



## National Inpatient Experience Survey 2022

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### **South Infirmary Victoria 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**

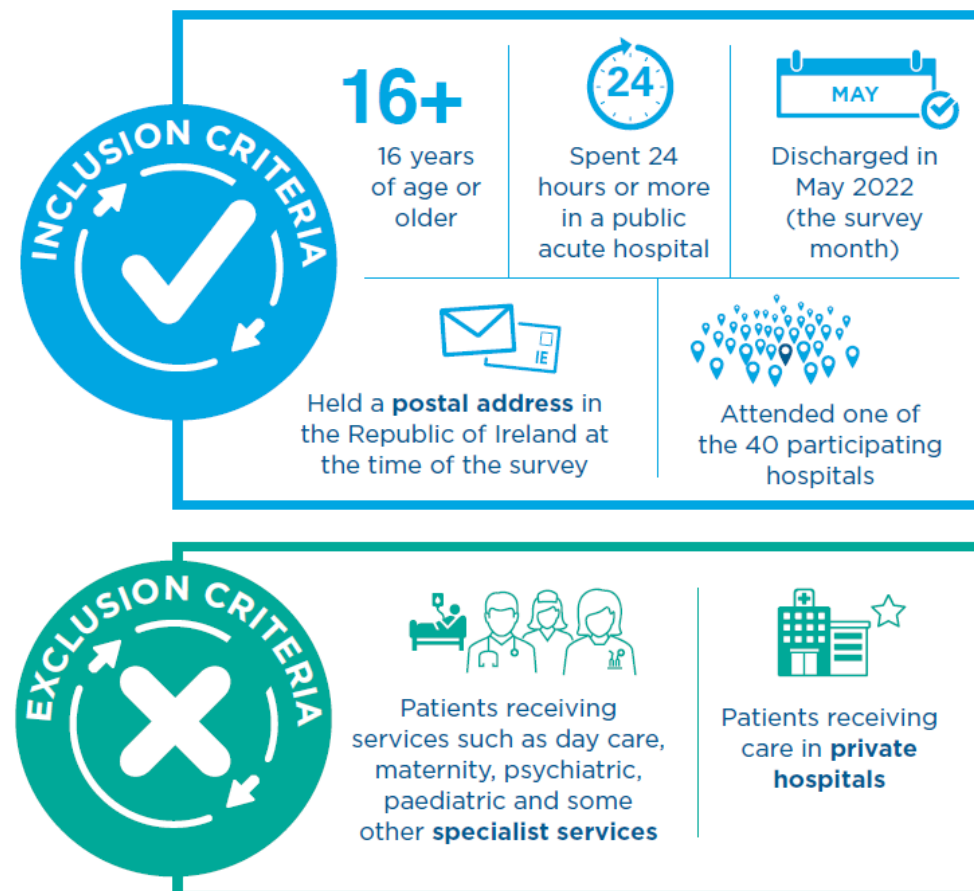
**CARE DURING THE PANDEMIC**



Experiences of receiving care during a pandemic including communication, feeling at risk and receiving support.

**6 QUESTIONS**

- Inclusion and exclusion criteria:





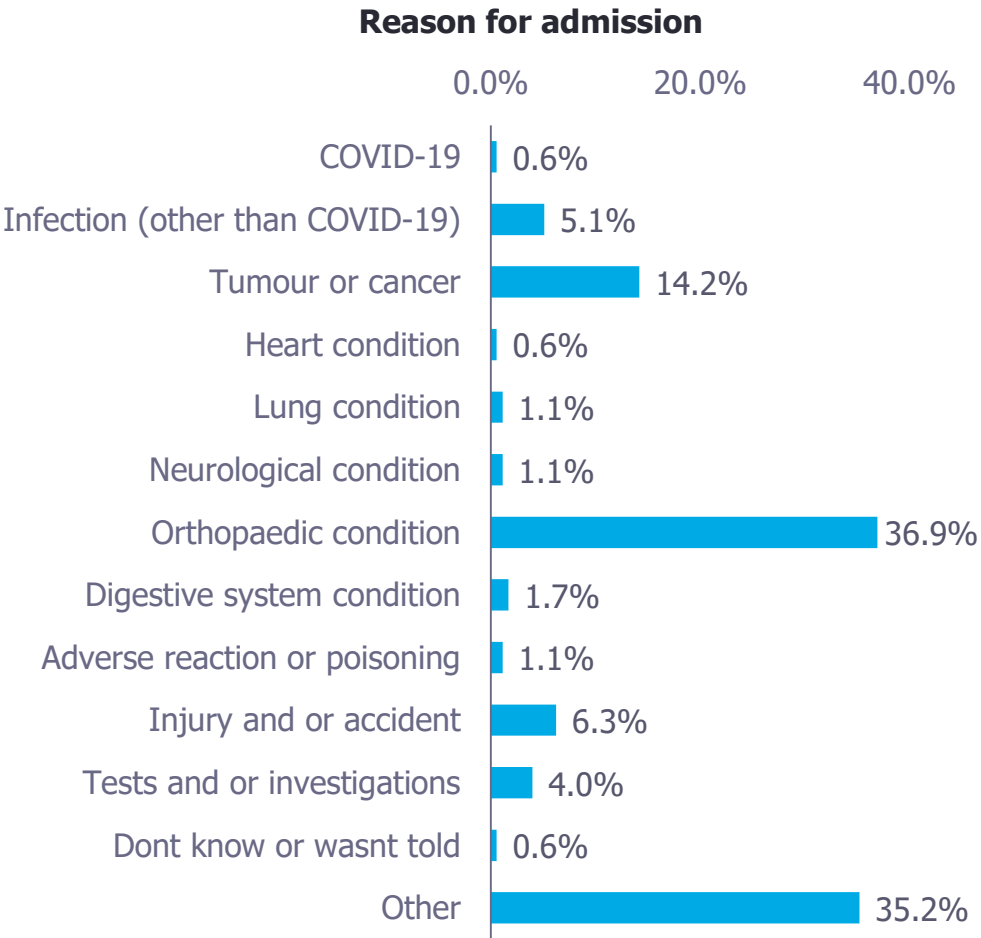
# Participants



- 299 people who were admitted to South Infirmary Victoria University Hospital were invited.
- 178 took part (60%).

Characteristics of participants

Age category	Number	%
16 to 35 years	18	10.1
36 to 50 years	21	11.8
51 to 65 years	49	27.5
66 to 80 years	67	37.6
81 years or older	23	12.9
Sex		
Male	57	32.0
Female	121	68.0
Admission route		
Emergency	47	26.4
Non-emergency	131	73.6





## Areas of good experience



### **Someone to talk to about worries and fears | Q28**

Of the 99 people who answered this question, 76% (75) said that were definitely able to find a member of staff to talk to about their worries and fears.

### **Explanation of the purpose of medications | Q44**

Of the 151 people who answered this question, 91% (137) said that the purpose of medications they were to take at home was fully explained to them.

### **Information on how to manage a condition | Q50**

Of the 164 people who answered this question, 85% (139) said that they definitely received enough information on how to manage their condition after discharge.

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

In South Infirmary Victoria University Hospital, the scores for all survey questions were above or the same as the national average.

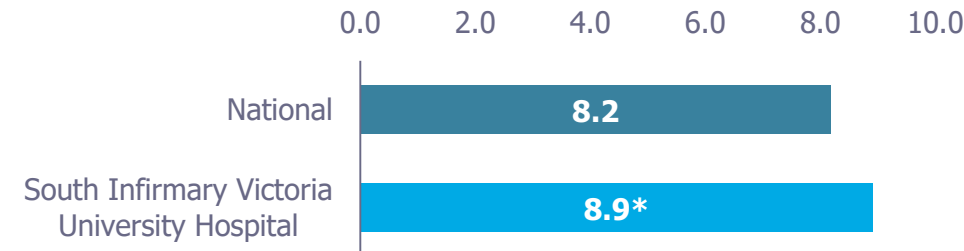
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



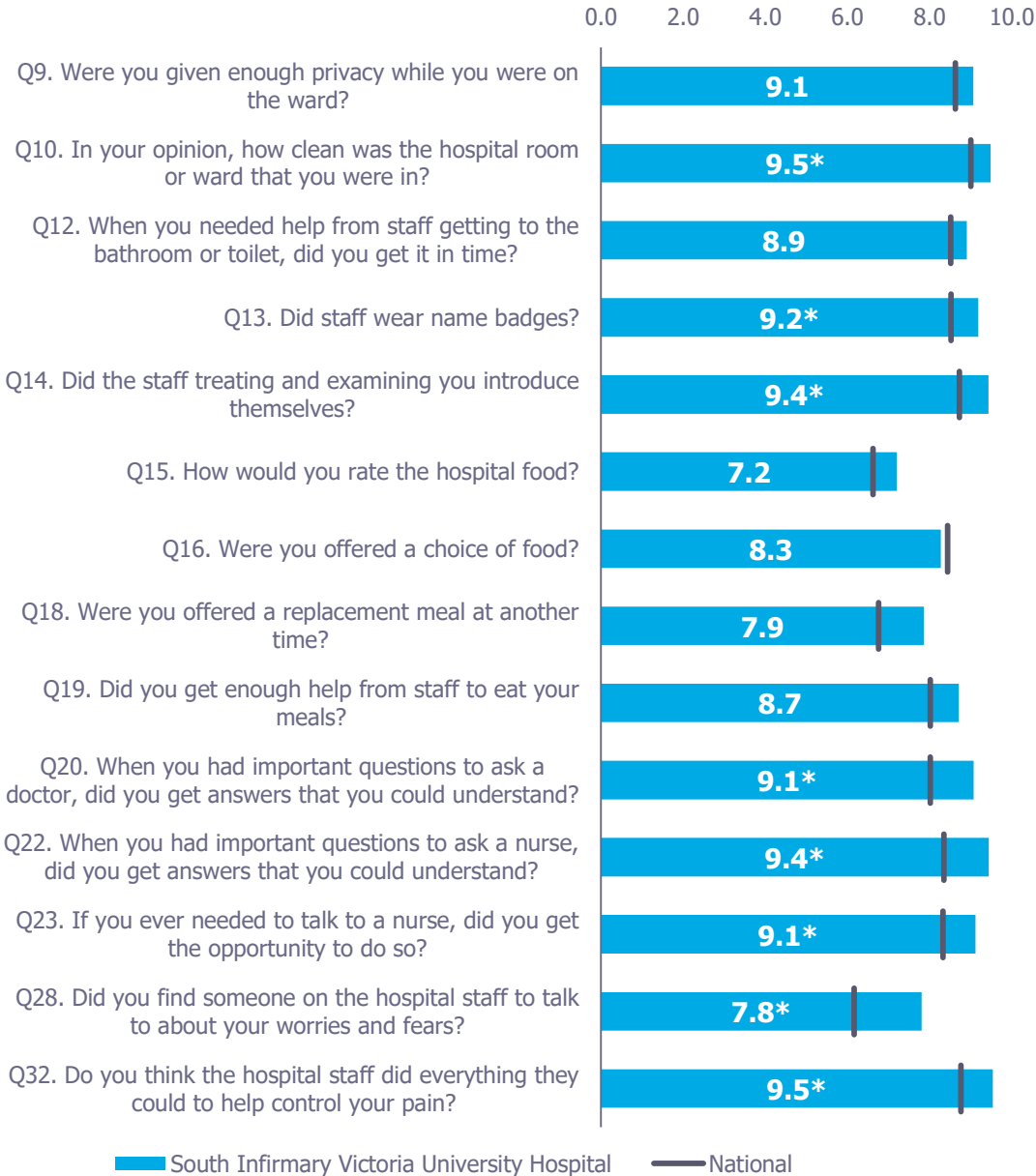
# Care on the ward

- Highest-scoring questions:
  - 89% of people (156 of 176) said that the room or ward they were in was very clean, while 91% (150 of 165) said that staff definitely did everything they could to help control their pain.
- Lowest-scoring question:
  - 8% of people (13 of 170) rated the hospital food as poor.

Comparison with the national average



Average scores for questions on 'care on the ward'



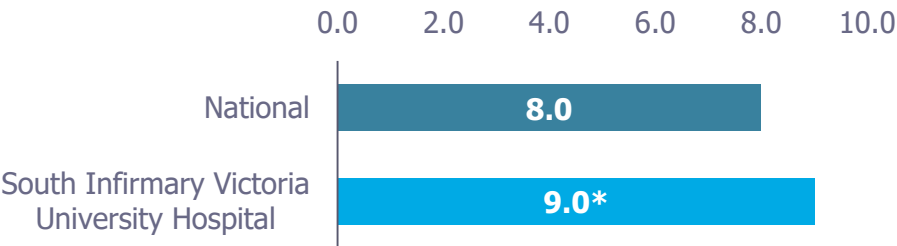
\* Denotes statistically significant differences from the national average.



# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 93% of people (137 of 147) said that staff answered their questions about an operation or procedure in a way they could fully understand.
- Lowest-scoring question:
  - Five people (3% of 175) said that they were not as involved as they wanted to be in decisions about their care and treatment.

Comparison with the national average



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



\* Denotes statistically significant differences from the national average.

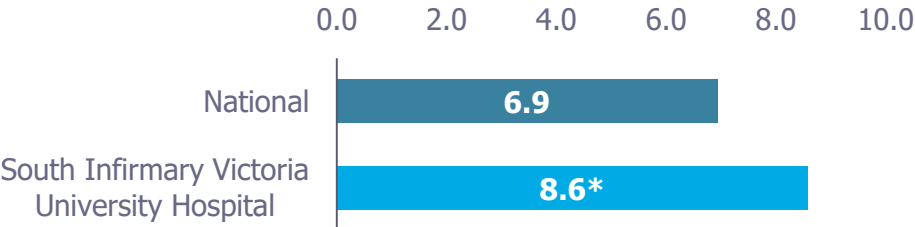




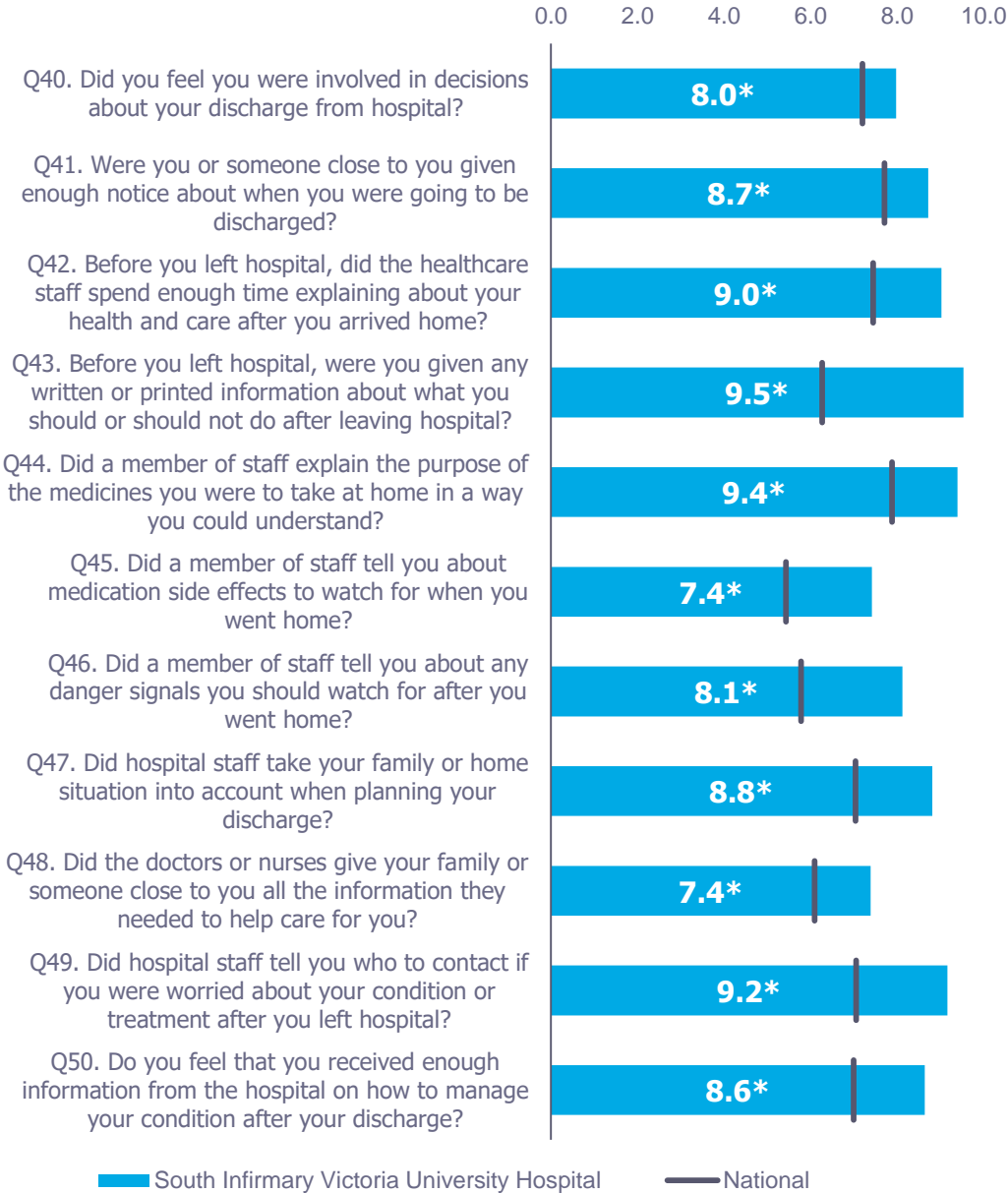
# Discharge or transfer

- Highest-scoring question:
  - 94% of people (153 of 162) said that they were given written or printed information about what they should or should not do after leaving hospital.
- Lowest-scoring questions:
  - 15% of people (21 of 137) said that they were not told about medication side effects, while 12% (12 of 97) said that their family or someone else close to them was not given all the information they needed to help care for them.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



\* Denotes statistically significant differences from the national average.

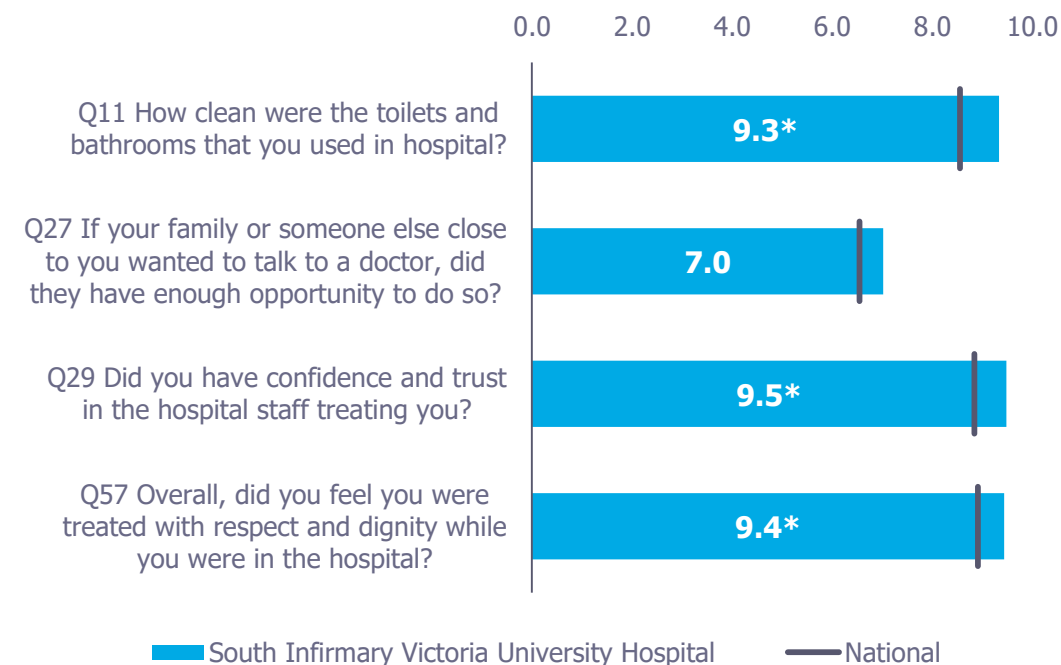


## Other aspects of care

- Highest-scoring question:
  - 94% of people (165 of 176) said that they always had confidence and trust in the hospital staff treating them.
- Lowest-scoring question:
  - 9% of people (7 of 76) 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.

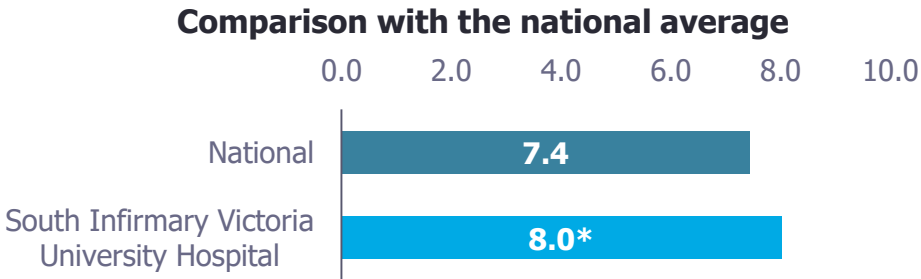




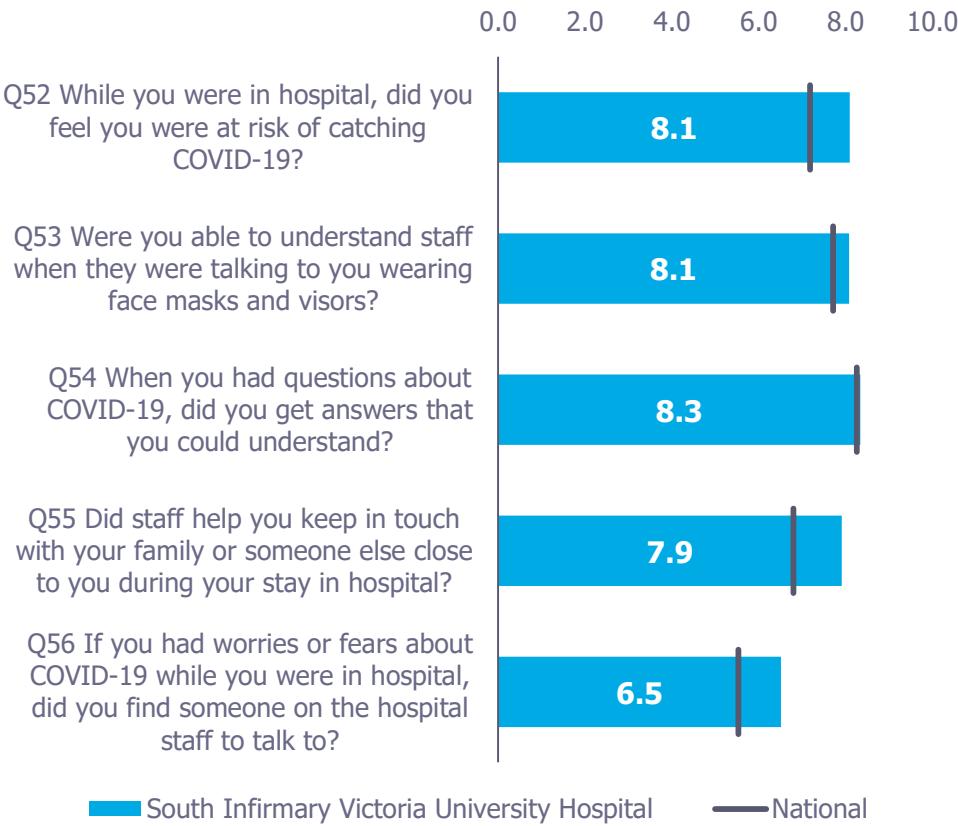
# Care during the pandemic



- Highest-scoring question:
  - 85% of people (72 of 85) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
  - While 75% of people (126 of 169) said that they had no worries or fears about COVID-19, 23% of people (10 of 43) who had worries or fears said that they could not find a member of staff to talk to.



**Average scores for questions on 'care during the pandemic'**



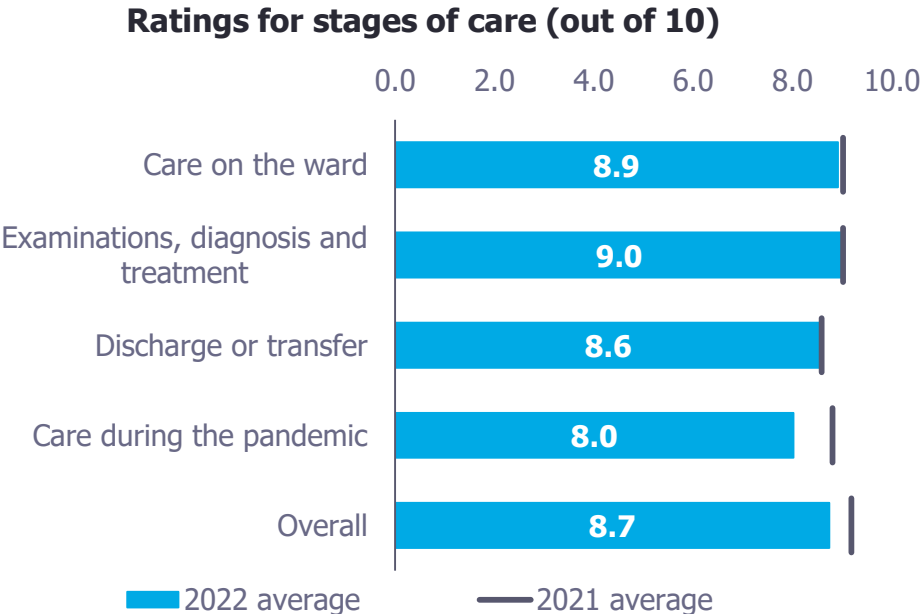
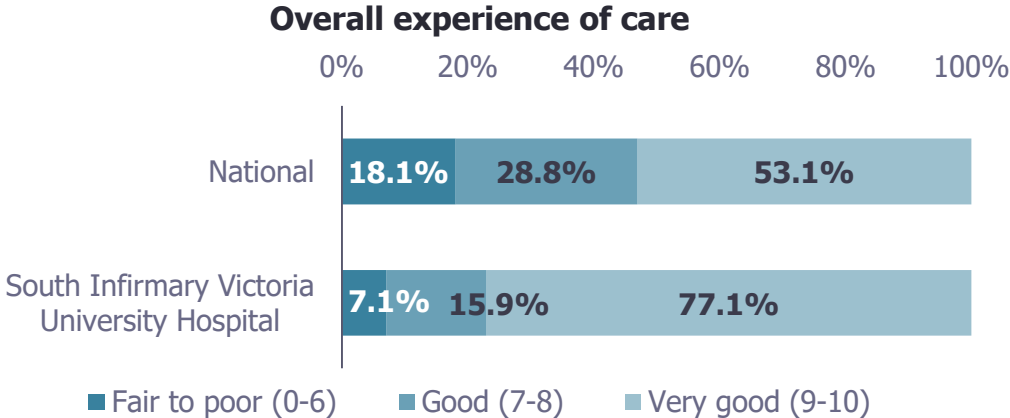
\* Denotes statistically significant differences from the national average.



# Overall experience



- 93% of people who were admitted to South Infirmary Victoria University 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.

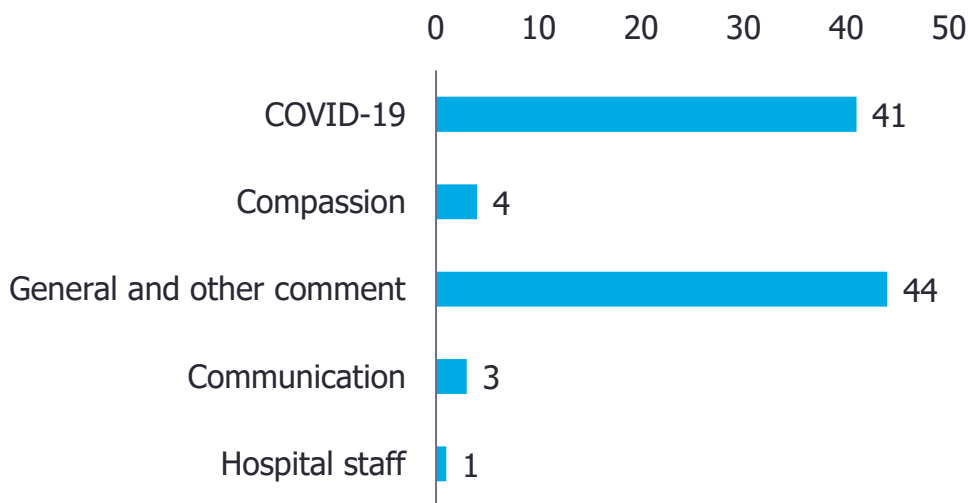




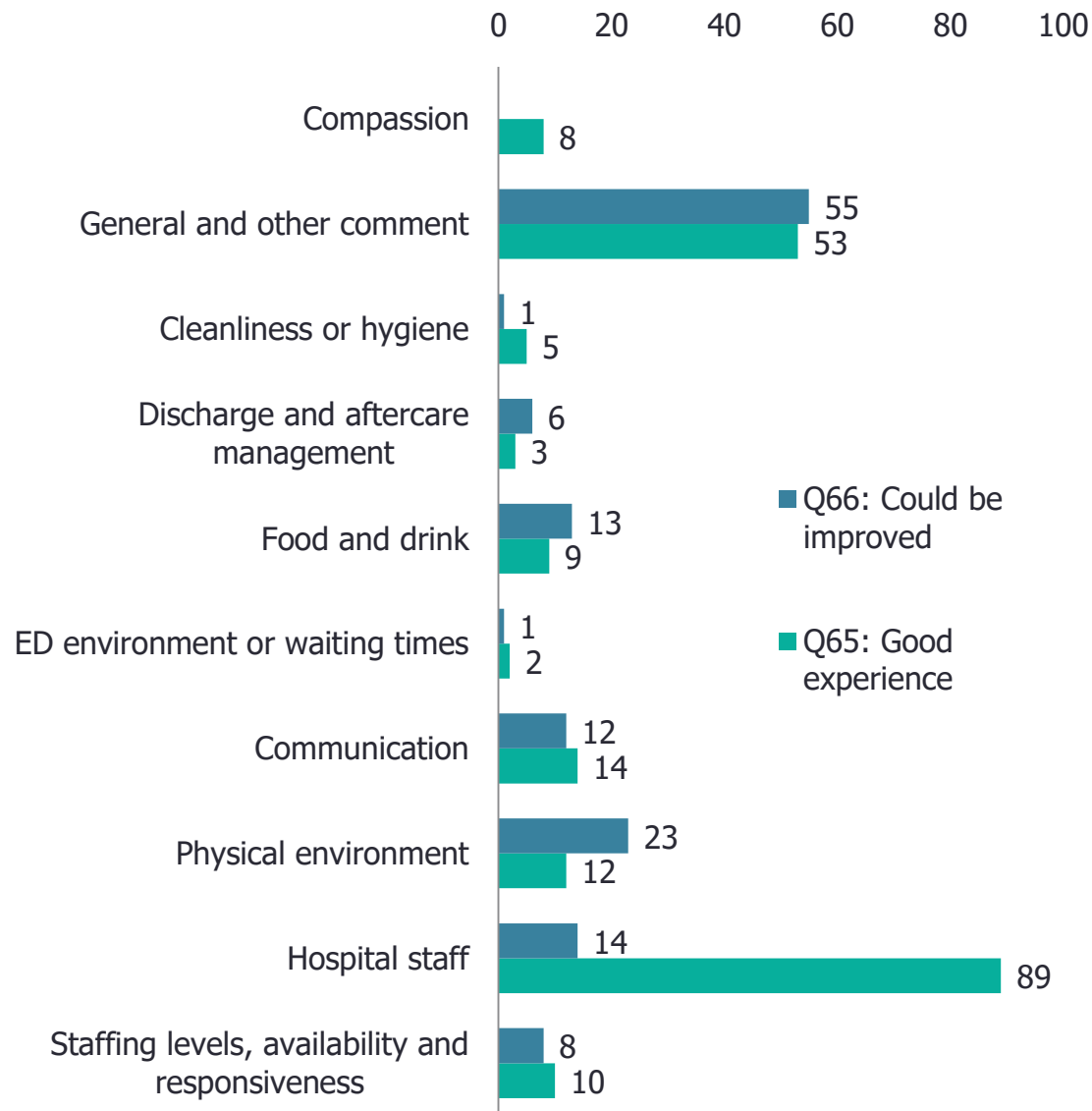
# Analysis of patients' comments

- 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).
- 324 comments were received from patients admitted to South Infirmary Victoria University Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





## In their own words: comments from patients



"Breakfast choice was poor. After fasting most of the day before and not being very sick I was looking forward to a nice breakfast that would be well presented but that was not the case."

"A bit more privacy when asking about your history and what you were in for."

"More information for family to be contacted. found it hard to get through to ward for information. Understand they were very busy."



## In their own words: comments from patients



"The staff, particularly the nursing staff were excellent. They were attentive and caring. Pain relief was delivered promptly and communication was excellent. The physiotherapy was also excellent... The South Infirmary Hospital is an excellent hospital... I was treated with dignity and respect and had confidence in the people looking after me... The immediate post op care, day (and night especially) was excellent. Overall, I had a very good experience and felt listened to and was well cared for. The anaesthetist was also excellent and I felt safe. Well done everyone!"

"The bed linens were changed every day. Beds were always clean. Food was excellent. The staff were very caring."

"I felt safe and at ease as masks were worn, hand hygiene was excellent and covid 19 guidelines adhered to."



## Conclusion



- 93% of people who were admitted to South Infirmary Victoria University Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Examinations, diagnosis and treatment' was the highest-rated stage of care.
- 'Care during the pandemic' was the lowest-rated stage.
- Ratings for all stages of care and overall experience in 2022 were above the national average, and similar to ratings in 2021.
- South Infirmary Victoria University Hospital scored above or similar to the national average for all survey questions.
- Positive elements of experience included someone to talk to about worries and fears, explanation of the purpose of medications, and information on how to manage a condition.

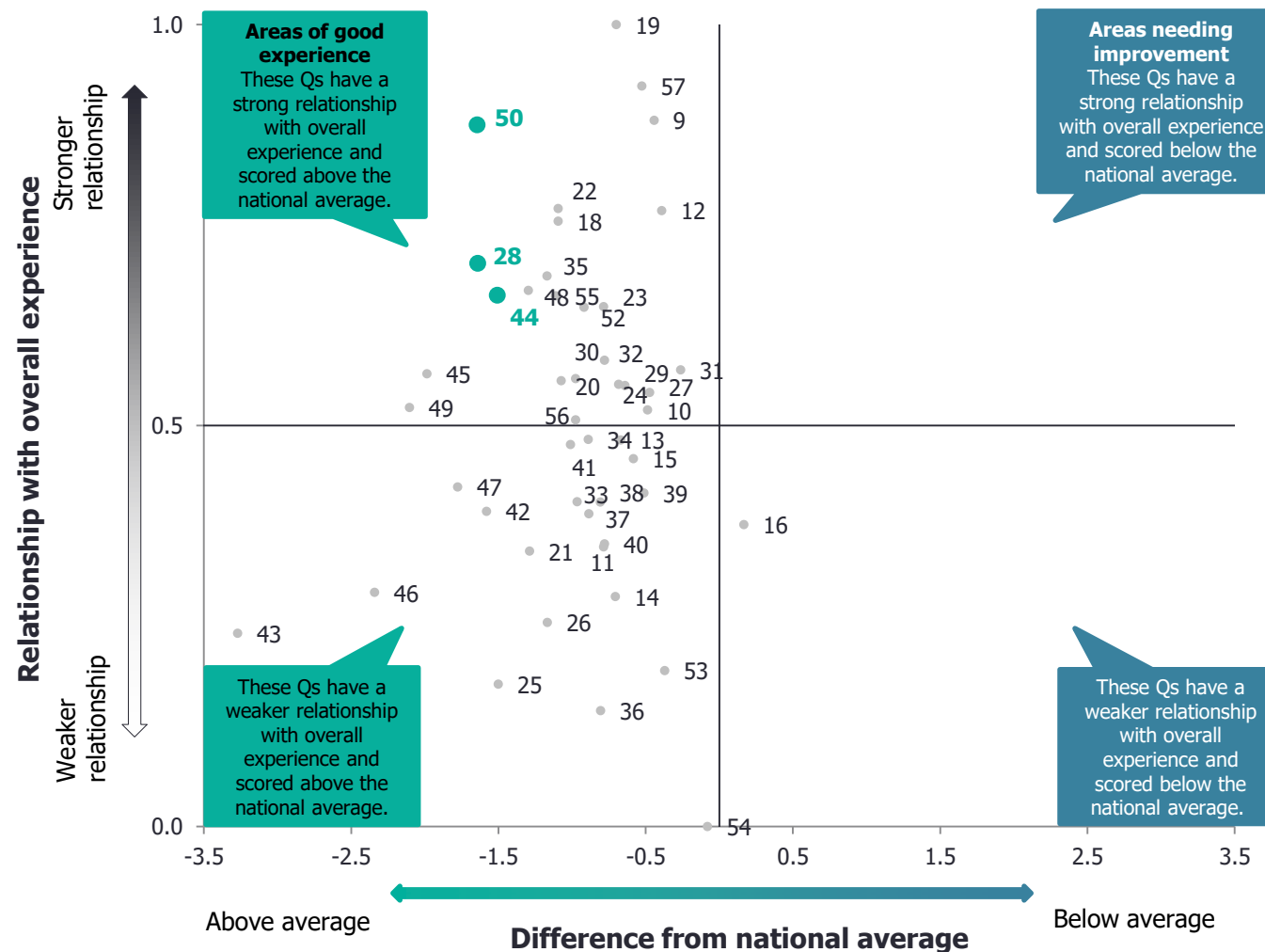


## Appendix 1

### 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 South Infirmar Victoria 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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