



National Inpatient Experience Survey 2022

St. John's 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

<p>16+</p> <p>16 years of age or older</p>	<p>24</p> <p>Spent 24 hours or more in a public acute hospital</p>	<p>MAY</p> <p>Discharged in May 2022 (the survey month)</p>
<p>Held a postal address 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 specialist services</p>	<p>Patients receiving care in private hospitals</p>
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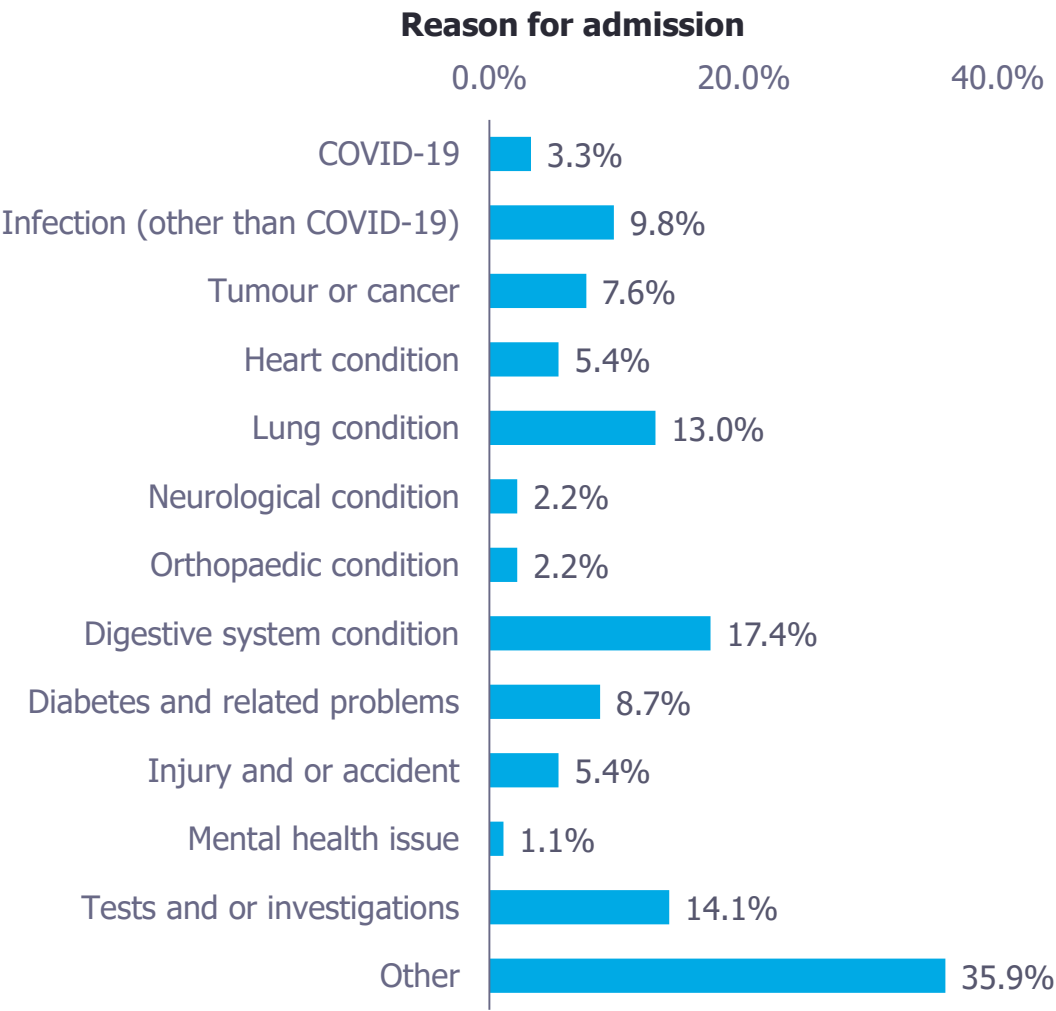


Participants

- 206 people who were admitted to St. John’s Hospital were invited.
- 92 took part (45%).

Characteristics of participants

Age category	Number	%
36 to 50 years	12	13.0
51 to 65 years	21	22.8
66 to 80 years	40	43.5
81 years or older	19	20.7
Sex		
Male	49	53.3
Female	43	46.7
Admission route		
Emergency	35	38.0
Non-emergency	57	62.0





Areas of good experience



Someone to talk to about worries and fears | Q28

Of the 47 people who answered this question, 66% (31) said that they definitely found someone on the hospital staff to talk to about their worries and fears.

Time spent explaining health and care at home | Q42

Of the 86 people who answered this question, 87% (75) said that staff spent enough time explaining about their health and care before they left hospital.

Respect and dignity | Q57

Of the 91 people who answered this question, 92% (84) said that they were always treated with respect and dignity while they were in hospital.

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

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

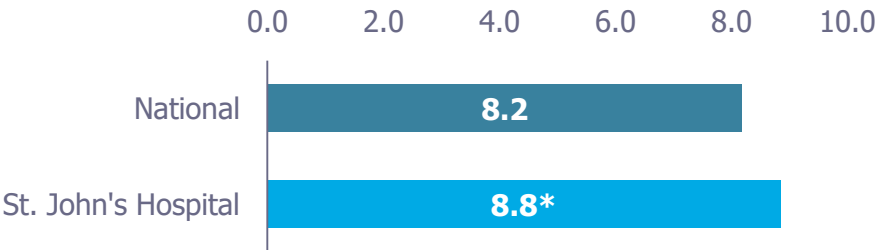
While no specific areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



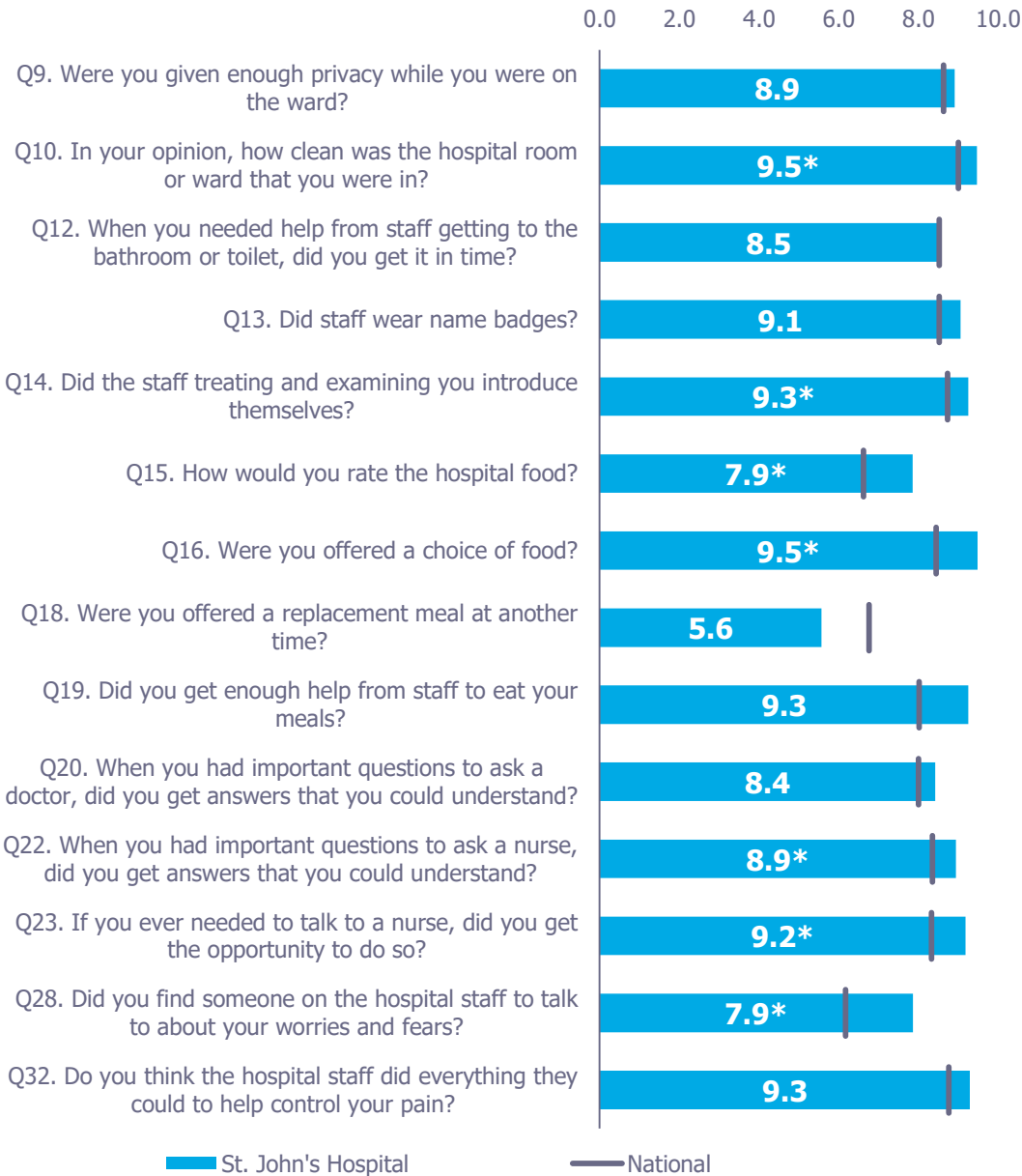
Care on the ward

- Highest-scoring questions:
 - 85% of people (75 of 88) said that the room or ward they were in was very clean, while 89% of people (77 of 87) said that they were always offered a choice of food.
- Lowest-scoring question:
 - Of the 28 people who were ever unable to eat during mealtimes, 21% (6) said that they were not offered a replacement meal.

Comparison with the national average



Average scores for questions on 'care on the ward'



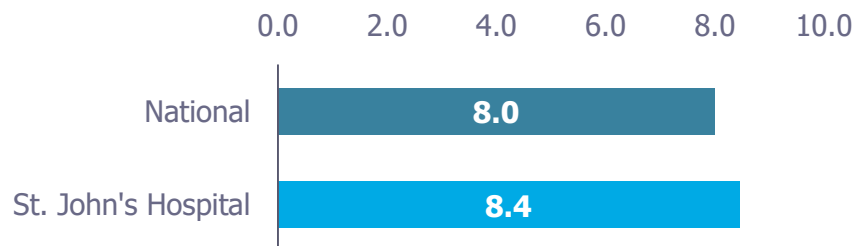
* Denotes statistically significant differences from the national average.



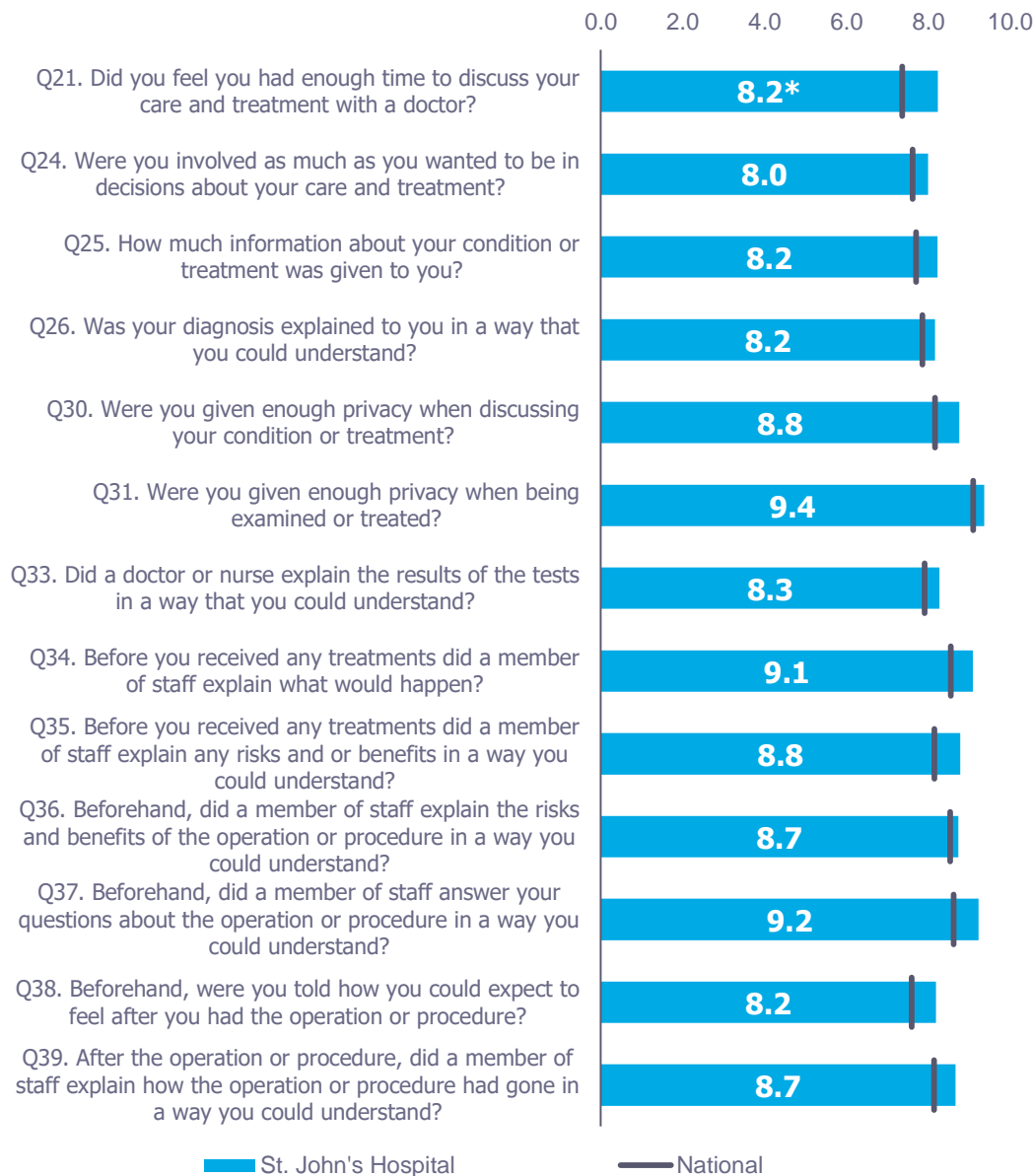
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 90% of people (80 of 89) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 3% of people (3 of 90) said that they were not as involved in decisions about their care and treatment as they wanted to be.

Comparison with the national average



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



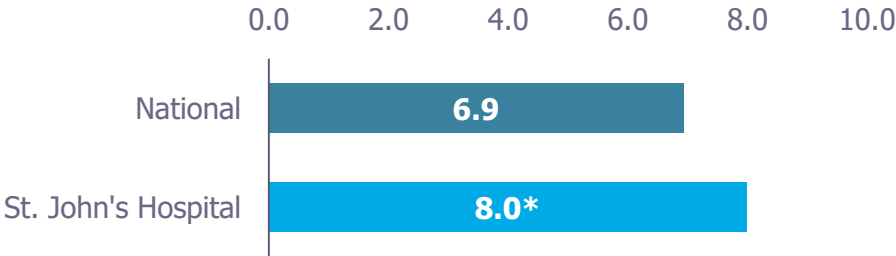
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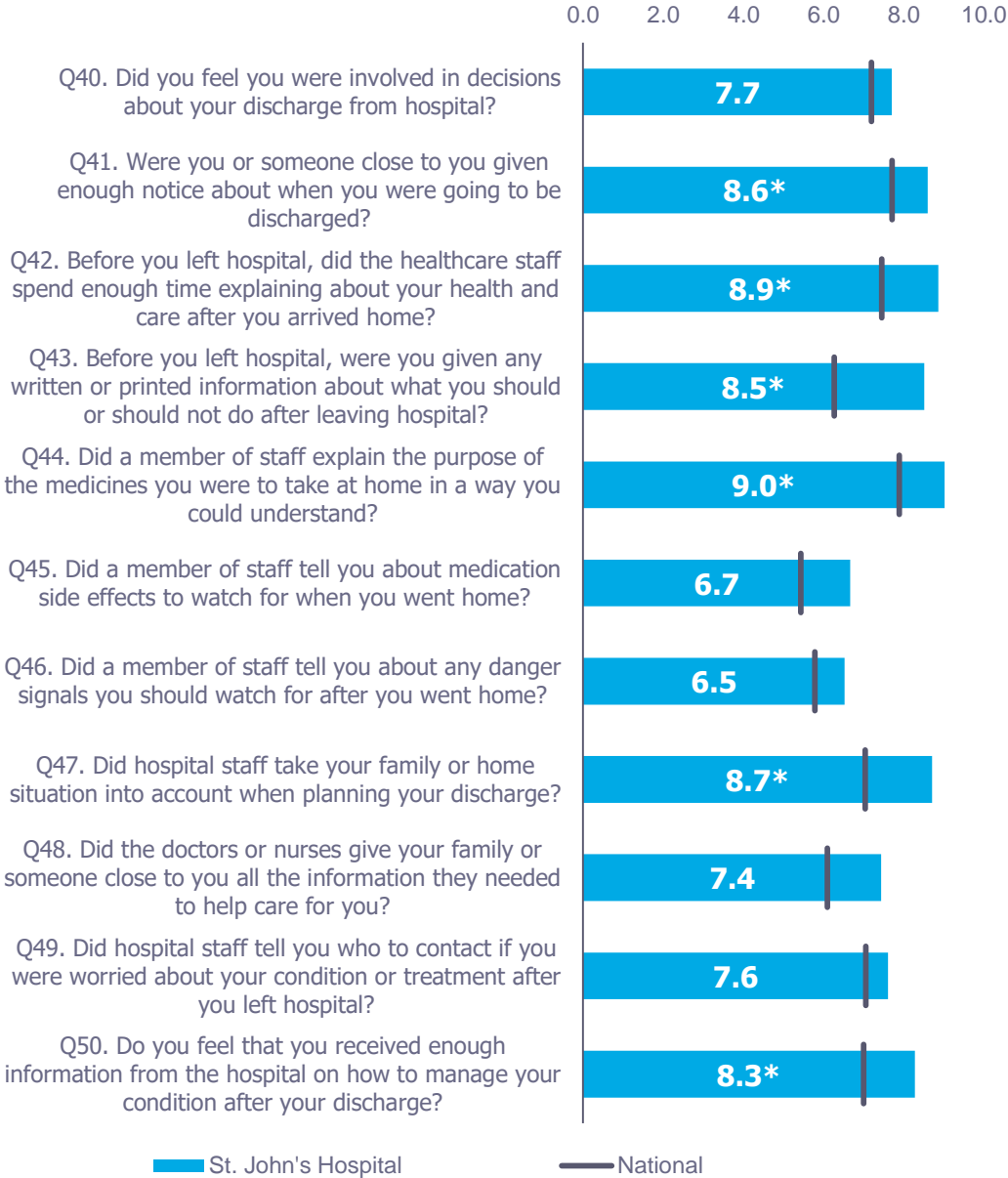
Discharge or transfer

- Highest-scoring question:
 - 81% of people (54 of 67) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 17% of people (12 of 69) said that they were not told about danger signals to watch out 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 (84 of 91) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 12% of people (6 of 52) 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'



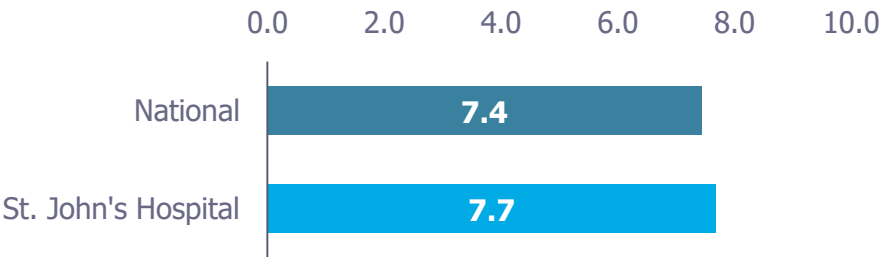
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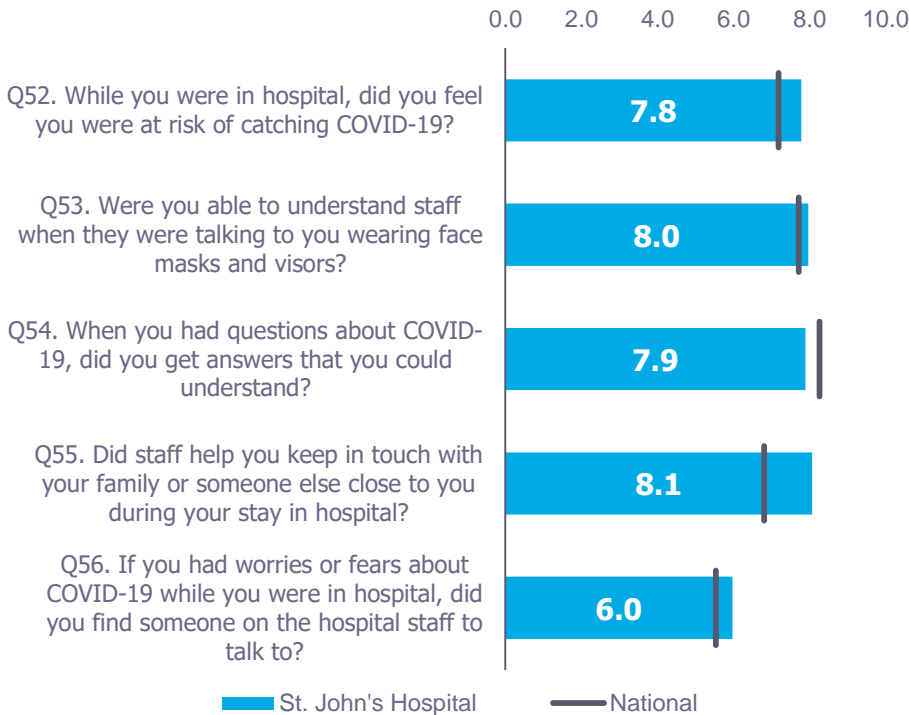
Care during the pandemic

- Highest-scoring question:
 - 67% of people (33 of 49) who needed help to keep in touch with family or someone else close to them said that they always received it.
- Lowest-scoring question:
 - While 59% of people (51 of 86) said that they had no worries or fears about COVID-19, 26% of people who had worries or fears (9 of 35) 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'

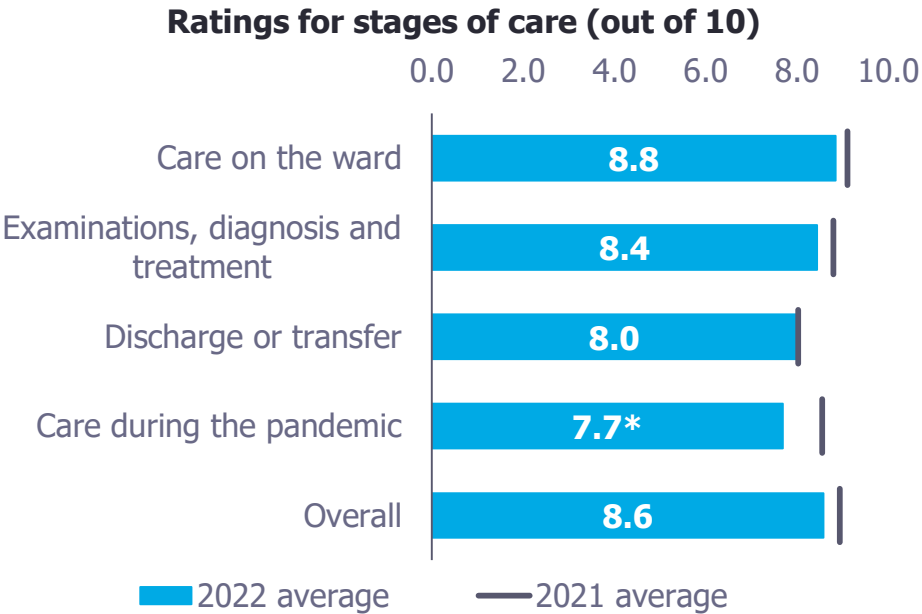
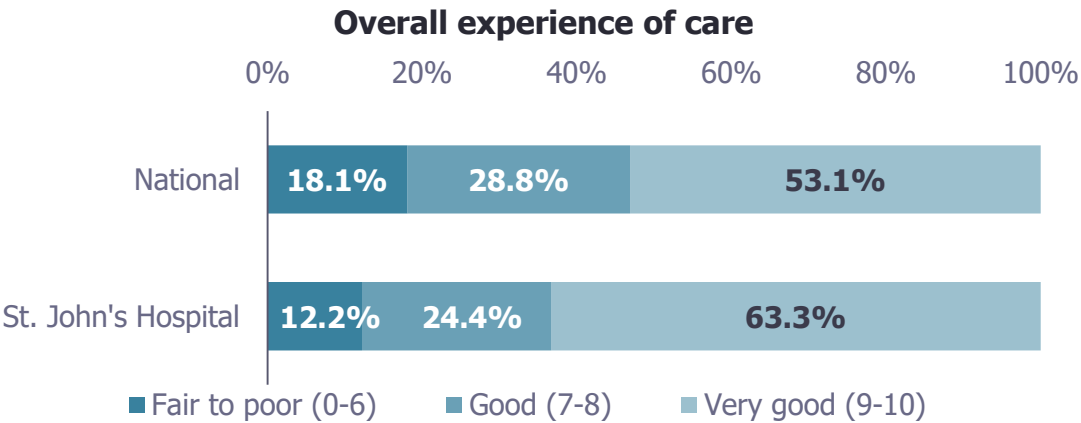




Overall experience



- 88% of people who were admitted to St. John's Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Ratings for 'care during the pandemic' were lower in 2022 than in 2021.



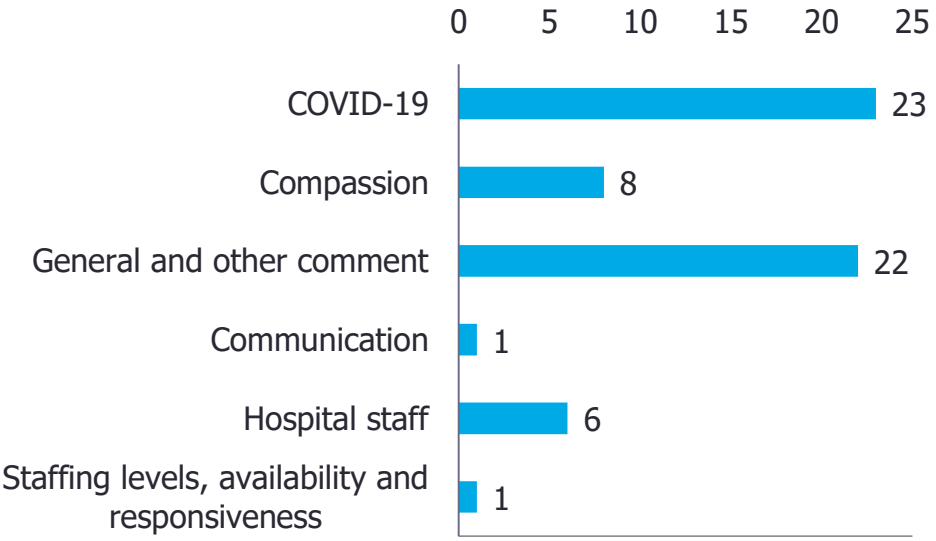
* Denotes statistically significant differences from the 2021 average.



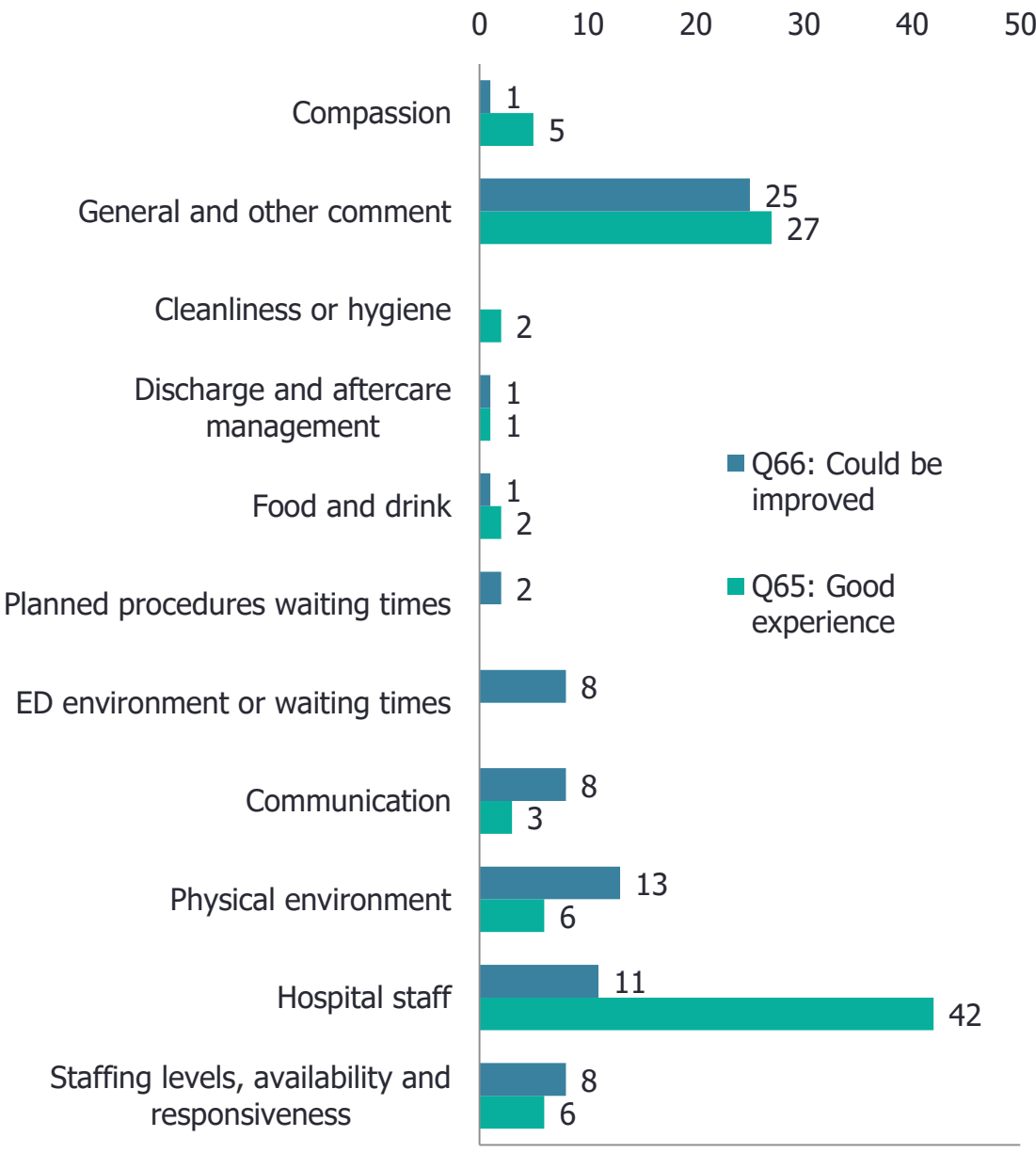
Analysis of patients' comments

- 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).
- 165 comments were received from patients admitted to St. John's Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"More staff required. More beds and wards need to be made available, not humane for 82 year man to be left on trolley."

"I was unsure re wound care post surgery - only told not to get my bandages wet."

"The nurses work so hard and it would help to have more staff available. The access to parking could be improved."

"The communication with families especially when patients are elderly and hard of hearing - definitely needs improvement very frustrating as a family member."



In their own words: comments from patients



"In my opinion the care I received at St John's during the COVID-19 pandemic was first class. The fastidious cleaning routines were an added bonus. I think all hospitals should continue along the same lines if and when the pandemic has been beaten."

" St. John's is a lovely hospital. It is small and all staff have more time to spend with patients. They were all very helpful, kind and caring. Physio staff really helped me to get back on my feet."

"The nurses on the ward were friendly, kind and very efficient. Despite being under huge pressure they were courteous and made it seem like nothing was too much to ask for."

"Nursing care was 1st class. Health care assistants were excellent. Catering dept were very accommodating and very helpful. Cleaning dept were excellent and room was always spotless and bins emptied very regularly."



Conclusion



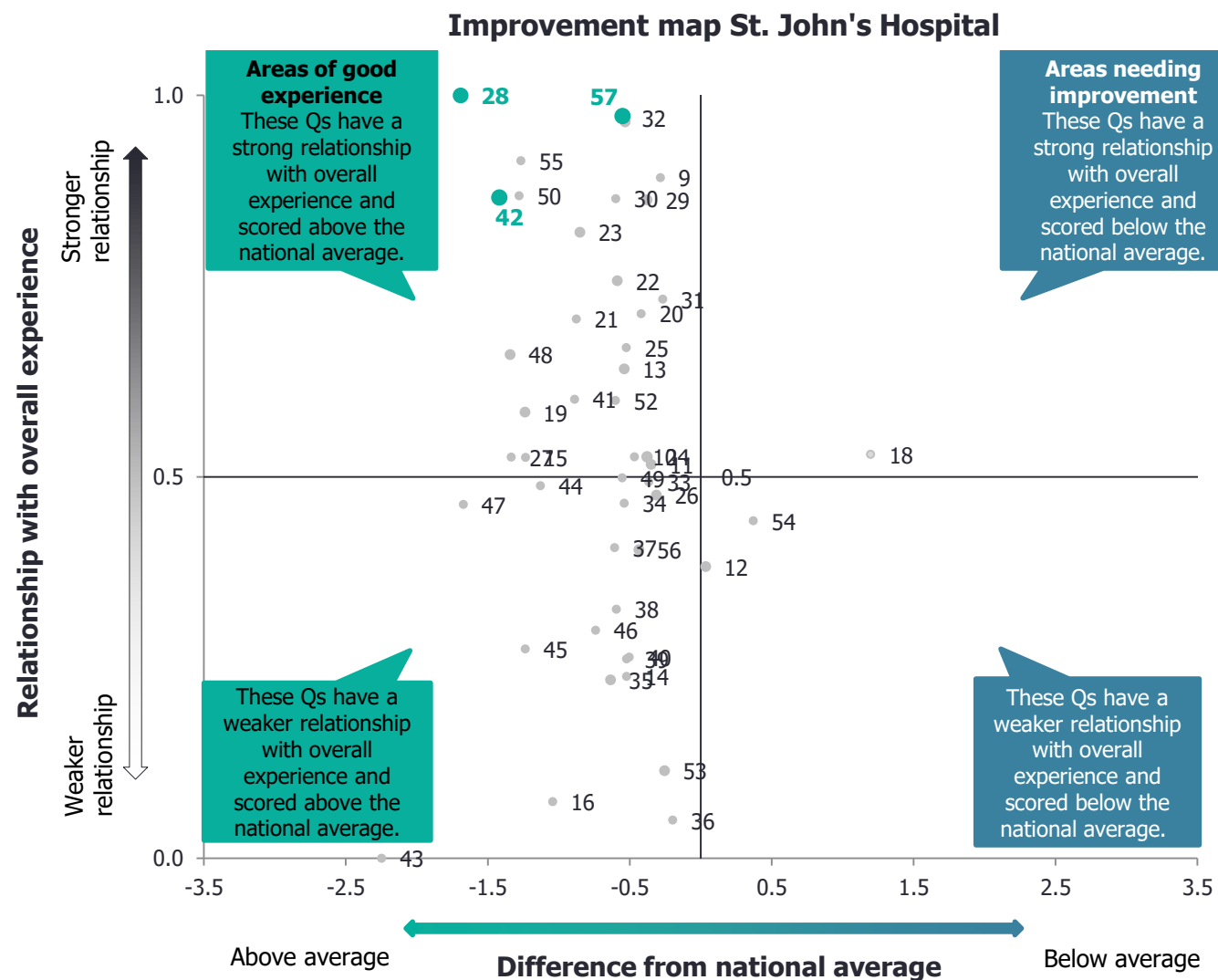
- 88% of people who were admitted to St. John's Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' was the highest-rated stage of care.
- 'Care during the pandemic' was the lowest-rated stage.
- Ratings for 'care on the ward' and 'discharge or transfer' were above the national average.
- Ratings for 'care during the pandemic' were lower in 2022 than in 2021.
- St. John's Hospital scored above or similar to the national average for all survey questions.
- Positive elements of experience included having someone to talk to about worries and fears, time spent explaining health and care at home, and respect and dignity.



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.





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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