



# National Inpatient Experience Survey 2022

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## Sligo 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**



<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>
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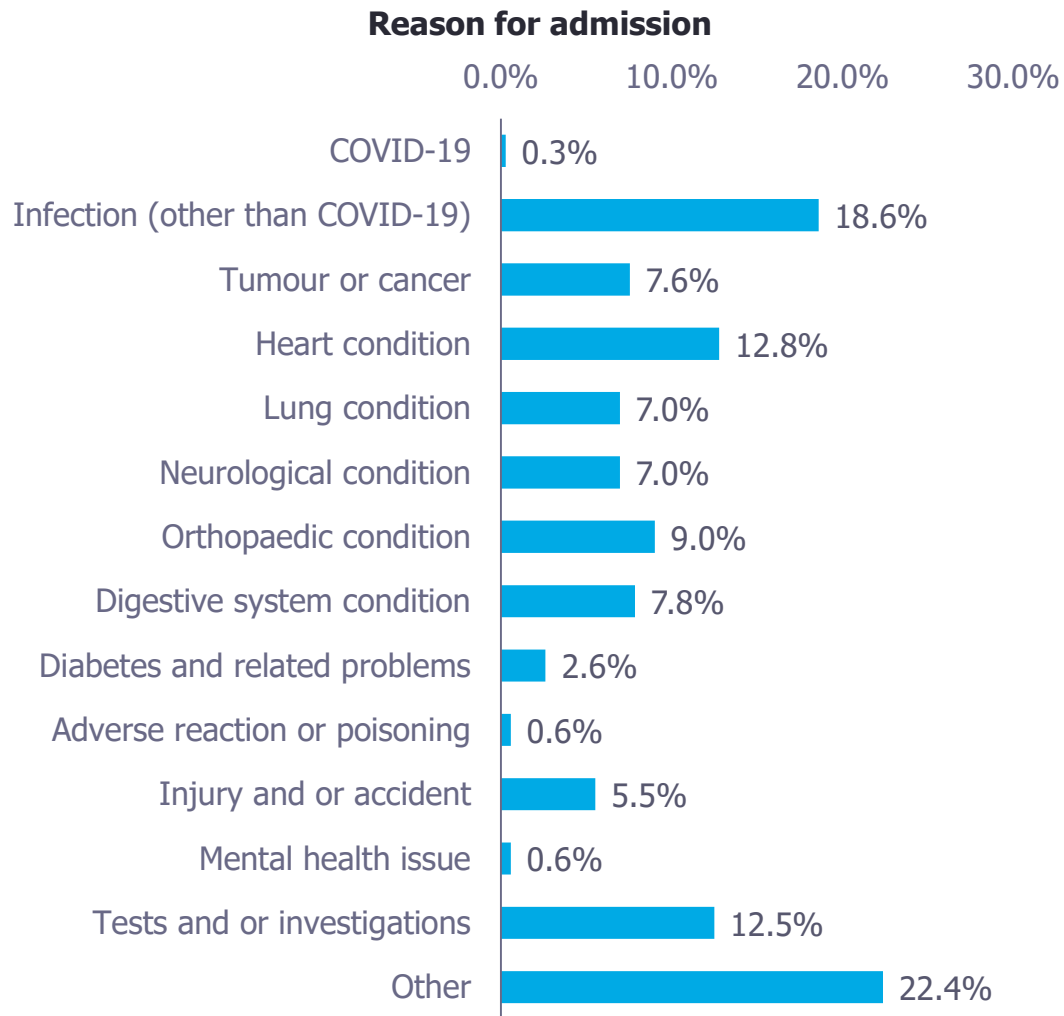


# Participants

- 769 people who were admitted to Sligo University Hospital were invited.
- 349 took part (45%).

## Characteristics of participants

Age category	Number	%
16 to 35 years	28	8.0
36 to 50 years	34	9.7
51 to 65 years	70	20.1
66 to 80 years	140	40.1
81 years or older	77	22.1
Sex		
Male	171	49.0
Female	178	51.0
Admission route		
Emergency	305	87.4
Non-emergency	44	12.6





## Areas of good experience



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

Of the 313 people who answered this question, 70% (220) said that the toilets or bathrooms they used were very clean.

### **Staff name badges | Q13**

Of the 286 people who answered this question, 83% (237) said that all staff wore name badges.

These questions scored significantly above average.



## Areas needing improvement



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

Of the 319 people who answered this question, 13% (41) said that they were not given enough privacy while on the ward.

### **Privacy when discussing condition or treatment | Q30**

Of the 326 people who answered this question, 13% (41) said that they were not given enough privacy when discussing their condition or treatment.

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

Of the 322 people who answered this question, 7% (24) said that they were not given enough privacy when being examined or treated.

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

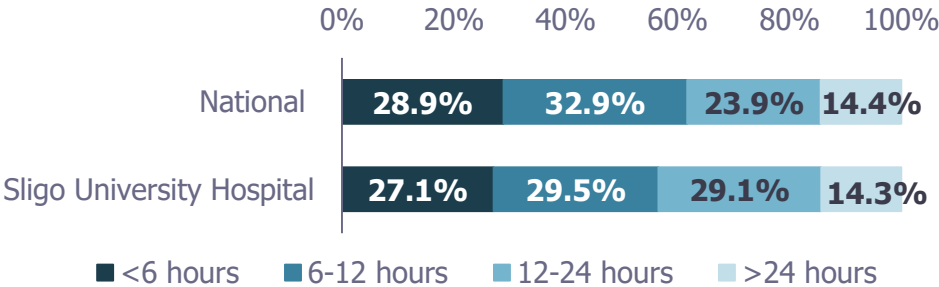


# Admissions

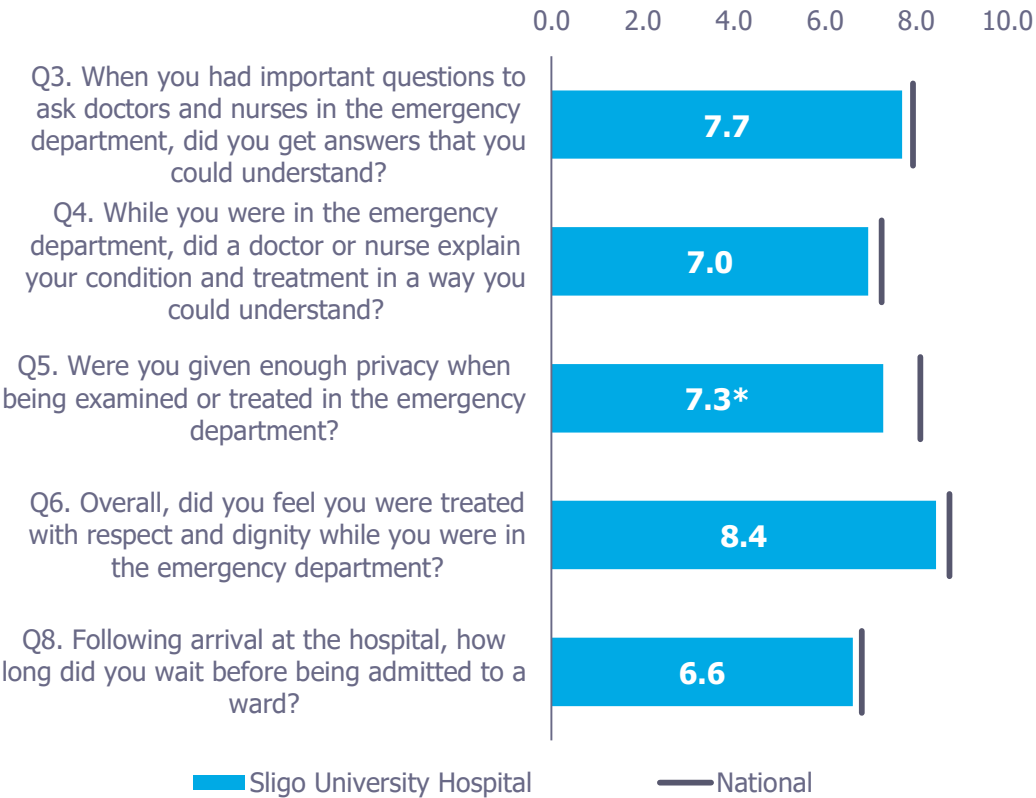


- Highest-scoring question:
  - 77% of people (223 of 289) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
  - 14% of people (36 of 251) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



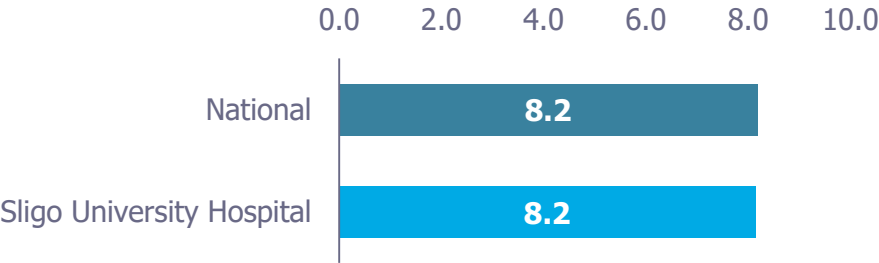
\* Denotes statistically significant differences from the national average.



# Care on the ward

- Highest-scoring question:
  - 83% of people (237 of 286) said that all staff wore name badges.
- Lowest-scoring question:
  - 22% of people (45 of 205) 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.

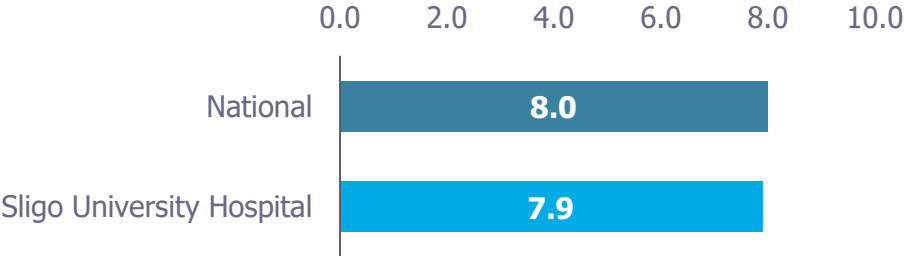




# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 79% of people (235 of 299) said that before they received any treatments, a member of staff always explained what would happen.
- Lowest-scoring question:
  - 12% of people (38 of 325) 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.

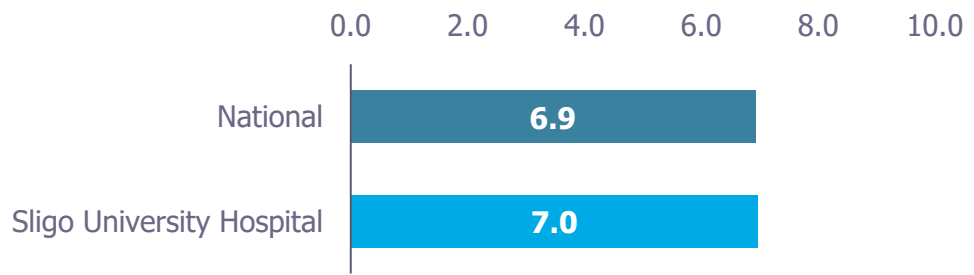




# Discharge or transfer

- Highest-scoring question:
  - 70% of people (196 of 280) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
  - 36% of people (82 of 228) 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 questions:
  - 70% of people (220 of 313) said that the toilets or bathrooms they used were very clean.
  - 81% of people (264 of 327) said that they always had confidence and trust in the hospital staff treating them.
- Lowest-scoring question:
  - 22% of people (47 of 210) 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'



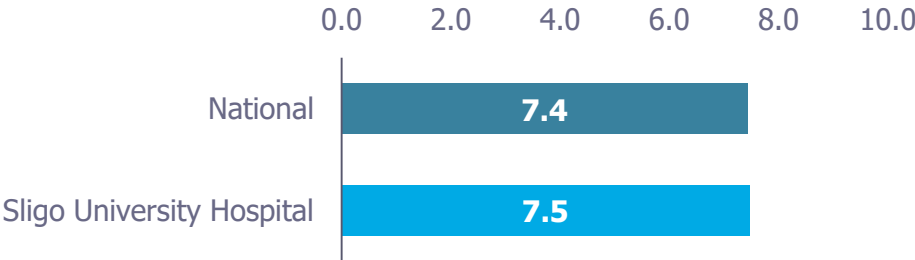
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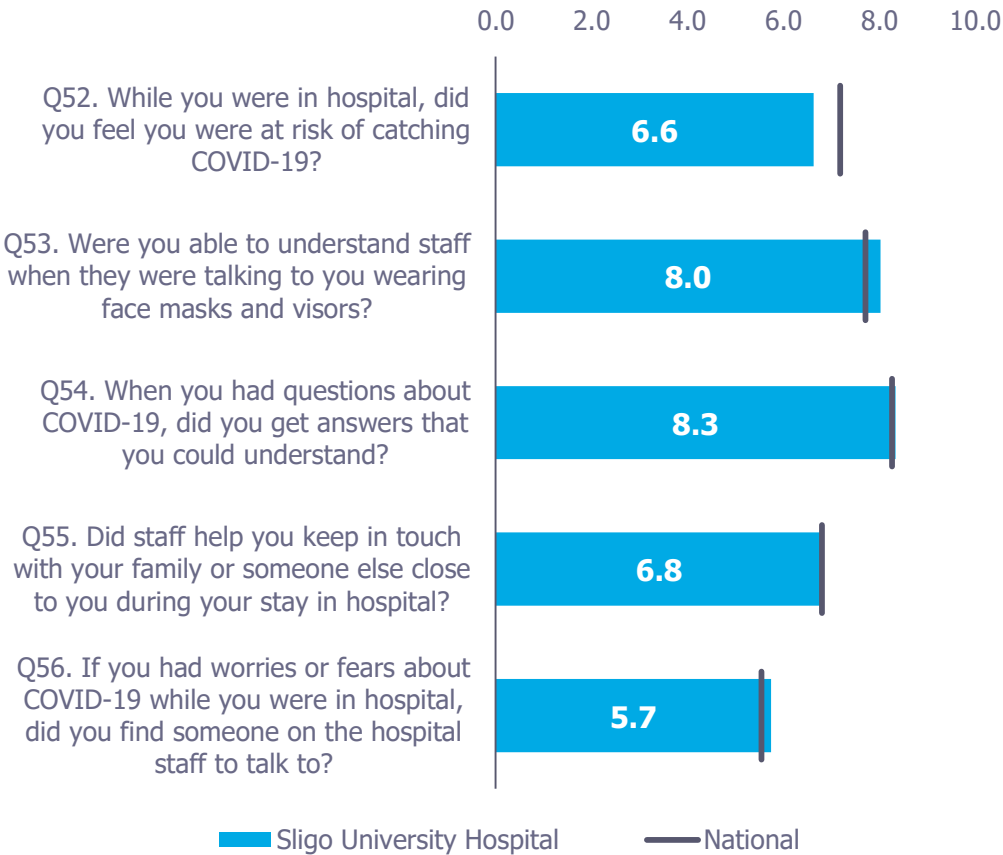
# Care during the pandemic

- Highest-scoring question:
  - Of the 177 people who had questions about COVID-19, 75% (132) said that they always got answers they could understand.
- Lowest-scoring question:
  - While 59% of people (188 of 319) said that they had no worries or fears about COVID-19, 31% of people (40 of 131) 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'

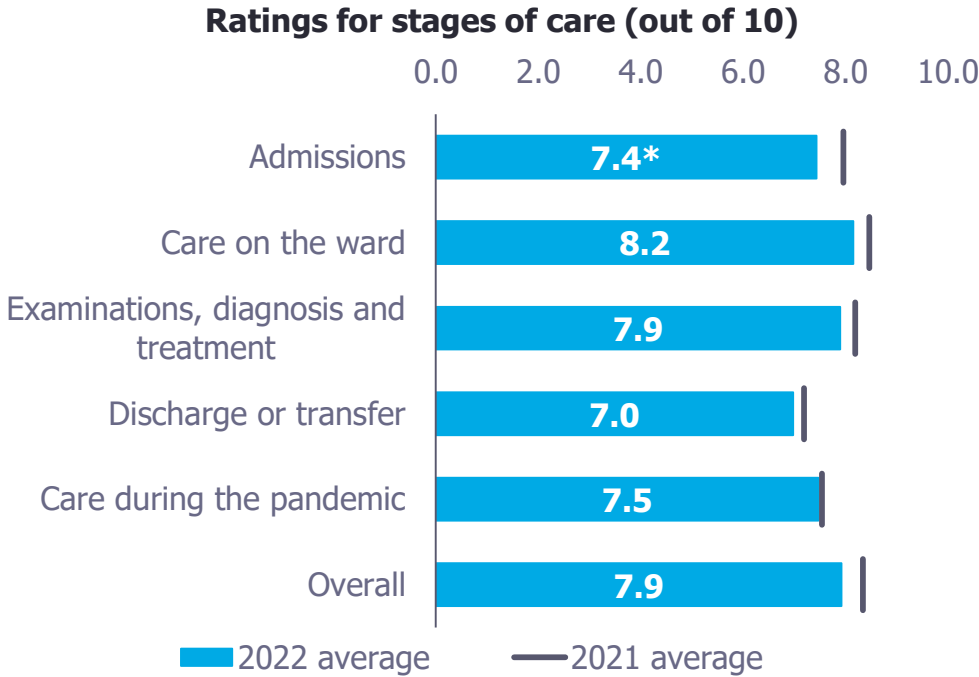
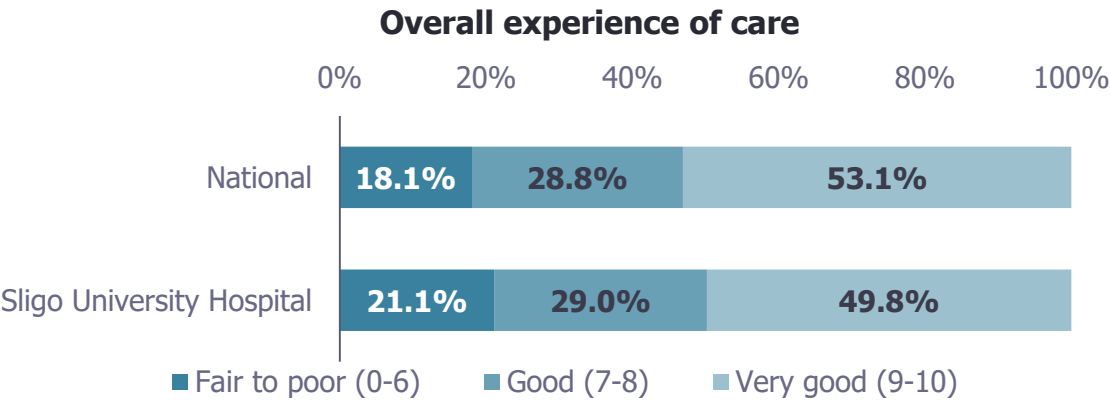




# Overall experience



- 79% of people who were admitted to Sligo University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Ratings for ‘admissions’ were lower in 2022 than in 2021.



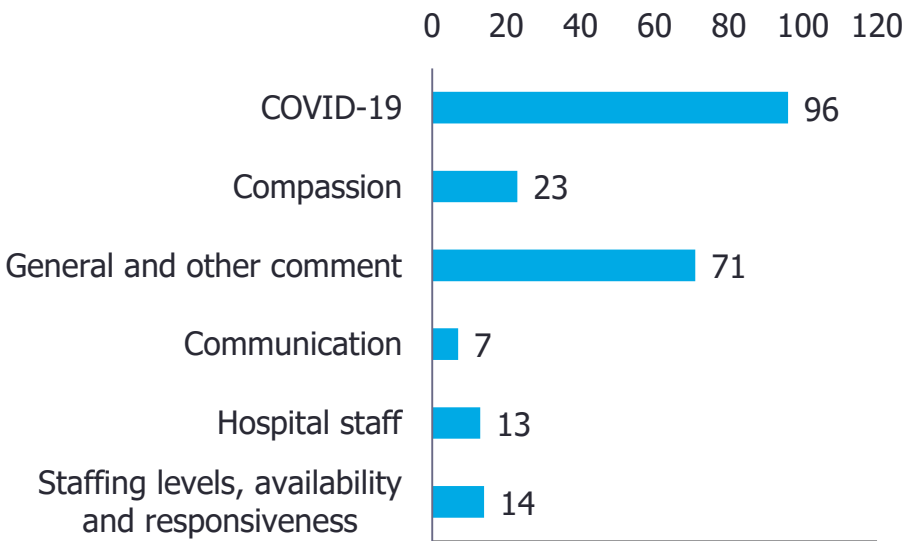
\* Denotes statistically significant differences from the 2021 average.



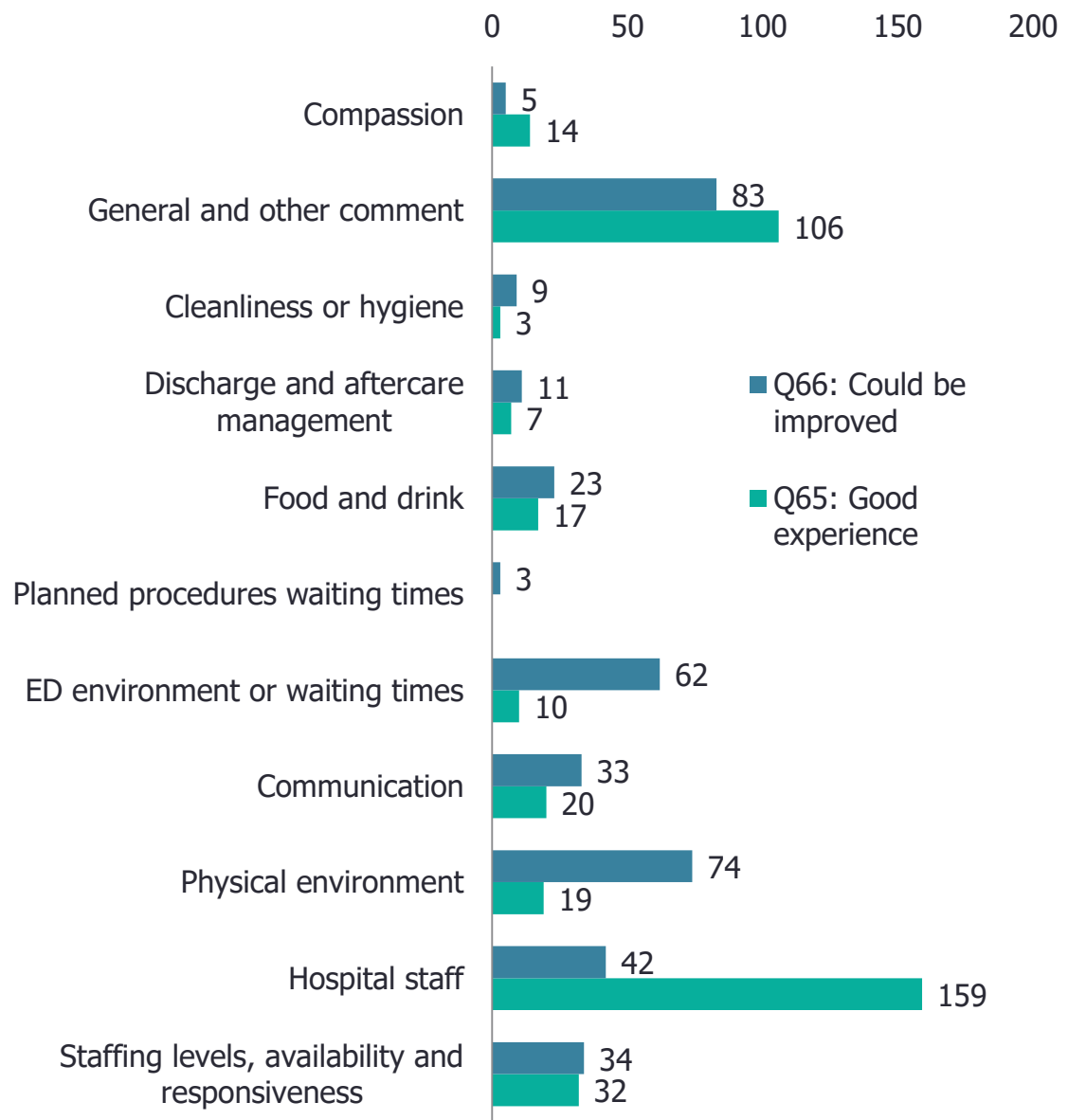
# Analysis of patients' comments

- 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).
- 649 comments were received from patients admitted to Sligo University Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





## In their own words: comments from patients



"My 30 hr stay in ED was very stressful, I was on a trolley in a very narrow corridor with non stop traffic of all kinds. I was also in a corridor during my stay in hospital."

"There were not enough beds. I spend my first night in what I call the broom cupboard, packed up to the ceiling with boxes and brush and mop buckets."

"Sorry, but the standard of food left a lot to be desired, I skipped eating on more than one occasion."

"My husband was unable to come into me and visit or to be there when the doctors came round for him to be able to ask questions on my behalf."



## In their own words: comments from patients



"I was very satisfied with the care given to me. The nursing staff on duty were very pleasant with a lovely manner. They made one feel at home as much as that was possible. The staff organising the meals were also very kind and helpful."

"Fast service, emergency team responded very quickly and diligently."

"Very prompt tests and diagnosis - was seen by a consultant every day, including at the weekends."

"One of the admin team in AD was particularly helpful after I was discharged as I had to ring her to obtain a letter of attendance. She was really helpful and emailed the letter to me very promptly."





## Conclusion



- 79% of people who were admitted to Sligo 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.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for 'admissions' scored below the national average, and were lower in 2022 than in 2021.
- Positive elements of experience included cleanliness of toilets and bathrooms and staff wearing name badges.
- Areas for improvement included being given enough privacy on the ward, when discussing conditions or treatments, and when being examined or treated.

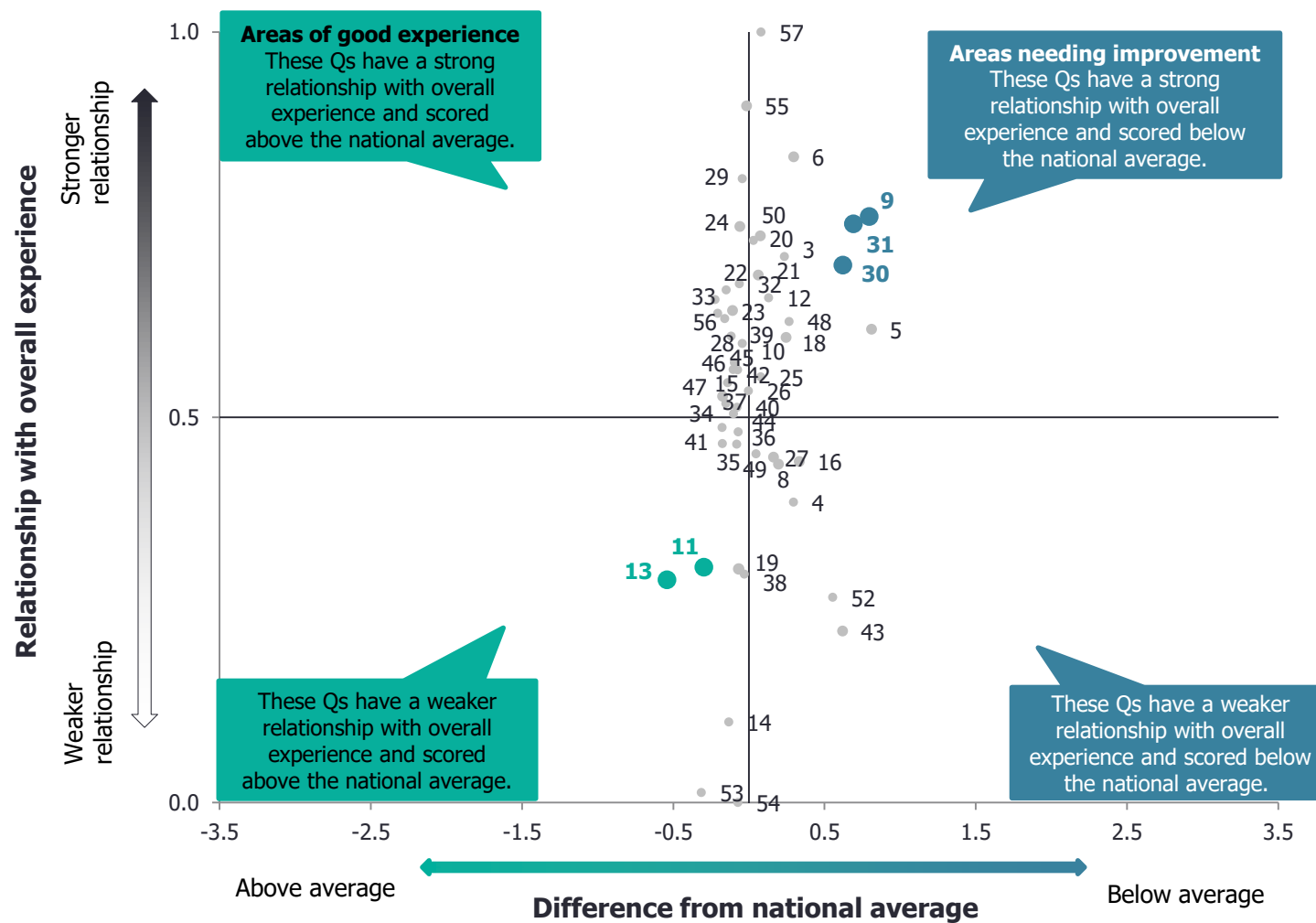


## Appendix 1

### 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 Sligo University 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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