

## National Inpatient Experience Survey 2022

---

### Nenagh Hospital

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**



<b>16+</b> 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 <b>postal address</b> 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 <b>specialist services</b>	 Patients receiving care in <b>private hospitals</b>
---	--

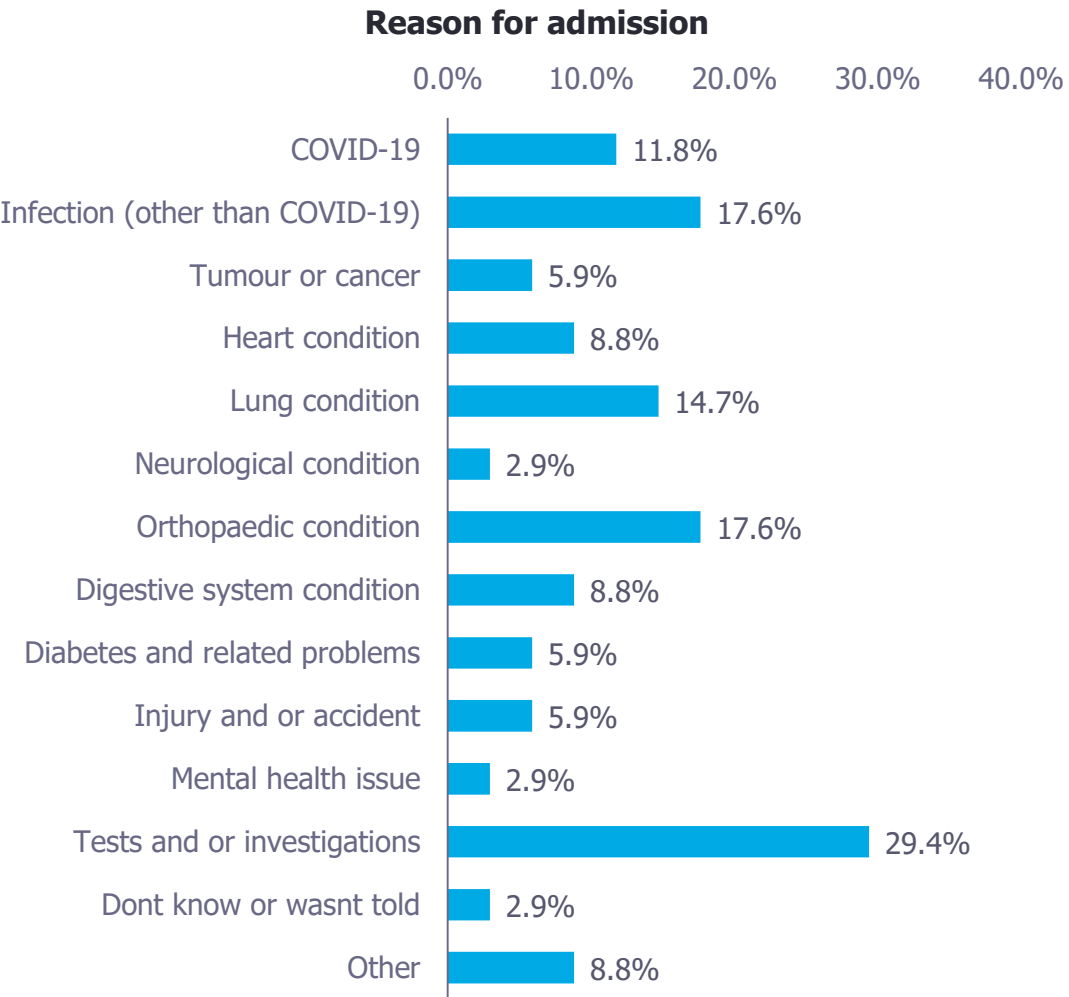


# Participants

- 82 people who were admitted to Nenagh Hospital were invited.
- 35 took part (43%).

Characteristics of participants

Age category	Number	%
36 to 50 years	1	2.9
51 to 65 years	5	14.3
66 to 80 years	18	51.4
81 years or older	11	31.4
Sex		
Male	18	51.4
Female	17	48.6
Admission route		
Emergency	22	62.9
Non-emergency	13	37.1





## Areas of good experience



### **Cleanliness of toilets and bathrooms | Q11**

Of the 33 people who answered this question, 82% (27) said that the toilets or bathrooms they used were very clean.

### **Staff introductions | Q14**

Of the 33 people who answered this question, 94% (31) said that staff always introduced themselves.

### **Food rating | Q15**

Of the 34 people who answered this question, 88% (30) rated the hospital as food as good or very good.

These questions scored significantly above average.

In Nenagh Hospital the scores for all survey questions were above or the same as the national average.

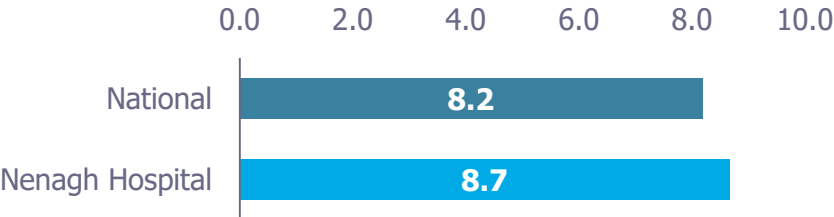
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



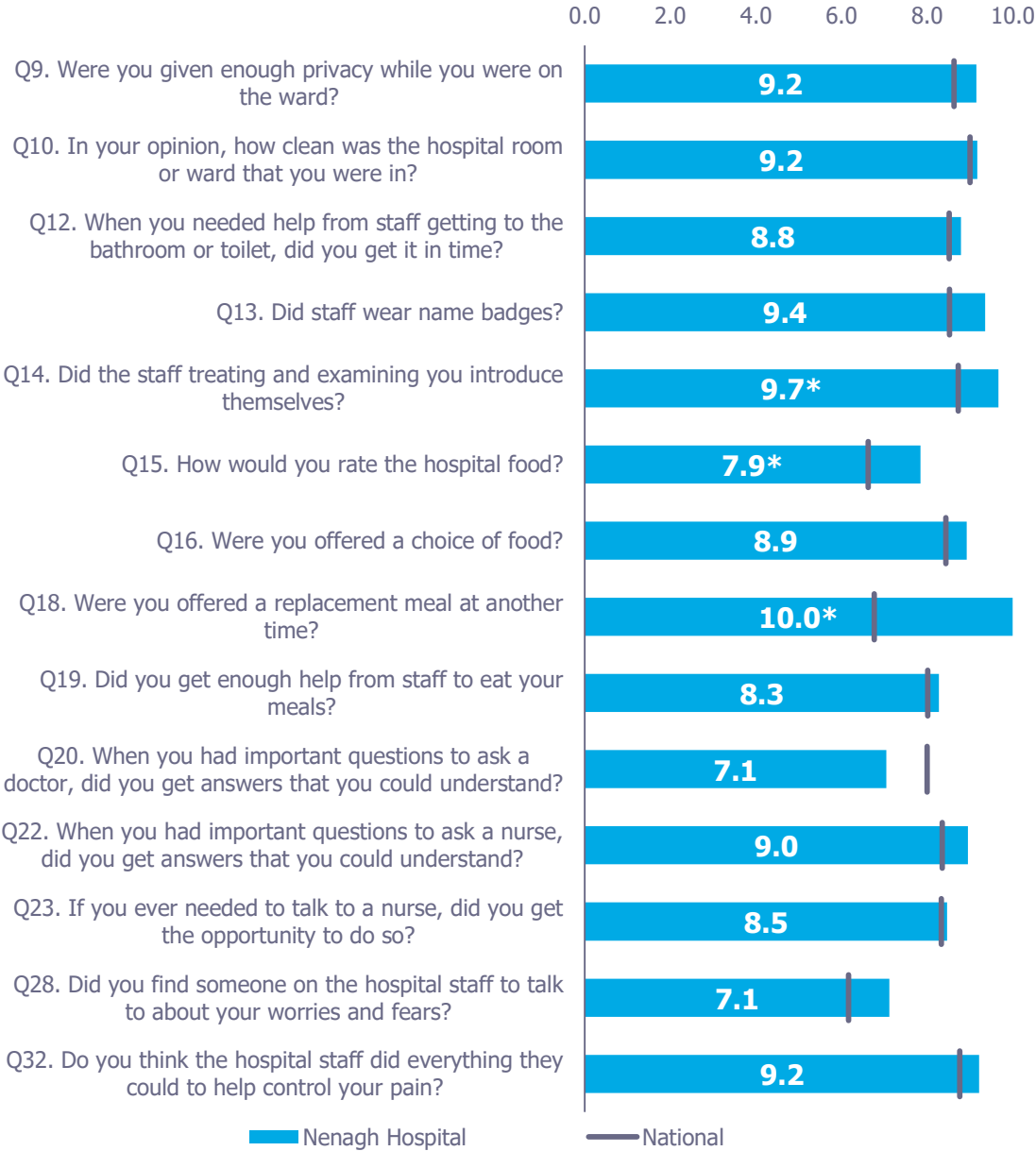
# Care on the ward

- Highest-scoring questions:
  - All five people (100%) who were ever unable to eat during mealtimes said that they were offered a replacement meal.
- Lowest-scoring questions:
  - 17% of people (5 of 30) said that doctors did not answer their questions in a way they could understand, while 17% of people (4 of 23) 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'



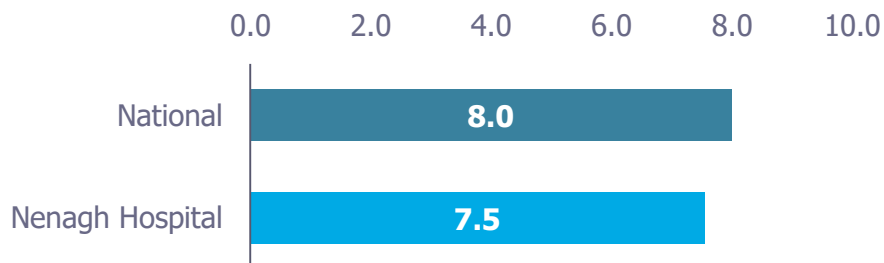
\* Denotes statistically significant differences from the national average.



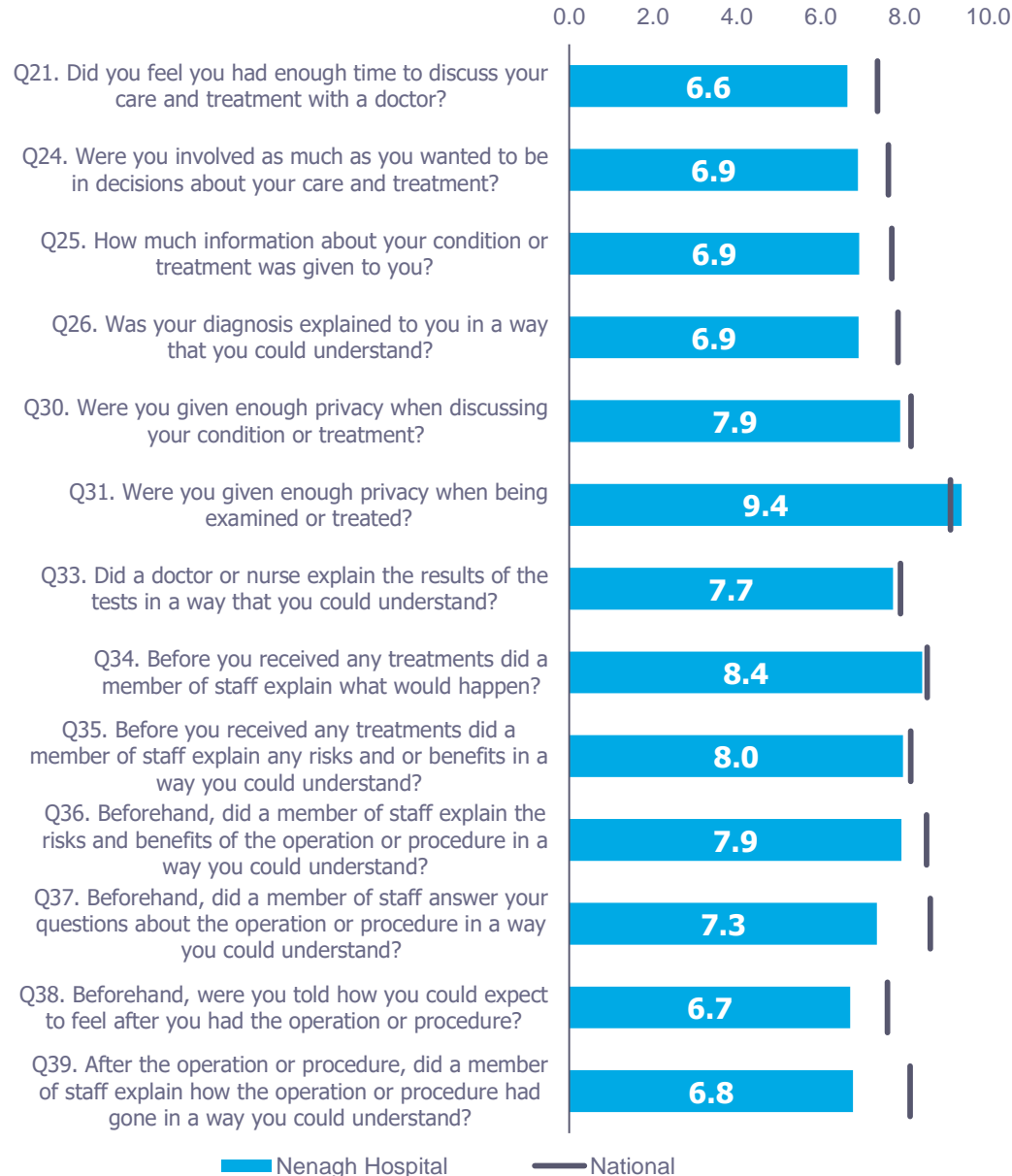
# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 88% of people (29 of 33) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 23% of people (8 of 35) 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'

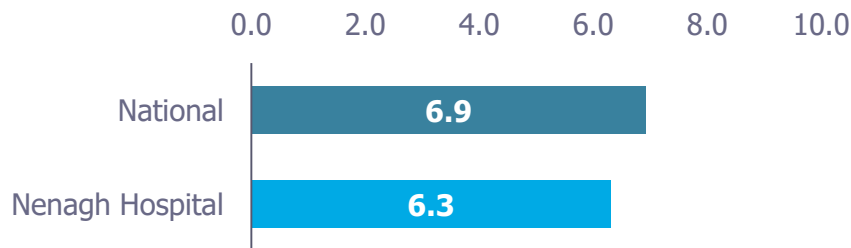




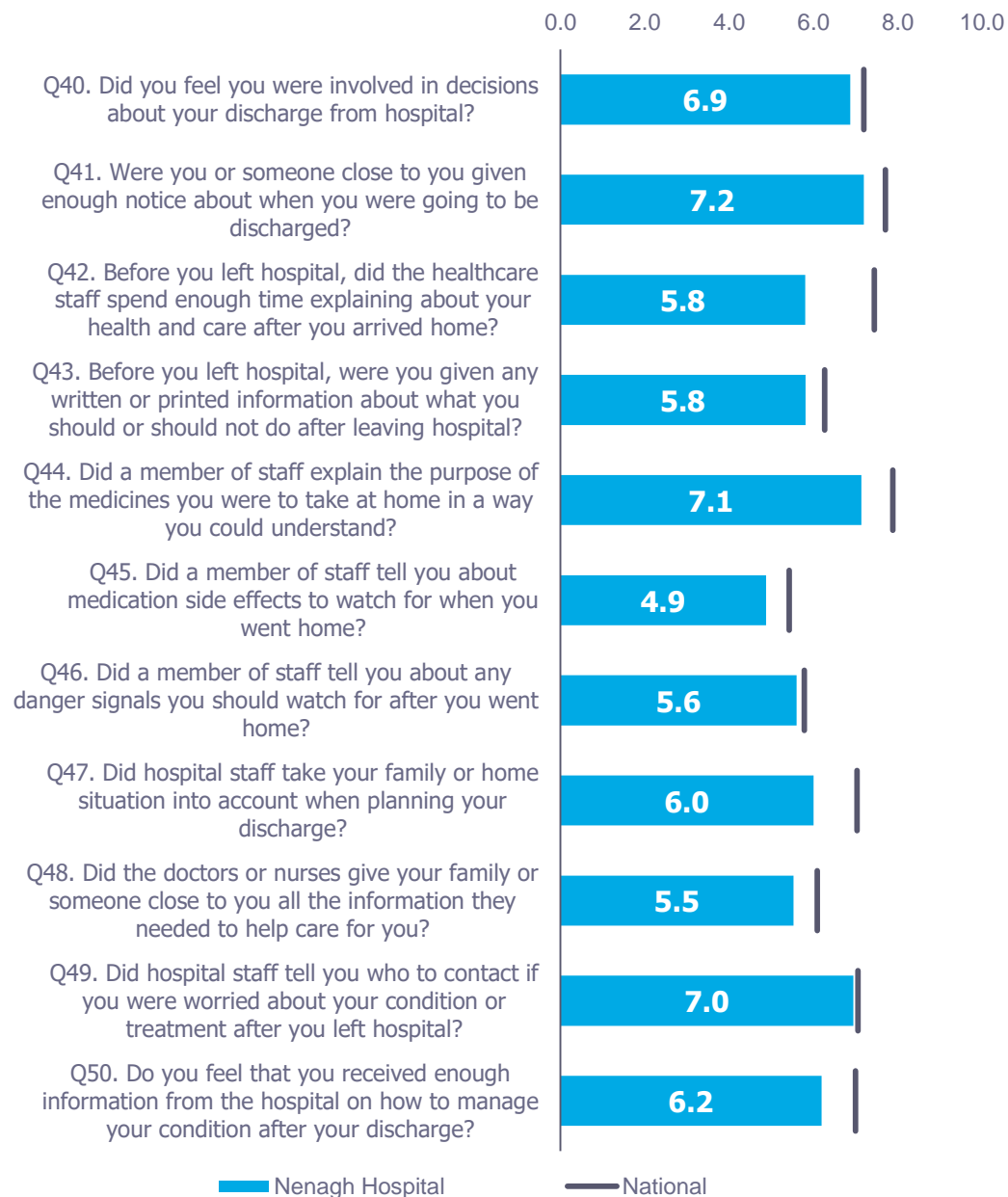
# Discharge or transfer

- Highest-scoring question:
  - 61% of people (20 of 33) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
  - 46% of people (12 of 26) 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'





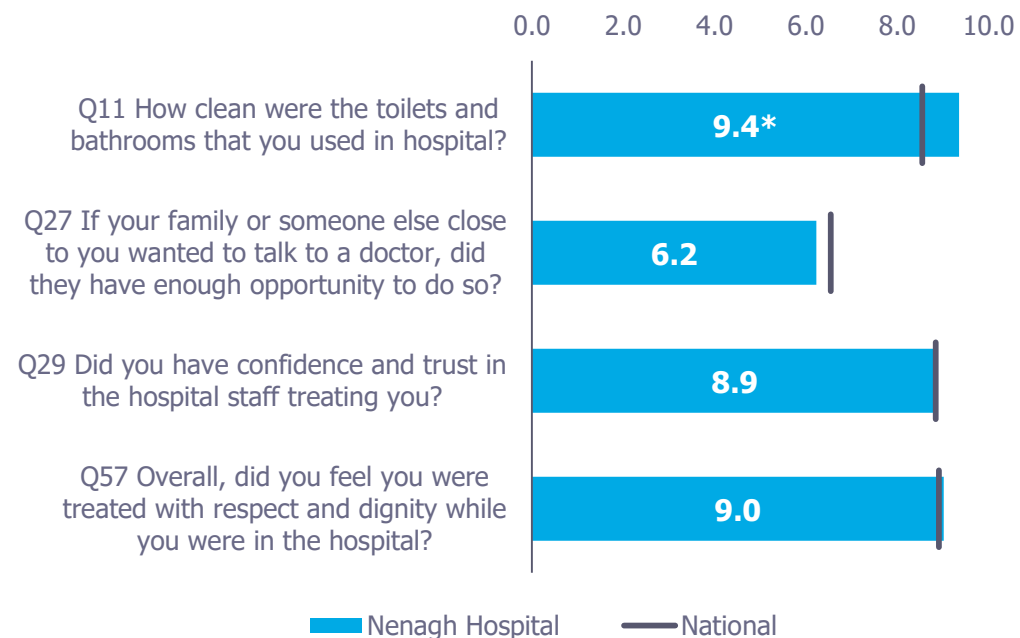


## Other aspects of care

- Highest-scoring question:
  - 82% of people (27 of 33) said that the toilets or bathrooms they used were very clean.
- Lowest-scoring question:
  - 16% of people (4 of 25) 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.

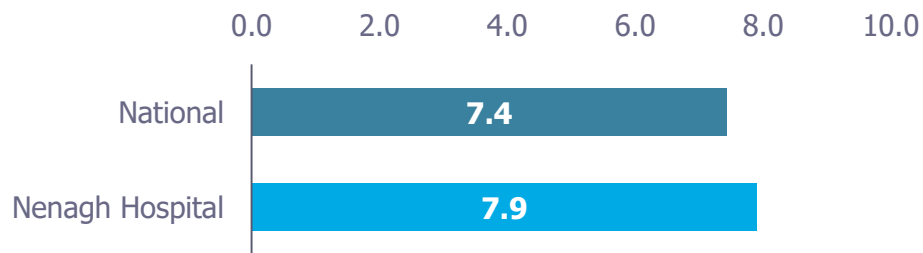




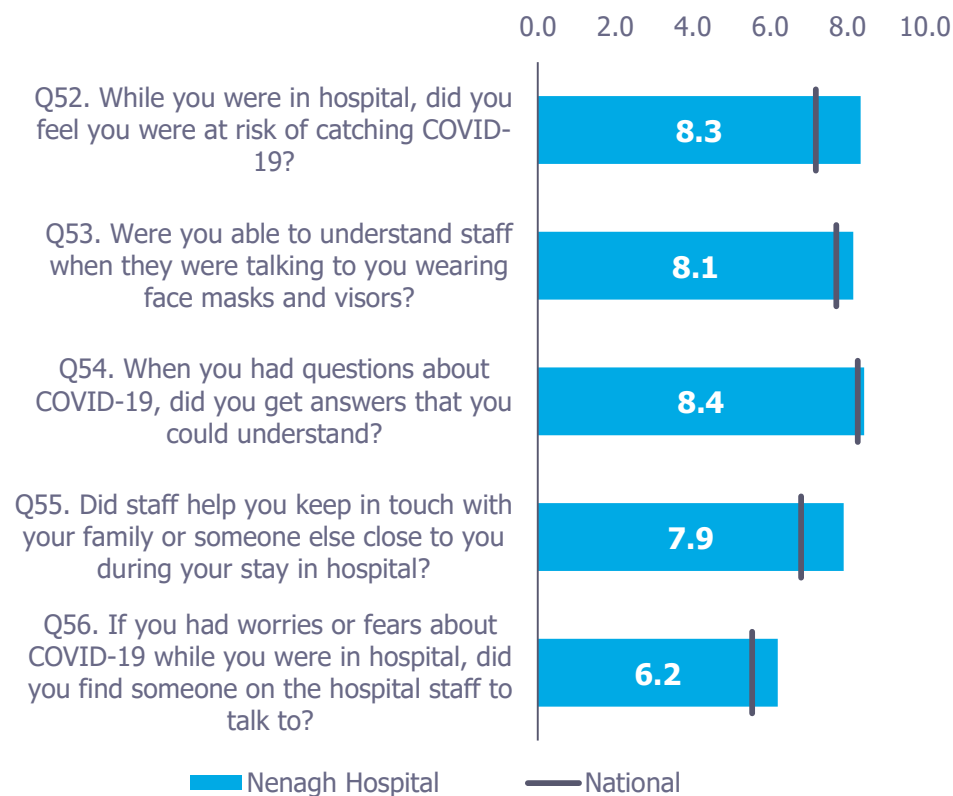
## Care during the pandemic

- Highest-scoring question:
  - Of the 24 people who had questions about COVID-19, 75% (18) said that they always got answers they could understand.
- Lowest-scoring question:
  - While 45% of people (15 of 33) said that they had no worries or fears about COVID-19, four people who did have worries or fears (22% of 18) 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'

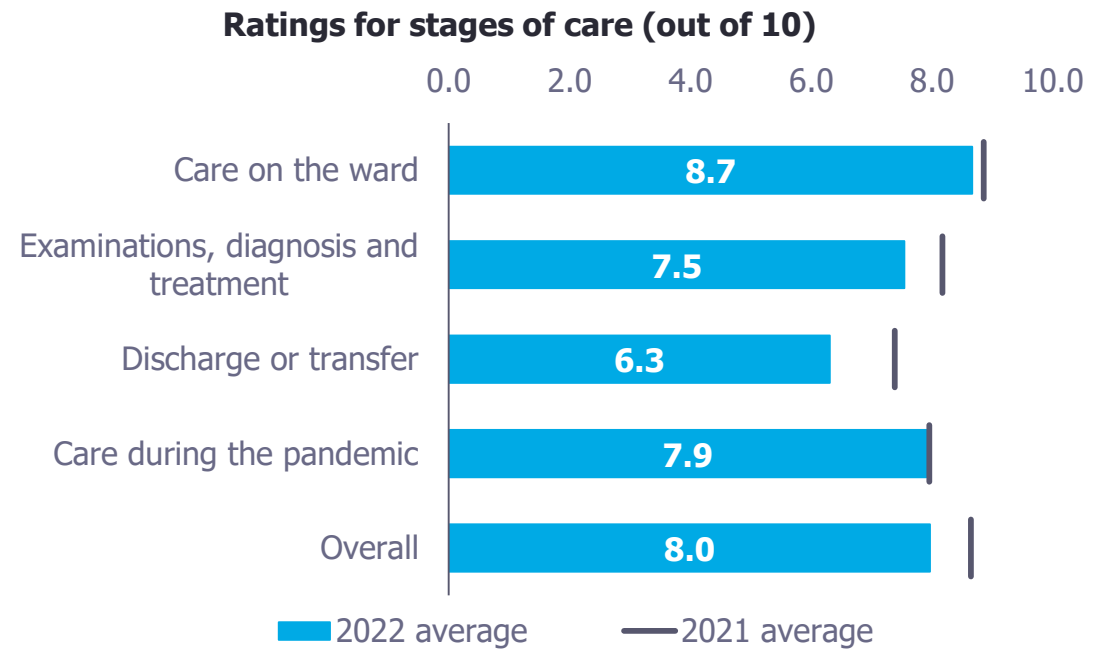
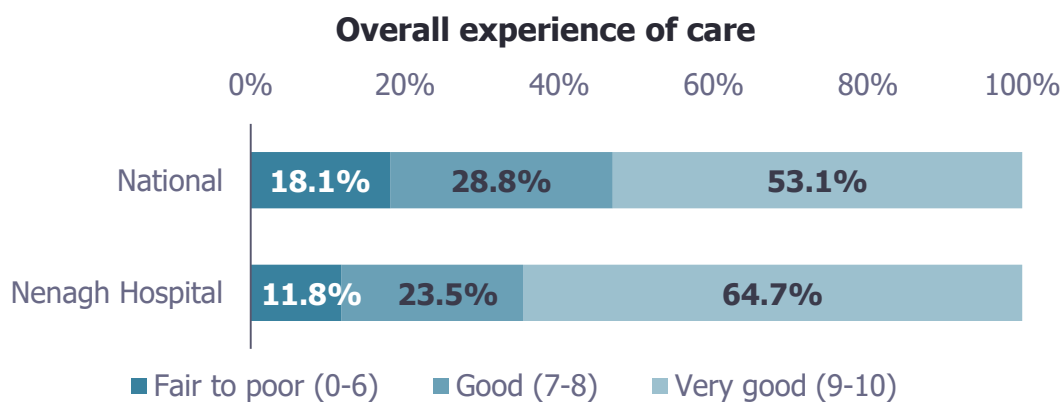




# Overall experience



- 88% of people who were admitted to Nenagh 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.

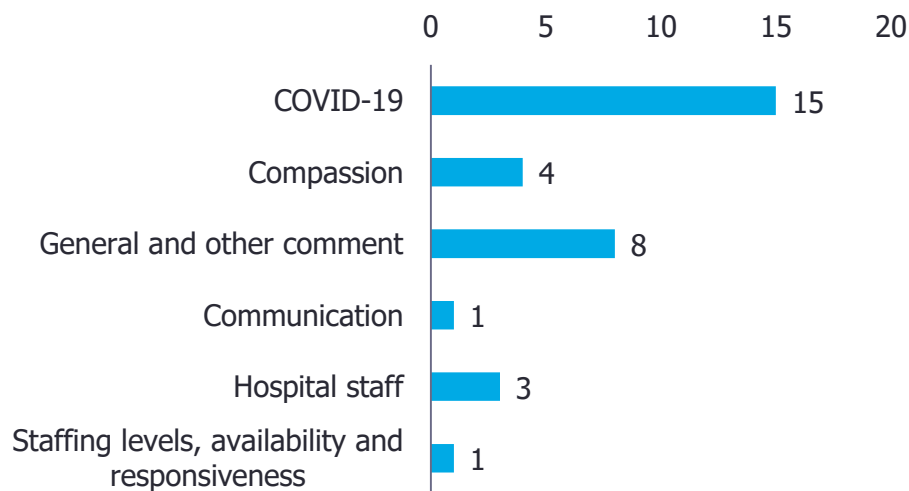




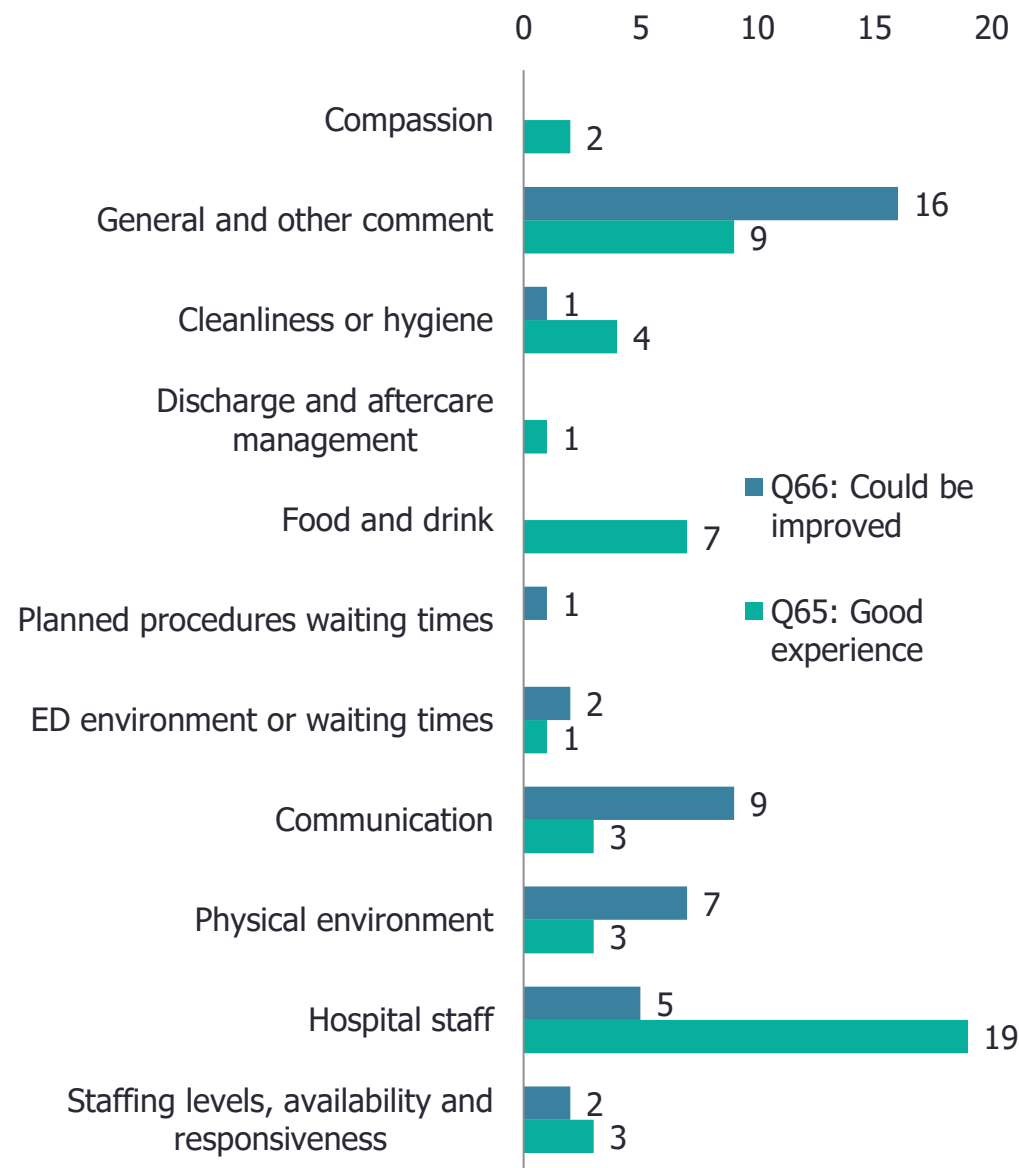
## Analysis of patients' comments

- 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).
- 79 comments were received from patients admitted to Nenagh Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





## In their own words: comments from patients



"Everyone's head was in my file but no one was looking at me, much less listening or indeed, believing me. My impression was that my opinion and testimony was secondary to the information in the file. I was struggling in vain to be heard and to defend myself. It was humiliating. If I am called for a follow up, I will cancel. The hospital was beautiful, immaculate. The nursing staff were faultless."

"Access to toilets/washroom restricted on account of covid."

"Lonely!!! In isolation for 10 days due to close contact in hospital. Don't use a mobile phone so it was very very isolating."

"I had several different doctors every day tells you something different and when you will have tests etc. done and never get them I am waiting to see... the urology doctor I am still waiting to see him."



## In their own words: comments from patients



"The care received from all staff was excellent - nurses, doctors and carers and kitchen staff. The medical assessment was very thorough. The food was excellent. This make the experience a very satisfying. The staff were beyond helpful and caring."

"[COVID-19] did affect the visiting but the visitor app was great to support scheduled visits for nominated family member."

"Staff were very friendly and helpful at all times. Food very good and in a very spacious room, very clean. I am unable to read or write so staff were very understanding and helpful."

"Attention, hygiene of place, the professionalism of staff. Ability to speak to doctors. The good atmosphere and friendliness of all staff."



## Conclusion



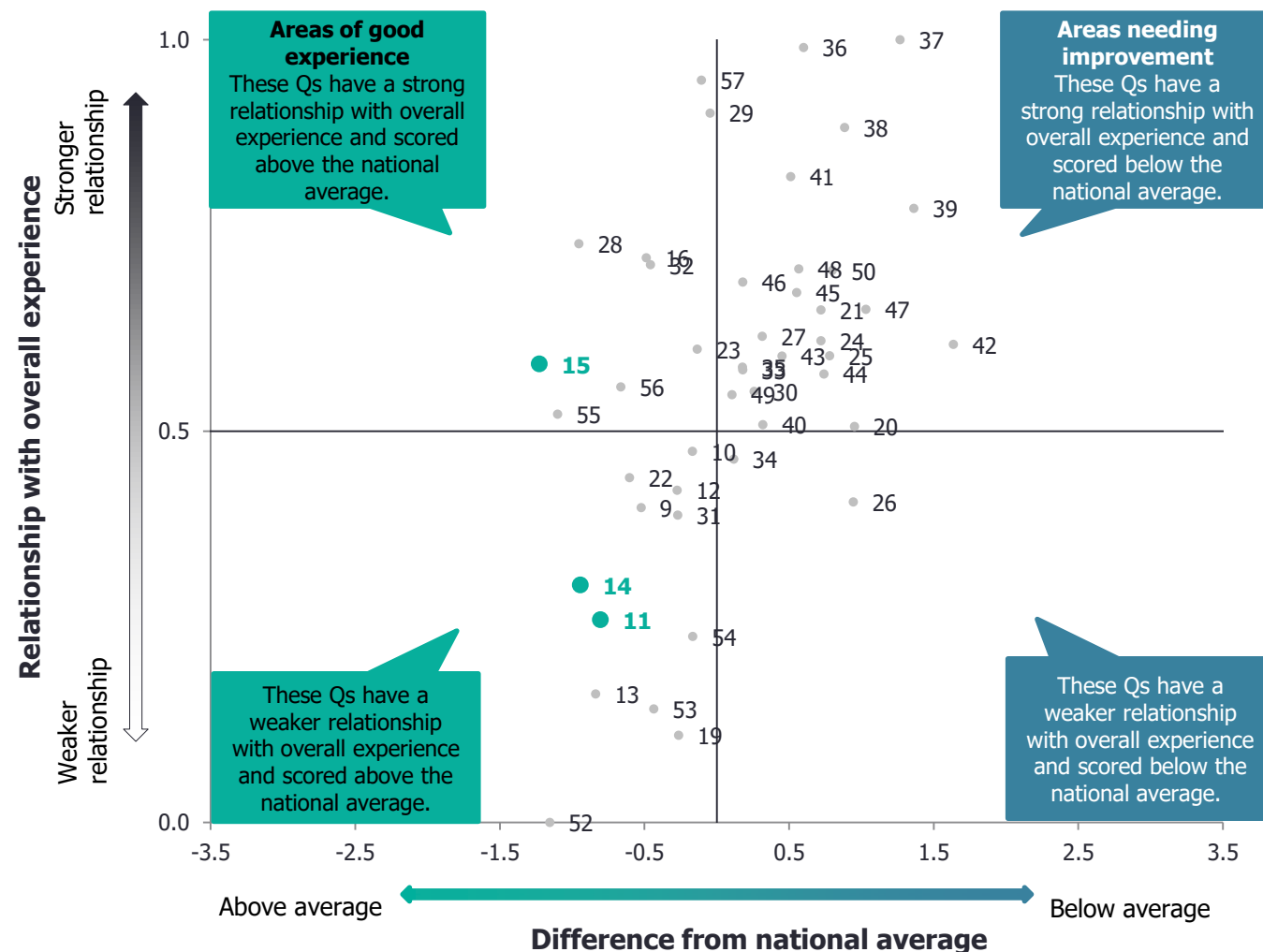
- 88% of people who were admitted to Nenagh Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' was the highest-rated stage of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Nenagh Hospital scored above or similar to the national average for all survey questions.
- Positive elements of experience included cleanliness of toilets and bathrooms, staff introductions and the hospital food.

## 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](http://www.yourexperience.ie).

Improvement map Nenagh Hospital







THANK YOU

QUESTIONS

More information on the National Inpatient Experience Survey 2022 is available from [www.yourexperience.ie](http://www.yourexperience.ie):

- [National results](#)
- [Interactive results \(Tableau\)](#)
- [Technical report](#)

Follow us on:



@CareExperience



/YourInpatientExperience  
/CareExperience



@CareExperience

[www.yourexperience.ie](http://www.yourexperience.ie)

We're committed to excellence in healthcare