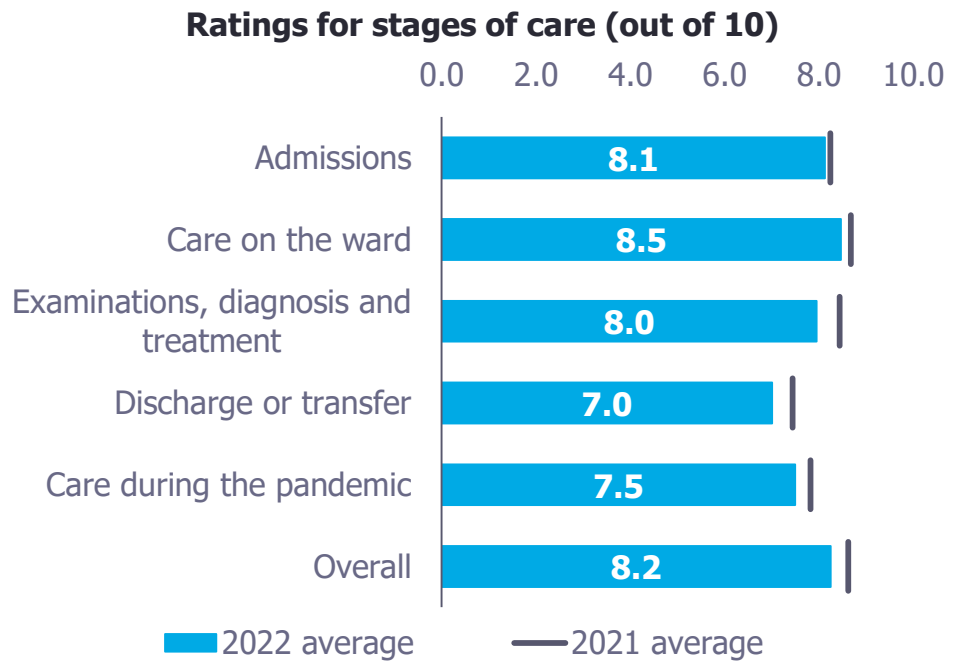
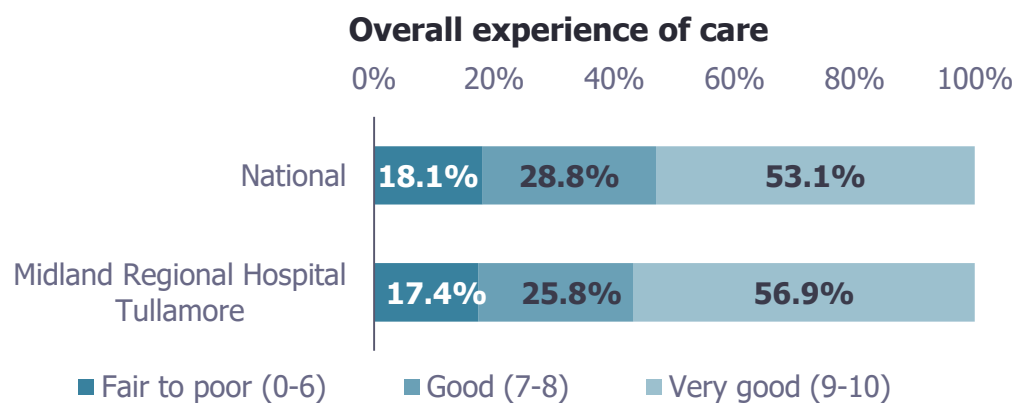




Overall experience



- 83% of people who were admitted to Midland Regional Hospital Tullamore 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.

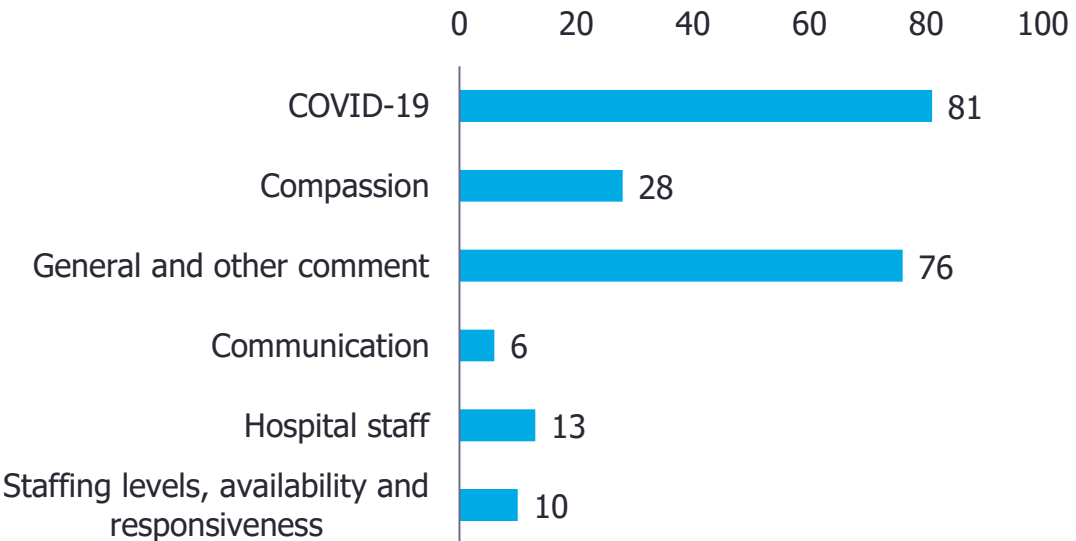




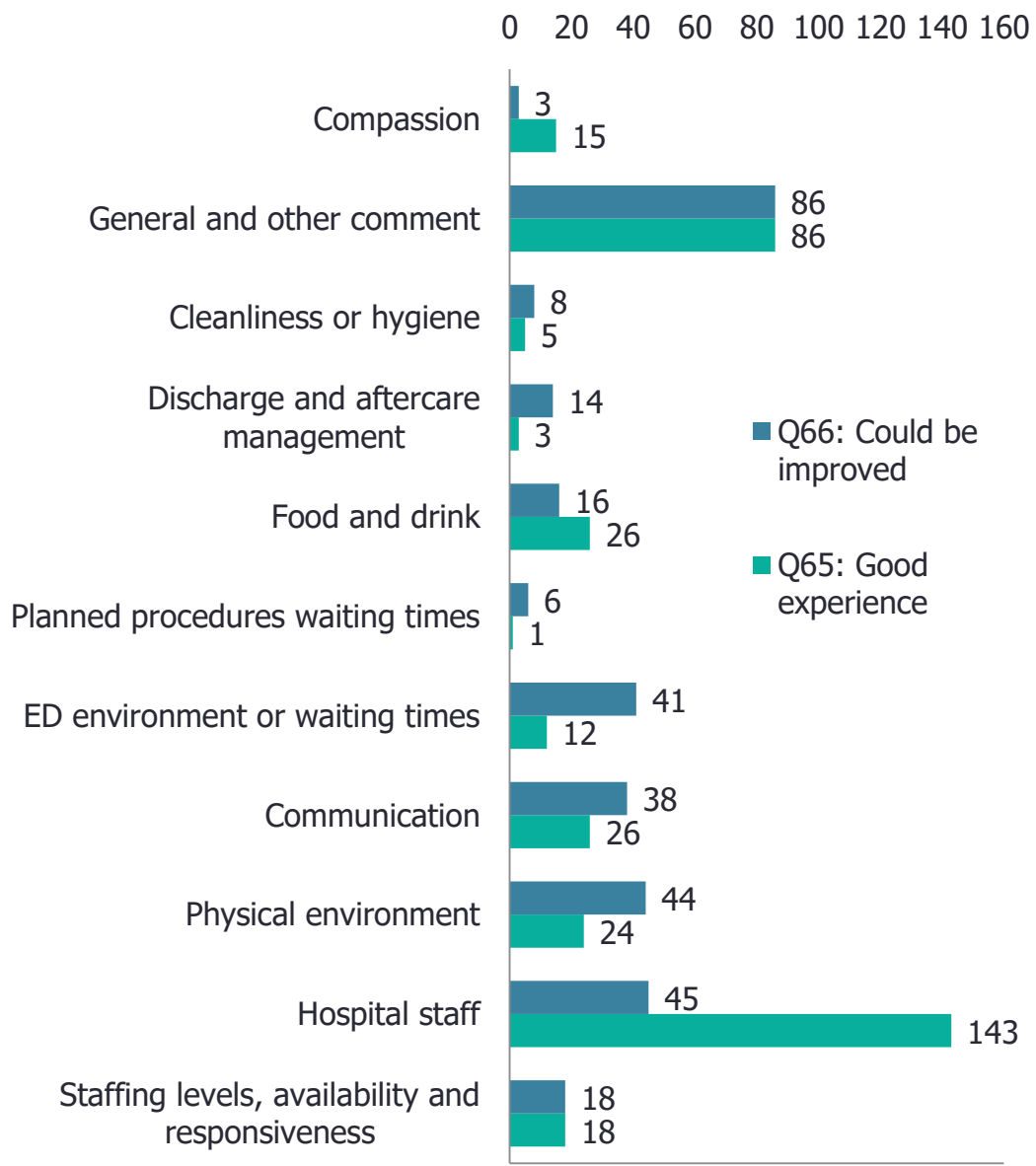
Analysis of patients' comments

- 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).
- 590 comments were received from patients admitted to Midland Regional Hospital Tullamore.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"There was a lot of confusion and upset over my discharge. I have memory issues and bad on my feet and I was sent home alone with no care in place. My meds were incorrect on discharge form. My family were given no information from doctor and were not happy that given my condition I was discharged without a plan or any notice... Family and team meetings need to be held, as it is families who take over care after discharge."

"Perhaps when your condition or treatment is being discussed on the ward it's not very private."

"Doctors and nurses could have spoken slower as sometimes I had to ask again what they meant by certain phrases or wording, use more plain English!"

"Communication is extremely poor for family members of people who cannot use their own phone – e.g. elderly people with dementia. Regularly no visiting (covid) and very infrequent answering of phones by staff on the wards. This is really a problem when no visitors are allowed."



In their own words: comments from patients



"At every single step where hospital staff interacted with me they were kind, caring, considerate and helpful - way above what any reasonable person should expect. This includes security staff etc. but nursing staff were outstanding. Their patience and thoughtfulness was flabbergasting and made a worrying time much easier and more manageable for me. (during the pandemic)!"

"A&E, I was treated with great care, respect, dignity and professionalism during my time there."

"The staff are excellent and very caring. Could not do enough for me, especially as I am gluten free. The healthcare staff at mealtimes went out of their way to get me suitable food."

"1. Nurses very caring, attentive, informed, knowledgeable and helpful.
2. Doctors very attentive, courteous and reassuring. 3. Household staff very good, efficient and friendly."



Conclusion



- 83% of people who were admitted to Midland Regional Hospital Tullamore 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 'admissions' and 'care on the ward' were above the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Midland Regional Hospital Tullamore scored above or similar to the national average for all survey questions.
- Positive elements of experience included cleanliness of the room or ward, offer of a replacement meal, and clear answers from a nurse.

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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