



# National Inpatient Experience Survey 2022

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## St. James's Hospital

We're committed to excellence in healthcare





## Survey background

- 67 questions, covering experiences from admission through to discharge:

- Inclusion and exclusion criteria:

**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 CRITERIA**



<p><b>16+</b></p> <p>16 years of age or older</p>	<p><b>24</b></p> <p>Spent 24 hours or more in a public acute hospital</p>	<p><b>MAY</b></p> <p>Discharged in May 2022 (the survey month)</p>
<p>Held a <b>postal address</b> in the Republic of Ireland at the time of the survey</p>		<p>Attended one of the 40 participating hospitals</p>

**EXCLUSION CRITERIA**



<p>Patients receiving services such as day care, maternity, psychiatric, paediatric and some other <b>specialist services</b></p>	<p>Patients receiving care in <b>private hospitals</b></p>
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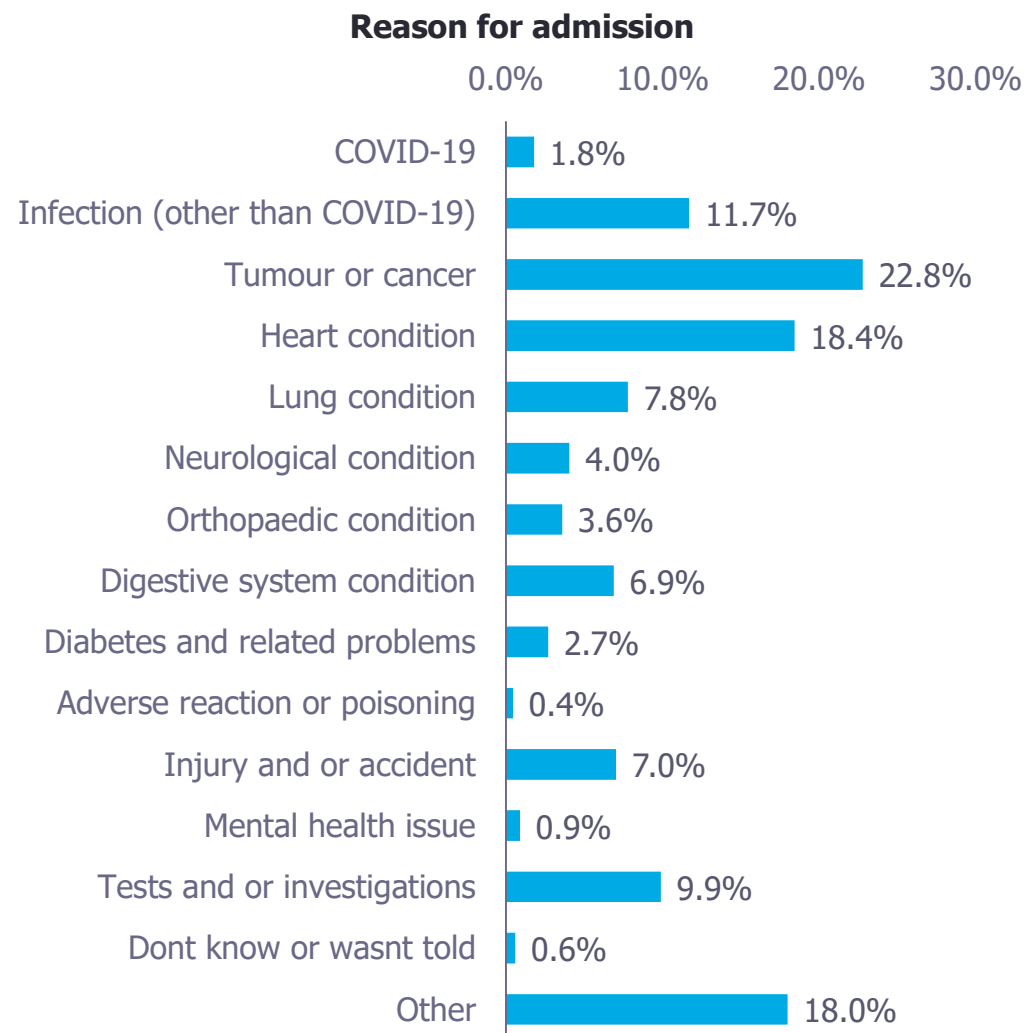


## Participants

- 1,491 people who were admitted to St. James's Hospital were invited.
- 672 took part (45%).

### Characteristics of participants

Age category	Number	%
16 to 35 years	41	6.1
36 to 50 years	88	13.1
51 to 65 years	206	30.7
66 to 80 years	247	36.8
81 years or older	90	13.4
<b>Sex</b>		
Male	325	48.4
Female	347	51.6
<b>Admission route</b>		
Emergency	478	71.1
Non-emergency	194	28.9





## Areas of good experience



### **Time to discuss care and treatment with a doctor | Q21**

Of the 650 people who answered this question, 65% (420) said that they definitely had enough time to discuss their care and treatment with a doctor.

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

Of the 647 people who answered this question, 82% (529) said that they received the right amount of information about their condition or treatment.

### **Involvement in decisions about discharge | Q40**

Of the 627 people who answered this question, 65% (408) said that they were definitely involved in decisions about their discharge from hospital.

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



## Areas needing improvement



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

Of the 645 people who answered this question, 10% (63) said that the toilets or bathrooms they used were not at all clean or not very clean.

This question scored significantly below average.

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.

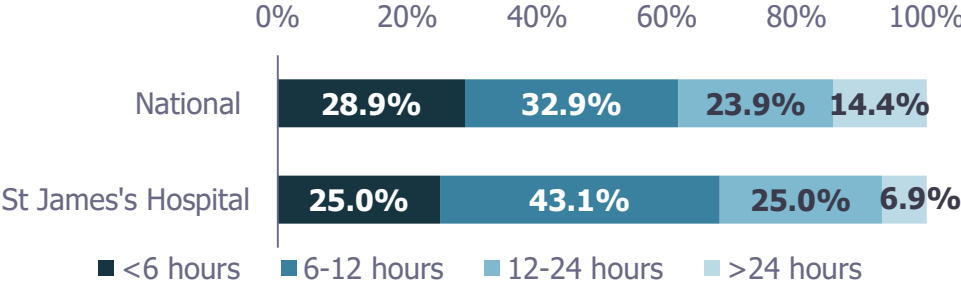


# Admissions

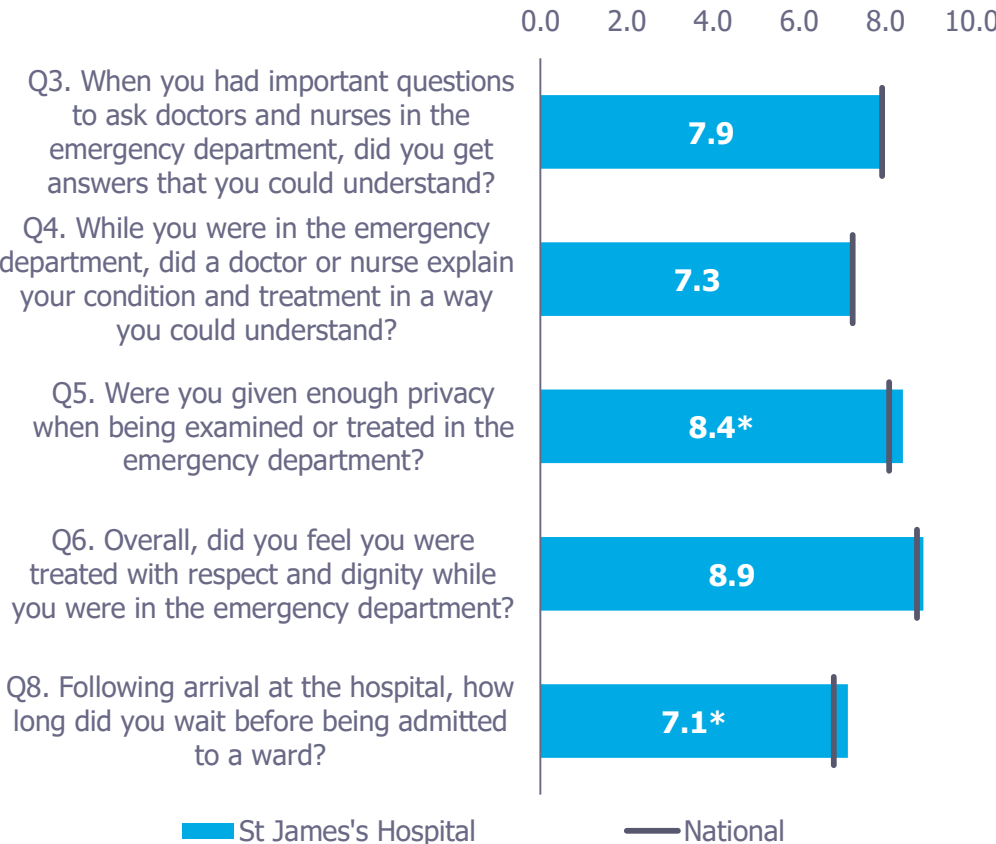


- Highest-scoring question:
  - 82% of people (345 of 422) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
  - 7% of people (27 of 392) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



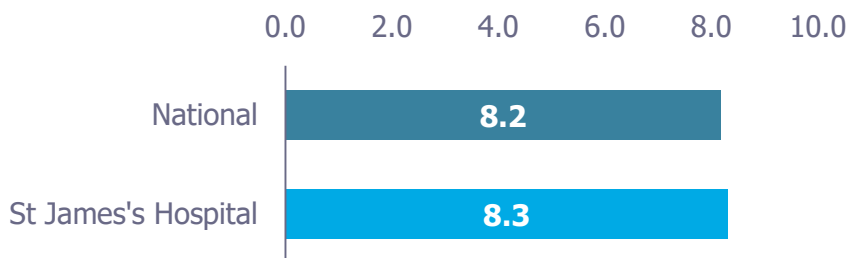
\* Denotes statistically significant differences from the national average.



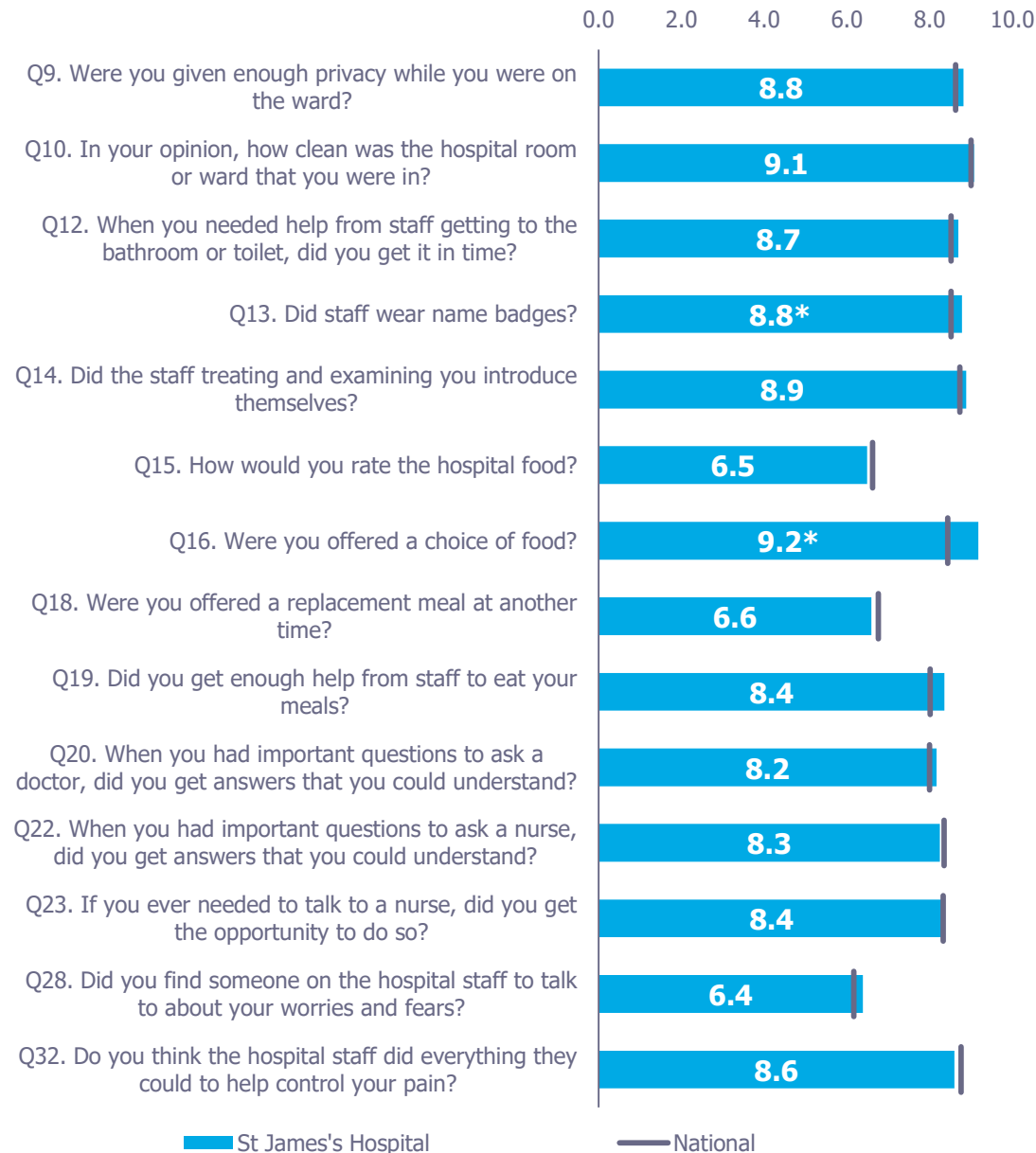
## Care on the ward

- Highest-scoring question:
  - 86% of people (543 of 629) said that they were always offered a choice of food.
- Lowest-scoring question:
  - 20% of people (86 of 421) 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.

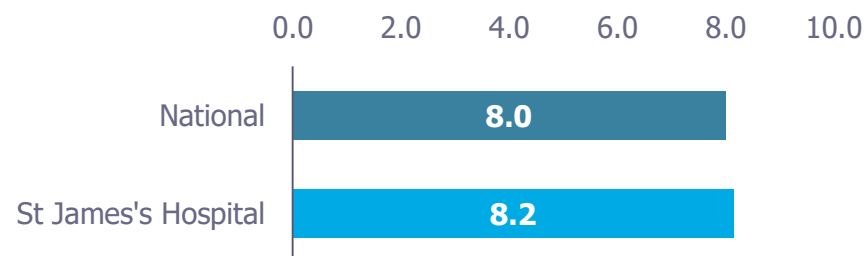




## Examinations, diagnosis and treatment

- Highest-scoring question:
  - 87% of people (560 of 642) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 13% of people (60 of 464) said that they were not told how they could expect to feel after an operation or procedure.

### Comparison with the national average



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



\* Denotes statistically significant differences from the national average.

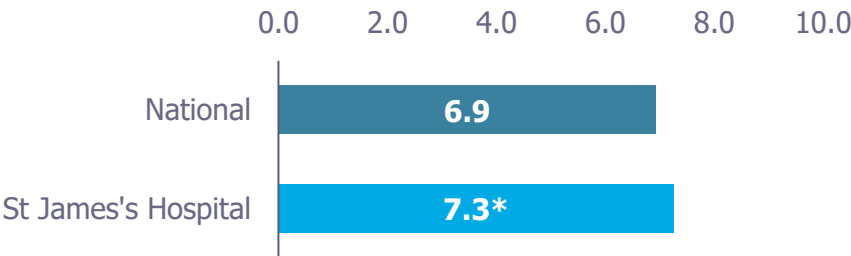




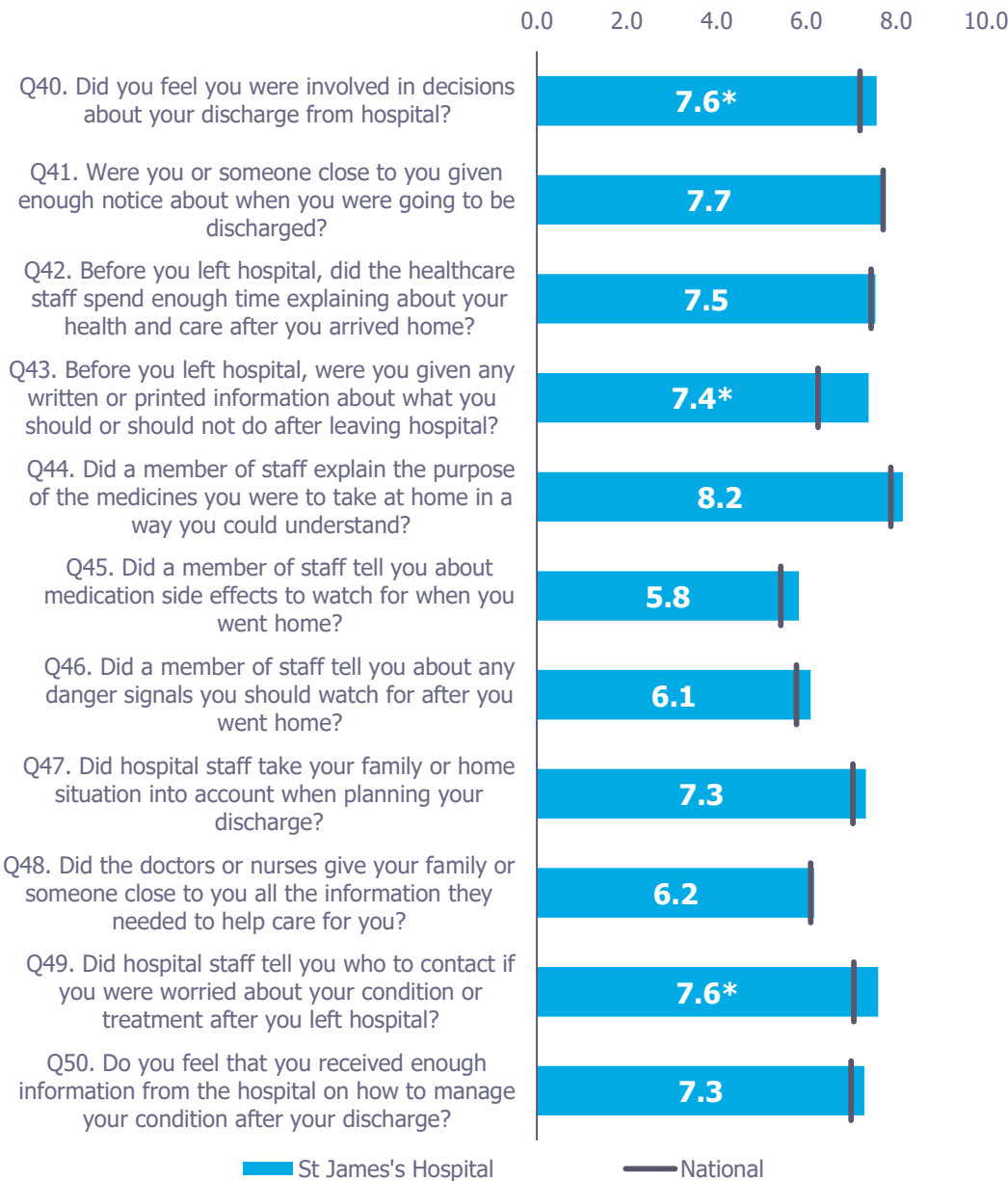
# Discharge or transfer

- Highest-scoring question:
  - 73% of people (402 of 554) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
  - 28% of people (137 of 481) 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 questions:
  - 80% of people (521 of 648) said that they always had confidence and trust in the hospital staff treating them.
  - 83% of people (542 of 655) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
  - 18% of people (74 of 408) 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'



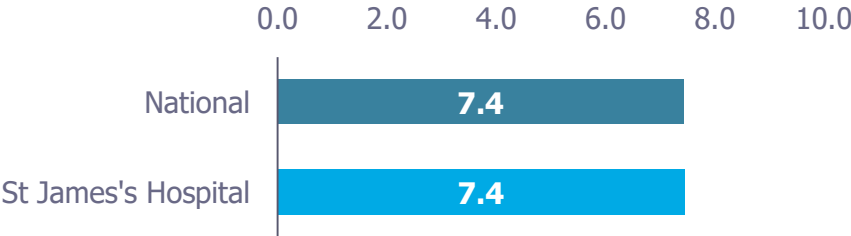
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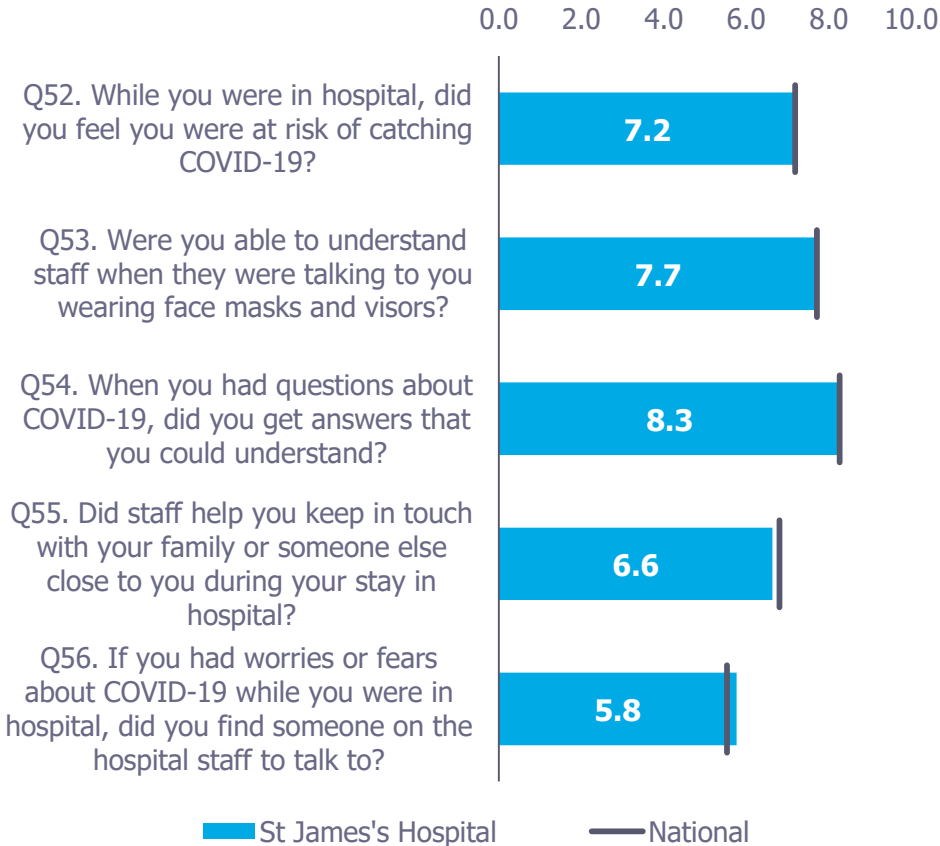
# Care during the pandemic

- Highest-scoring question:
  - 74% of people (244 of 331) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
  - While 63% of people (398 of 633) said that they had no worries or fears about COVID-19, 28% of people (66 of 235) 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'

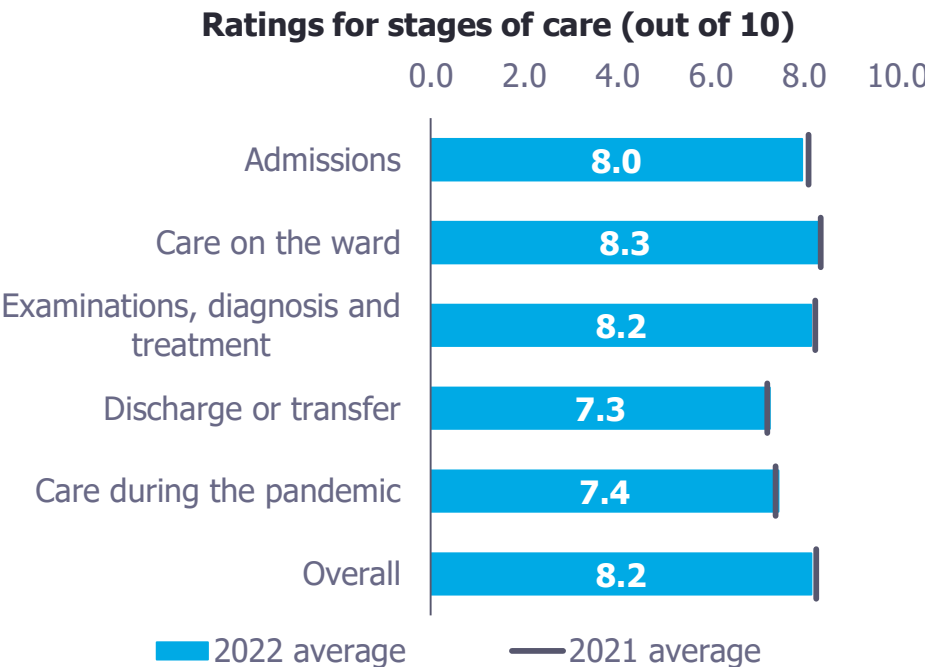
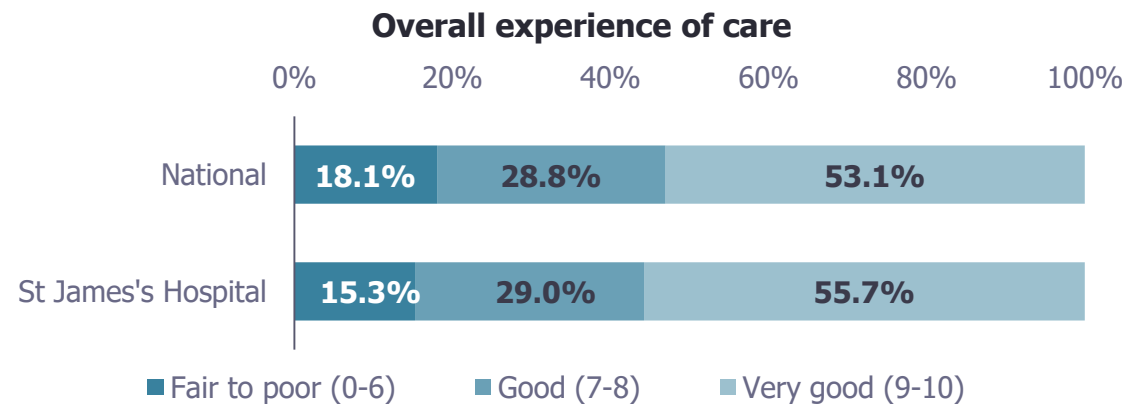




# Overall experience



- 85% of people who were admitted to St. James'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.

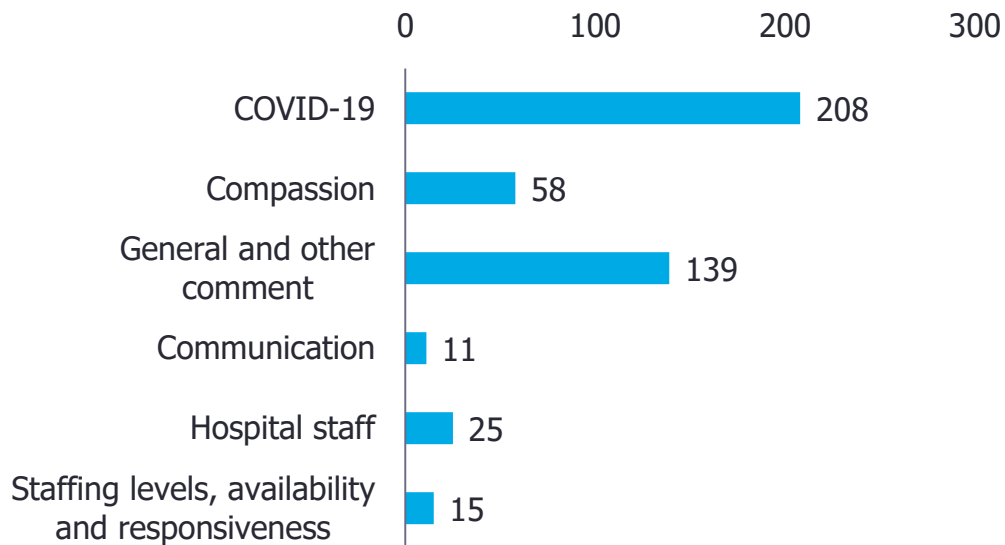




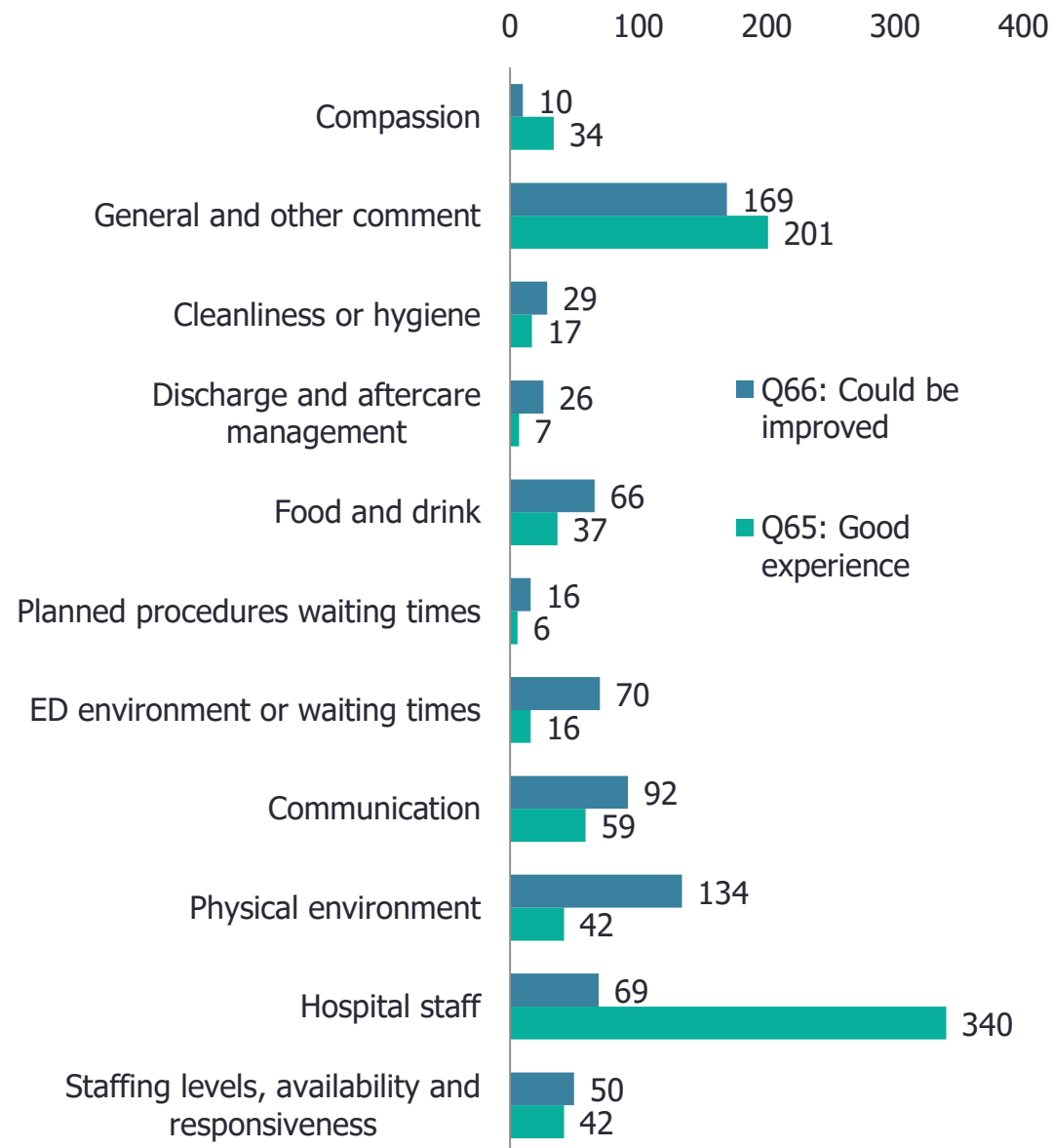
# Analysis of patients' comments

- 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).
- 1,340 comments were received from patients admitted St. James's General Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





## In their own words: comments from patients



"While I understand the nature of Emergency Departments and current wait times, better communication with patients while they wait and check-in from time to time would support levels of anxiety and frustration. Patients left waiting for lengthy hours for admission without input is not supportive to quality care and patient dignity."

"For pain relief I had my surgery on a Thursday, it was Sunday before I got proper pain relief after asking to see Dr. who eventually wrote up prescriptions for me."

"I felt I could have got more information about my condition for home."

"I had difficulty hearing and understanding people speak because I had a stroke, more difficult to understand and hear staff because wearing masks."



## In their own words: comments from patients



"Because I was in a room on my own for a long time I really appreciated the interaction (chats) with the staff who looked after me. They were so kind and caring and always encouraging me i.e. doctors, nurses, carers, cleaners and catering."

"The nurses and staff were very good, helped me anytime I needed it, even when they were very busy. The nurses were brilliant, they made my stay in hospital very pleasant. They couldn't do enough for their patients."

The consultant was extremely good, friendly explained my condition very clearly. I am still attending outpatients and I have no complaints."

"The help and response from the nurses was very good all the time. Any tests being done you were given good warning on the day. The head nurses were all excellent and very helpful when you needed advice and help. The ward was run excellently and very helpful to the comfort of patients. The catering staff were excellent all the time."





## Conclusion



- 85% of people who were admitted to St. James's 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 'discharge or transfer' were above the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Positive elements of experience included time to discuss care and treatment with a doctor, information about condition or treatment, and involvement in decisions about discharge.
- Areas for improvement included cleanliness of toilets and bathrooms.



## 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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