

National Inpatient Experience Survey 2022

Royal Victoria Eye and Ear 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



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

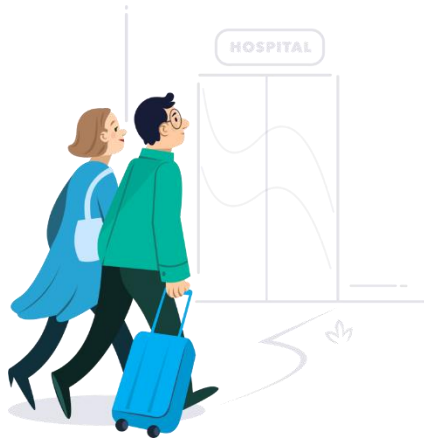
EXCLUSION CRITERIA



 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

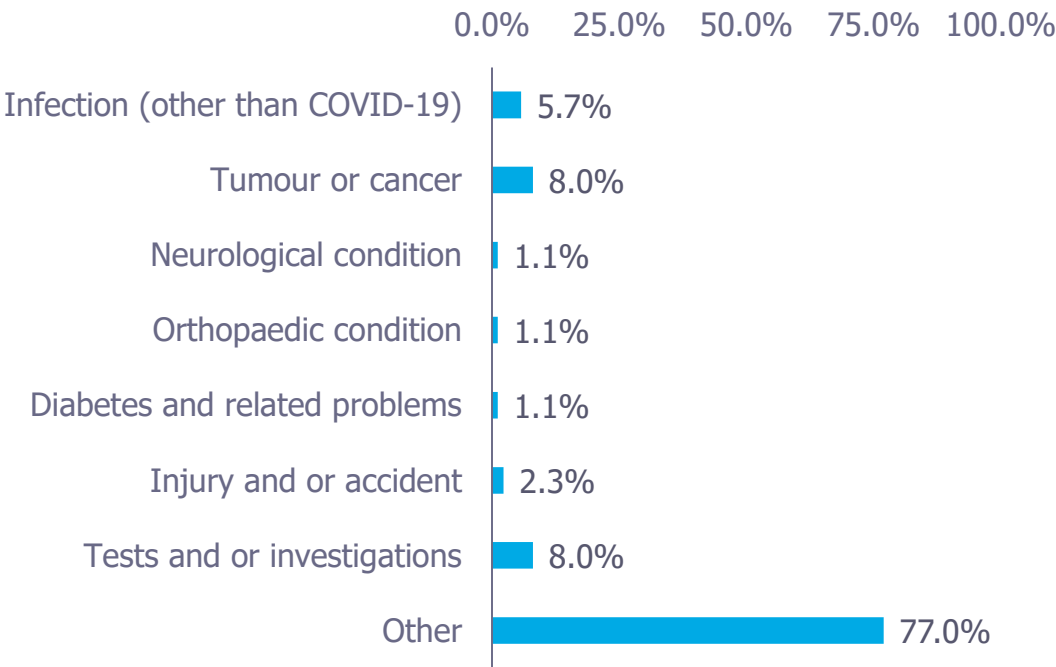


- 156 people who were admitted to Royal Victoria Eye and Ear Hospital were invited.
- 87 took part (56%).

Characteristics of participants

Age category	Number	%
16 to 35 years	6	6.9
36 to 50 years	11	12.6
51 to 65 years	34	39.1
66 to 80 years	31	35.6
81 years or older	5	5.7
Sex		
Male	42	48.3
Female	45	51.7
Admission route		
Emergency	34	39.1
Non-emergency	53	60.9

Reason for admission





Areas of good experience



Time to discuss care and treatment with a doctor | Q21

Of the 85 people who answered this question, 76% (65) said that they definitely had enough time to discuss their care and treatment with a doctor.

Time spent explaining health and care at home | Q42

Of the 86 people who answered this question, 91% (78) said that hospital staff spent enough time explaining about their health and care before they arrived home.

Consideration of home/family situation | Q47

Of the 60 people who answered this question, 72% (43) said that hospital staff fully took their family or home situation into account when planning their discharge.

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

In Royal Victoria Eye and Ear Hospital, the scores for all survey questions were above or the same as the national average.

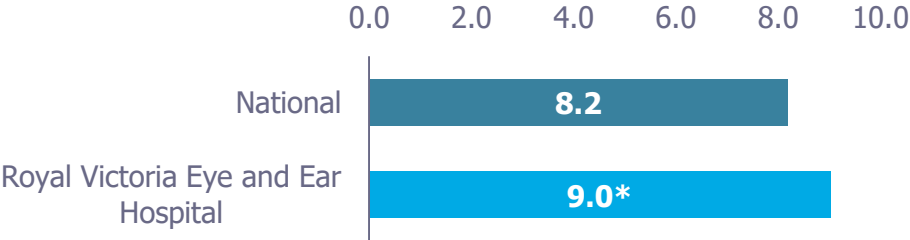
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



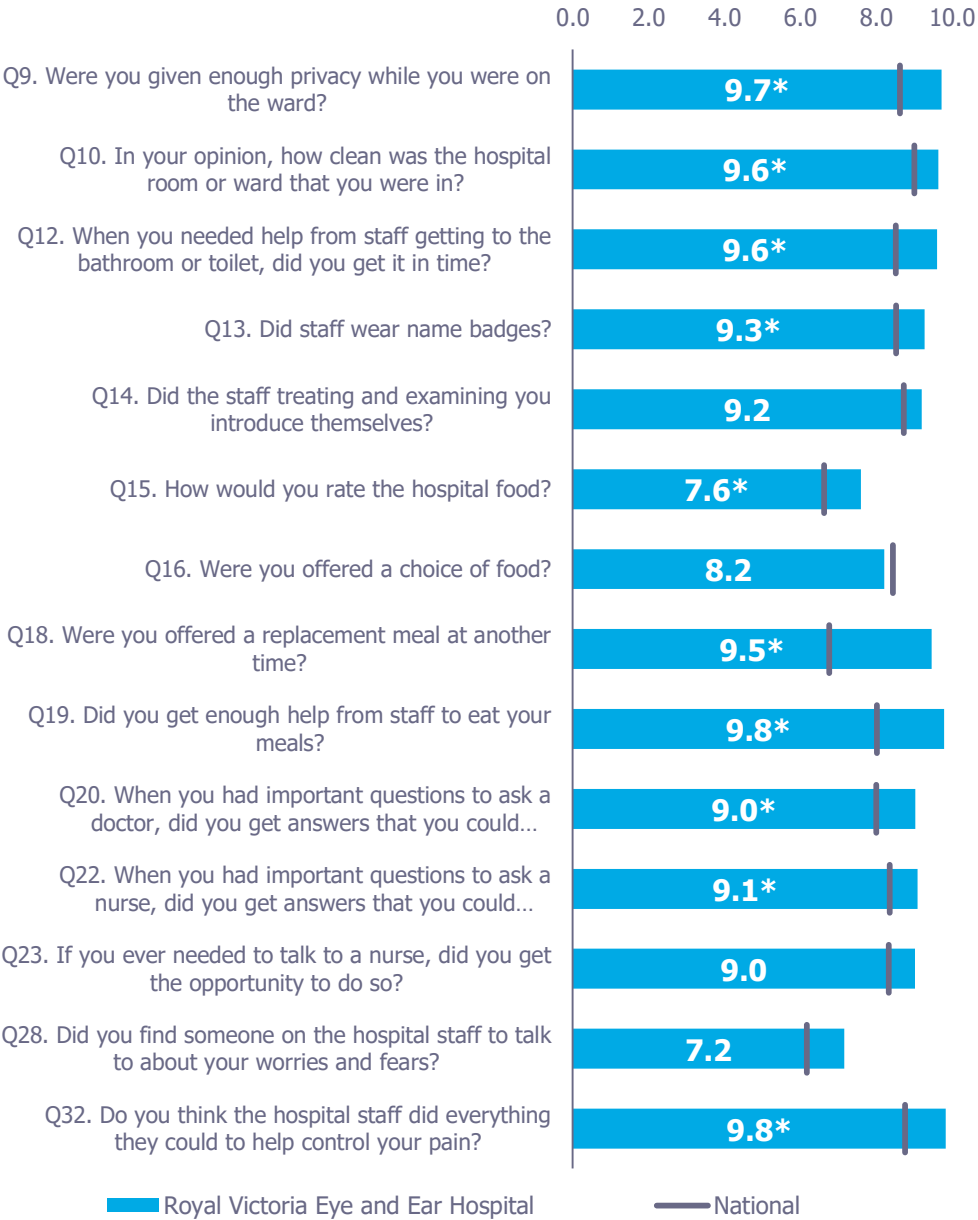
Care on the ward

- Highest-scoring question:
 - 91% of people (32 of 35) said that they always got enough help from staff to eat their meals, while 96% (68 of 71) said that staff definitely did everything they could to help control their pain.
- Lowest-scoring question:
 - 22% of people (9 of 41) 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'



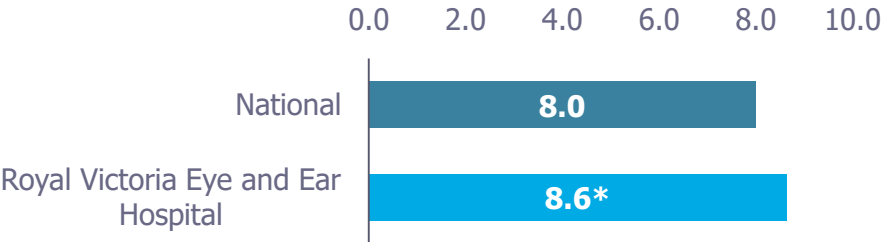
* Denotes statistically significant differences from the national average.



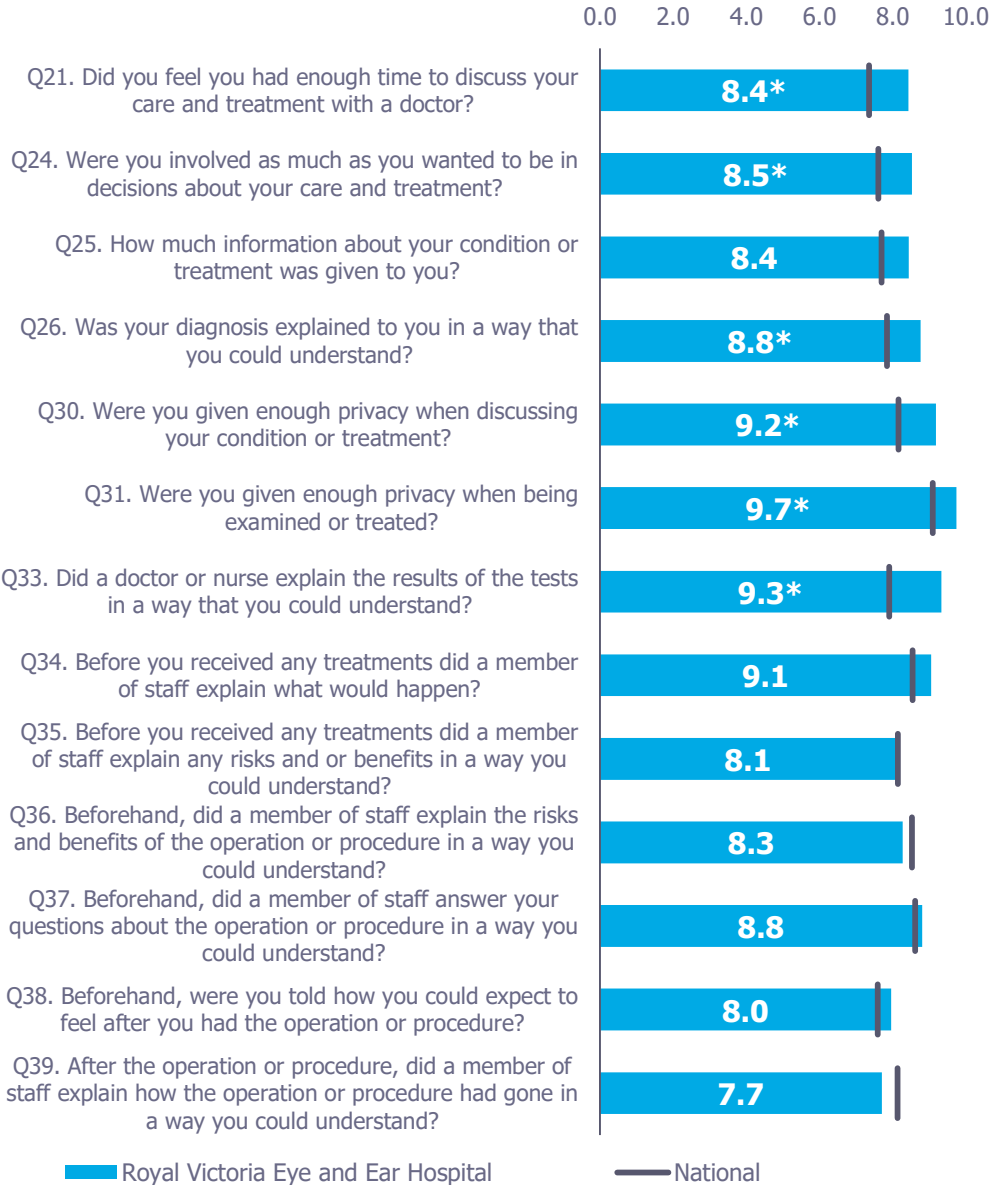
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 97% of people (83 of 86) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 10% of people (8 of 83) said that they were not told how their operation or procedure had gone in a way they could understand.

Comparison with the national average



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



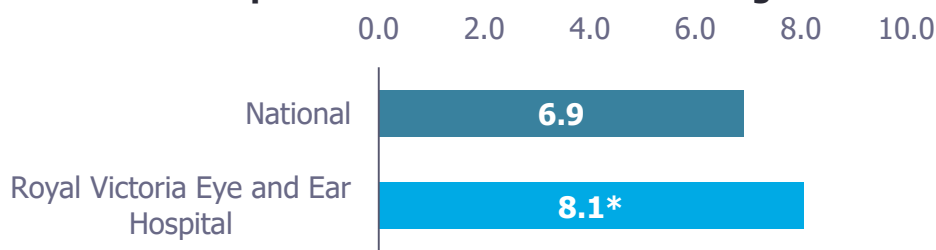
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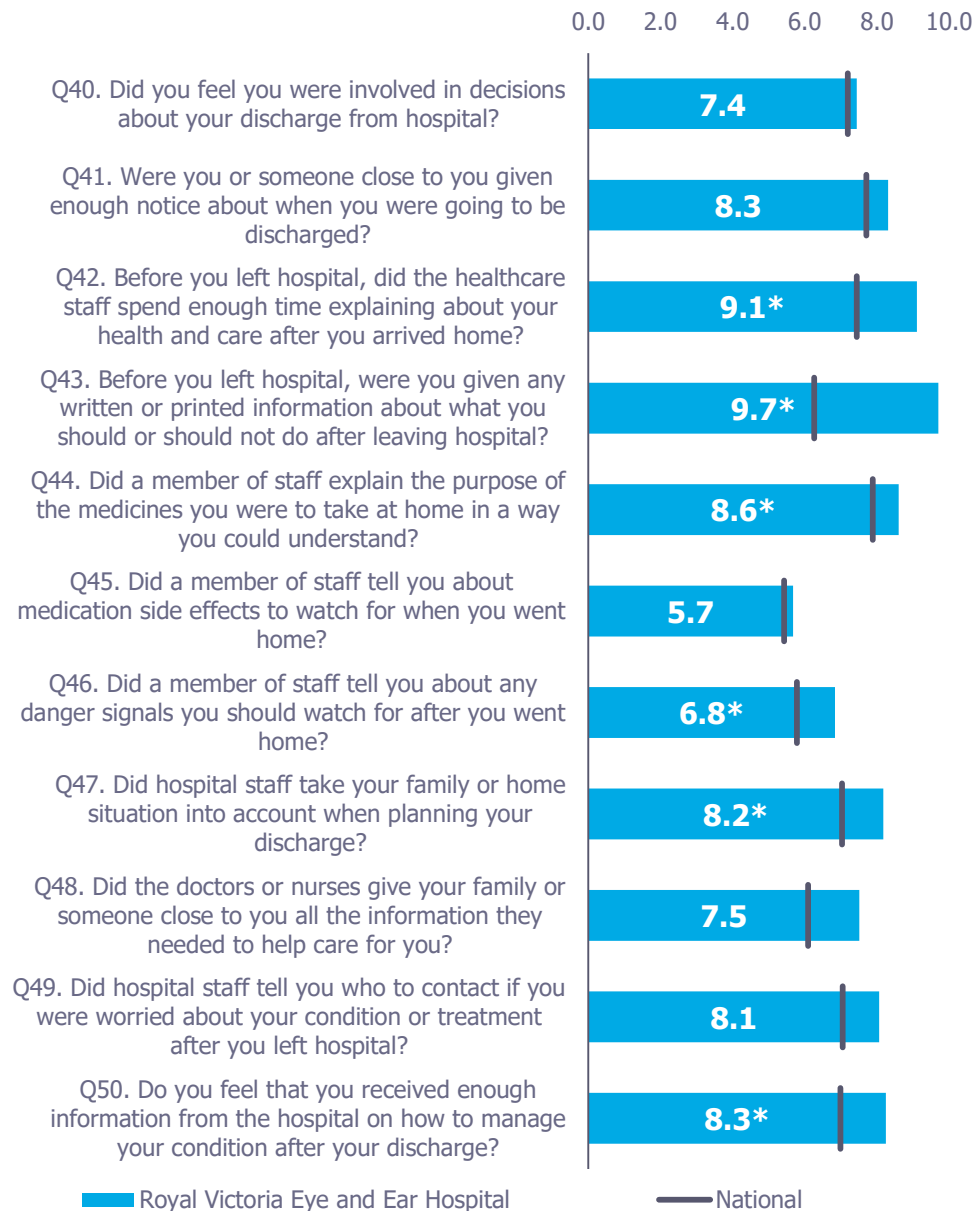
Discharge or transfer

- Highest-scoring question:
 - 96% of people (79 of 82) said that they were given written or printed information about what they should or should not do after leaving hospital.
- Lowest-scoring question:
 - 36% of people (23 of 64) 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.

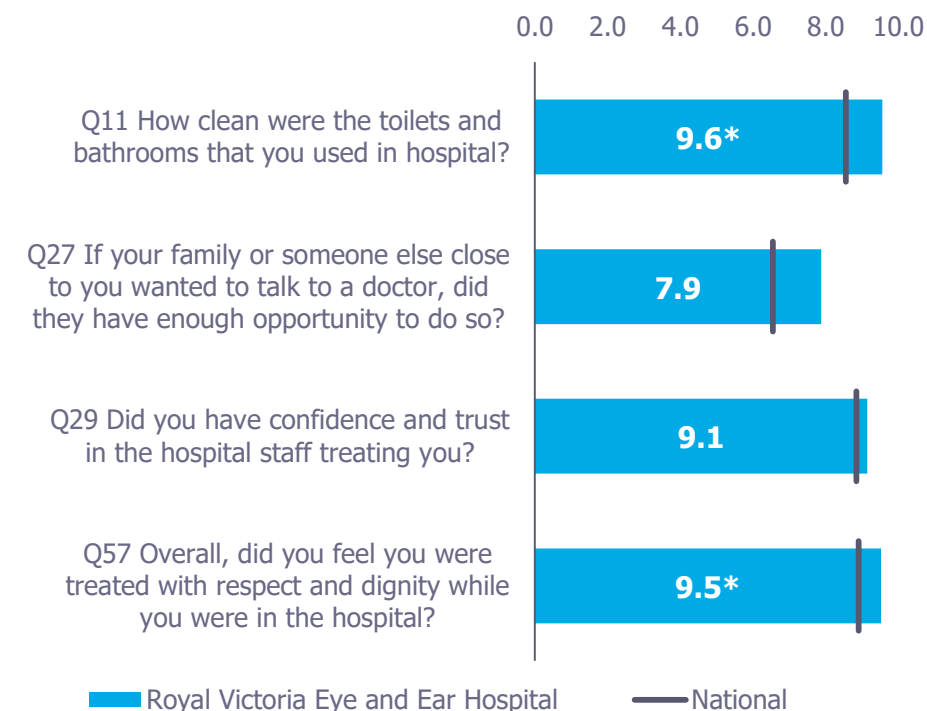


Other aspects of care

- Highest-scoring question:
 - 85% of people (74 of 87) said that the toilets and bathrooms they used in hospital were very clean.
- Lowest-scoring question:
 - 18% of people (6 of 34) 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'



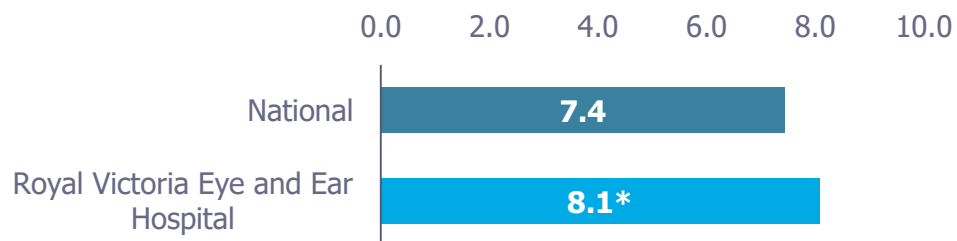
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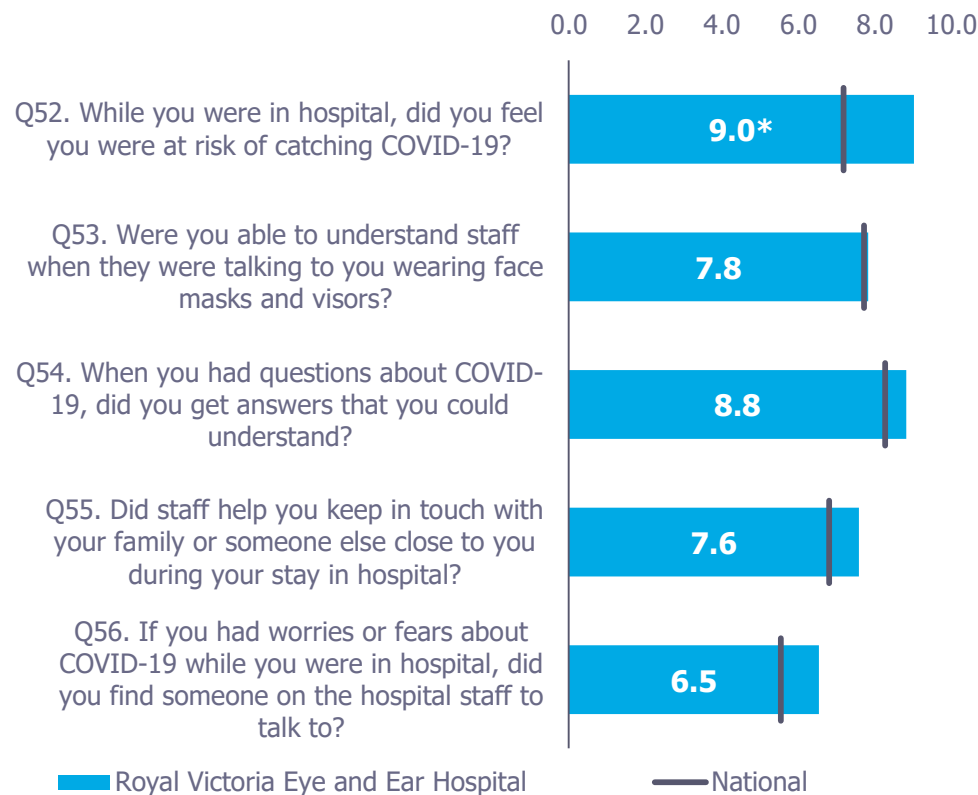
Care during the pandemic

- Highest-scoring question:
 - 85% of people (67 of 79) said that they did not feel at risk of catching COVID-19 while they were in hospital.
- Lowest-scoring question:
 - While 77% of people (65 of 84) said that they had no worries or fears about COVID-19, four patients who had worries or fears (21% of 19) 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'



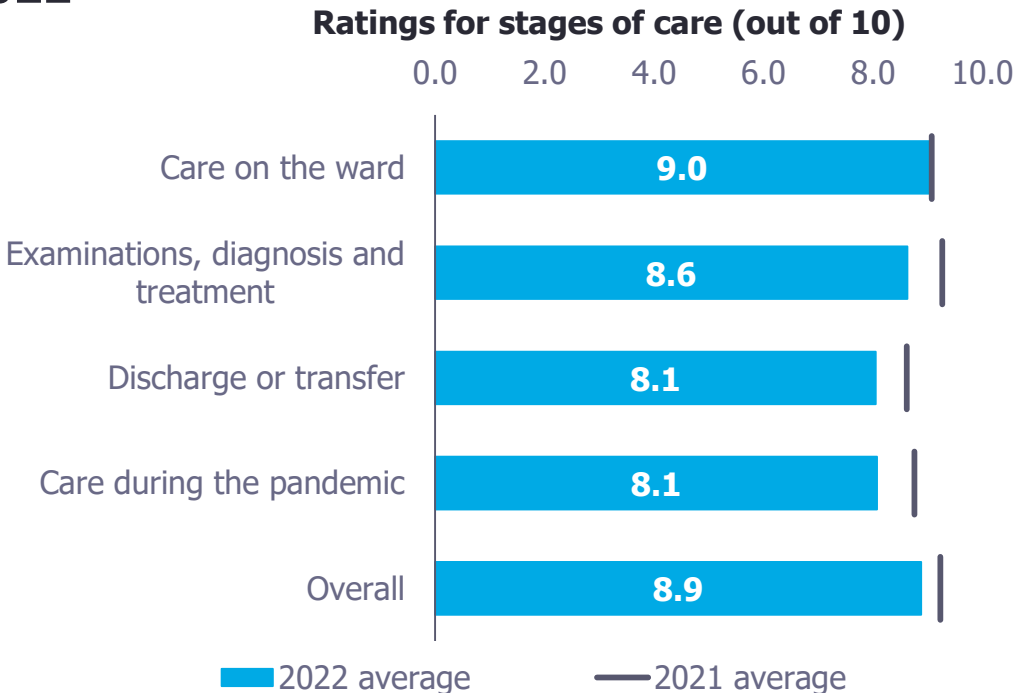
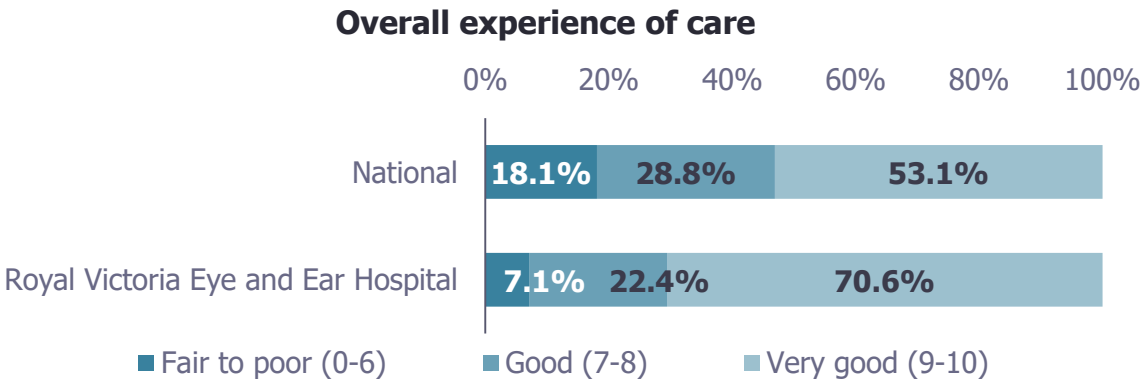
* Denotes statistically significant differences from the national average.



Overall experience



- 93% of people who were admitted to Royal Victoria Eye and Ear 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.

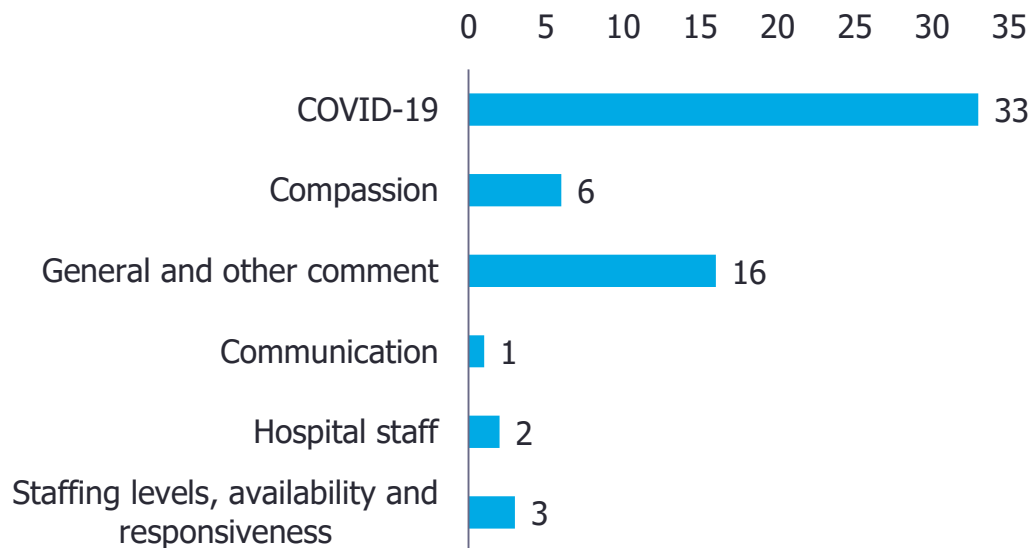




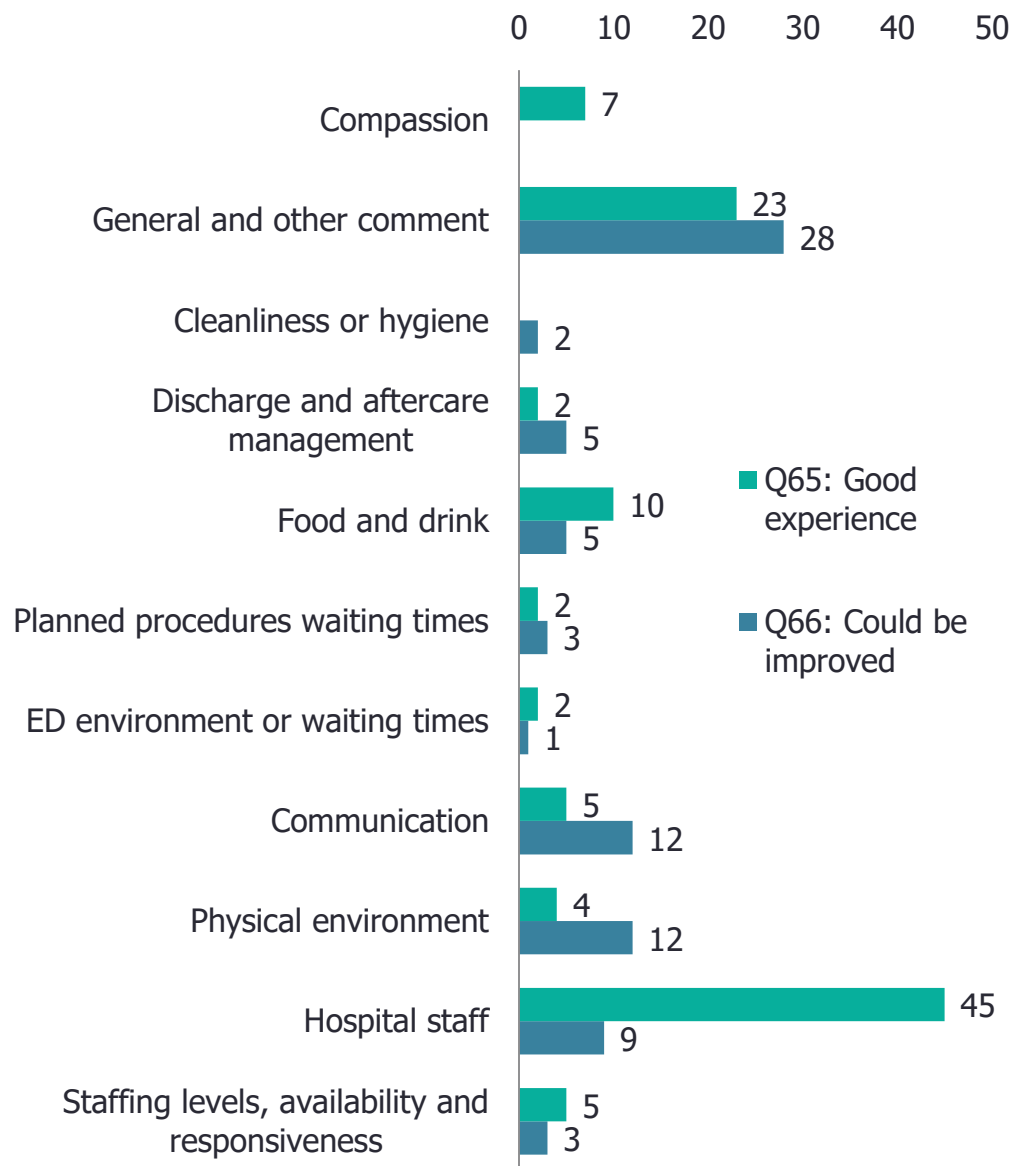
Analysis of patients' comments

- 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).
- 172 comments were received from patients admitted to Royal Victoria Eye and Ear Hospital .

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"Hospital is very old, so rooms were small. Privacy was an issue at times as other patients nearby heard all my information - felt vulnerable because of this."

"I would have liked my husband present during decision process relating to the surgery. He was not allowed in."

"One doctor was rude, didn't introduce himself, brought me for tests, left me to my own devices to find my way back to the ward. Didn't or couldn't answer questions on how the surgery had gone."

"Several times I asked a question to the doctor but he would ignore my question and continue something else. So I felt I wasn't listened to at which point you don't ask anymore. I know they are busy but it's not a nice feeling to be ignored. You see different shapes with your eye, you don't know if it's normal. You ask and they don't answer you, so you are left assuming that what you are seeing is normal after the surgery."



In their own words: comments from patients



"The speed of which I was seen and the kindness of everybody and how I was looked after even when the hospital was busy. I never felt I was overlooked I have great confidence in the whole staff."

"The Doctor who did the removal of cataract could not be more helpful and kind he went beyond his needs to help me and explain all. Took great care of me."

"Staff were incredible during my stay. The surgeon and specialists were always on hand to assist any and all questions. I am still receiving treatment from the RVEEH and very happy."

"The staff was brilliant as I've had my voice box removed and they went above and beyond to understand me and make sure I understand what was happening every step."



Conclusion



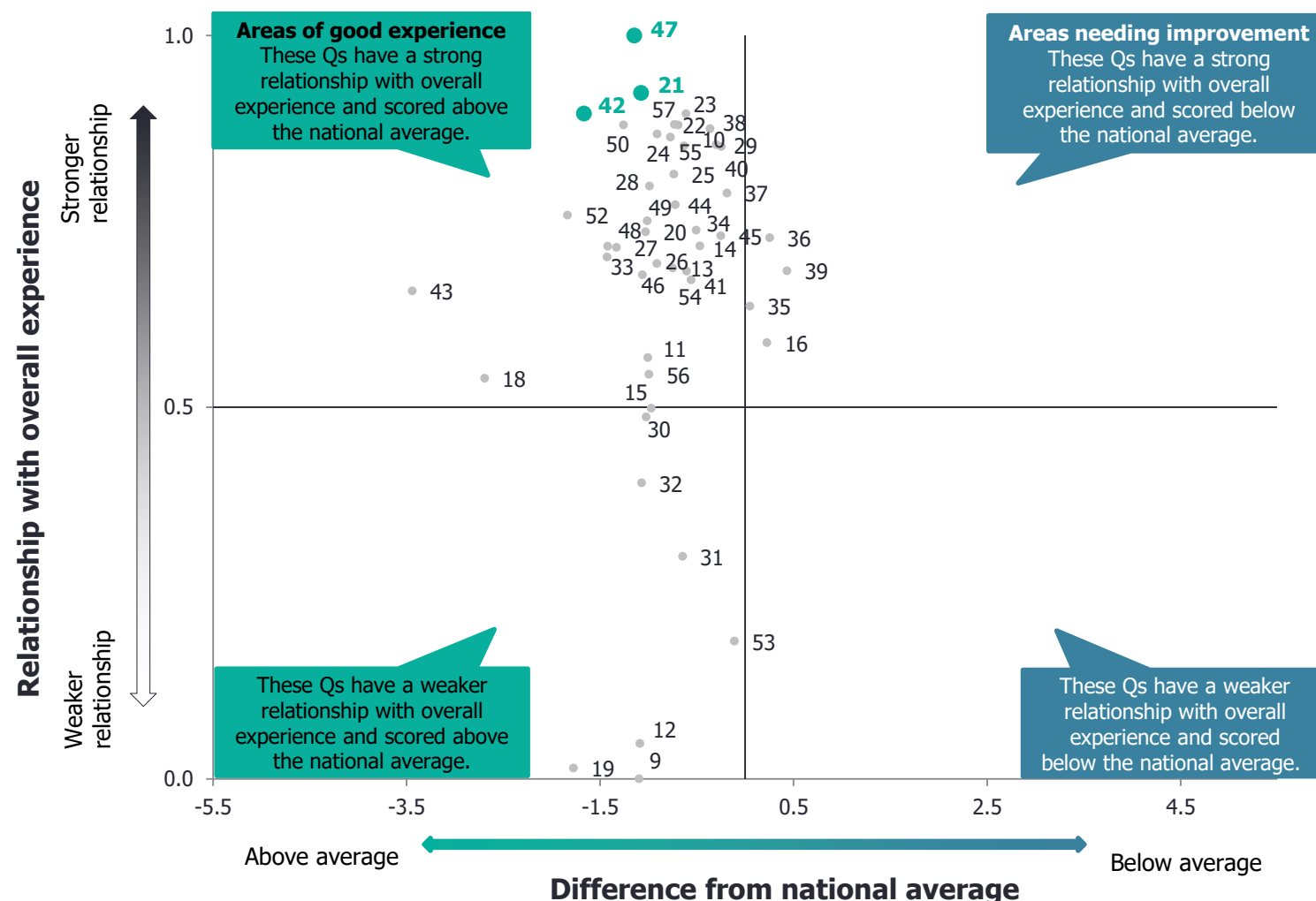
- 93% of people who were admitted to Royal Victoria Eye and Ear Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' was the highest-rated stage of care.
- 'Discharge or transfer' and 'care during the pandemic' were the lowest-rated stages.
- Ratings for all stages of care and overall experience were above the national average, and about the same in 2022 as in 2021.
- Royal Victoria Eye and Ear Hospital scored above or similar to the national average for all survey questions.
- Positive elements of experience included time to discuss care and treatment with a doctor, time spent explaining health and care at home, and consideration of home and family situation.

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 for Royal Victoria Eye and Ear 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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