

## National Inpatient Experience Survey 2022

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### Our Lady of Lourdes 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**



<p><b>16+</b></p> <p>16 years of age or older</p>	<p><b>24</b></p> <p>Spent 24 hours or more in a public acute hospital</p>	<p><b>MAY</b></p> <p>Discharged in May 2022 (the survey month)</p>
<p>Held a <b>postal address</b> in the Republic of Ireland at the time of the survey</p>		<p>Attended one of the 40 participating hospitals</p>

**EXCLUSION CRITERIA**



<p>Patients receiving services such as day care, maternity, psychiatric, paediatric and some other <b>specialist services</b></p>	<p>Patients receiving care in <b>private hospitals</b></p>
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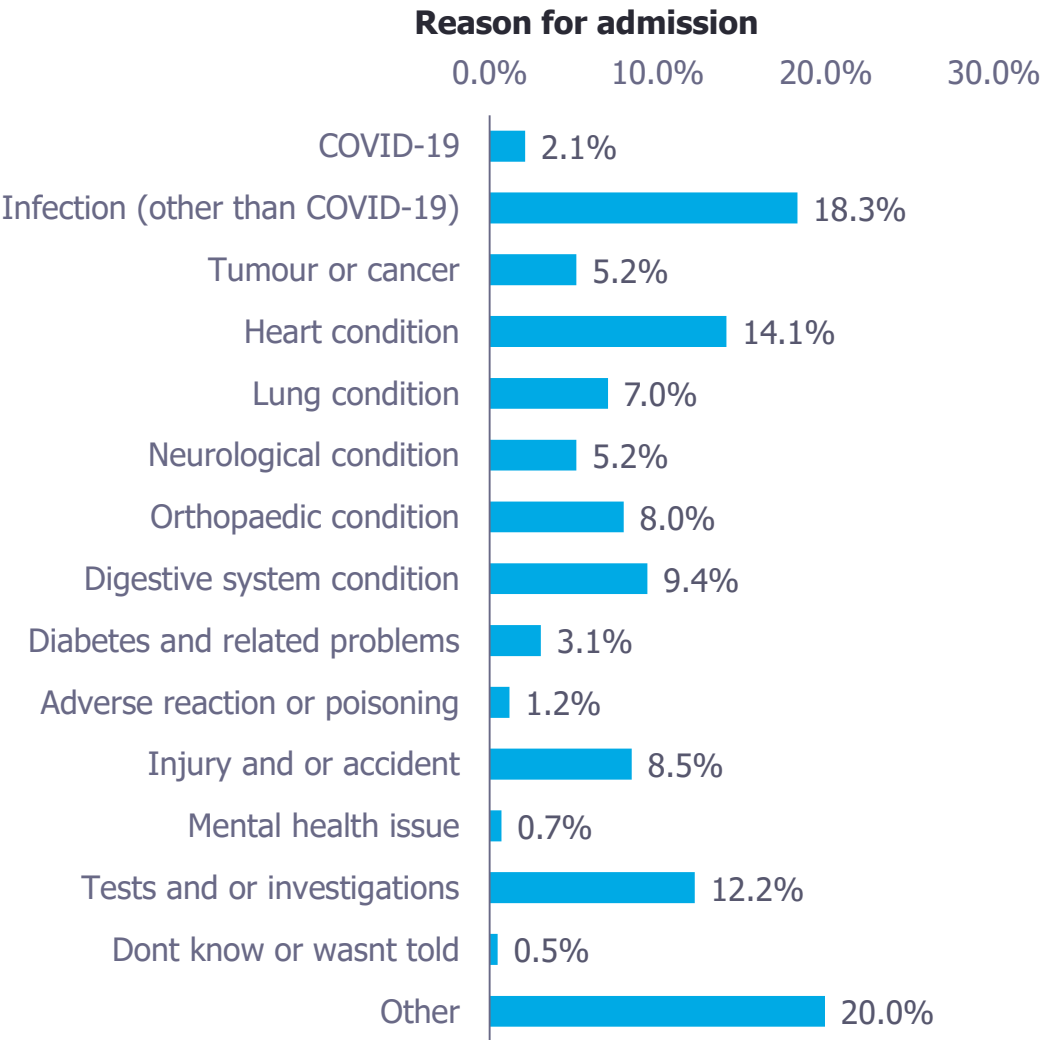


# Participants

- 1,118 people who were admitted to Our Lady of Lourdes Hospital were invited.
- 437 took part (39%).

Characteristics of participants

Age category	Number	%
16 to 35 years	36	8.2
36 to 50 years	58	13.3
51 to 65 years	97	22.2
66 to 80 years	163	37.3
81 years or older	83	19.0
Sex		
Male	190	43.5
Female	247	56.5
Admission route		
Emergency	396	90.6
Non-emergency	41	9.4





## Areas of good experience



### **Respect and dignity in the emergency department | Q6**

Of the 385 people who answered this question, 84% (323) said that they were always treated with respect and dignity in the emergency department.

### **Privacy on the ward | Q9**

Of the 411 people who answered this question, 81% (331) said that they were always given enough privacy while they were on the ward.

### **Privacy when being examined or treated | Q31**

Of the 404 people who answered this question, 88% (354) said that they were always given enough privacy when being examined or treated.

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



## Areas needing improvement



### **Written or printed information | Q43**

Of the 329 people who answered this question, 45% (147) said that they were not given any written or printed information about what they should or should not do after leaving hospital.

This question scored significantly below average.

Our Lady of Lourdes Hospital scored above or similar to the national average for most survey questions.

While no other 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.

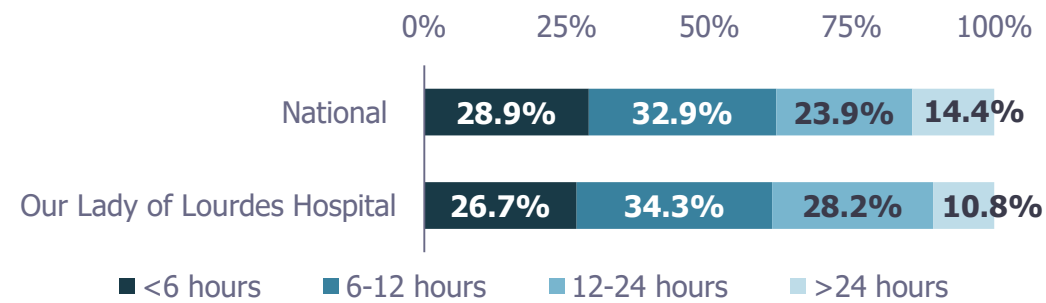


# Admissions

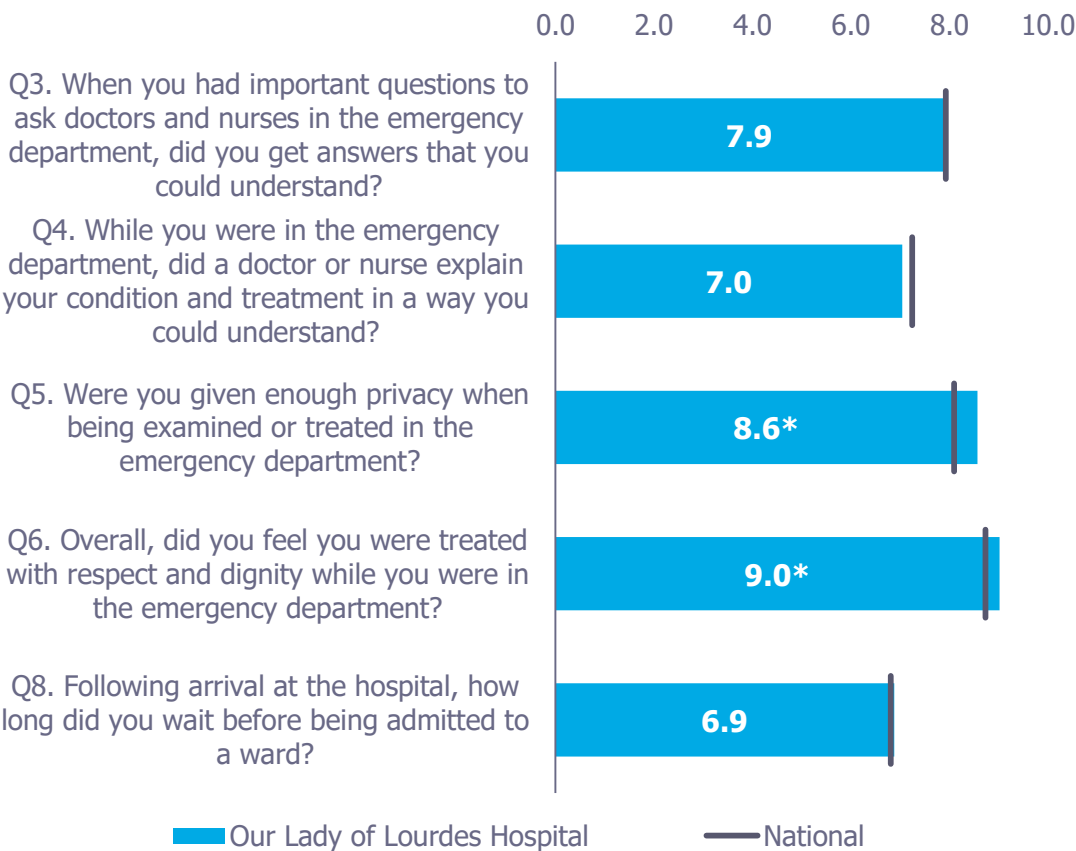


- Highest-scoring question:
  - 84% of people (323 of 385) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
  - 11% of people (37 of 344) said that they waited longer than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



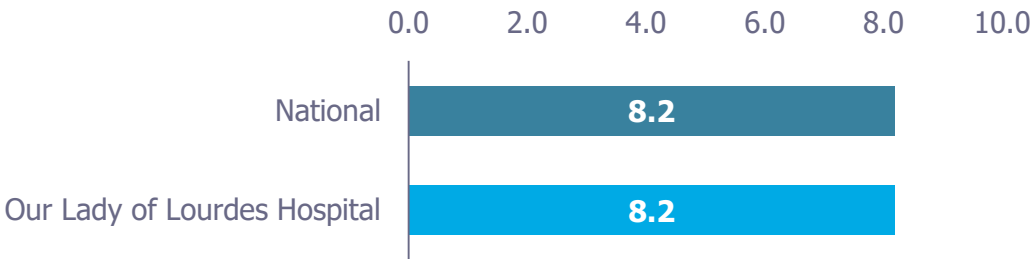
\* Denotes statistically significant differences from the national average.



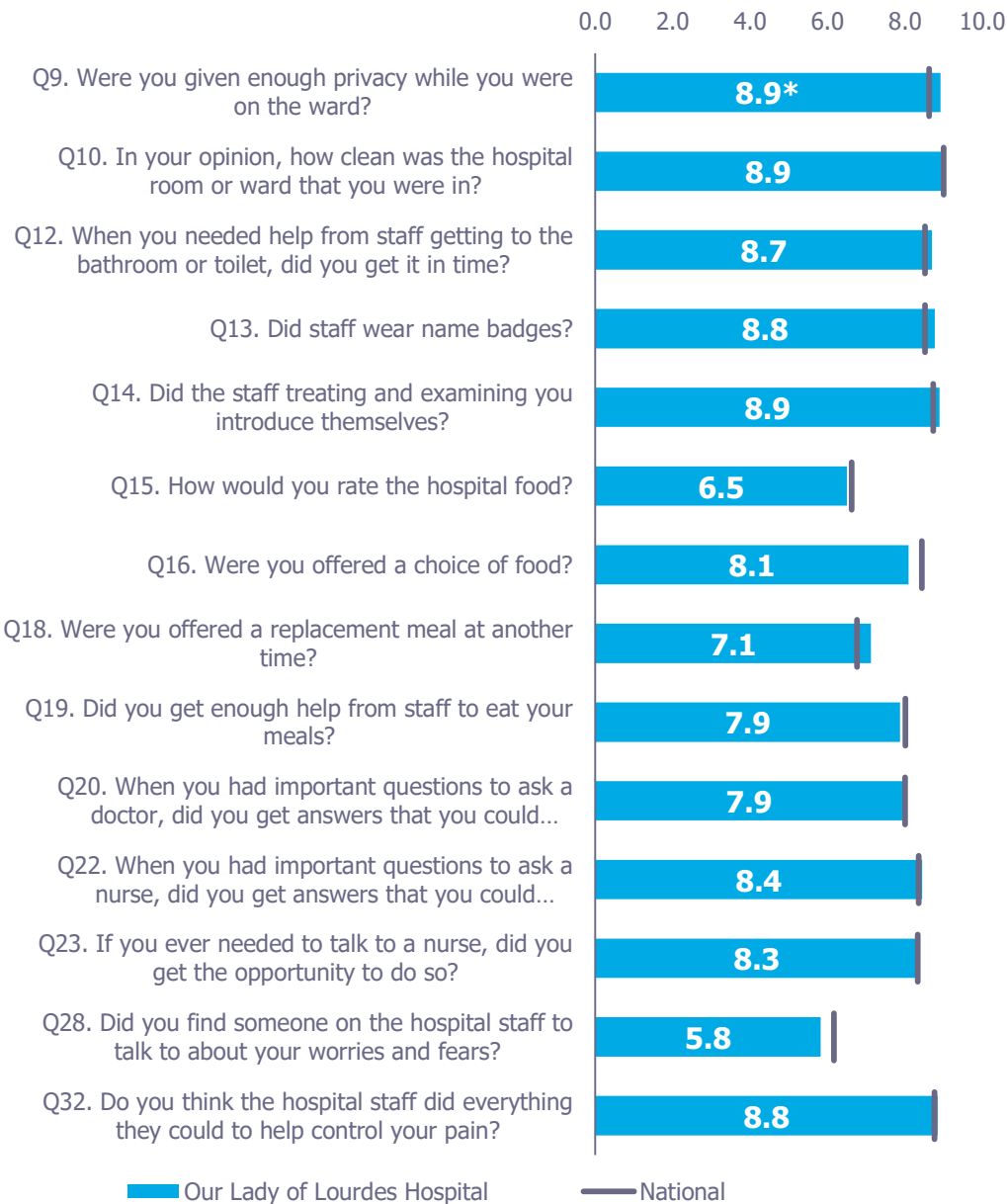
# Care on the ward

- Highest-scoring questions:
  - 81% of people (331 of 411) said that they were always given enough privacy on the ward, while 80% of people (322 of 403) said that all staff introduced themselves.
  - 72% of people (297 of 411) said that the room or ward they were in was very clean.
- Lowest-scoring question:
  - 28% of people (77 of 276) 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.

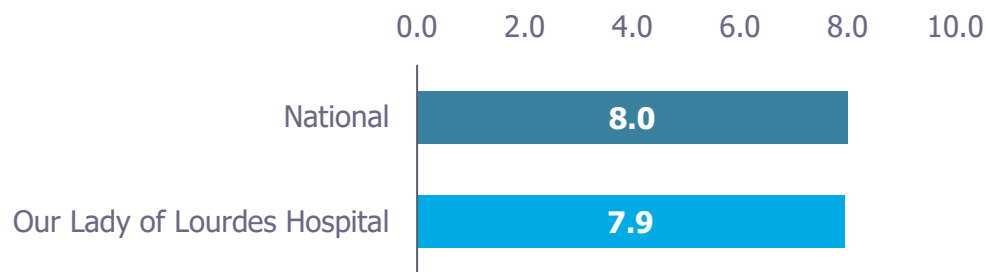




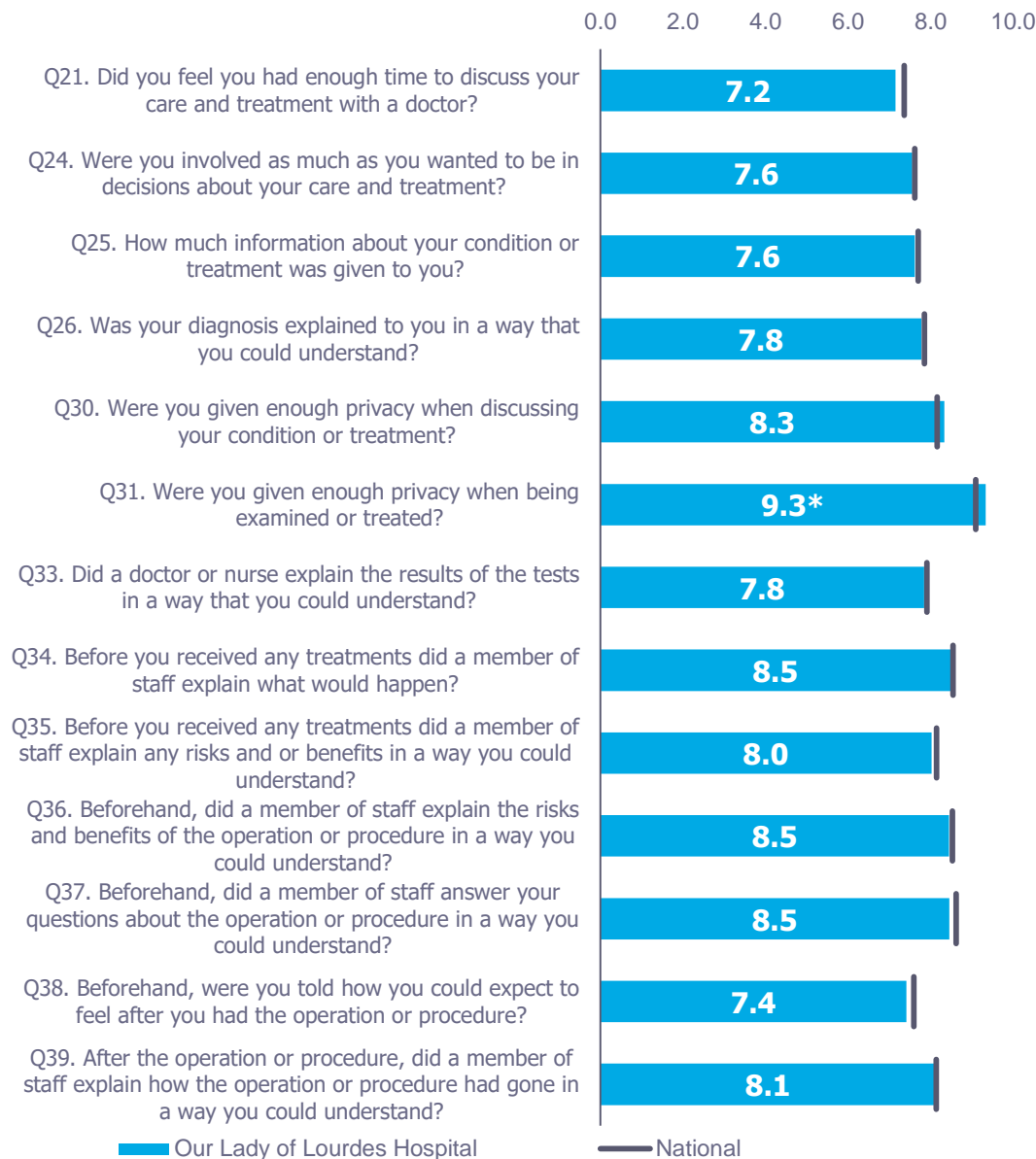
## Examinations, diagnosis and treatment

- Highest-scoring question:
  - 88% of people (354 of 404) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 12% of people (51 of 409) 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'



\* Denotes statistically significant differences from the national average.

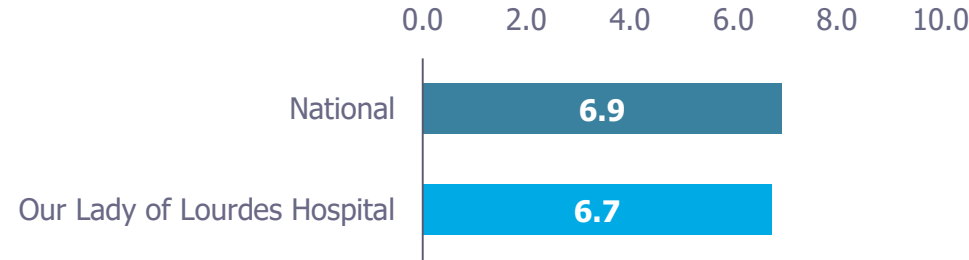




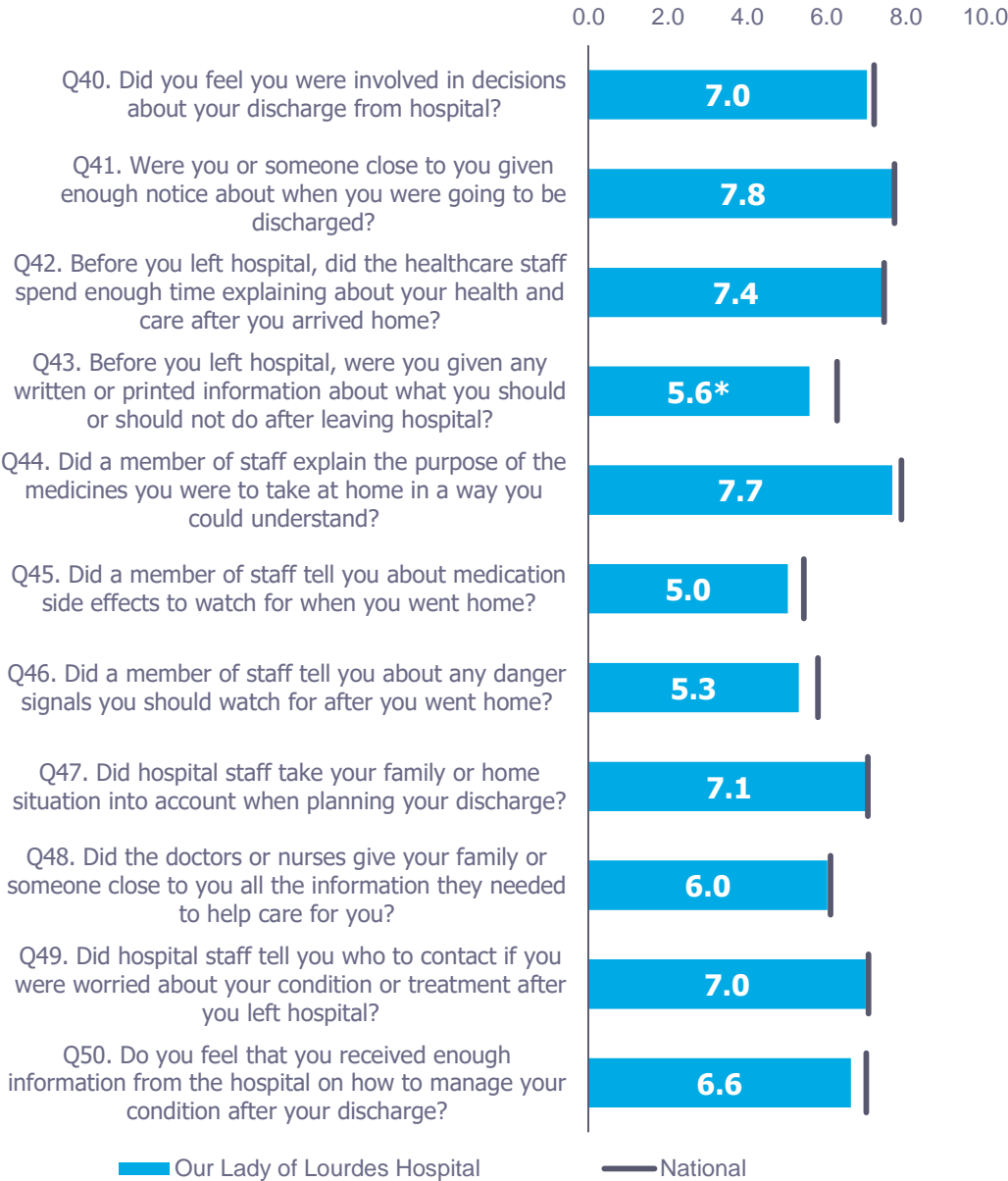
# Discharge or transfer

- Highest-scoring question:
  - 66% of people (268 of 406) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
  - 41% of people (122 of 301) 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'



\* Denotes statistically significant differences from the national average.



## Other aspects of care

- Highest-scoring questions:
  - 80% of people (333 of 415) said that they always had confidence and trust in the hospital staff treating them.
  - 82% of people (336 of 410) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
  - 21% of people (57 of 275) 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'



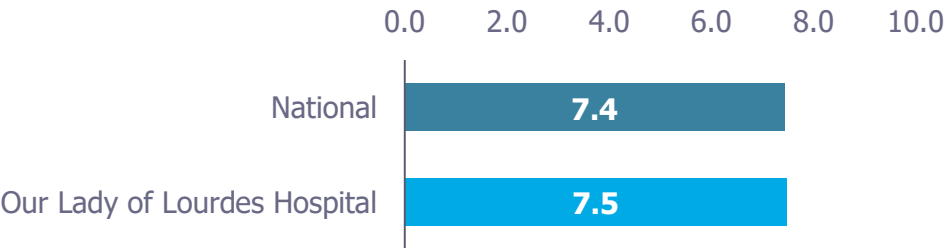


# Care during the pandemic

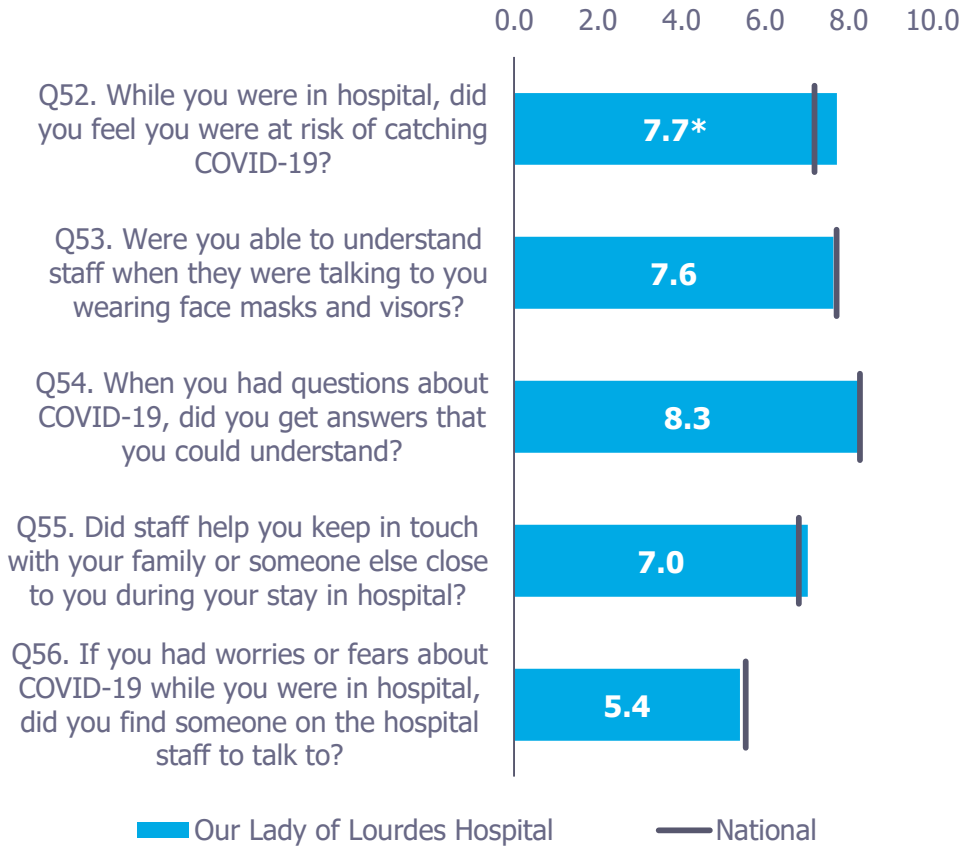


- Highest-scoring question:
  - 72% of people (141 of 197) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
  - While 62% of people (249 of 399) said that they had no worries or fears about COVID-19, 34% of people who had worries or fears (51 of 150) 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'



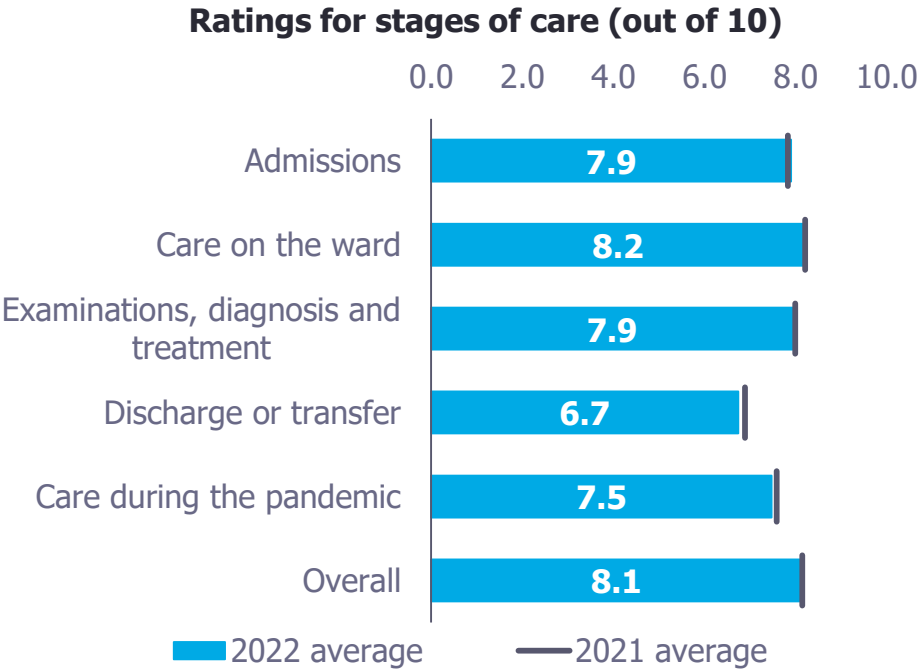
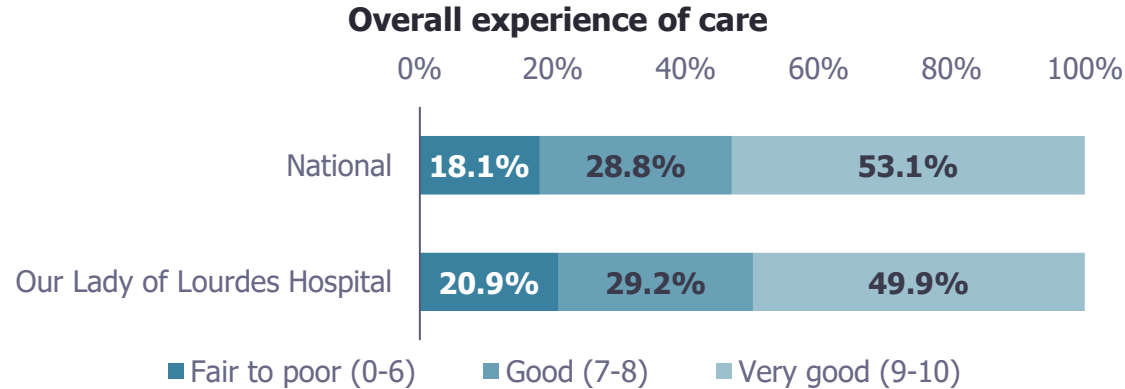
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# Overall experience



- 79% of people who were admitted to Our Lady of Lourdes 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.

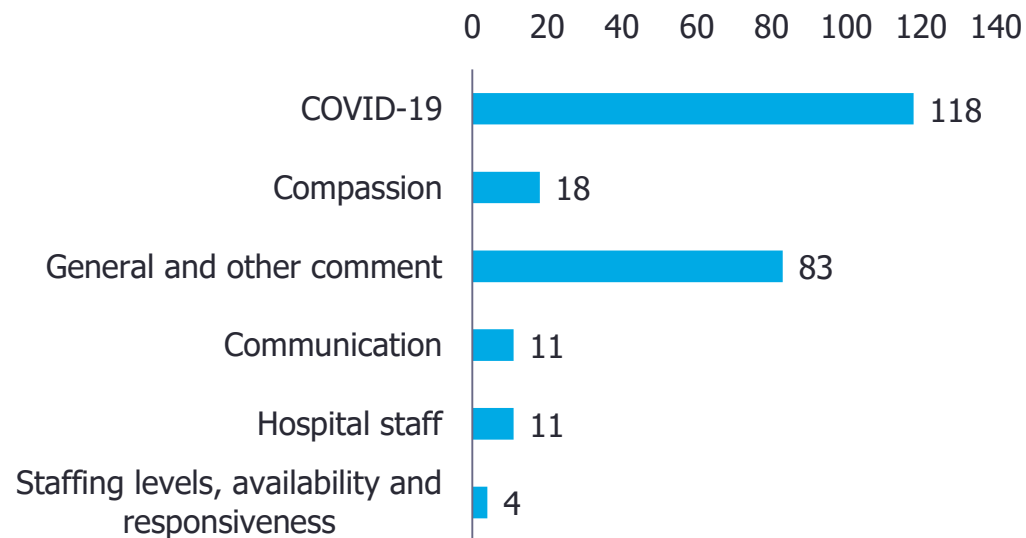




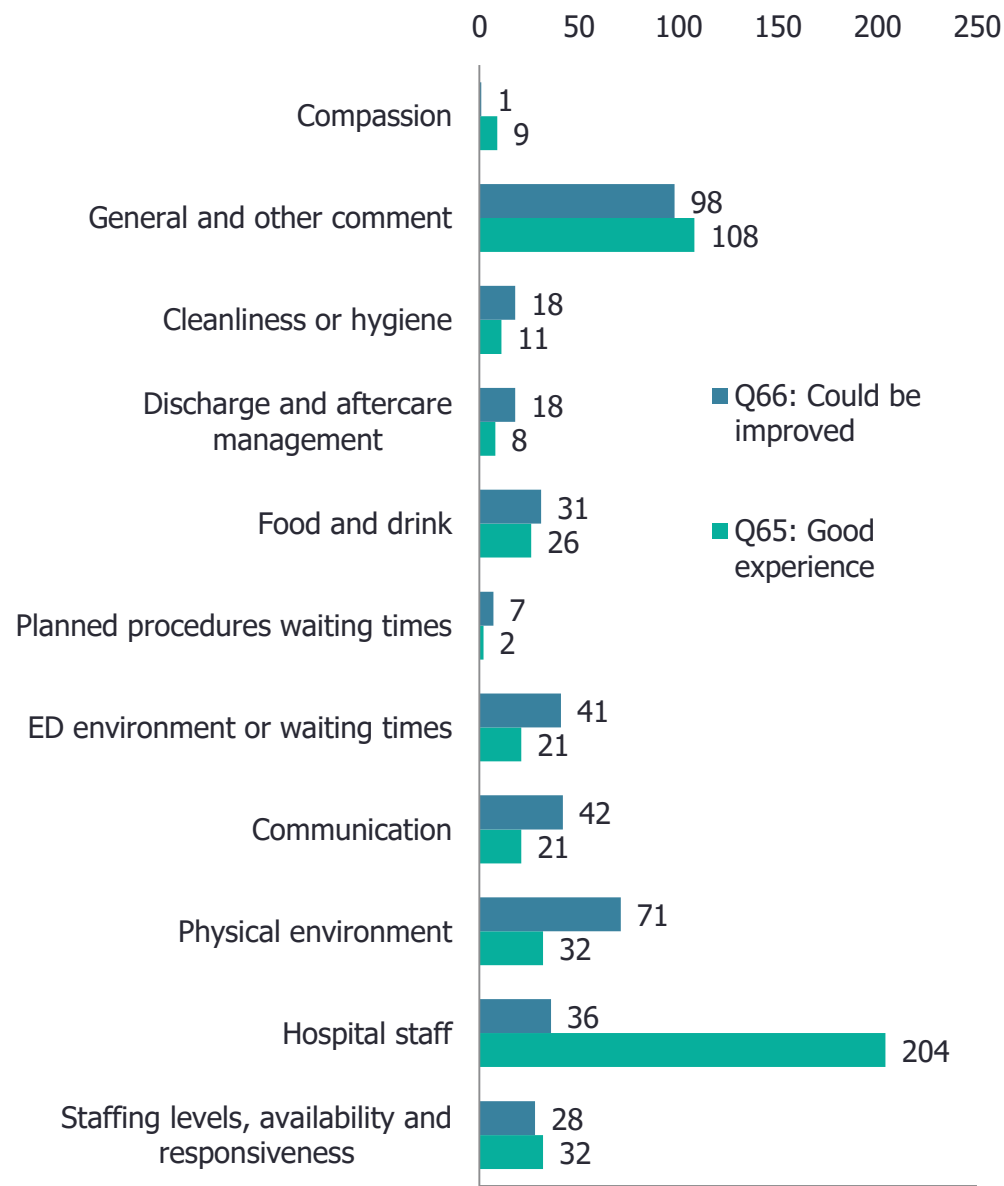
## Analysis of patients' comments

- 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).
- 753 comments were received from patients admitted to Our Lady of Lourdes Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





## In their own words: comments from patients



"Things that could be improved: I was in hospital for 3-4 days. I was due to have an MRI scan but they kept putting it off, until a Doctor insisted it be done as they wanted to discharge me. The food left a lot to be desired. There was no curtain around my bed."

"Privacy and more bed space and more staff."

"Lonely when in hospital without support for a young person, can't imagine elderly, vulnerable etc."

"Bathrooms and toilets could really need work done. They are used by all patients and sometimes I could not use them disgusting, age old this is the old part of the hospital."



## In their own words: comments from patients



"I've been always treated very well by all the staff. Would recommend this hospital to everybody. Treatments were always without any delays and all staff react very quick to patient needs and pain etc."

"The hospital staff were extremely kind, caring, understanding and helpful."

"I was impressed with the speed of which I was diagnosed, admitted and operated on."

"I was very impressed about the care the nursing staff gave to each and every one of the patients. The kitchen staff and cleaners were also very kind and cheerful. The ward and bed linen were extremely clean also the toilet areas."





## Conclusion



- 79% of people who were admitted to Our Lady of Lourdes 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.
- Positive elements of experience included respect and dignity in the emergency department and privacy on the ward and when being examined or treated.
- Areas for improvement included written or printed information.

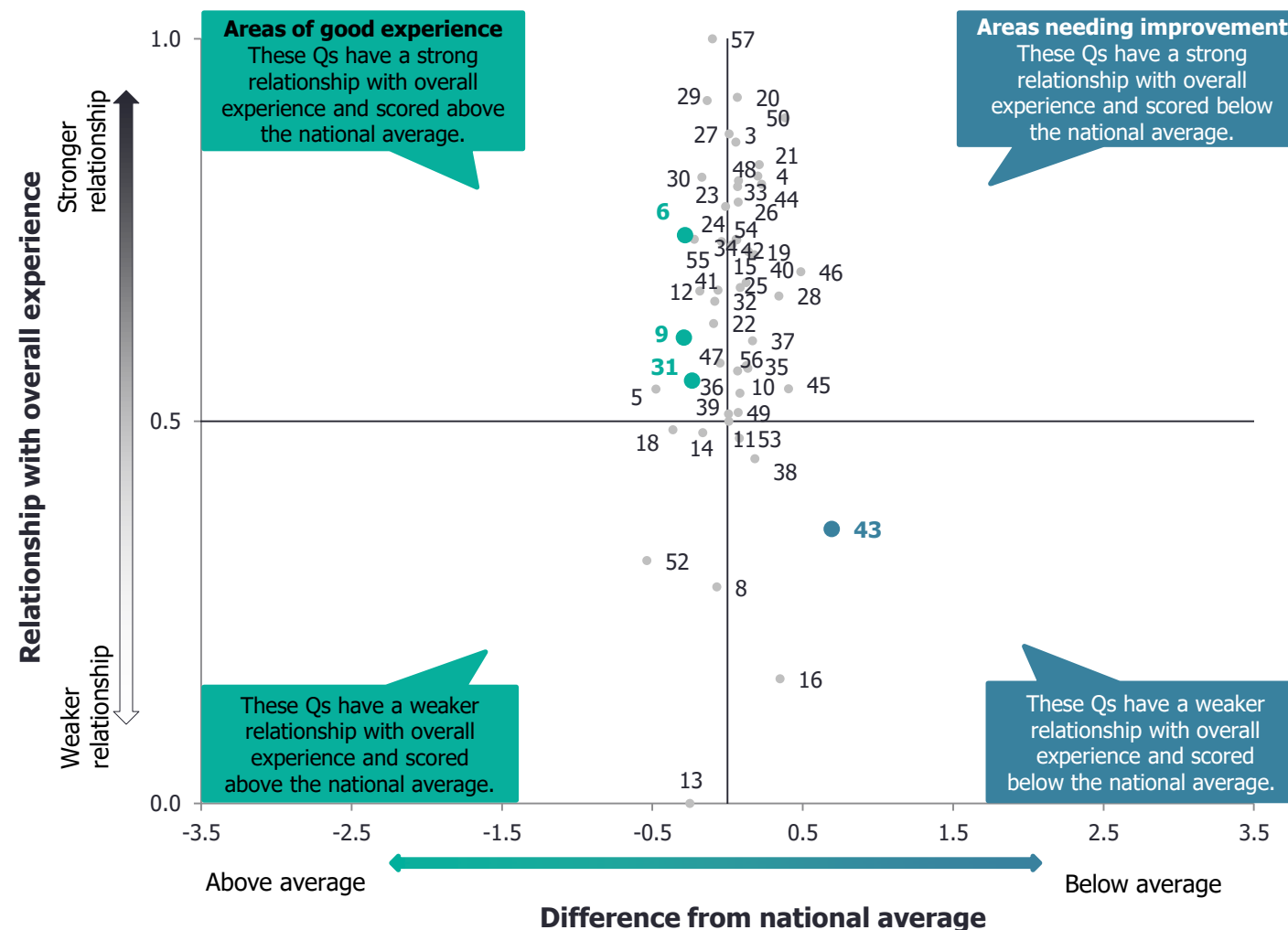


## Appendix 1

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

Improvement map Our Lady of Lourdes 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](#)

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