



# National Inpatient Experience Survey 2022

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## St. Columcille's 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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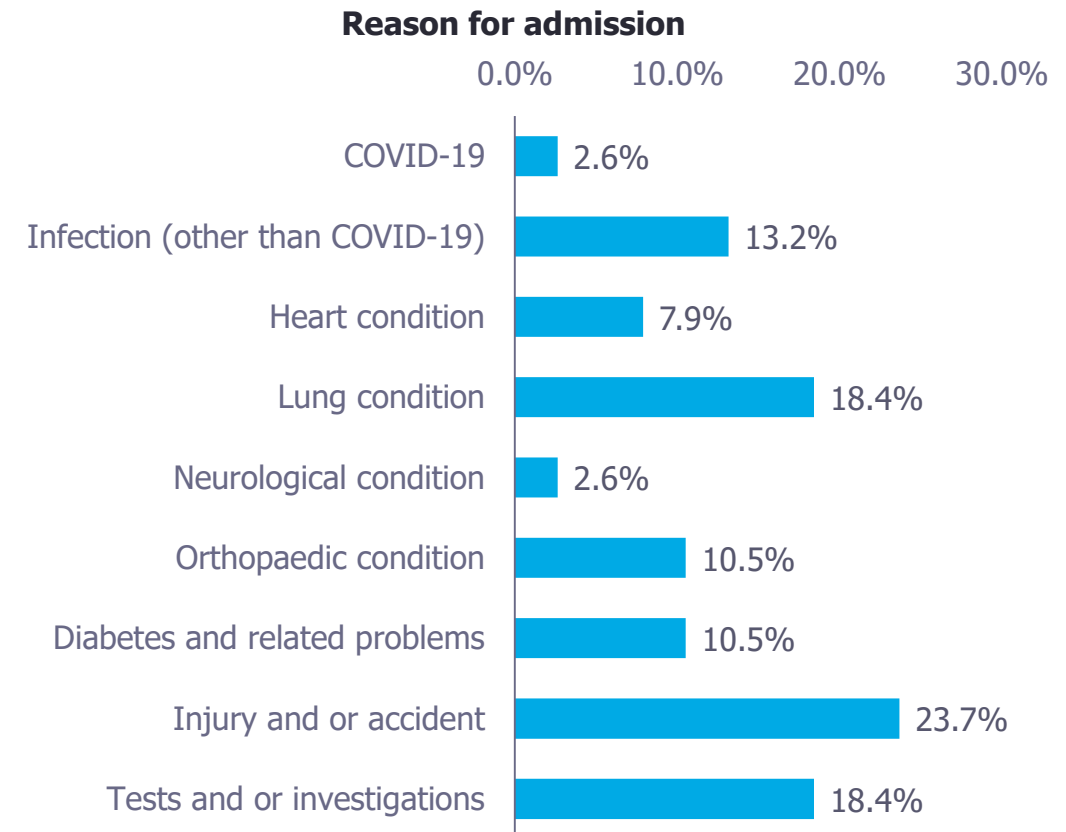
- 102 people who were admitted to St. Columcille's Hospital were invited.
- 39 took part (38%).

## Participants



### Characteristics of participants

Age category	Number	%
16 to 35 years	1	2.6
51 to 65 years	5	12.8
66 to 80 years	13	33.3
81 years or older	20	51.3
Sex		
Male	19	48.7
Female	20	51.3
Admission route		
Emergency	35	89.7
Non-emergency	4	10.3





## Areas of good experience



### **Help from staff to get to the bathroom | Q12**

Of the 28 people who said they needed help from staff to get to the bathroom, 86% (24) said that they always got it in time.

### **Information about condition or treatment | Q25**

Of the 35 people who answered this question, 91% (32) said that they got the right amount of information about their condition or treatment.

### **Written or printed information | Q43**

Of the 27 people who answered this question, 85% (23) said that they were given written or printed information about what they should or should not do after leaving hospital.

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

In St. Columcille's Hospital, the scores for all survey questions were above or the same as the national average.

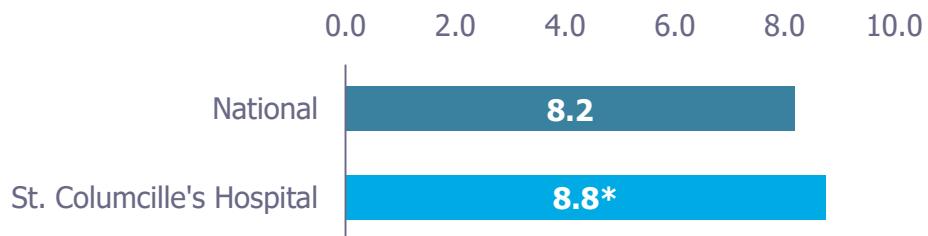
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



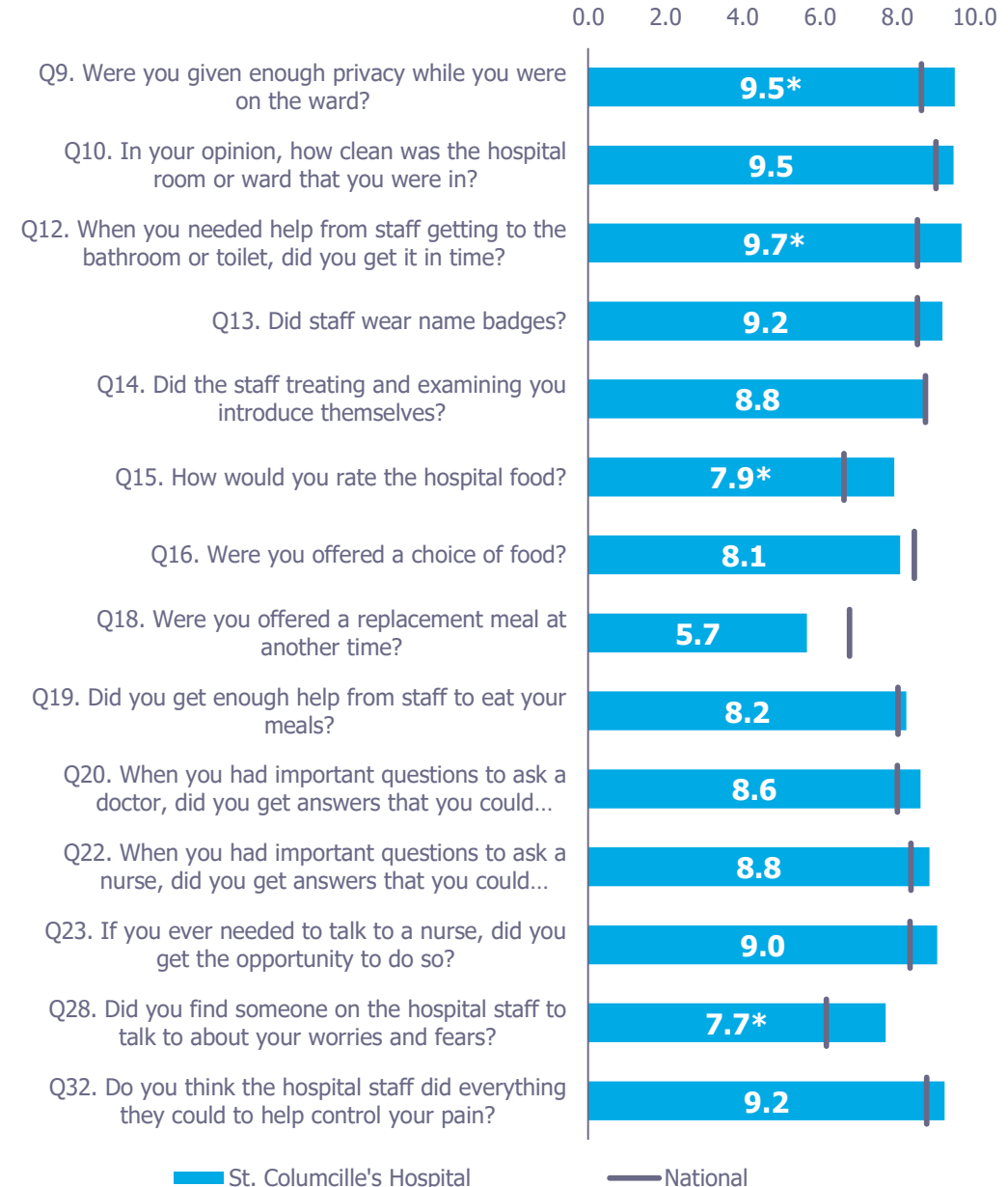
## Care on the ward

- Highest-scoring question:**
  - 86% of people (24 of 28) who needed help from staff to get to the bathroom said that they always got it in time.
- Lowest-scoring question:**
  - Of the three people who were ever unable to eat during mealtimes, one person said that they were not offered a replacement meal at another time.

### Comparison with the national average



### Average scores for questions on 'care on the ward'



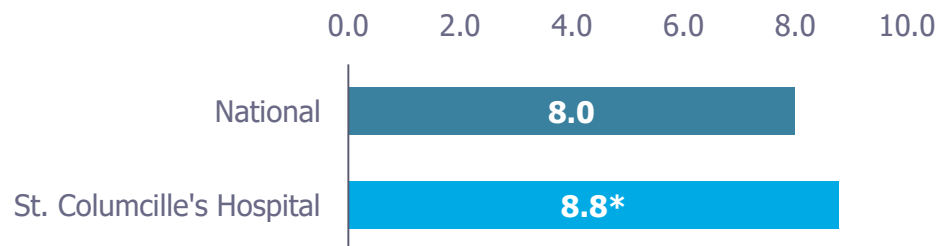
\* Denotes statistically significant differences from the national average.



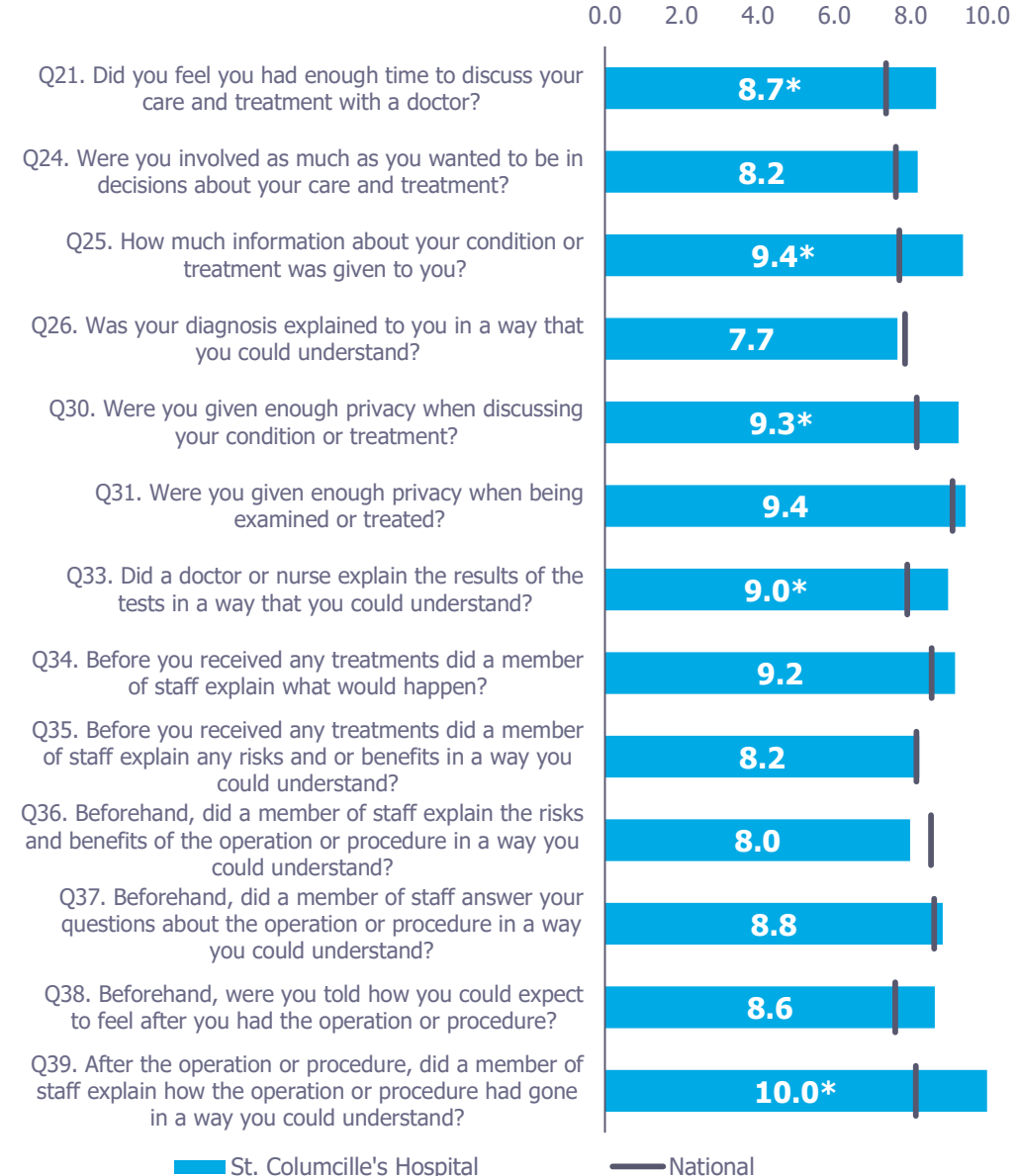
# Examinations, diagnosis and treatment

- Highest-scoring question:
  - All four people who had an operation or procedure said that a member of staff fully explained how the operation or procedure had gone afterwards.
  
- Lowest-scoring question:
  - 9% of people (3 of 35) said that their diagnosis was not explained to them in a way they could understand.

### Comparison with the national average



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



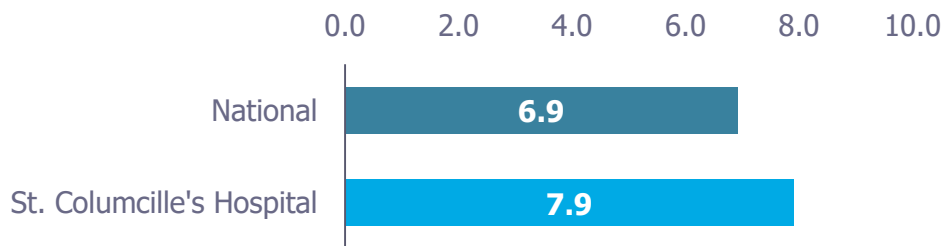
\* Denotes statistically significant differences from the national average.



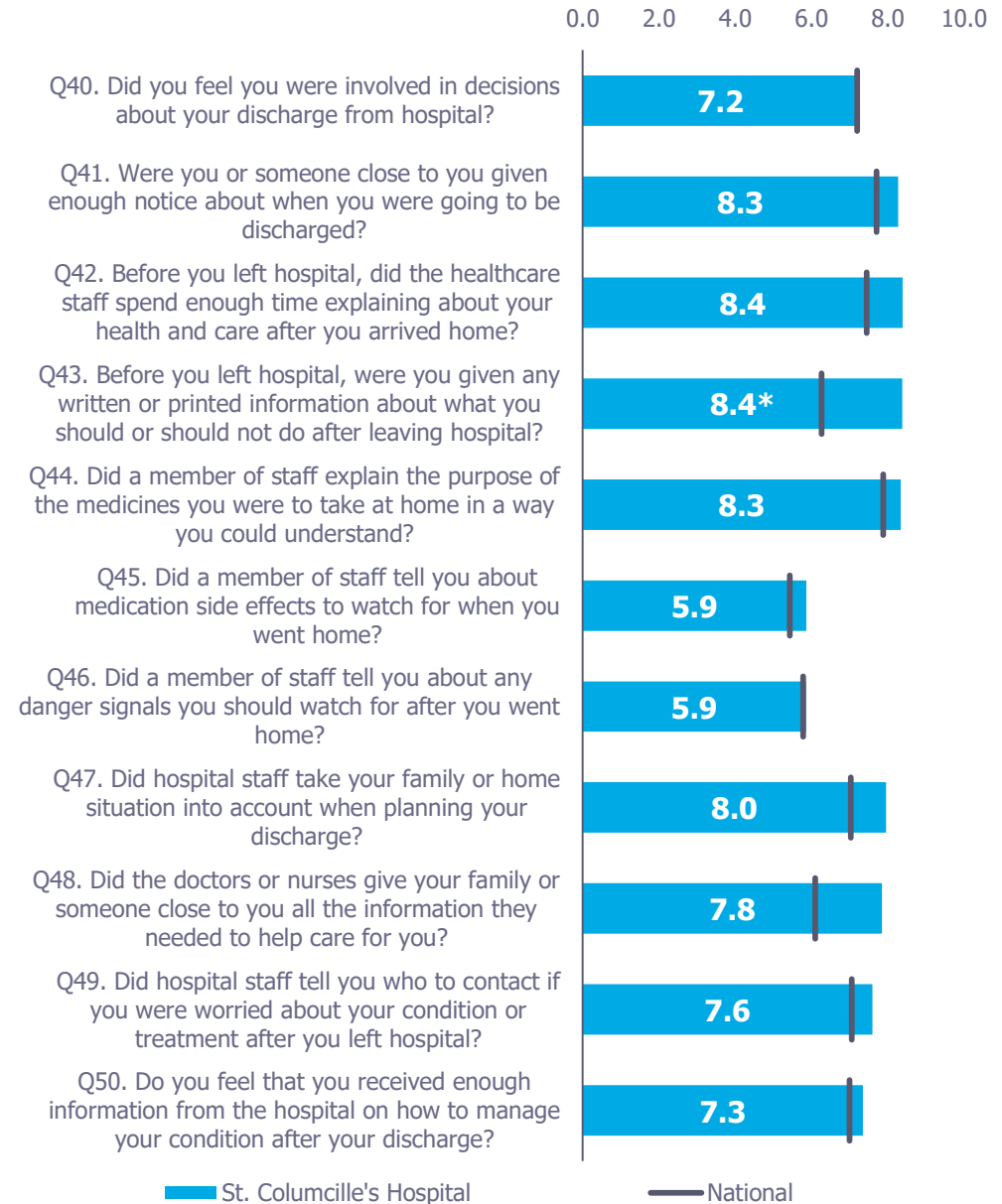
# Discharge or transfer

- Highest-scoring question:**
  - 85% of people (29 of 34) said that staff spent enough time explaining about their health and care after they arrived home, while 85% (23 of 27) said that they were given written or printed information about what they should or should not do after leaving hospital.
- Lowest-scoring question:**
  - 35% of people (7 of 20) said that they were not told about medication side effects, while 33% (7 of 21) 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.

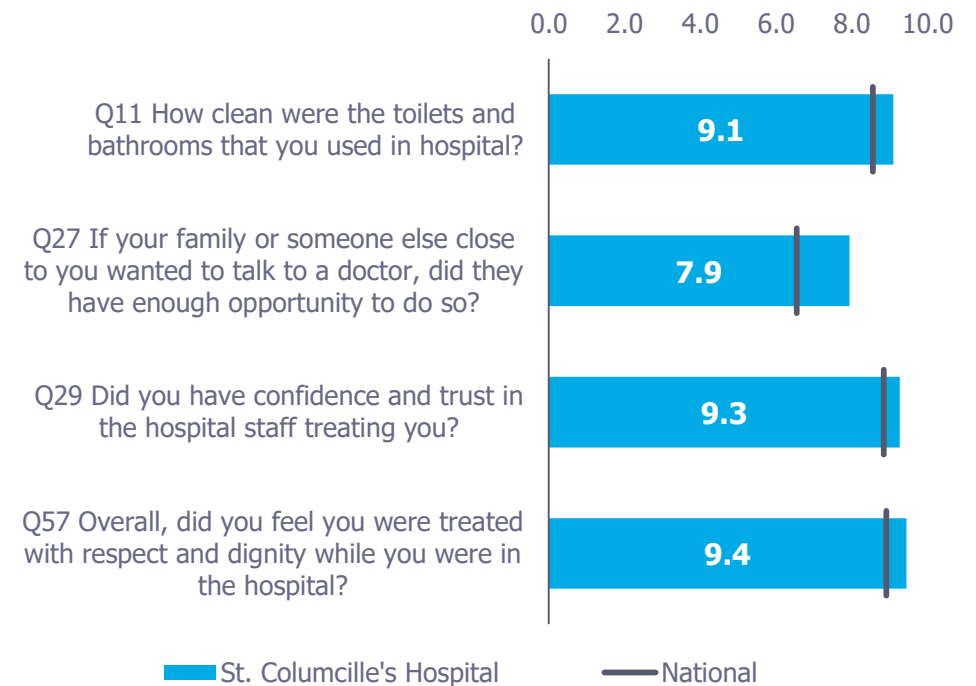


## Other aspects of care

- Highest-scoring question:
  - 92% of people (33 of 36) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
  - 19% of people (5 of 27) 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'



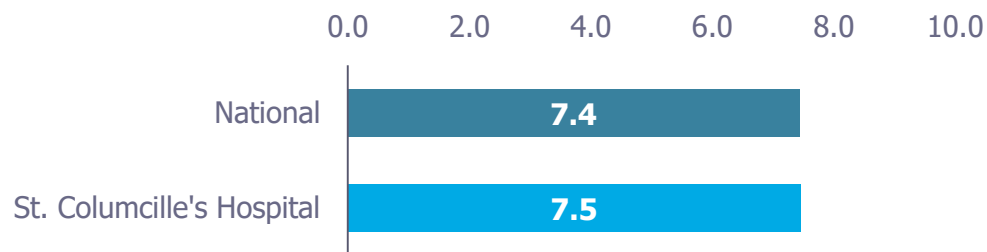




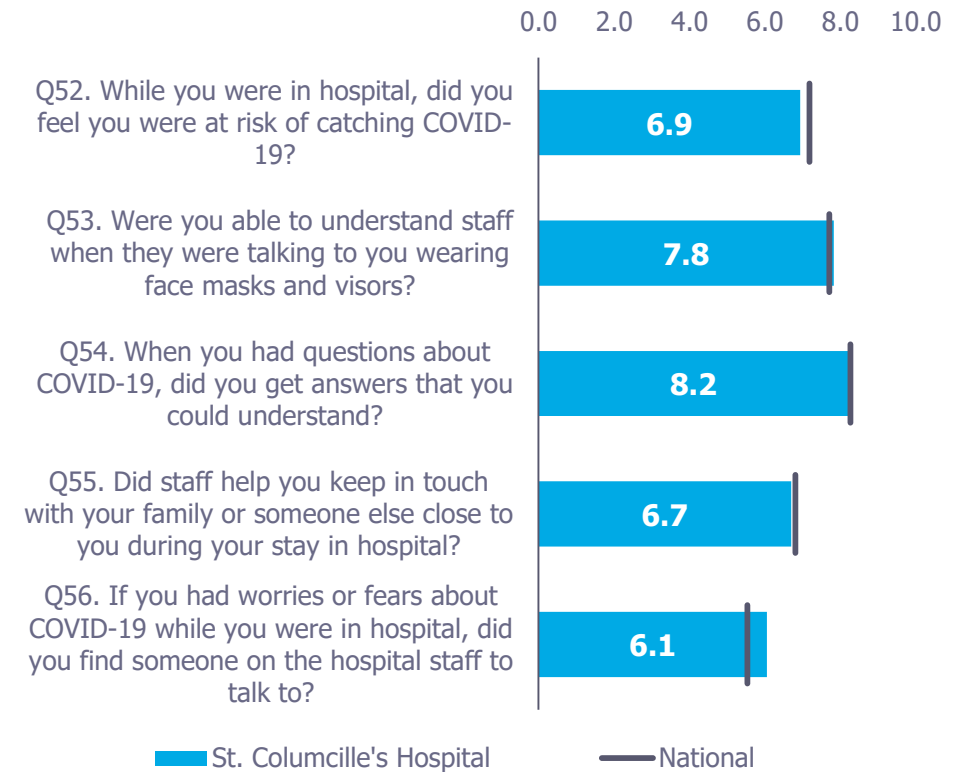
## Care during the pandemic

- Highest-scoring question:
  - 62% of people (13 of 21) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
  - While 62% of people (21 of 34) said that they had no worries or fears about COVID-19, three people 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'

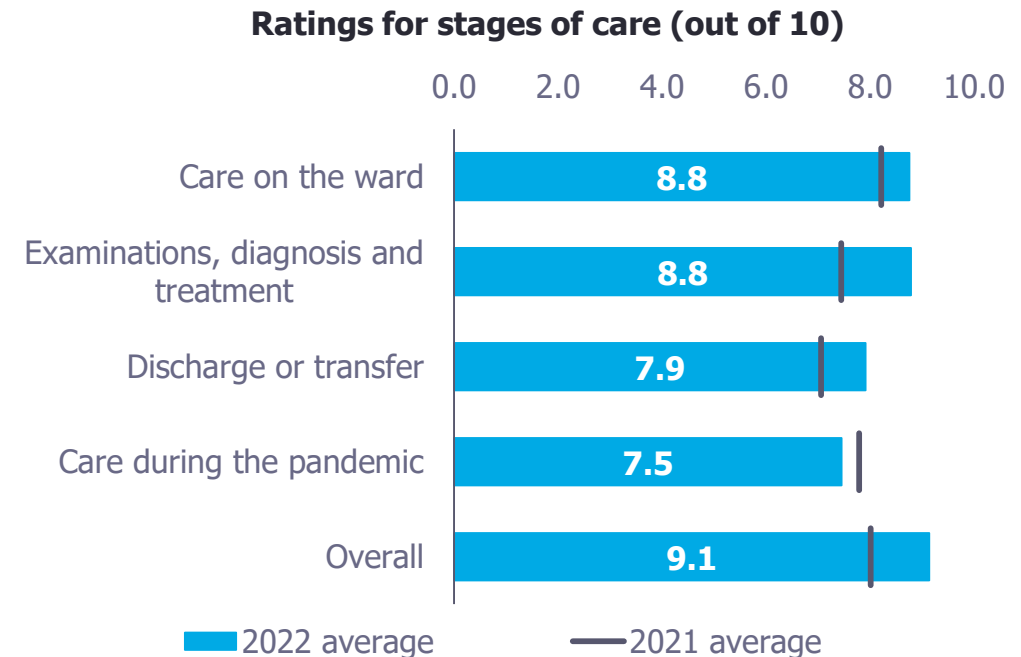
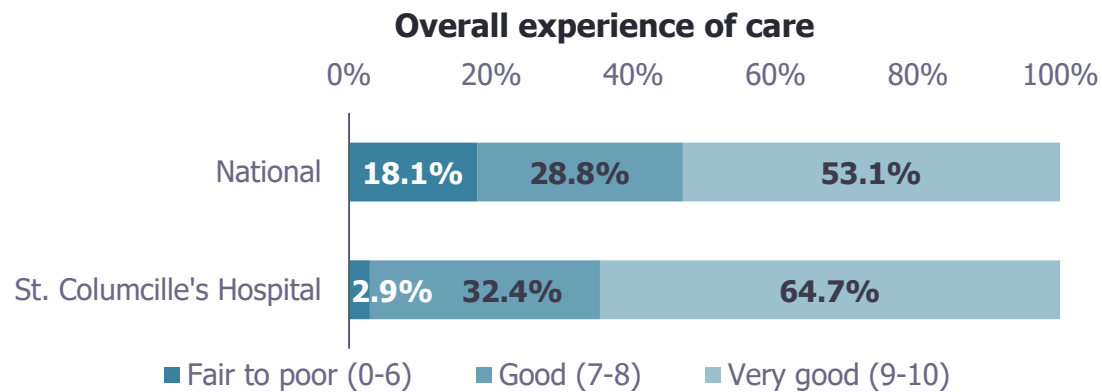




# Overall experience



- 97% of people who were admitted to St. Columcille's 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.

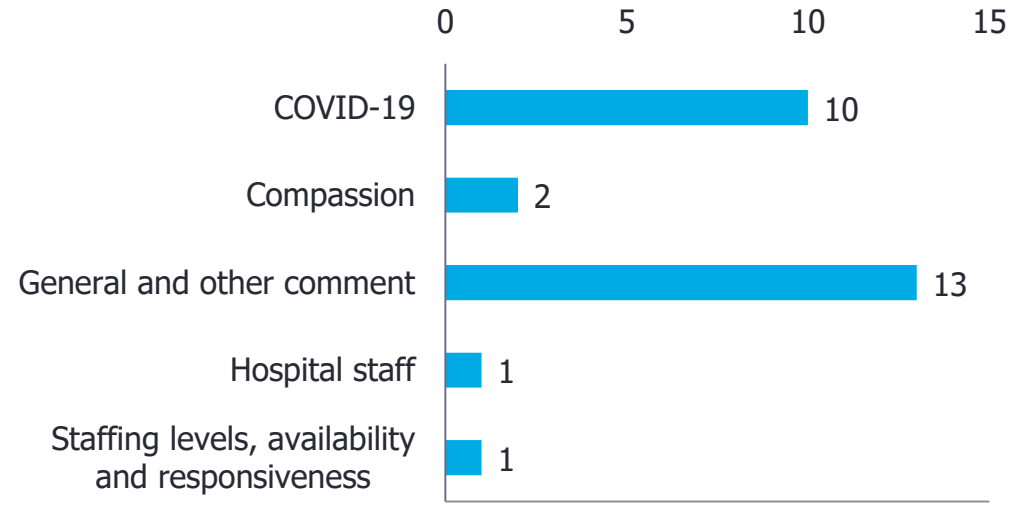




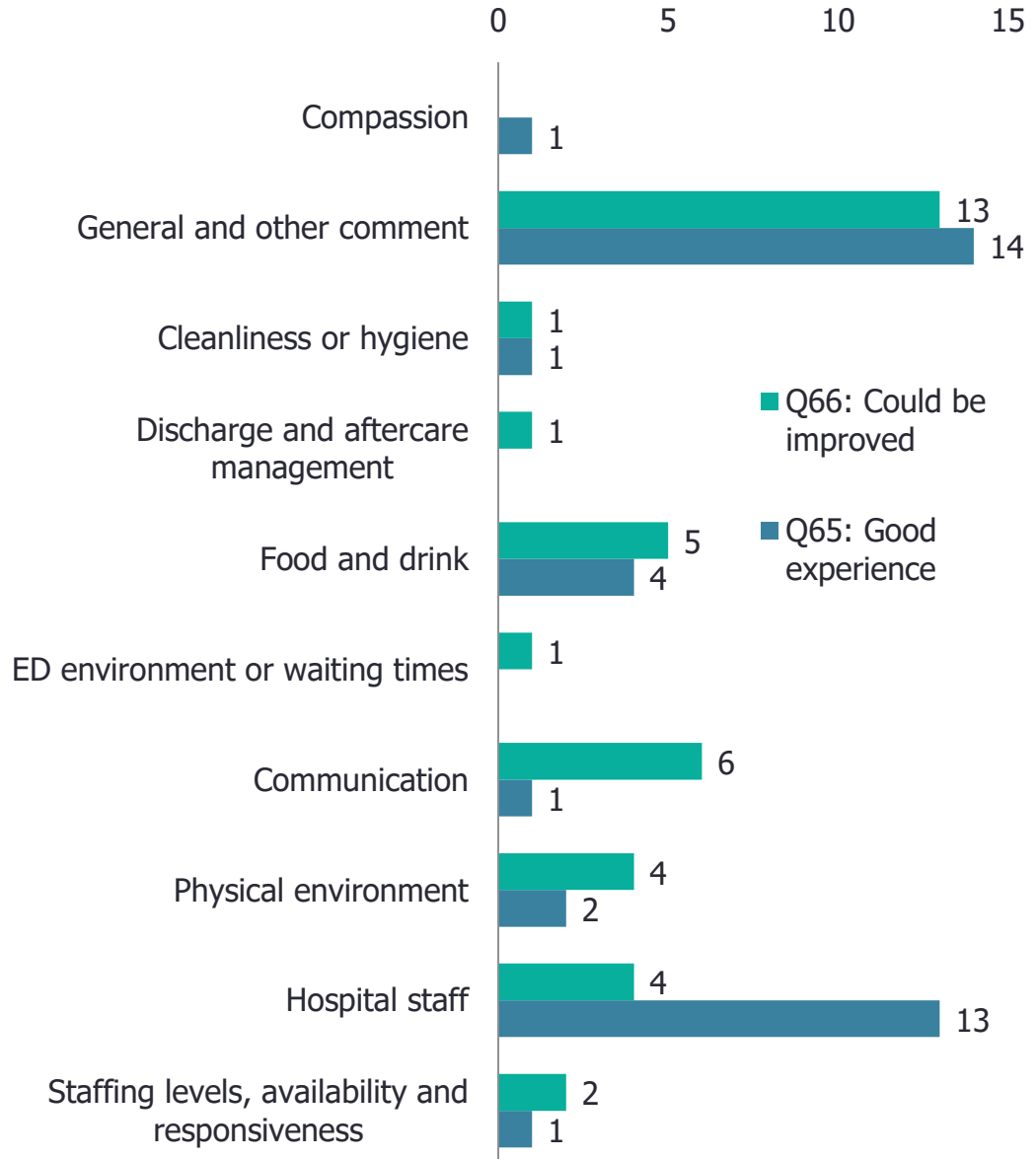
# Analysis of patients' comments

- 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).
- 80 comments were received from patients admitted to St. Columcille's Hospital.

Comments received in response to Q67

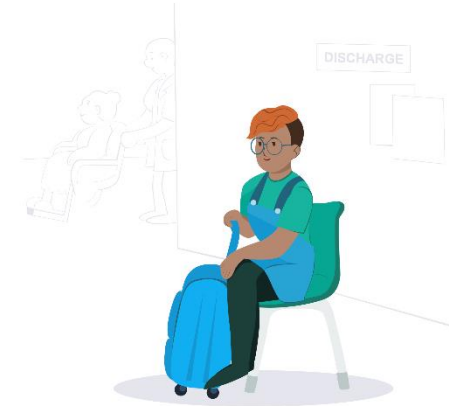


Comments received in response to Q65 and Q66





## In their own words: comments from patients



"Night Care Nursing. Quality of Service not as good as daycare - Staff at times under pressure and as a result inclined to be impatient/rushing to get to next patient needing attention."

"Due to shortage of staff - there were delays in getting attention."

"Visit from close relative too short."

"Check out was a bit last minute for family who had to get there."



## In their own words: comments from patients



"The hospital staff, staff nurses, doctors, catering, cleaners and admin were absolutely brilliant during my stay. The kindness shown to me was amazing and I was treated with the utmost care and attention. They carried out all their duties professionally and diligently."

"Staff have more time to see to one when the hospital doesn't have a ED. They are also very kind, caring and helpful especially towards an elderly person."

"The staff was so good to me and my wife. I want to thank the nurses for looking after me."

"In the St. Columcille's Hospital I found the attention to ward cleaning absolutely tip top. The food in the hospital was excellent. I felt there was great attention and thought put into the food."



## Conclusion



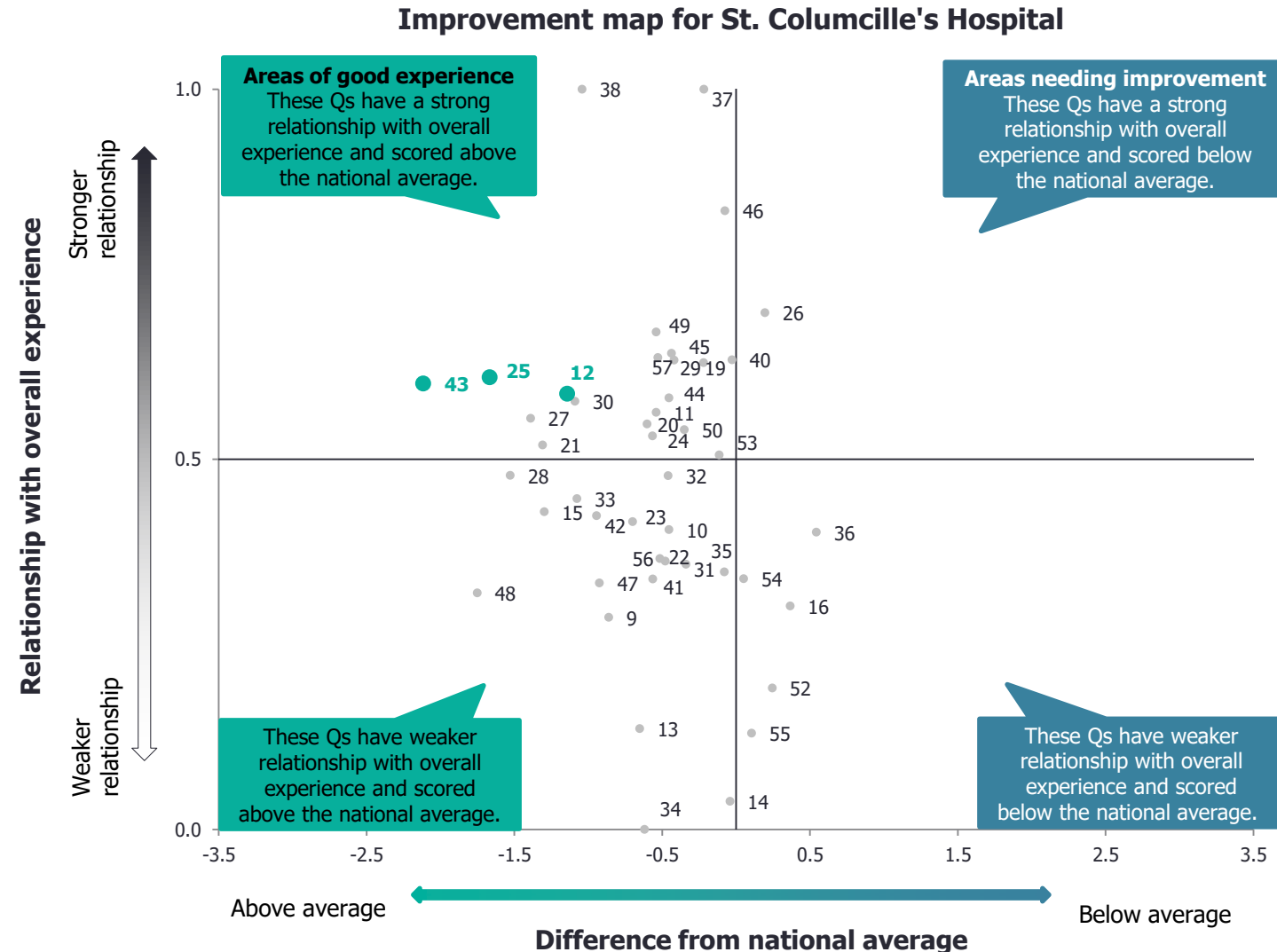
- 97% of people who were admitted to St. Columcille's Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' and 'examinations, diagnosis and treatment' were the highest-rated stages of care.
- 'Care during the pandemic' was the lowest-rated stage.
- Ratings for 'care on the ward', 'examinations, diagnosis and treatment' and overall experience were above the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- St. Columcille's Hospital scored above or similar to the national average for all survey questions.
- Positive elements of experience included help from staff to get to the bathroom, information about condition or treatment, and 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](http://www.yourexperience.ie).





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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