



National Inpatient Experience Survey 2022

Portiuncula University Hospital

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:

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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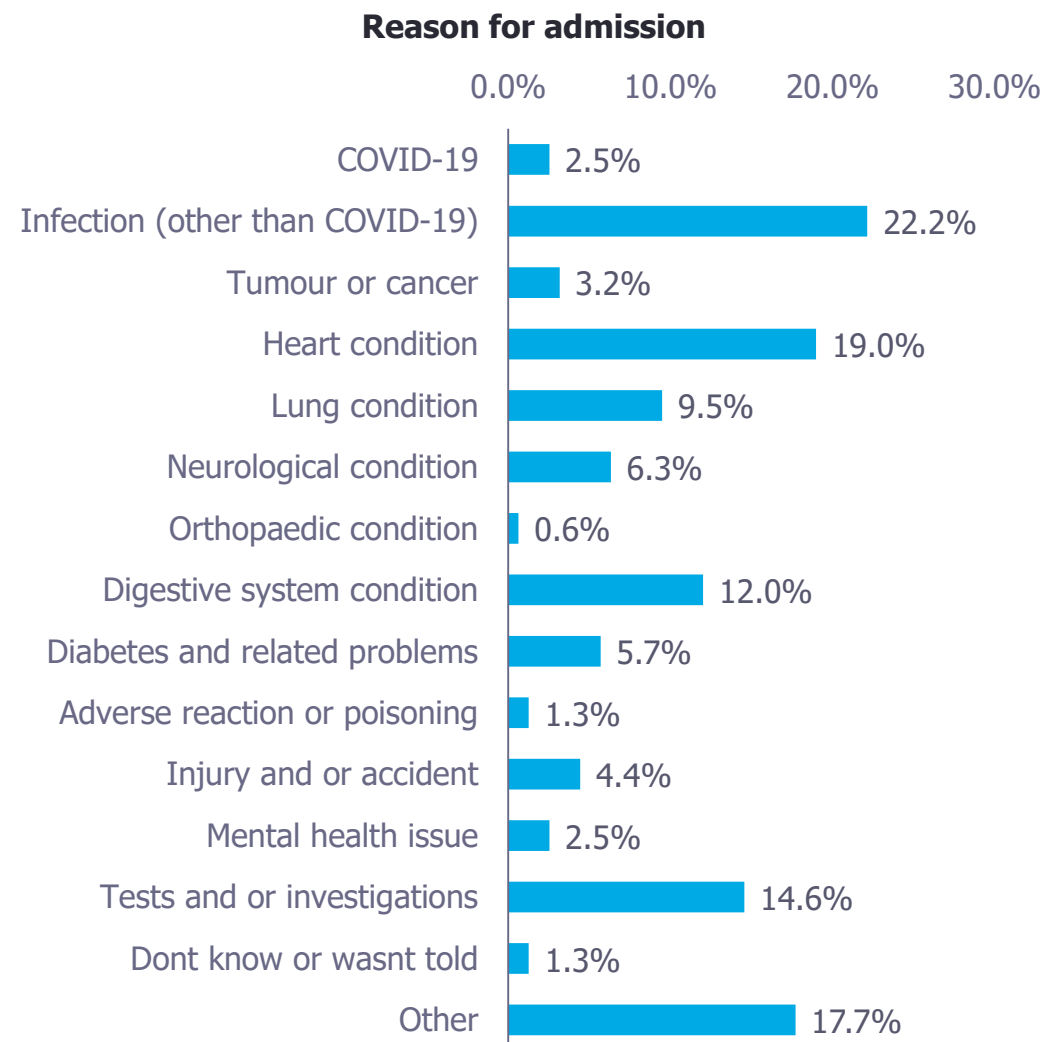


Participants

- 342 people who were admitted to Portiuncula University Hospital were invited.
- 161 took part (47%).

Characteristics of participants

Age category	Number	%
16 to 35 years	13	8.1
36 to 50 years	27	16.8
51 to 65 years	39	24.2
66 to 80 years	55	34.2
81 years or older	27	16.8
Sex		
Male	72	44.7
Female	89	55.3
Admission route		
Emergency	152	94.4
Non-emergency	9	5.6





Areas of good experience



Cleanliness of room or ward | Q10

Of the 161 people who answered this question, 84% (136) said that the room or ward they were in was very clean.

Help from staff to get to the bathroom | Q12

Of the 87 people who needed help from staff to get to the bathroom, 85% (74) said that they always got it in time.

Time to discuss care and treatment with a doctor | Q21

Of the 159 people who answered this question, 68% (108) said that they definitely had enough time to discuss their care and treatment with a doctor.

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



Areas needing improvement



Written or printed information | Q43

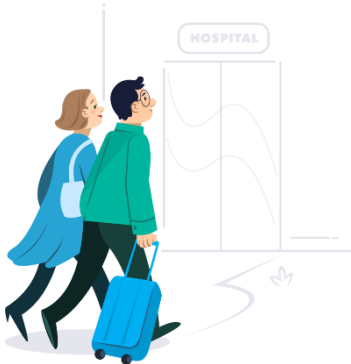
Of the 121 people who answered this question, 50% (60) said that they were not given any written or printed information about what they should or should not do after leaving hospital.

This question scored significantly below average.

Portiuncula University Hospital scored similar to or above 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.

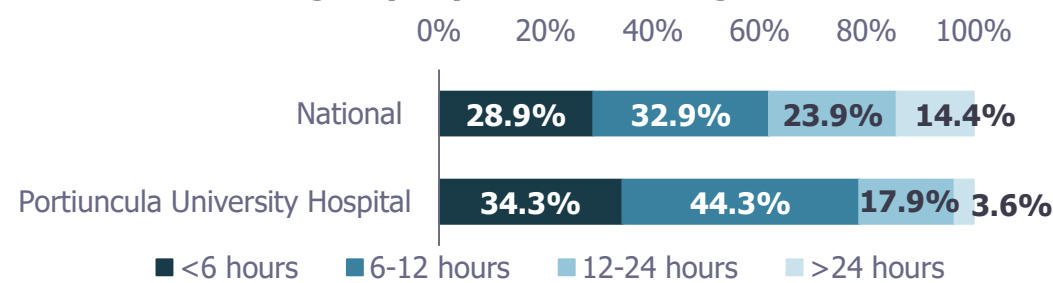


Admissions

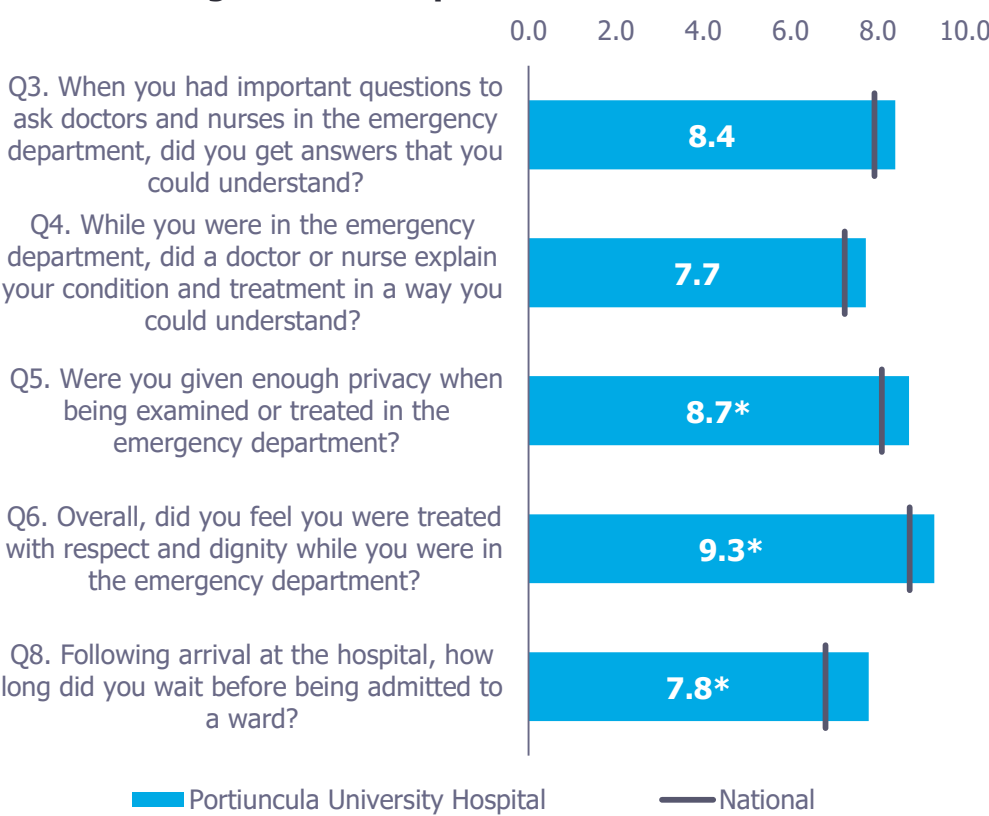


- Highest-scoring question:
 - 87% of people (130 of 150) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 10% of people (14 of 144) said that their condition or treatment in the emergency department was not explained to them in a way they could understand.

Emergency department waiting times



Average scores for questions on 'admissions'



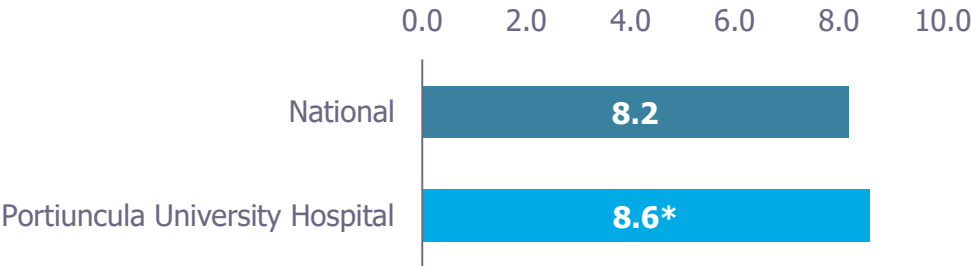
* Denotes statistically significant differences from the national average.



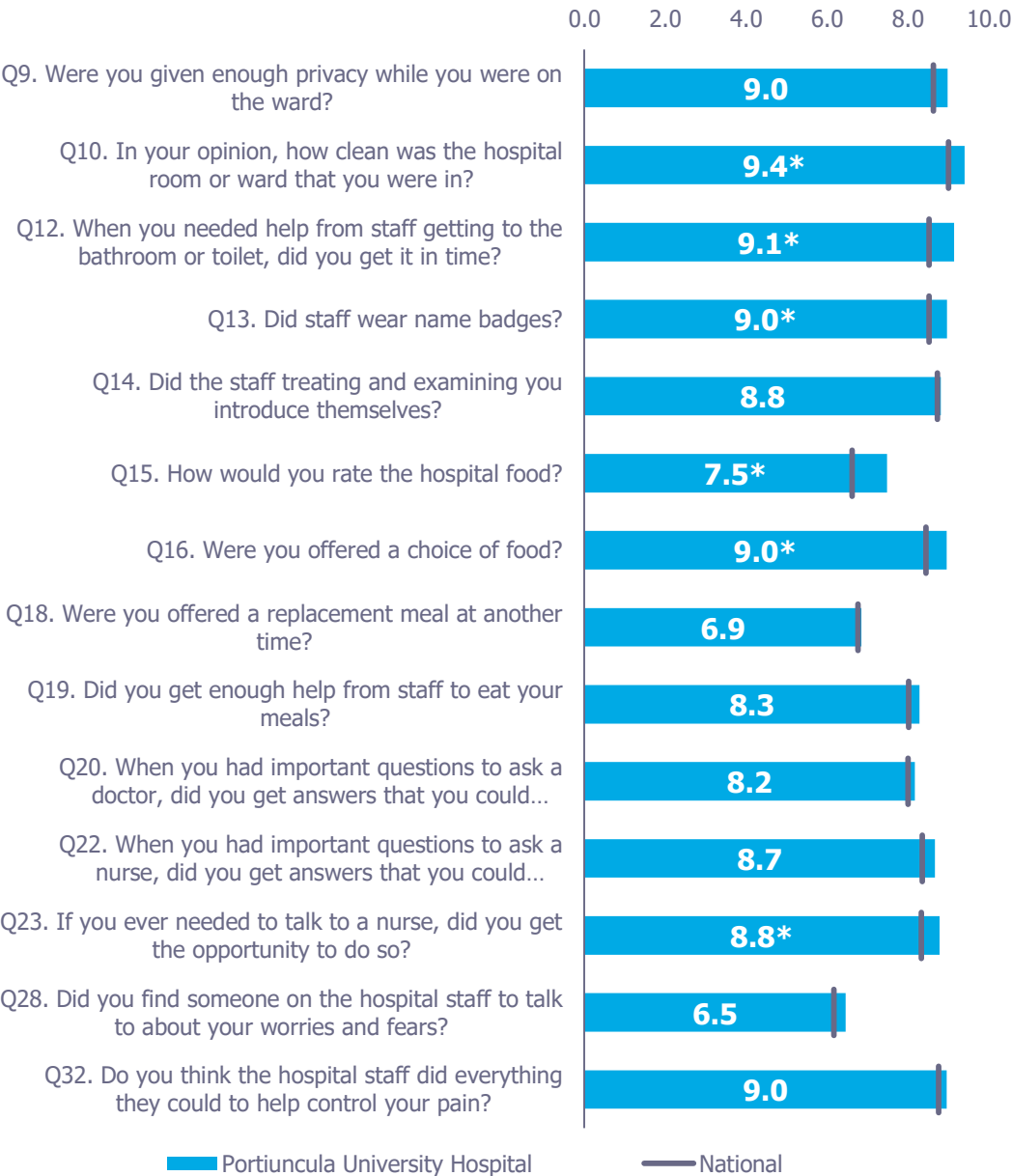
Care on the ward

- Highest-scoring question:
 - 84% of people (136 of 161) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 18% of people (15 of 83) 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'



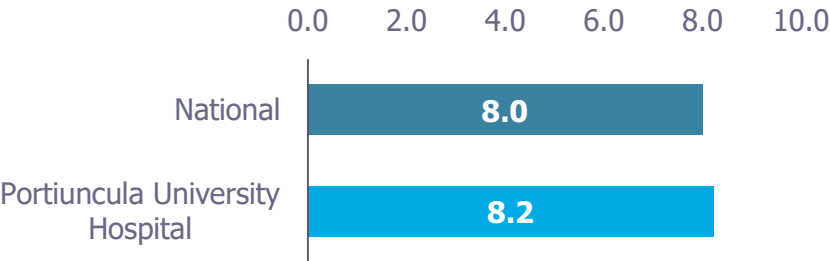
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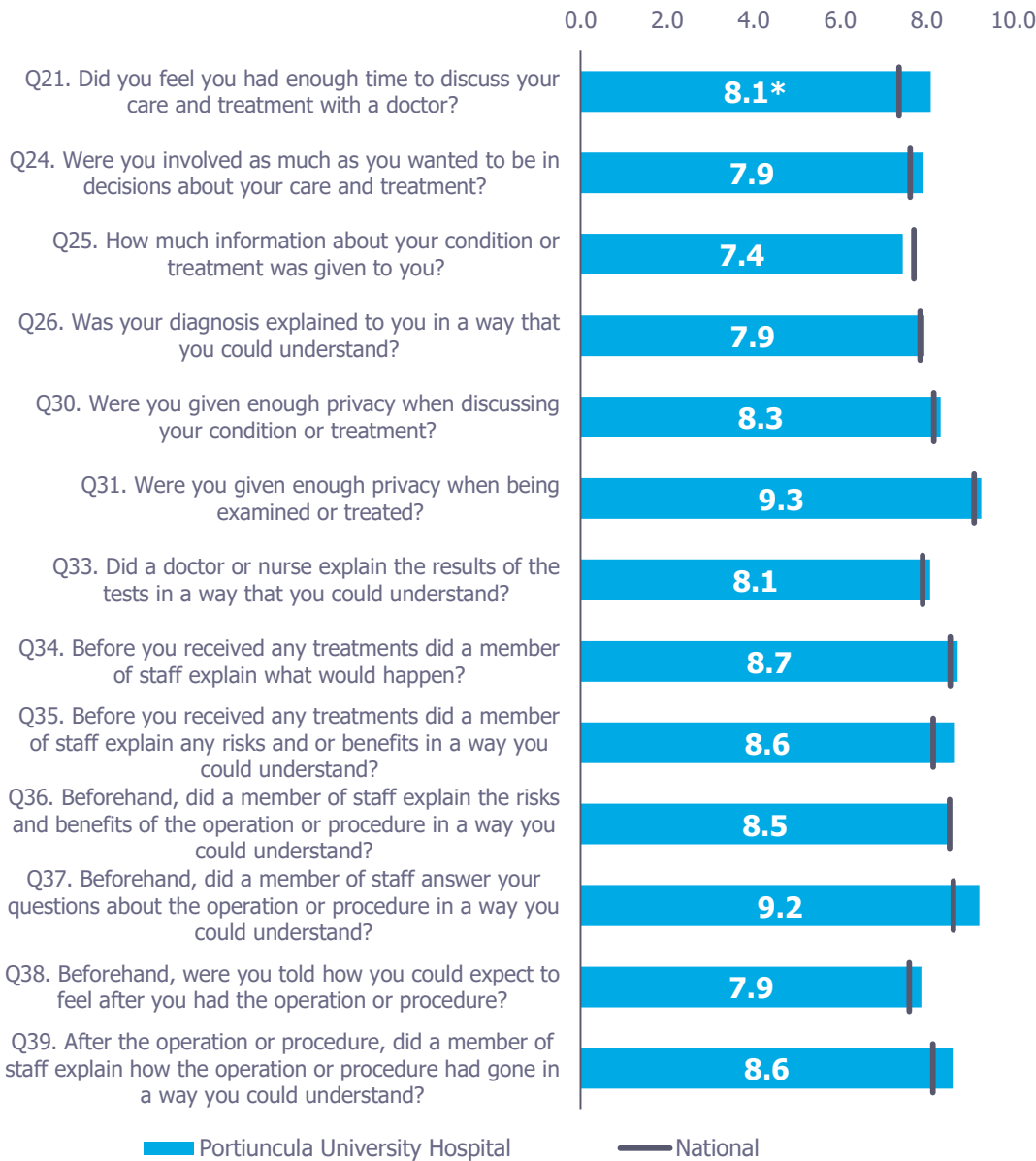
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 85% of people (131 of 155) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 24% of people (38 of 160) said that they were either given too much or not enough information about their care and treatment.

Comparison with the national average



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



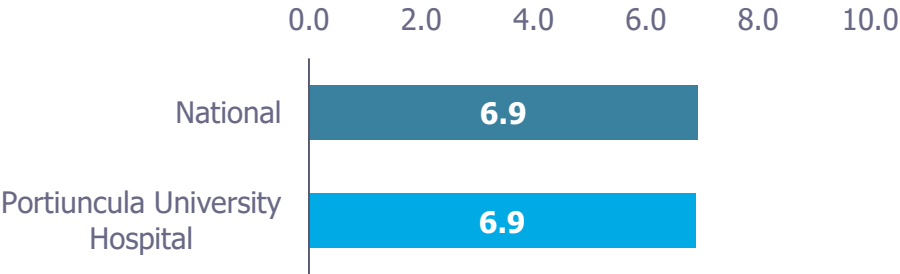
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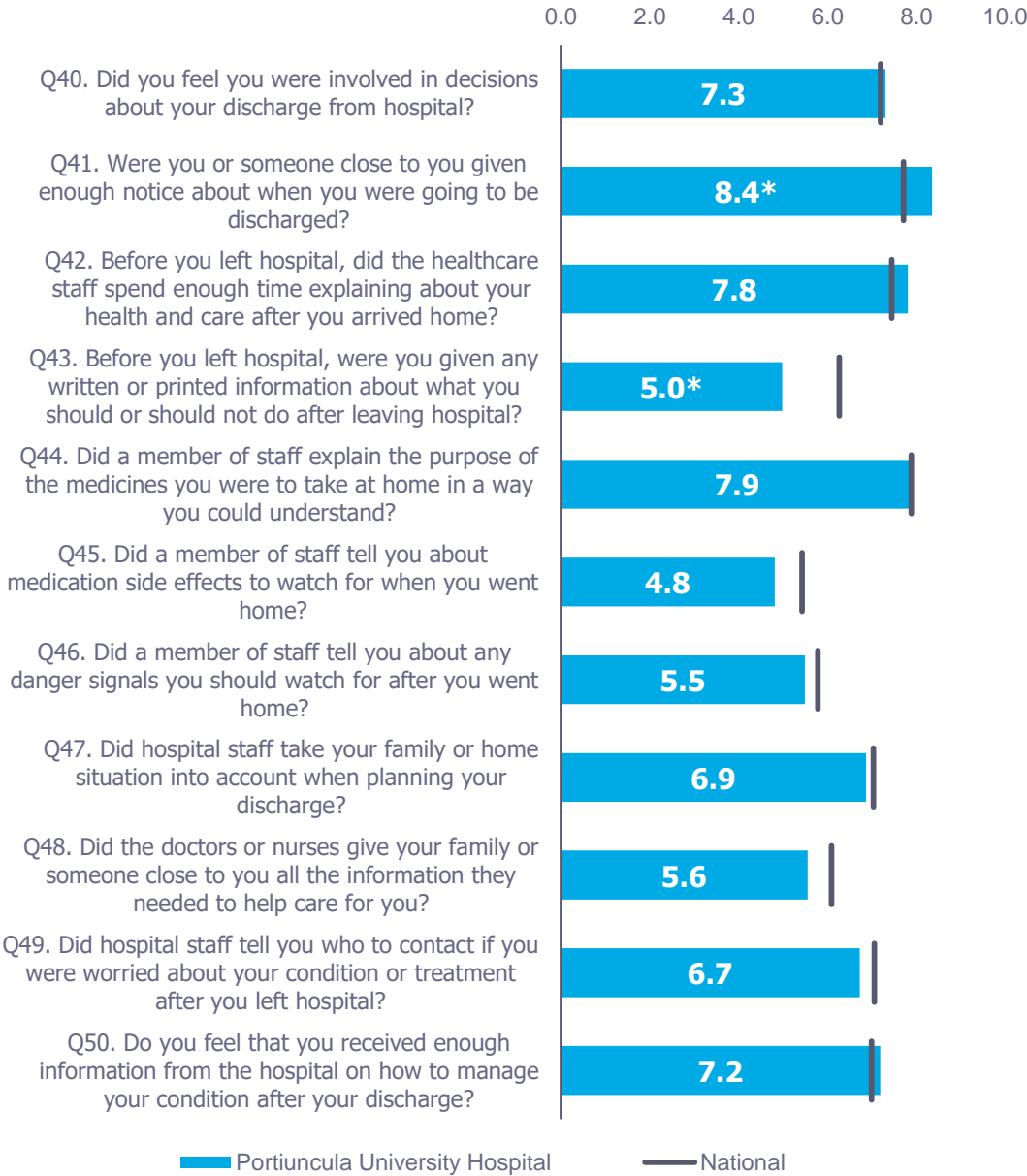
Discharge or transfer

- Highest-scoring question:
 - 73% of people (114 of 156) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 39% of people (42 of 108) 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.

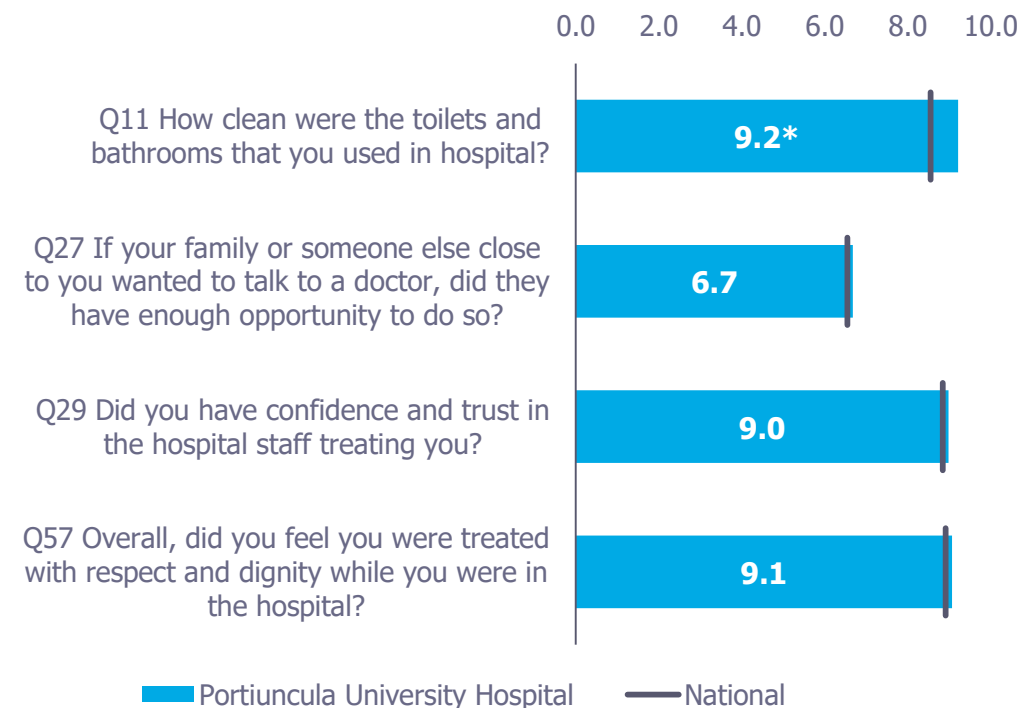


Other aspects of care

- Highest-scoring question:
 - 79% of people (123 of 156) said that the toilets or bathrooms they used were very clean.
- Lowest-scoring question:
 - 23% of people (22 of 94) 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.

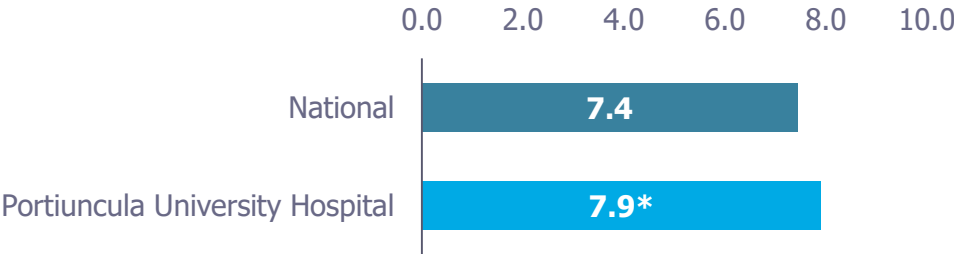


Care during the pandemic

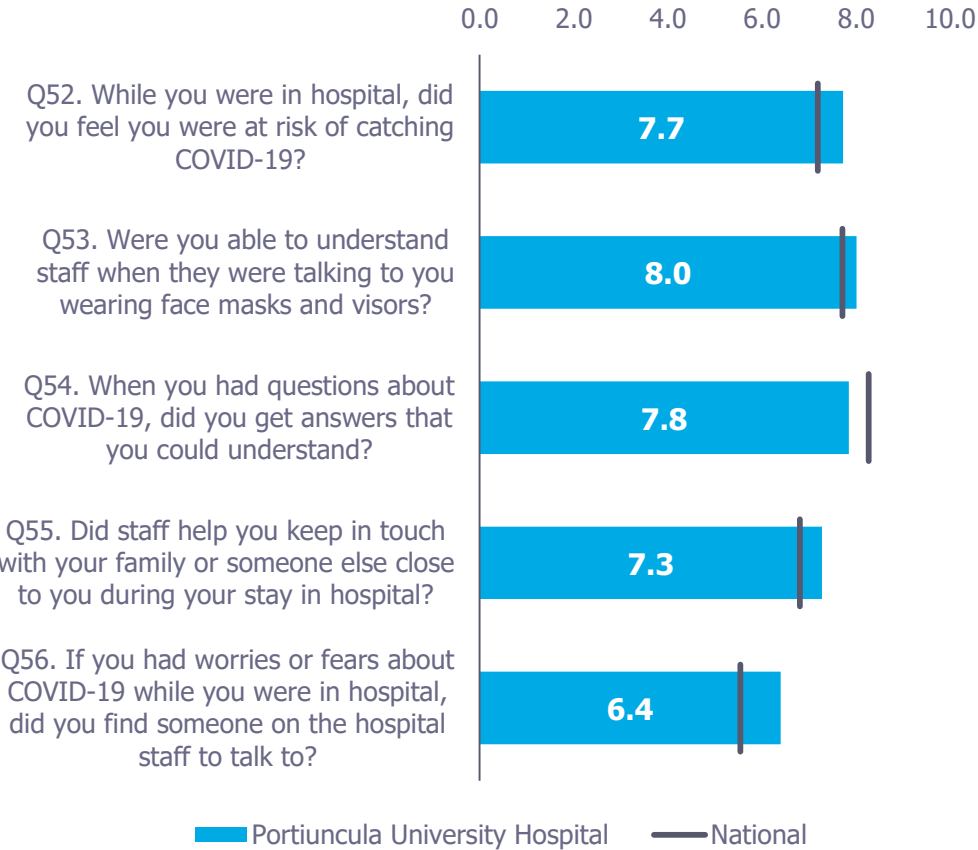


- Highest-scoring question:
 - 66% of people (101 of 154) said that they were always able to understand staff who were wearing face masks and visors.
- Lowest-scoring question:
 - While 64% of people (100 of 157) said that they had no worries or fears about COVID-19, 19% of people (11 of 57) who had 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'



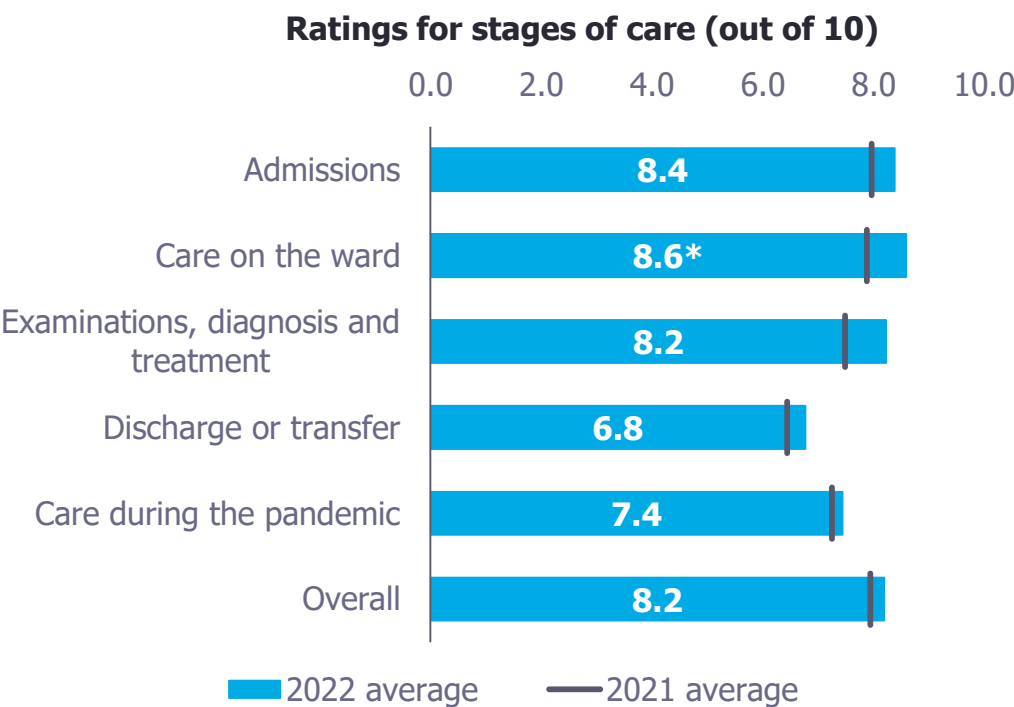
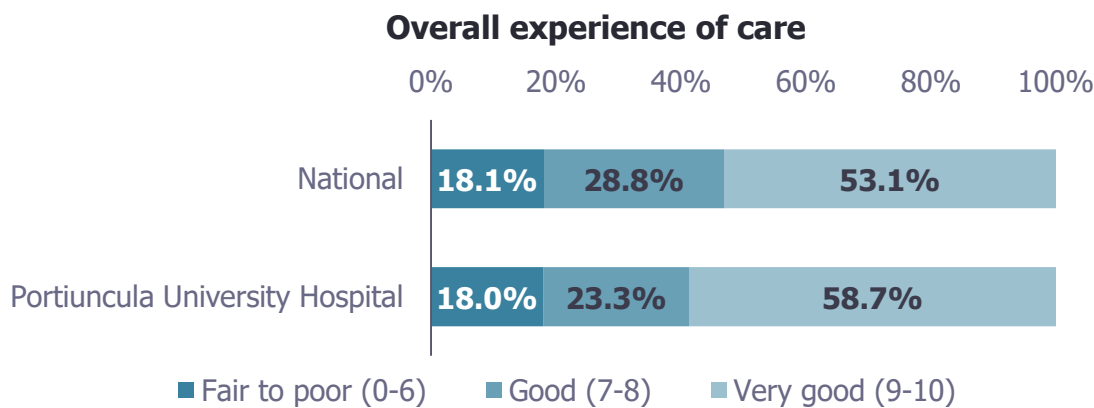
* Denotes statistically significant differences from the national average.



Overall experience



- 82% of people who were admitted to Portiuncula University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Ratings for 'care on the ward' were higher in 2022 than in 2021.



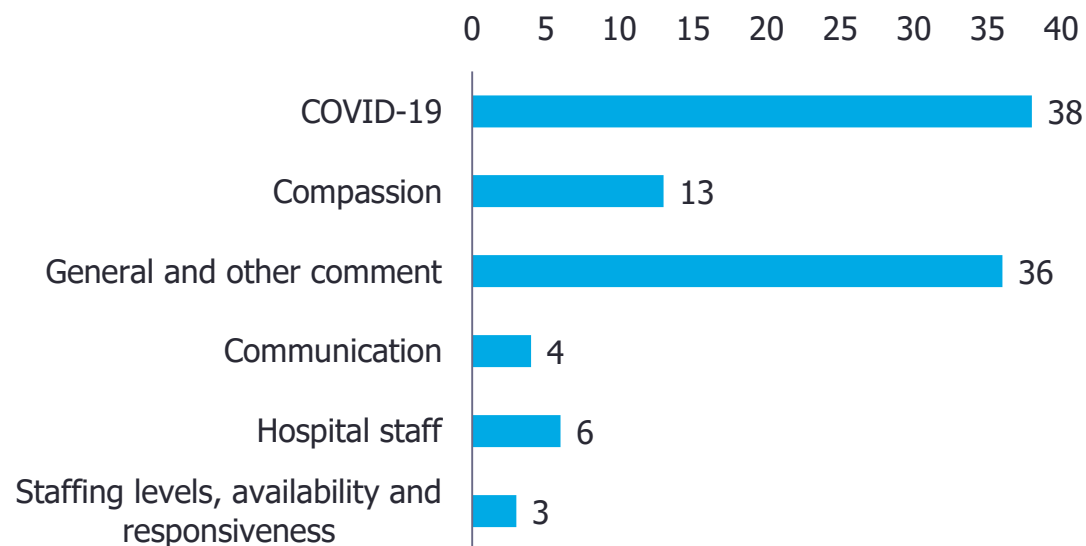
* Denotes statistically significant differences from the 2021 average.



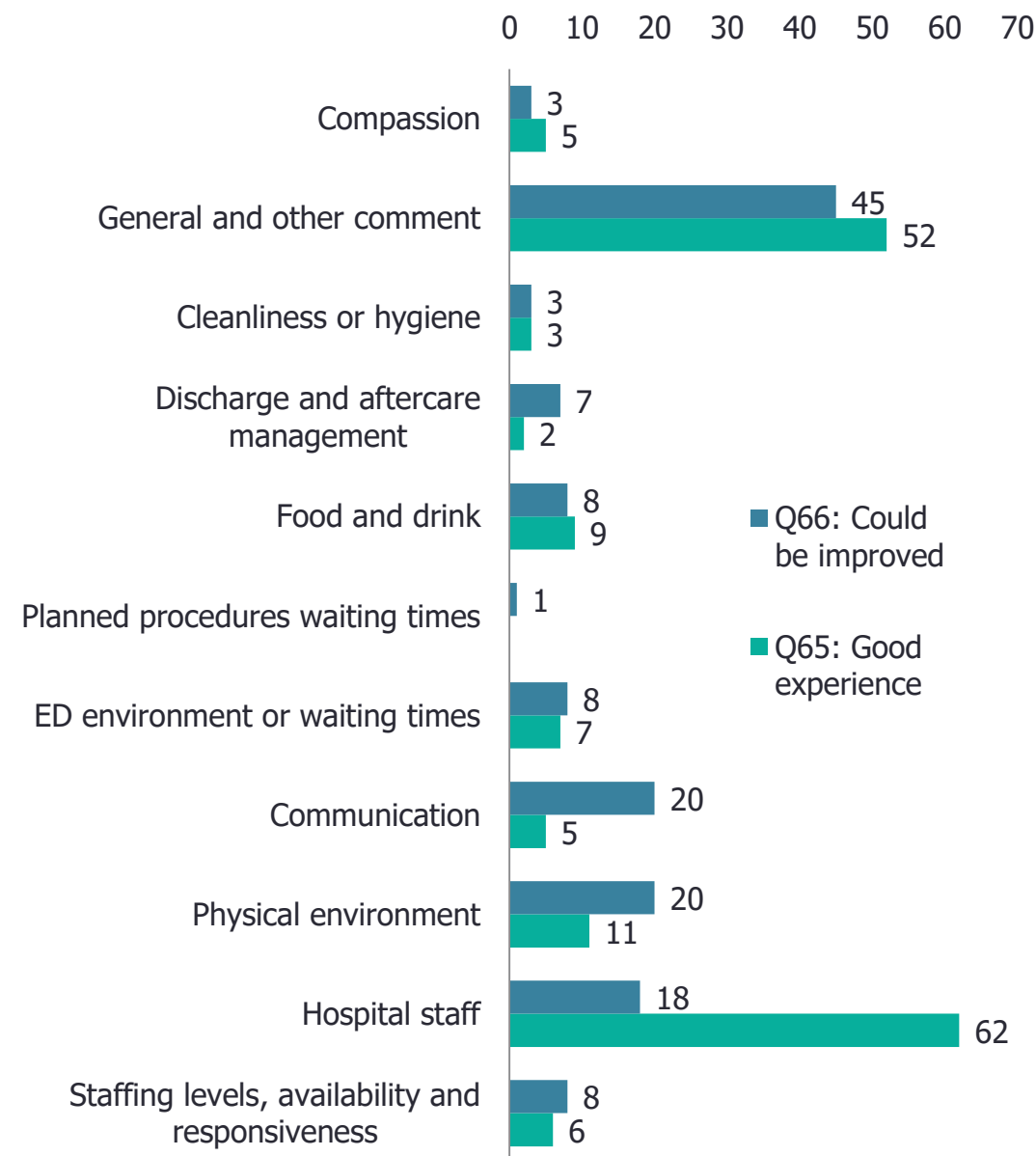
Analysis of patients' comments

- 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).
- 283 comments were received from patients admitted to Portiuncula University Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"I found some of the staff (doctor) were very unprofessional in regards of delivering results and giving diagnosis news. The doctors didn't practice dignity and respect when he told me of my diagnosis. There were 5 other people in my room and they heard my diagnosis when I heard about it. I felt angry and upset at the lack of dignity, respect, privacy shown."

"The toilets were disgusting. I always had to clean the toilet before I used it."

"Waiting time. I have a condition and have to explain each time I go into hospital what drugs I am on and what is wrong with me. I feel a lot of time could be saved if this didn't happen. Like a fast track for ongoing conditions."

"The follow up is very poor. I was discharged with no real answers, just medication - I am still awaiting an endoscopy. I saw my consultant for 2 minutes. I was seen by different doctors all the time who did not seem familiar with my case."



In their own words: comments from patients



"Care was very good, cleaning staff were very attentive to detail while cleaning wards. Was impressed that the bed was moved with the person if they had to change ward. Good management - saves a lot of time and the staff not having to disinfect full mattress and bed."

"Everyone wore masks and constantly washed hands - and there were masks all over corridors for patient who wanted a little wander. Visitors got masks on arrival."

"The Dr's, especially my consultant were fantastic. Gave me all info I needed, listened to me, never rushed me."

"The doctors and nurses were wonderful, as were all staff from cleaners to catering staff. food was really good and everything was spotless got help having showers and got my hair washed twice by a care assistant."



Conclusion



- 82% of people who were admitted to Portiuncula University 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, with higher ratings in 2022 than in 2021.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for 'admissions', 'care on the ward' and 'care during the pandemic' were above the national average.
- Positive elements of experience included cleanliness of the room or ward, help from staff to get to the bathroom, and time to discuss care and treatment with a doctor.
- Areas for improvement included the provision of written or printed information.

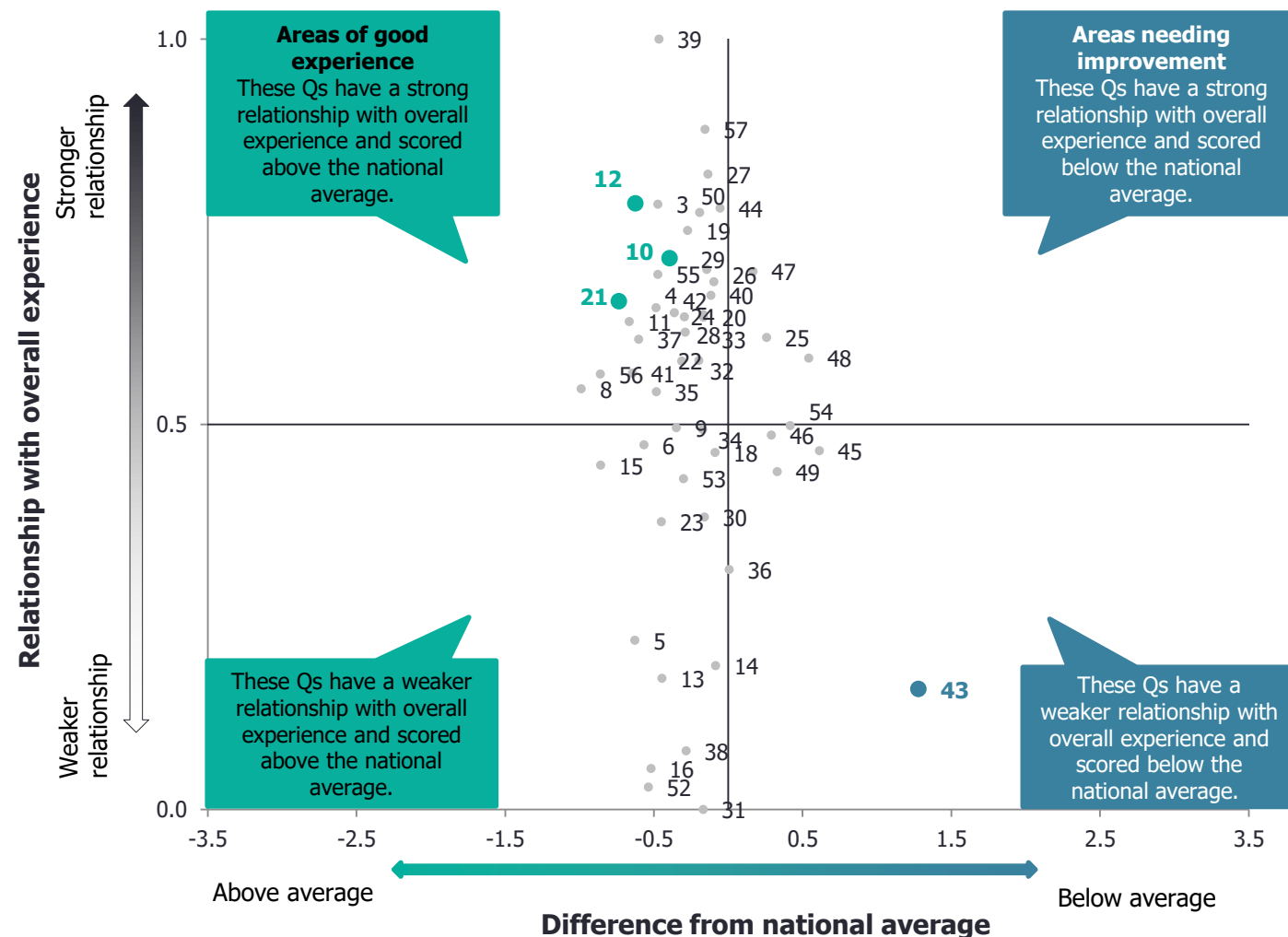


Appendix 1

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.

Improvement map Portiuncula University Hospital





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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