

National Inpatient Experience Survey 2022

National Orthopaedic Hospital Cappagh

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

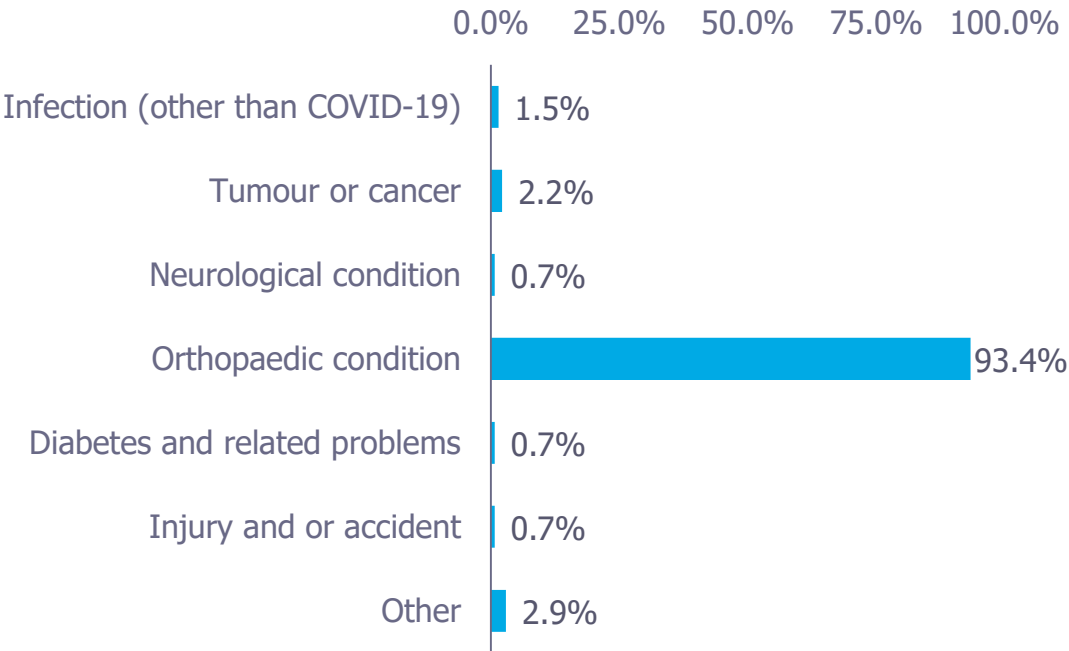


- 201 people who were admitted to National Orthopaedic Hospital Cappagh were invited.
- 138 took part (69%).

Characteristics of participants

Age category	Number	%
16 to 35 years	6	4.3
36 to 50 years	15	10.9
51 to 65 years	54	39.1
66 to 80 years	56	40.6
81 years or older	7	5.1
Sex		
Male	62	44.9
Female	76	55.1
Admission route		
Emergency	19	13.8
Non-emergency	119	86.2

Reason for admission





Areas of good experience



Someone to talk to about worries and fears | Q28

Of the 68 people who answered this question, 69% (47) said that they definitely found a member of staff to talk to about their worries and fears.

Involvement in decisions about discharge | Q40

Of the 130 people who answered this question, 76% (99) said that they were definitely involved in decisions about their discharge from hospital.

Information on how to manage a condition | Q50

Of the 134 people who answered this question, 86% (115) said that they definitely received enough information on how to manage their condition after discharge.

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

In National Orthopaedic Hospital Cappagh, the scores for all survey questions were above or the same as the national average.

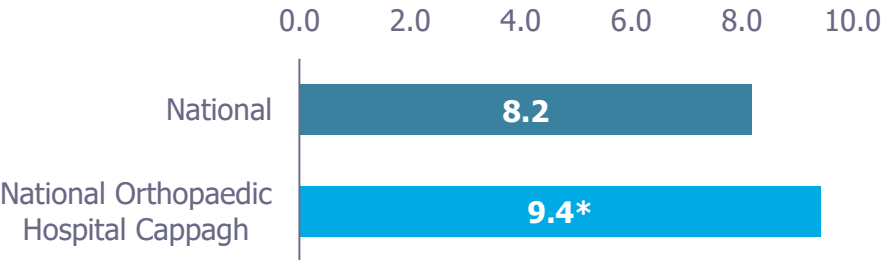
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



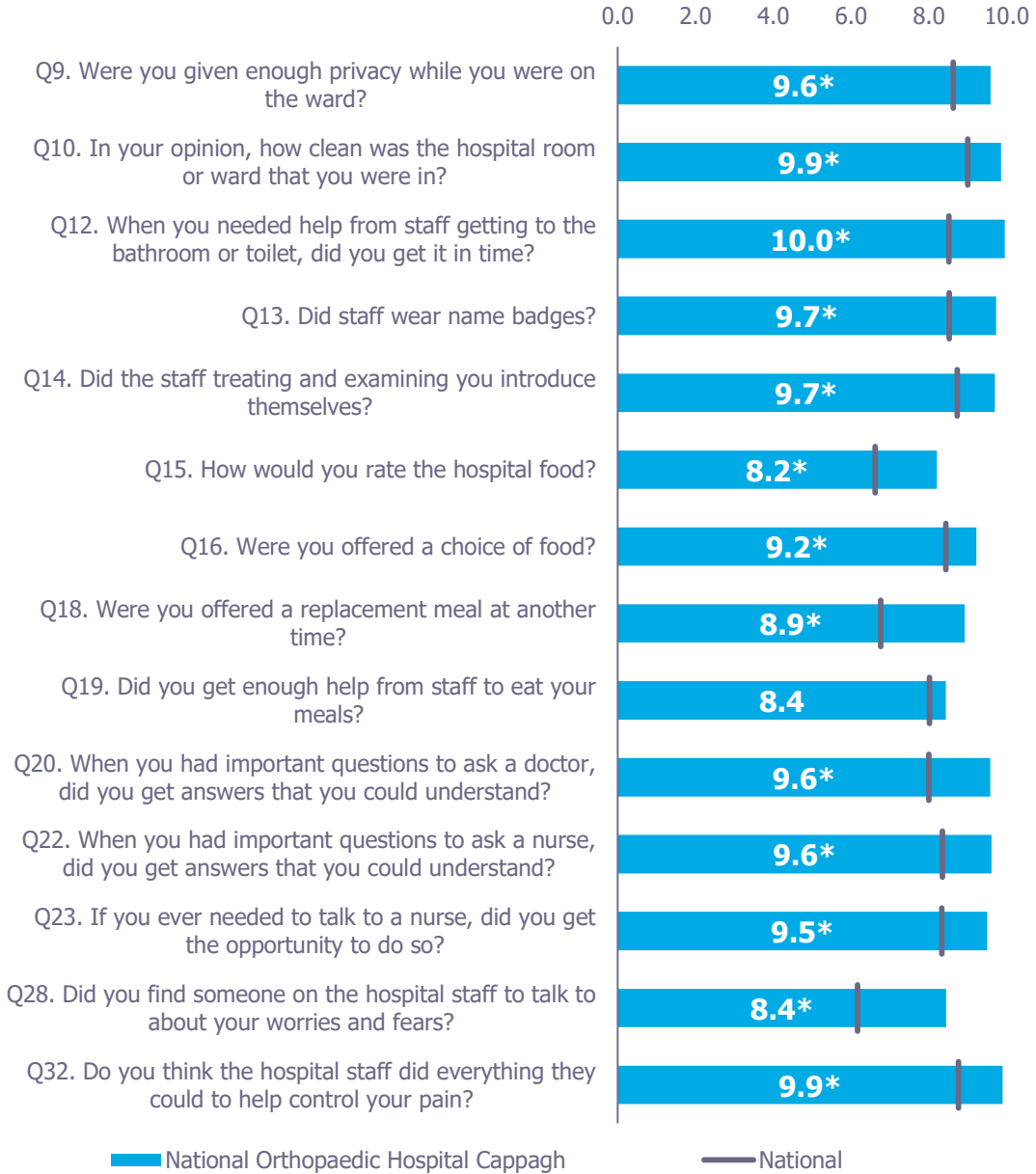
Care on the ward

- Highest-scoring question:
 - 98% of people (123 of 125) who needed help from staff to get to the bathroom said that they always got it in time.
- Lowest-scoring question:
 - 16% of people (21 of 135) rated the hospital food as fair or poor.

Comparison with the national average



Average scores for questions on 'care on the ward'



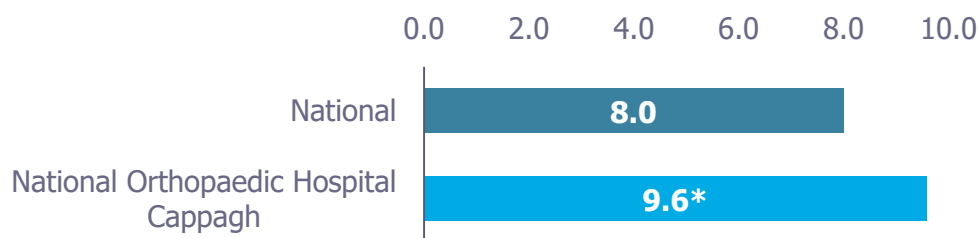
* Denotes statistically significant differences from the national average.



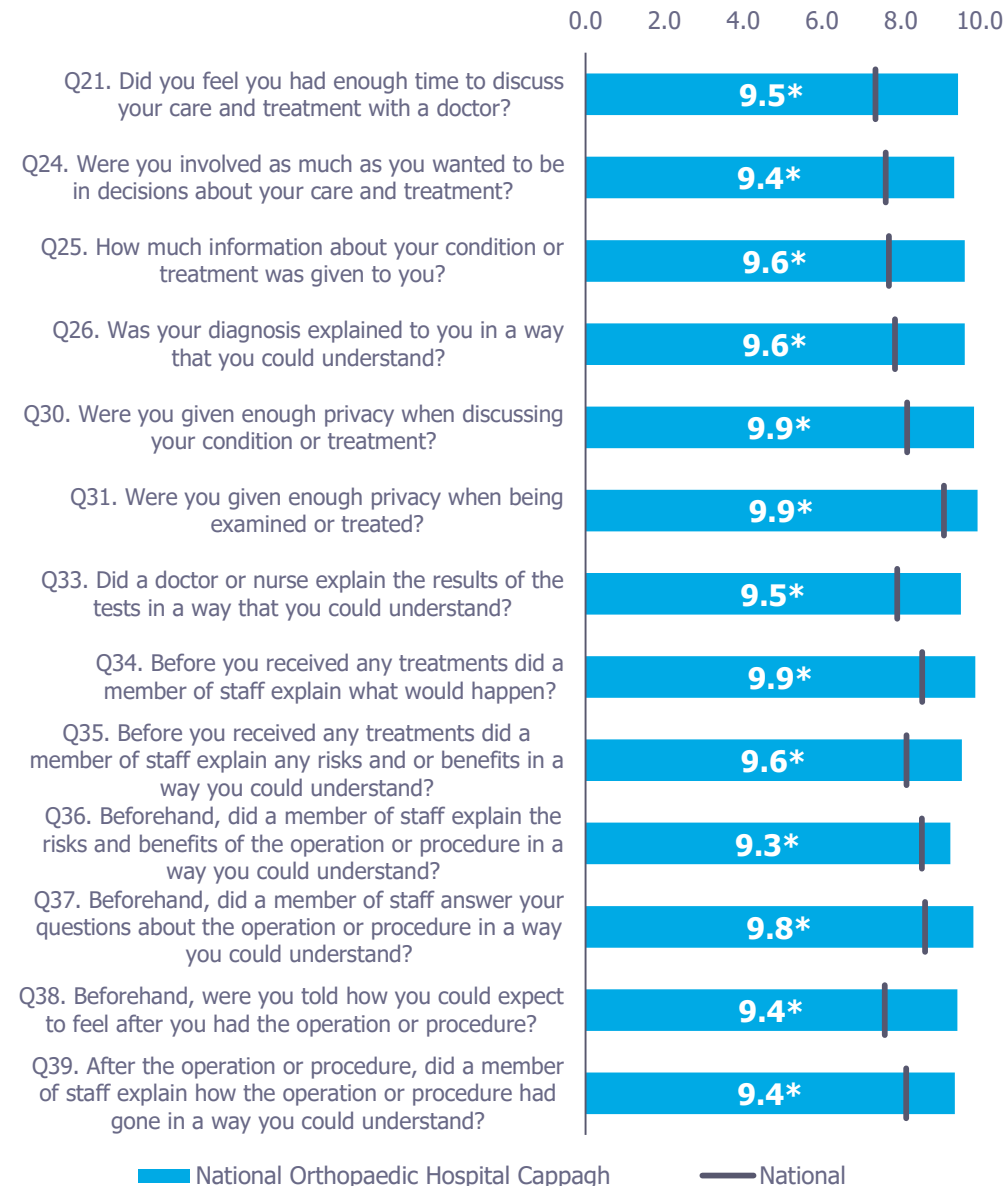
Examinations, diagnosis and treatment

- Highest-scoring questions:
 - 93% of people (127 of 136) said that they were always given enough privacy when discussing their condition or treatment, while 98% (134 of 137) said that they were always given enough privacy when being examined or treated.
 - 96% of people (122 of 127) said that a member of staff always explained what would happen before they received any treatments.
- Lowest-scoring question:
 - 8% of people (11 of 131) said that staff did not explain, or only to some extent explained, the risks and benefits of an operation or procedure in a way they could understand.

Comparison with the national average



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



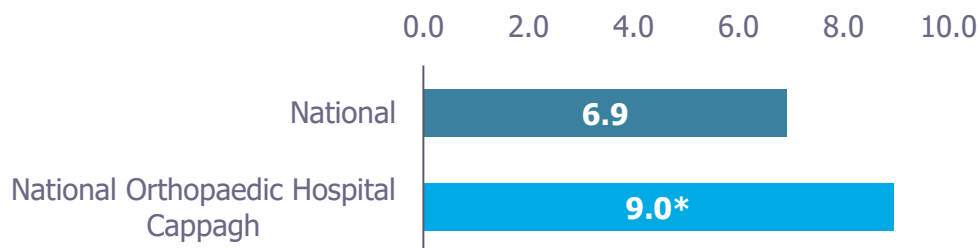
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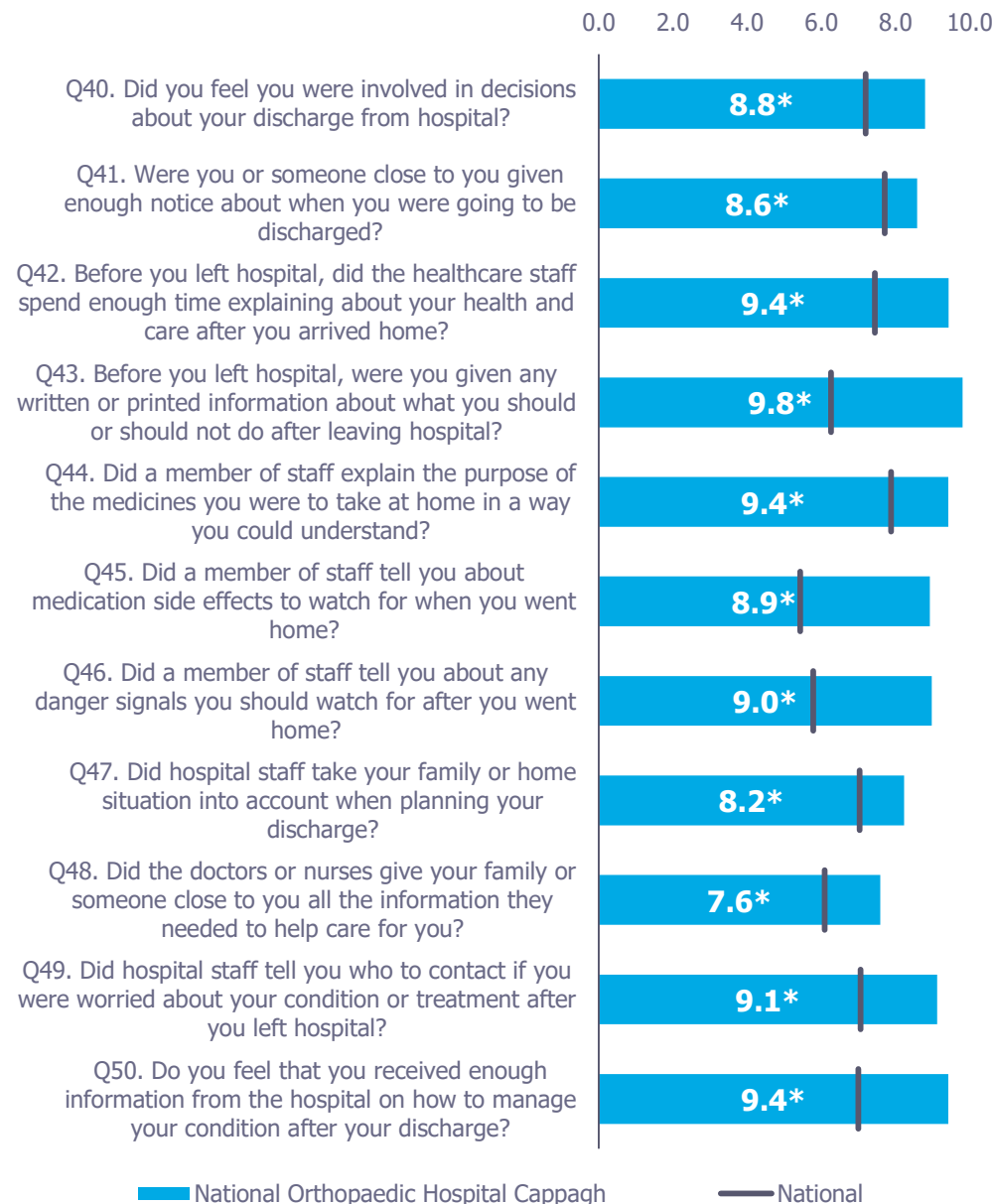
Discharge or transfer

- Highest-scoring question:
 - 96% of people (132 of 137) said that they were given written or printed information about what they should or should not do after leaving hospital.
- Lowest-scoring question:
 - 15% of people (12 of 81) said that their family or someone else close to them was not given all the information they needed to help care for them.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



* Denotes statistically significant differences from the national average.

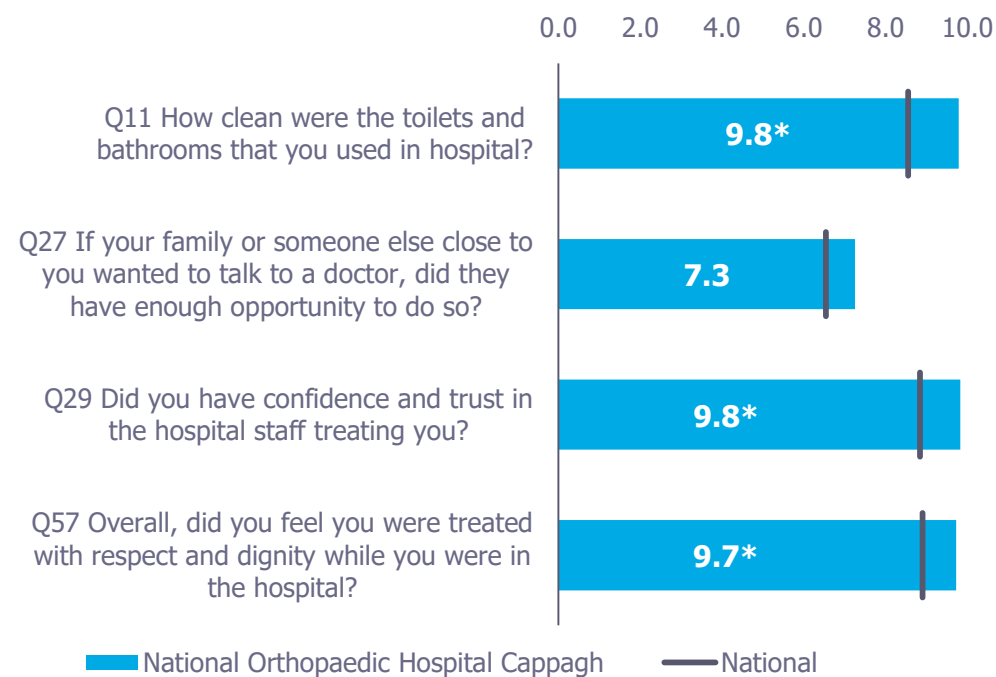


Other aspects of care

- Highest-scoring questions:
 - 93% of people (124 of 134) said that the toilets or bathrooms they used in hospital were very clean.
 - 93% of people (126 of 136) said that they always had confidence and trust in the hospital staff treating them.
- Lowest-scoring question:
 - 19% of people (10 of 53) 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'



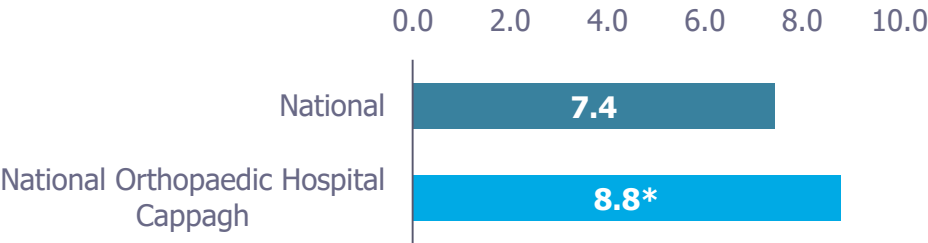
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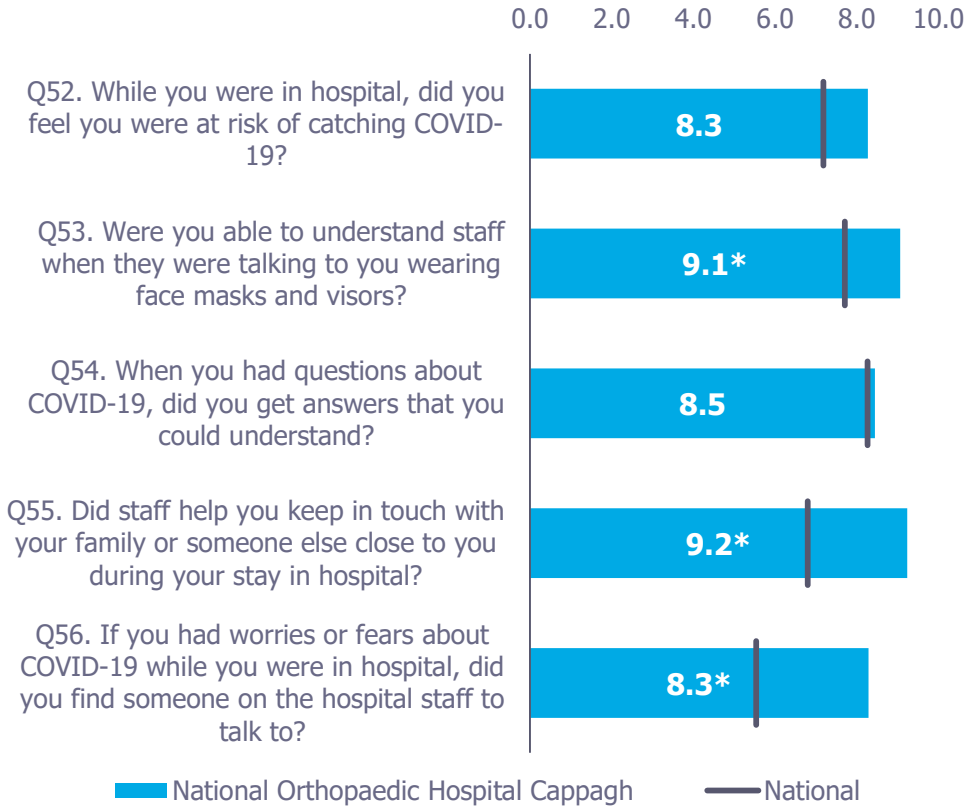
Care during the pandemic

- Highest-scoring question:
 - 72% of people (39 of 54) who needed help to keep in touch with their family or someone else close to them said that they always received it.
- Lowest-scoring question:
 - While 77% of people (100 of 130) said that they had no worries or fears about COVID-19, 13% of people (4 of 30) who had worries or fears said that they could not find a member of staff to talk to.
 - While 87% of people (110 of 127) said that they did not feel at risk of catching COVID-19, five people (4%) said that they definitely felt at risk.

Comparison with the national average



Average scores for questions on 'care during the pandemic'



■ National Orthopaedic Hospital Cappagh — National

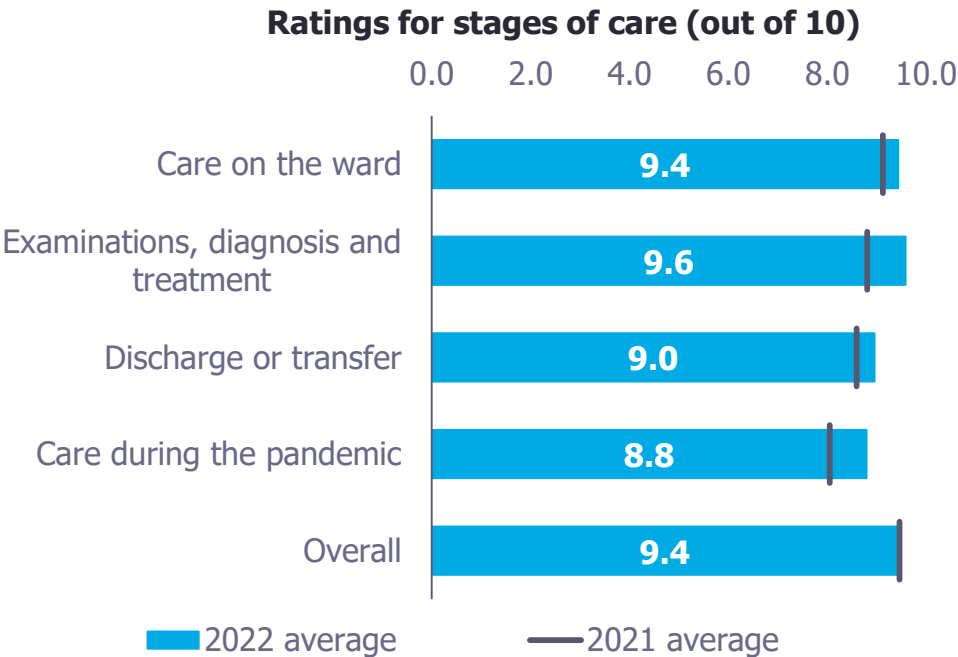
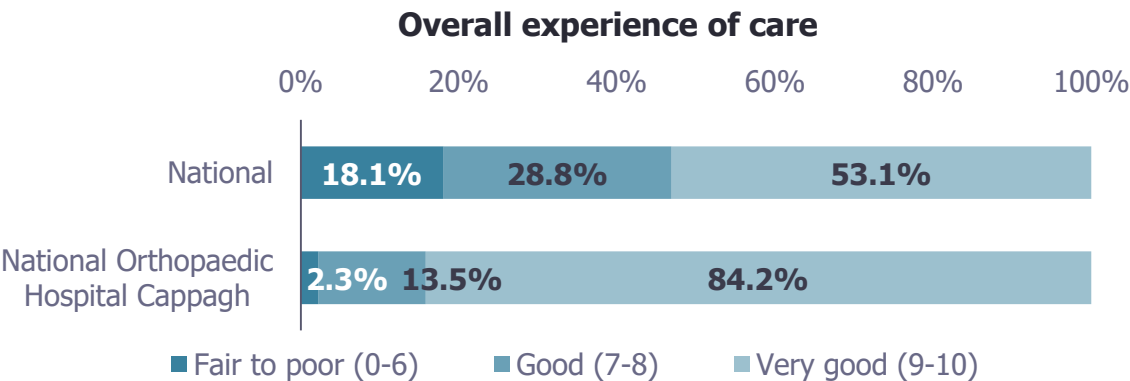
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Overall experience



- 98% of people who were admitted to National Orthopaedic Hospital Cappagh 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.

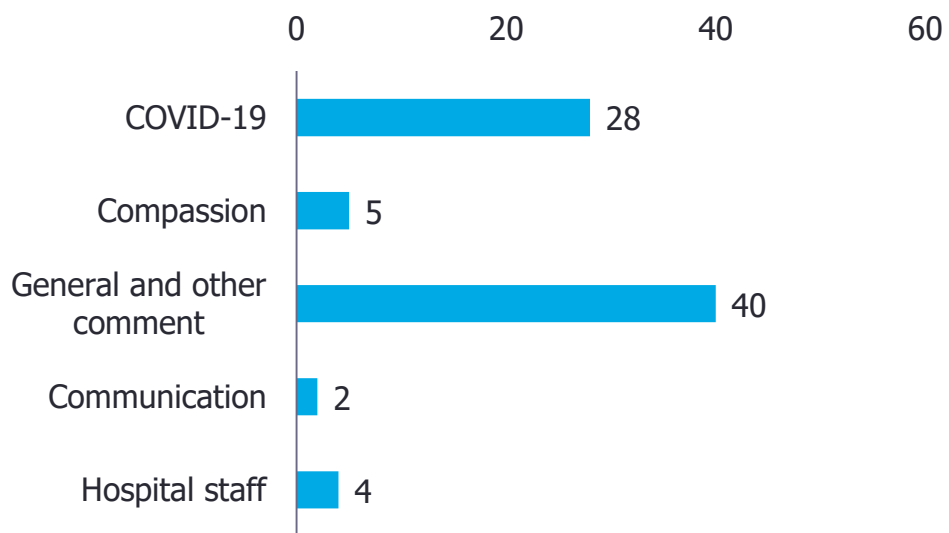




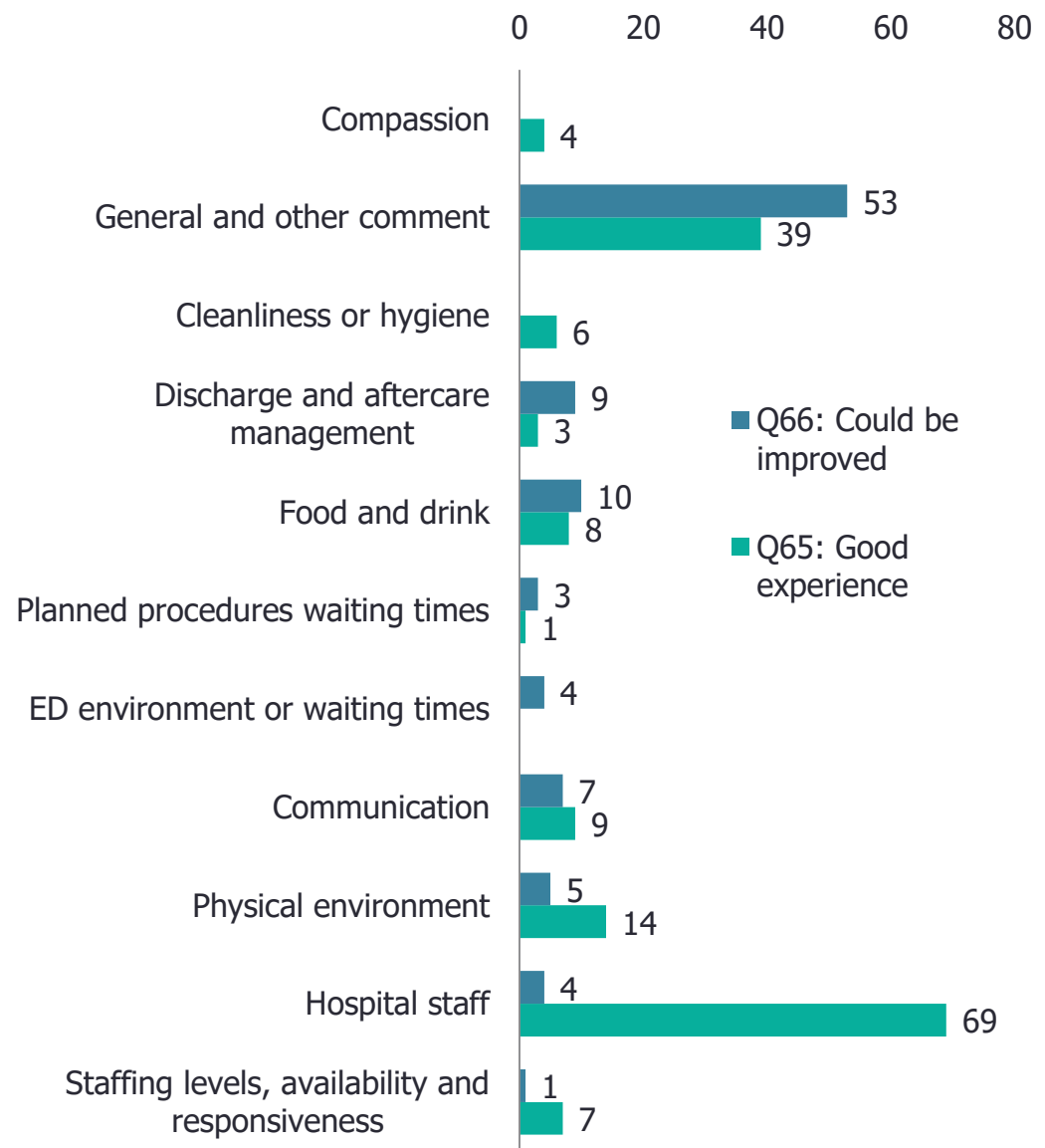
Analysis of patients' comments

- 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).
- 253 comments were received from patients admitted to National Orthopaedic Hospital Cappagh.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"At time of discharge I was given only 5 days medication for pain relief. I was in severe pain for weeks post op, I am still in severe pain. Also I had nobody at home as I live by myself. I was told by doctor that I could stay until Monday but was sent home by staff nurse on Friday."

"I have bad hearing so hard to understand staff with masks."

"My only issue!! I left hospital late on Friday evening and given my prescription it would have been less stressful for me to have at least 1 days meds and not to have to go to chemist on way home."

"Admission process - I was only contacted a week before my admission date by the nurse reviewing the admission chart. Discharge process - I was told at 7am that I was for discharge and had to be out of the bed by 11am as they needed it. No preparation done."



In their own words: comments from patients



"The staff were so kind and friendly. I felt 100% safe and confident in my surgeon and his team. Although the hospital was busy, I felt that every staff member made time for me. I felt well cared for."

"The medical team and nurses were amazing. I had a particularly painful surgery and the night nurse came into the room without turning on the lights so as not to wake me. The doctor examined everything very well before the surgery."

"The doctors, nurses, physio and the catering staff couldn't do enough for me, all of them made my stay in Cappagh Hospital a pleasant and comfortable and relaxing experience."

"I felt very relaxed from admission to discharge. All staff from assessment day right through demonstrated a very high professional standard. Physio's, Dr's, nurses, care staff and catering and cleaning staff. While I hope not to have to go back I would have no fears at all."



Conclusion



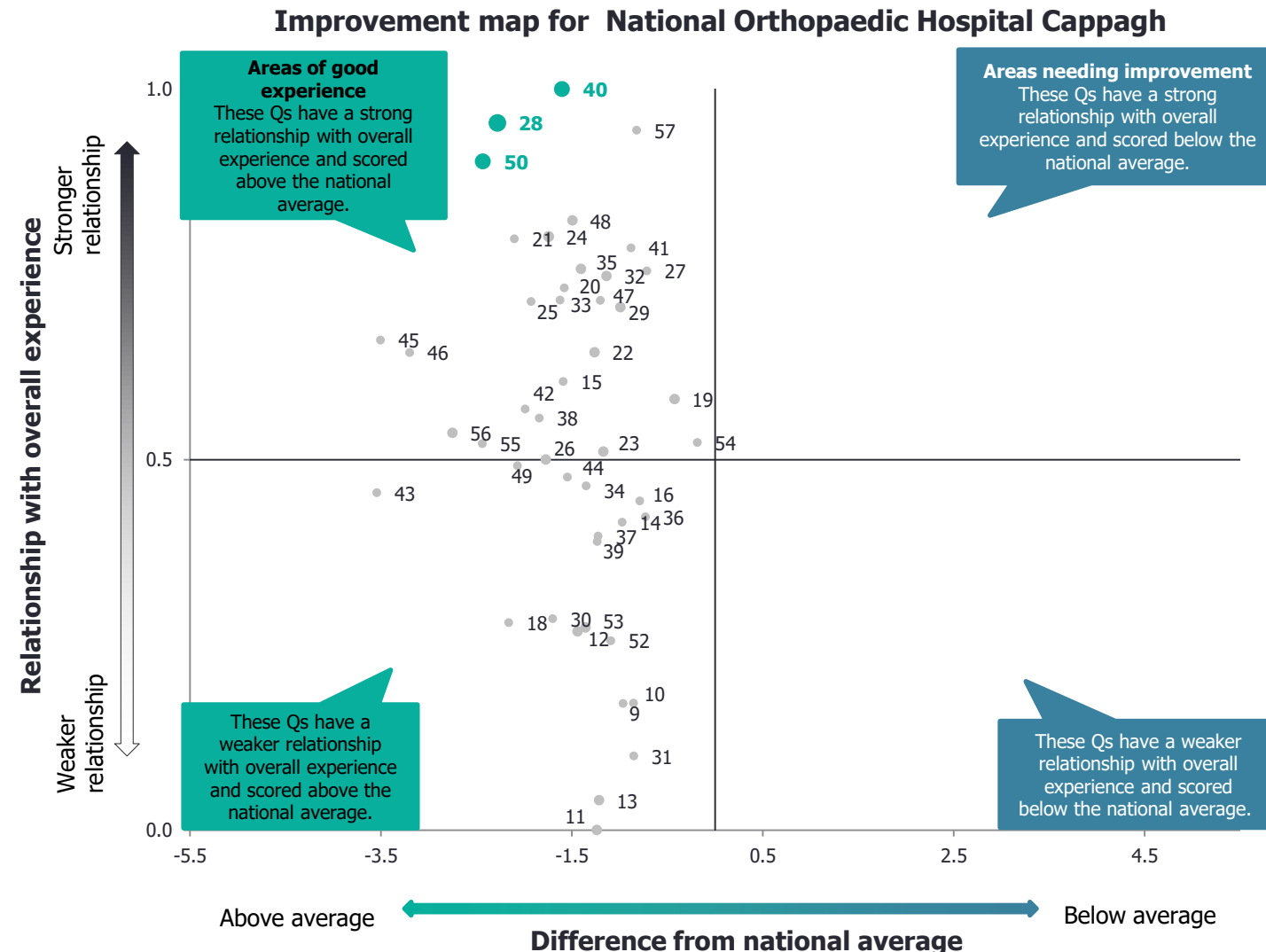
- 98% of people who were admitted to National Orthopaedic Hospital Cappagh said they had a good to very good overall experience, compared to 82% nationally.
- 'Examinations, diagnosis and treatment' was the highest-rated stage of care.
- 'Care during the pandemic' was the lowest-rated stage.
- Ratings for all stages of care and for overall experience were above the national average, and about the same as in 2021.
- National Orthopaedic Hospital Cappagh scored above or similar to the national average for all survey questions.
- Positive elements of experience included someone to talk to about worries and fears, involvement in decisions about discharge, and information on how to manage a condition.



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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