

National Inpatient Experience Survey 2022

Our Lady's Hospital Navan

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	24 Spent 24 hours or more in a public acute hospital	MAY 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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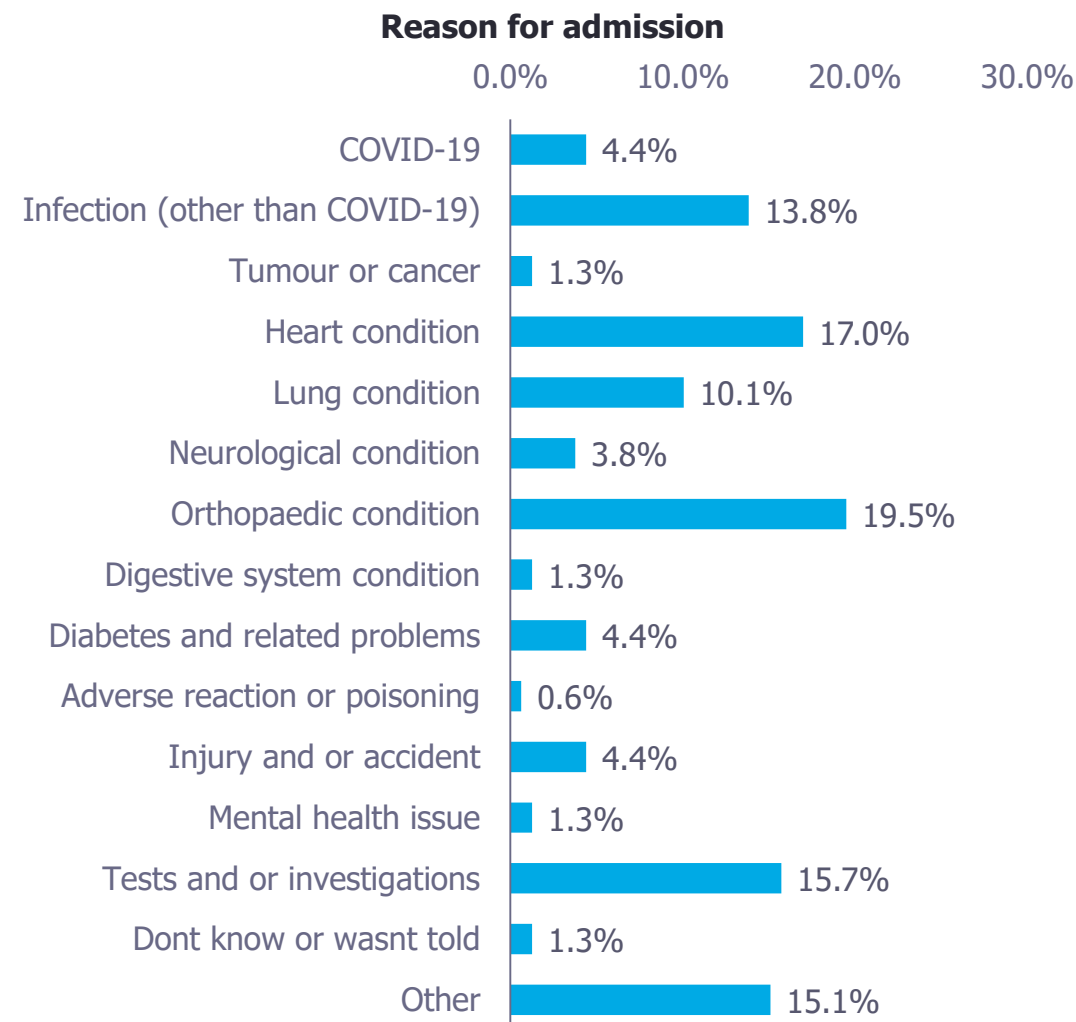


Participants

- 328 people who were admitted to Our Lady's Hospital Navan were invited.
- 160 took part (49%).

Characteristics of participants

Age category	Number	%
16 to 35 years	7	4.4
36 to 50 years	14	8.8
51 to 65 years	37	23.1
66 to 80 years	75	46.9
81 years or older	27	16.9
Sex		
Male	79	49.4
Female	81	50.6
Admission route		
Emergency	129	80.6
Non-emergency	31	19.4





Areas of good experience



Clear answers from a nurse | Q22

Of the 147 people who answered this question, 82% (120) said that they always got answers they could understand when they had important questions to ask a nurse.

Confidence and trust in hospital staff | Q29

Of the 152 people who answered this question, 87% (132) said that they always had confidence and trust in the hospital staff treating them.

Involvement in decisions about discharge | Q40

Of the 146 people who answered this question, 73% (107) said that they definitely felt involved in decisions about their discharge from hospital.

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

In Our Lady's Hospital Navan, 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.

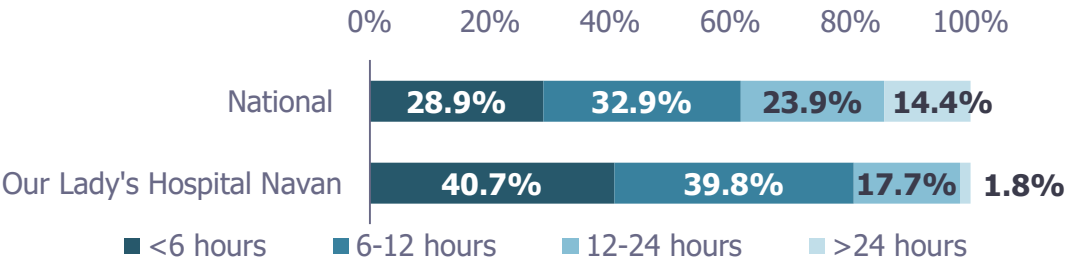


Admissions

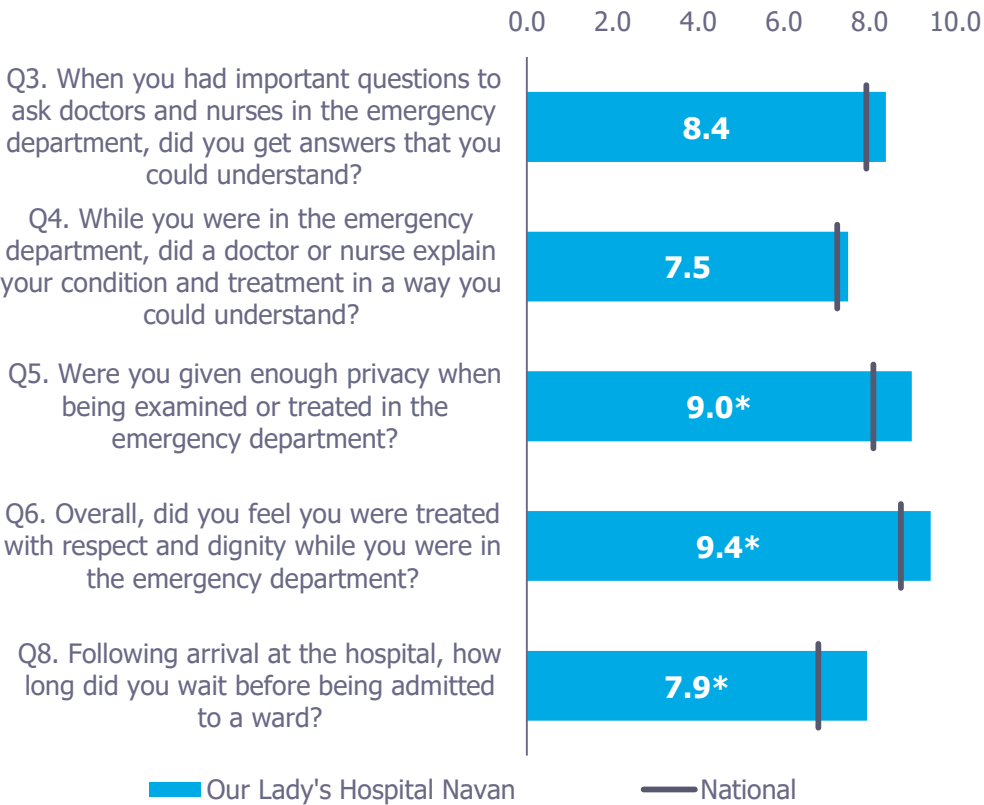


- Highest-scoring question:
 - 90% of people (111 of 123) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 10% of people (11 of 114) said that a doctor or nurse did not explain their condition and treatment in the emergency department in a way they could understand.

Emergency department waiting times



Average scores for questions on 'admissions'



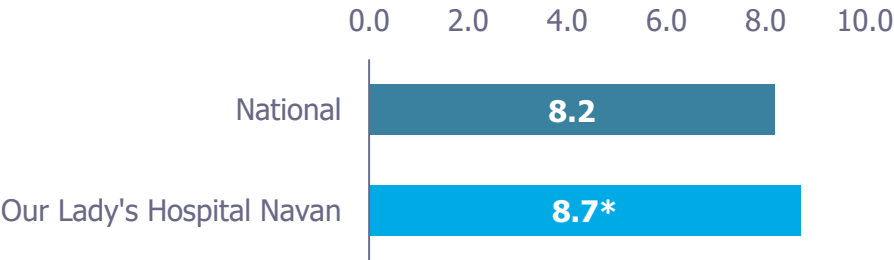
* Denotes statistically significant differences from the national average.



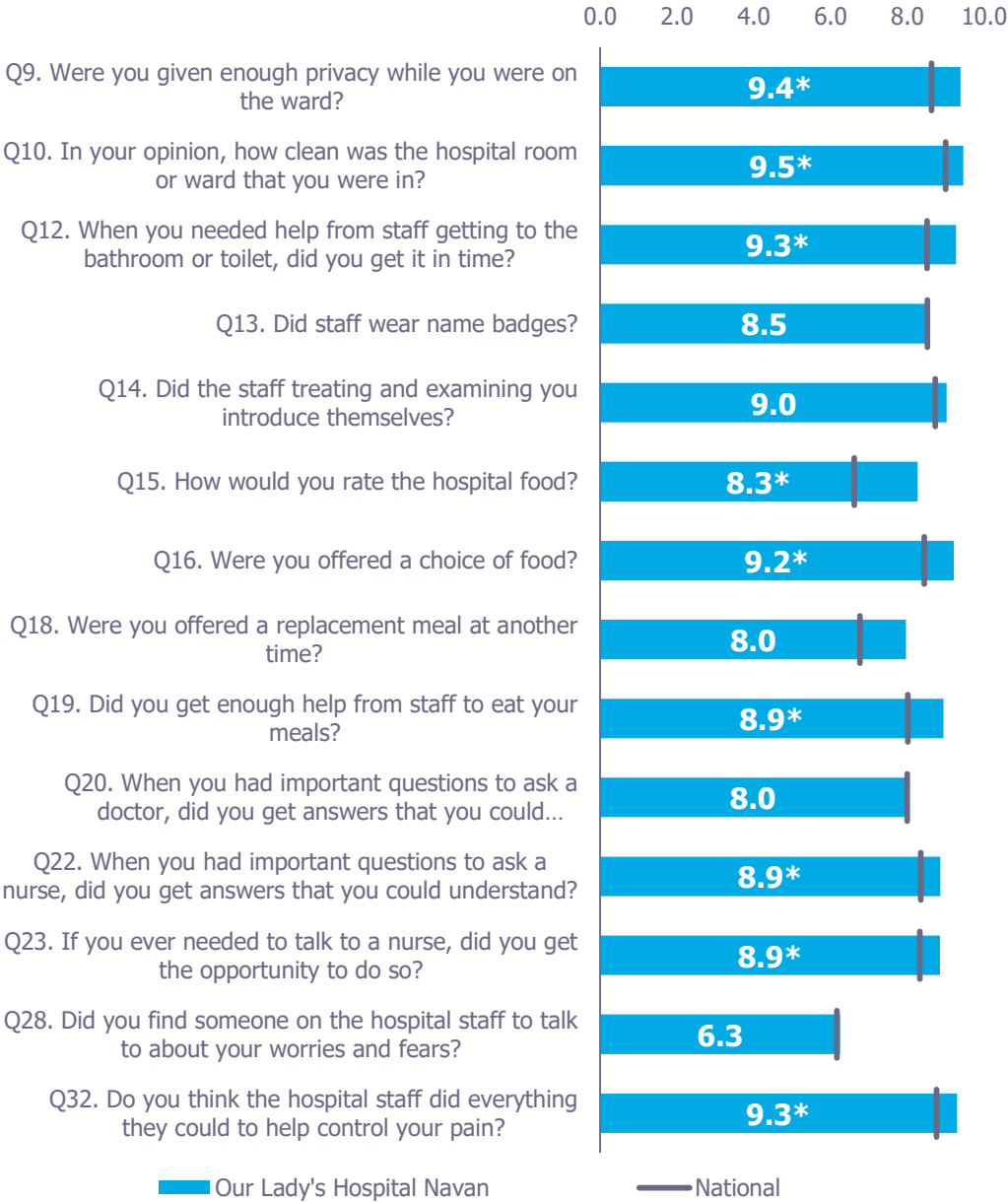
Care on the ward

- Highest-scoring question:
 - 86% of people (131 of 153) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 24% of people (24 of 102) 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'



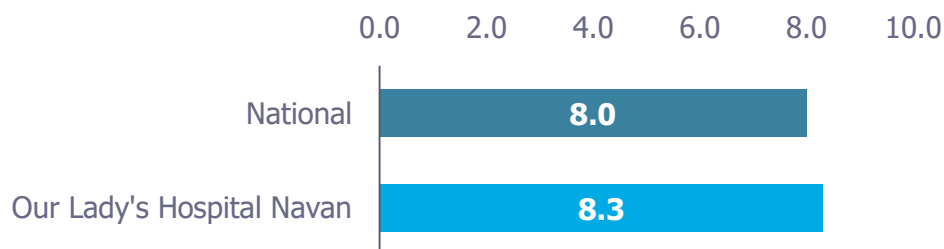
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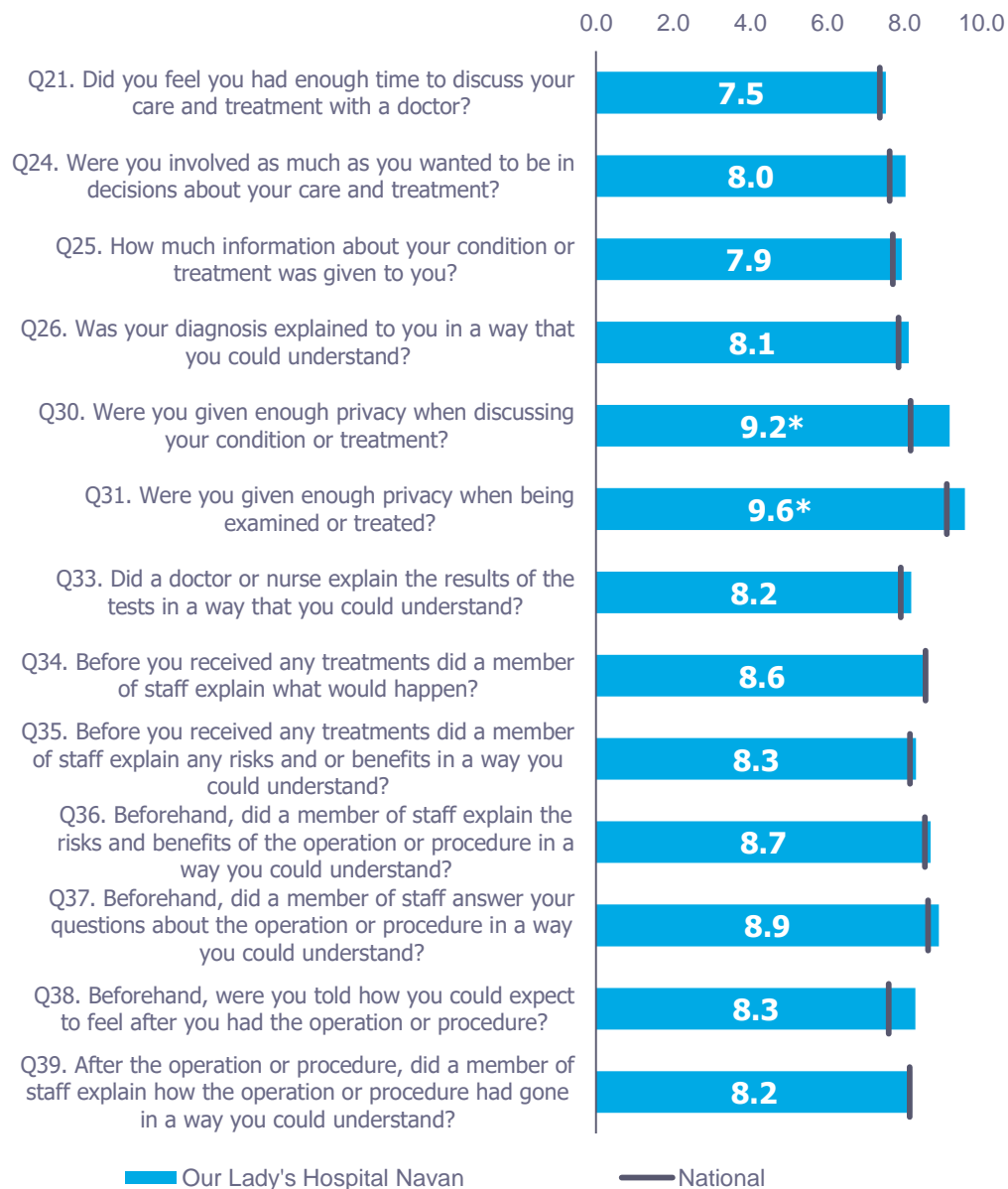
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 94% of people (144 of 154) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 9% of people (14 of 152) 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'



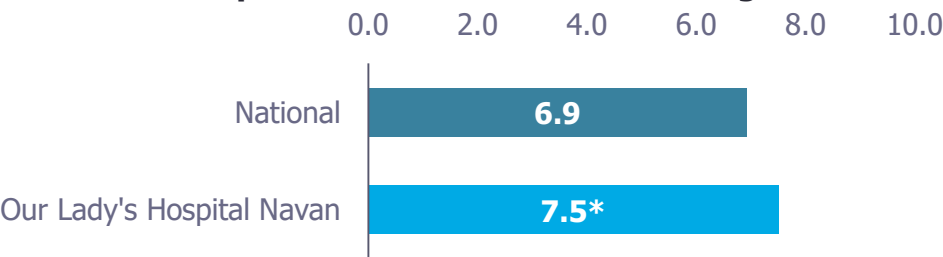
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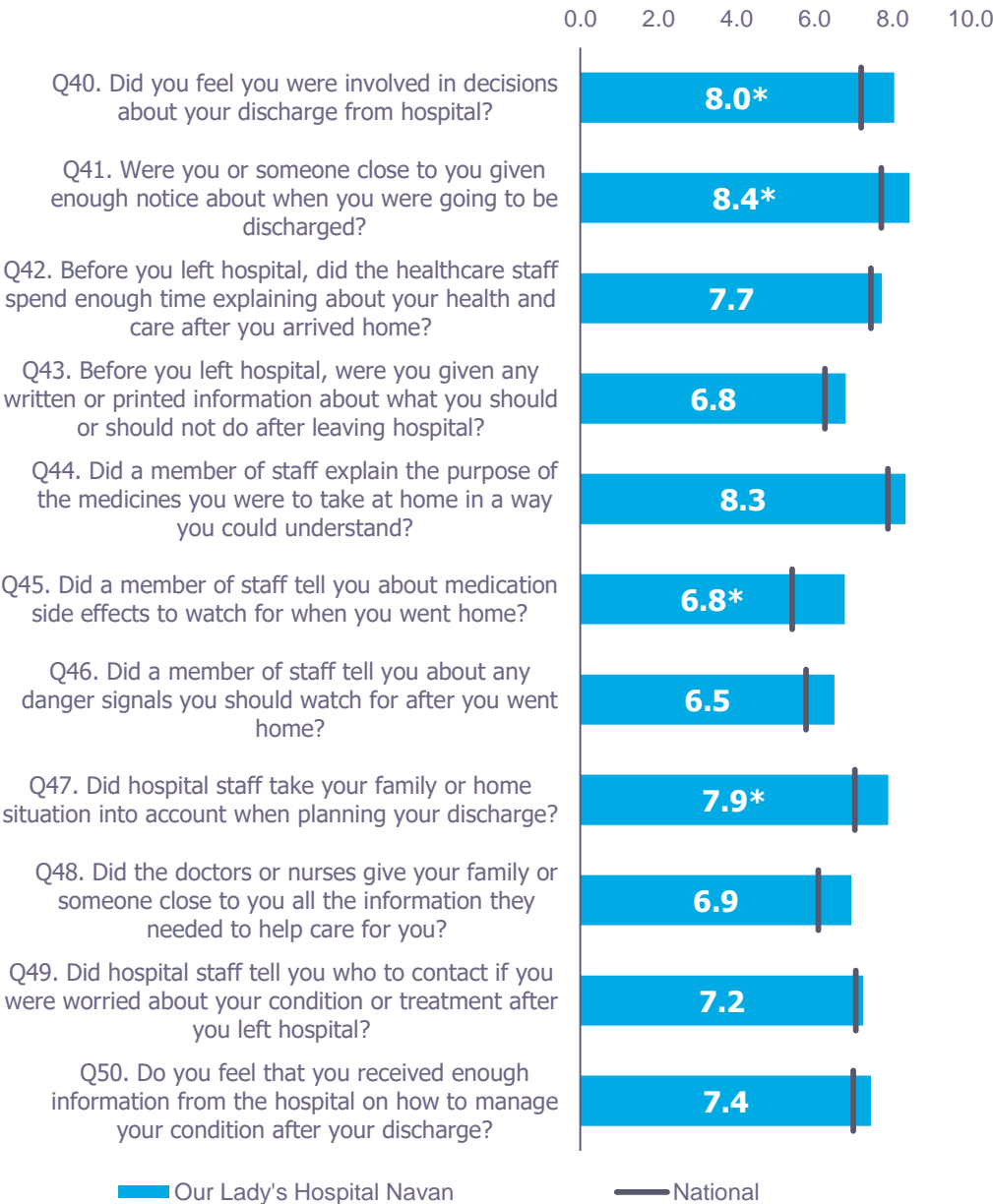
Discharge or transfer

- Highest-scoring question:
 - 78% of people (102 of 131) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 25% of people (32 of 126) 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.

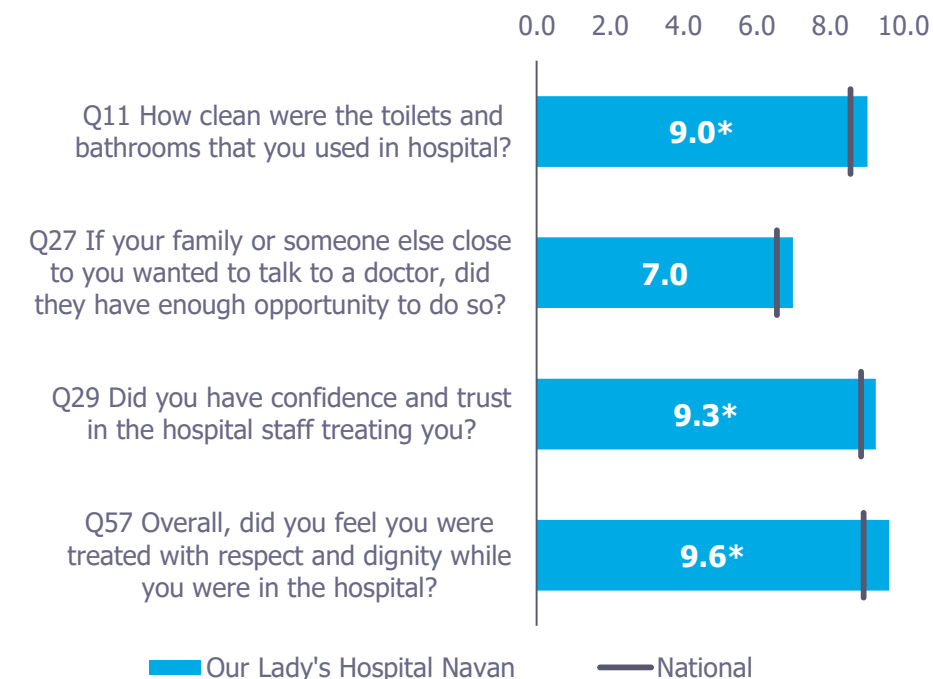


Other aspects of care

- Highest-scoring question:
 - 93% of people (142 of 153) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 19% of people (18 of 97) 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.

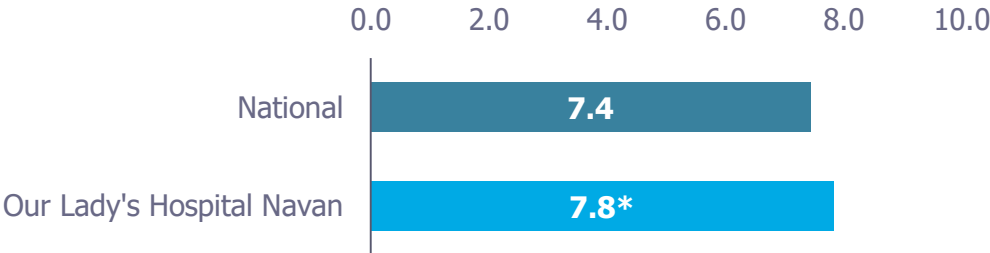


Care during the pandemic

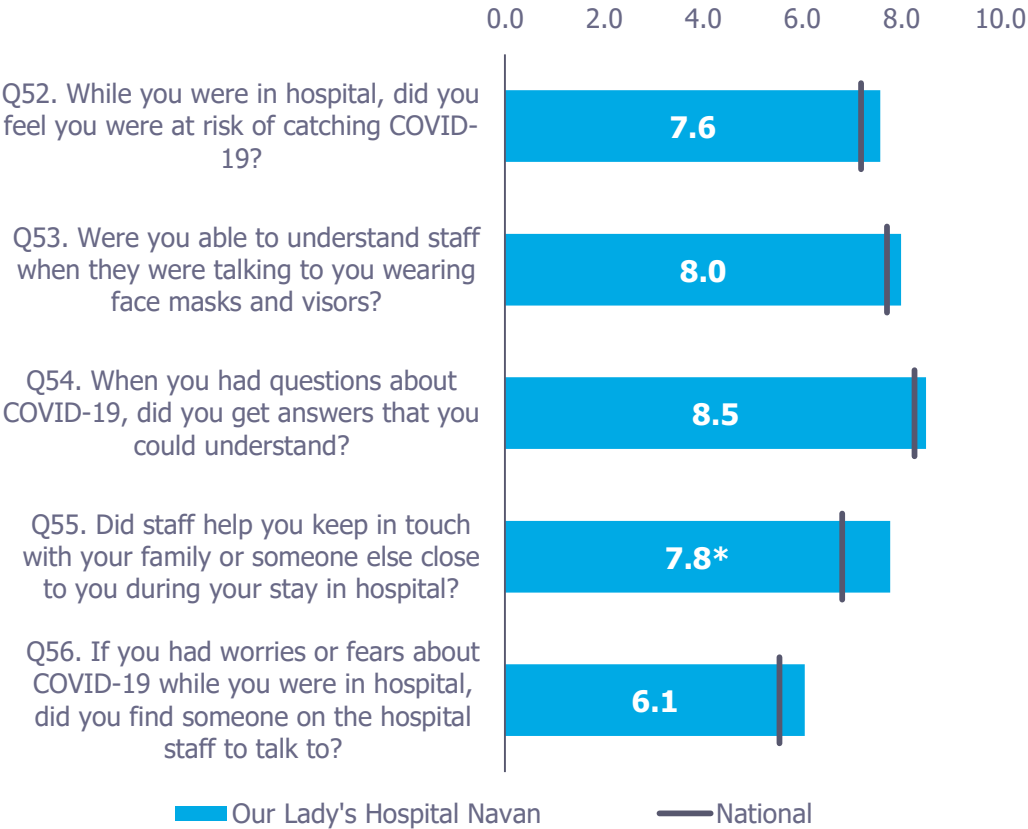


- Highest-scoring question:
 - 78% of people (75 of 96) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 57% of people (85 of 149) said that they had no worries or fears about COVID-19, 28% of people (18 of 64) who had worries 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'



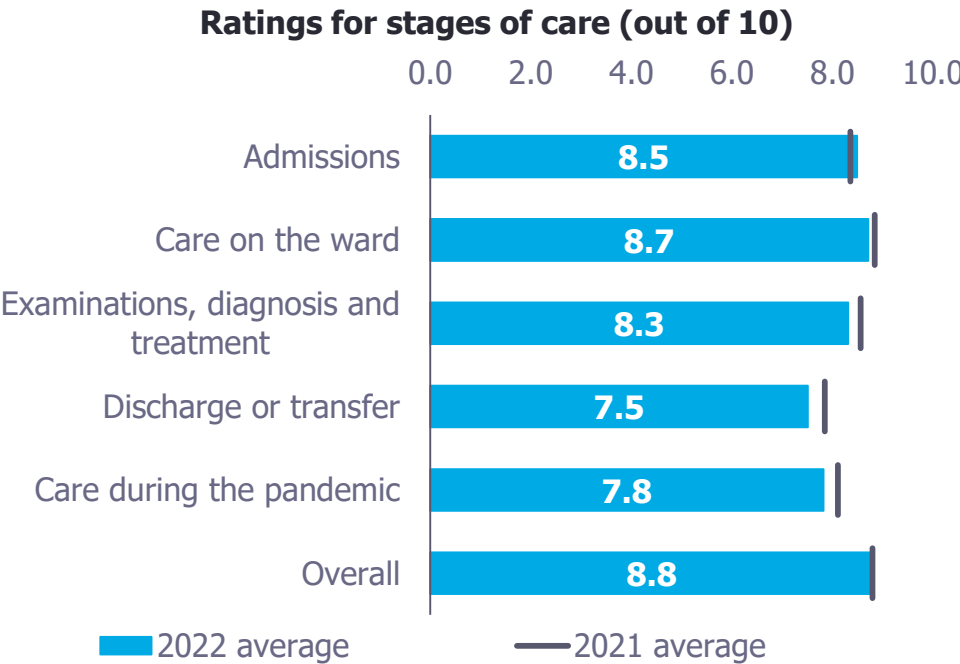
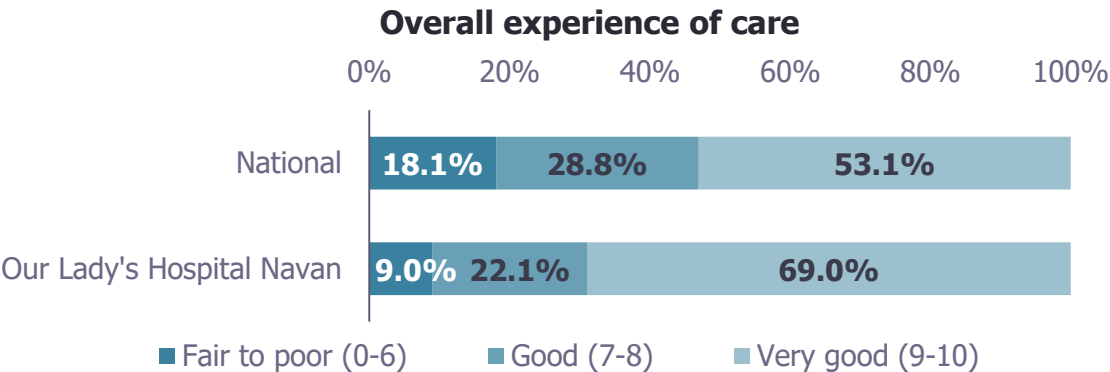
* Denotes statistically significant differences from the national average.



Overall experience



- 91% of people who were admitted to Our Lady's Hospital Navan 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.

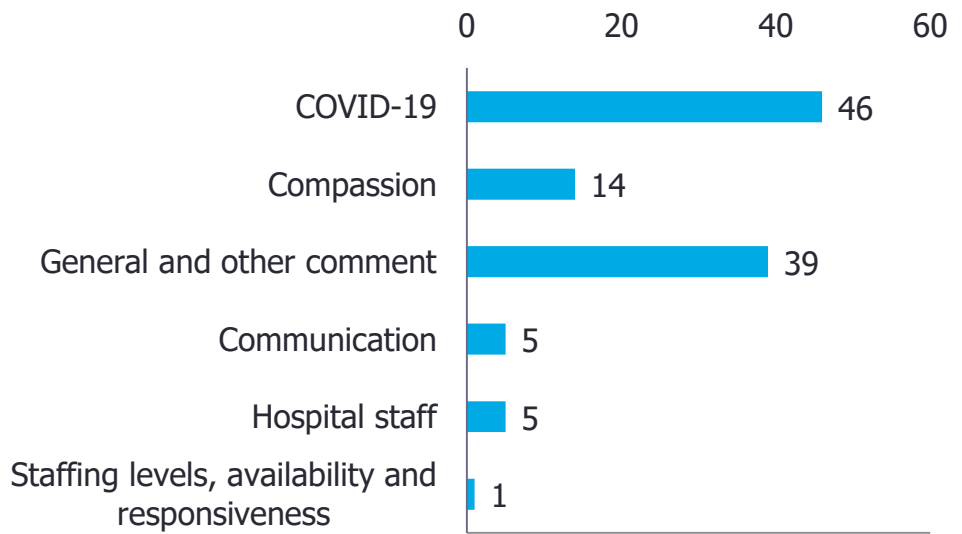




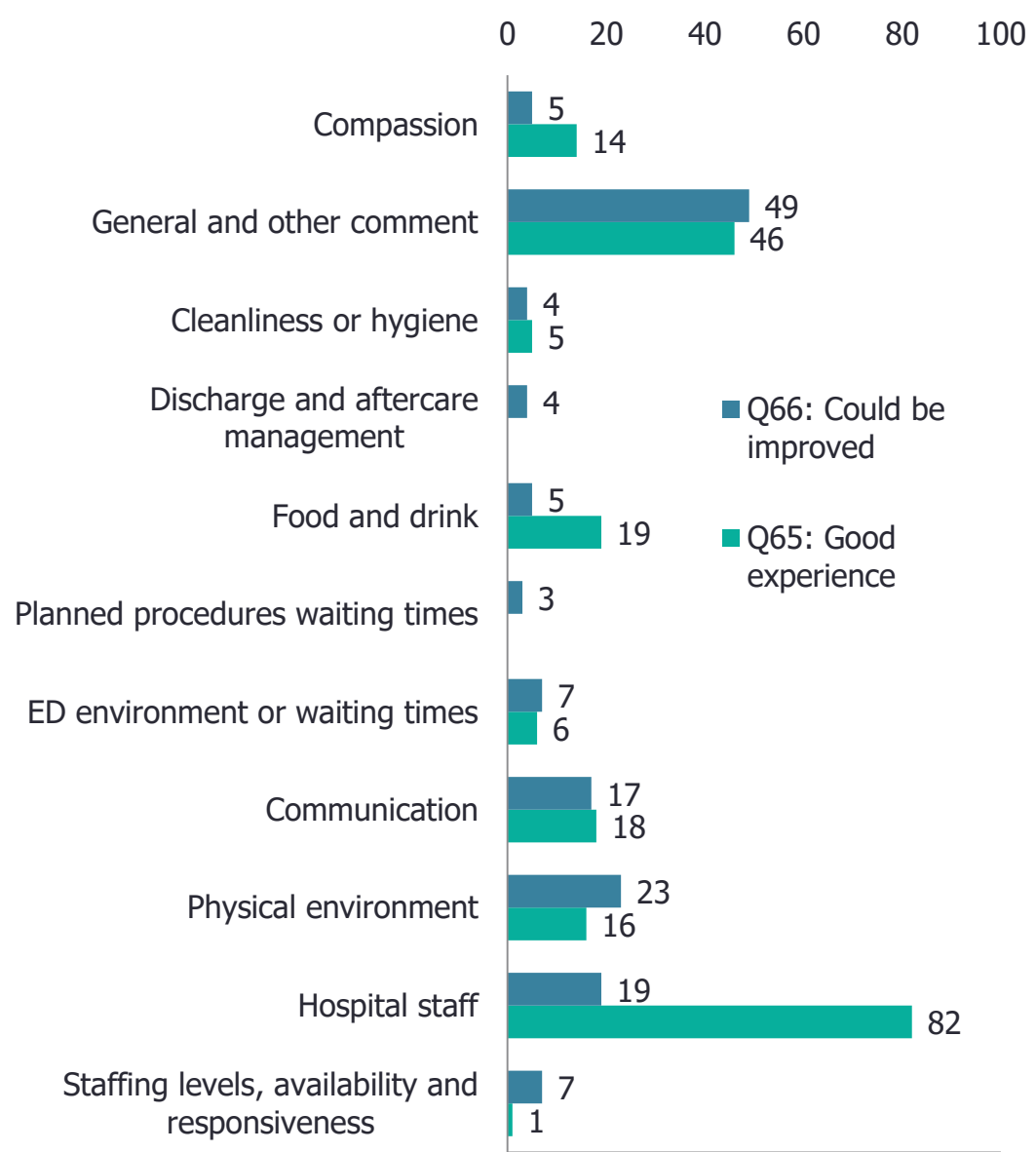
Analysis of patients' comments

- 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).
- 310 comments were received from patients admitted to Our Lady's Hospital Navan.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"I'm autistic and find it hard to take in info. especially if I'm sick or overwhelmed. A lot of the information the doctors told me about tests they were running or results I don't remember. Due to covid my husband could not enter the hospital at all so I had no support person and nobody to listen to the info. provided. It would be good if a written report could be given to patients with autism so they can go back over the info."

"Difficulty communicating with staff because of wearing of masks."

"More staff available. Improved visiting hours. More communication with family - very rarely answered the phone."

"Waiting times. More privacy in assessment areas. More information in relation to new medicines and aftercare following discharge."



In their own words: comments from patients



"From I went in the front door till I left the staff were fantastic. I couldn't say a bad thing. I was nervous going in but all staff reassured me which was great, very friendly staff. Hospital food doesn't get great reviews but Navan Hospital food was fantastic. Good choice of food."

"Nurses and care workers were very friendly and respectful of your privacy."

"Staff from all sectors were professional, very friendly and most of all treated patients with dignity and care of a very high standard."

"The Registrar who attended me in A&E when I first came in was extremely kind and caring. Explained things very well, showed compassion and care when I was worried. The nurses on the ward were also very patient and reassuring and made me feel extremely comfortable. The ward was clean and extremely comfortable."



Conclusion



- 91% of people who were admitted to Our Lady's Hospital Navan 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', 'care on the ward', 'discharge or transfer', 'care during the pandemic' and overall experience were above the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Our Lady's Hospital Navan scored above or similar to the national average for all survey questions.
- Positive elements of experience included clear answers from a nurse, confidence and trust in the hospital staff, and involvement in decisions about discharge.

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.

Relationship with overall experience

Stronger relationship

Weaker relationship

Areas of good experience
These Qs have a strong relationship with overall experience and scored above the national average.

Areas needing improvement
These Qs have a strong relationship with overall experience and scored below the national average.

These Qs have a weaker relationship with overall experience and scored above the national average.

These Qs have weaker relationship with overall experience and scored below the national average.

Difference from national average

Above average

Below average



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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