



National Inpatient Experience Survey 2022

St. Luke's General 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



16+ 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 postal address 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 specialist services	 Patients receiving care in private hospitals
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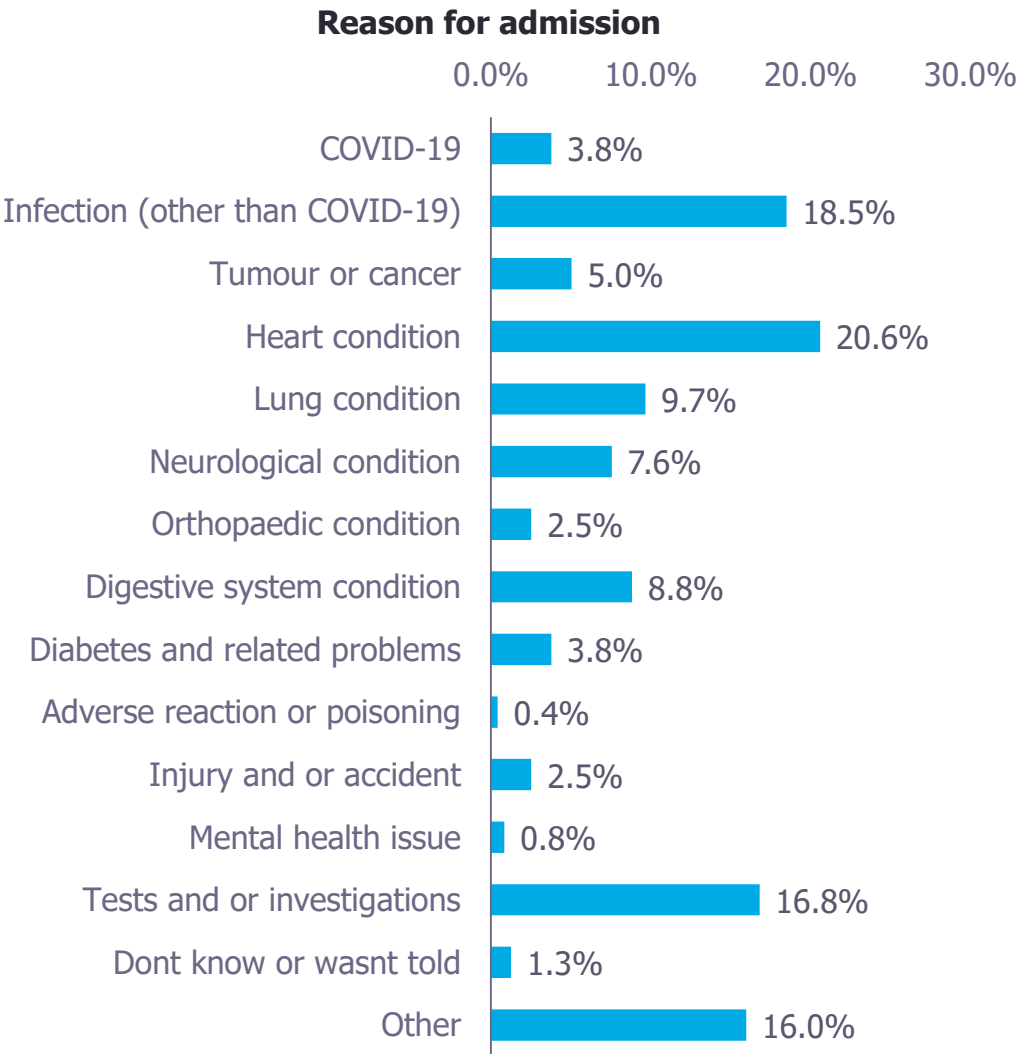


Participants

- 640 people who were admitted to St. Luke's General Hospital were invited.
- 247 took part (39%).

Characteristics of participants

Age category	Number	%
16 to 35 years	19	7.7
36 to 50 years	33	13.4
51 to 65 years	52	21.1
66 to 80 years	82	33.2
81 years or older	61	24.7
Sex		
Male	125	50.6
Female	122	49.4
Admission route		
Emergency	233	94.3
Non-emergency	14	5.7





Areas needing improvement



Clear explanation of the risks/benefits of an operation or procedure | Q36

Of the 106 people who answered this question, 9% (10) said that a member of staff did not explain the risks and benefits of an operation or procedure in a way they could understand.

Clear answers to questions about an operation or procedure | Q37

Of the 103 people who answered this question, 8% (8) said that their questions about an operation or procedure were not answered in a way they could understand.

Clear explanation of the outcome of an operation or procedure | Q39

Of the 107 people who answered this question, 12% (13) said that staff did not explain how an operation or procedure had gone in a way they could understand.

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

In St. Luke's General Hospital, the scores for all survey questions were at or below the national average.

While no areas of particularly good experience 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.

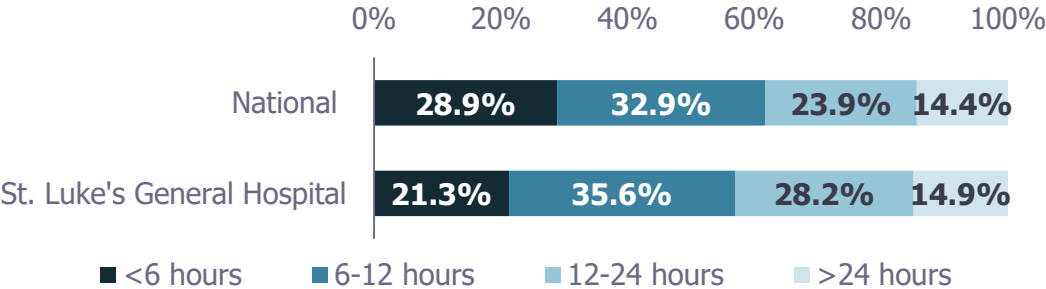


Admissions

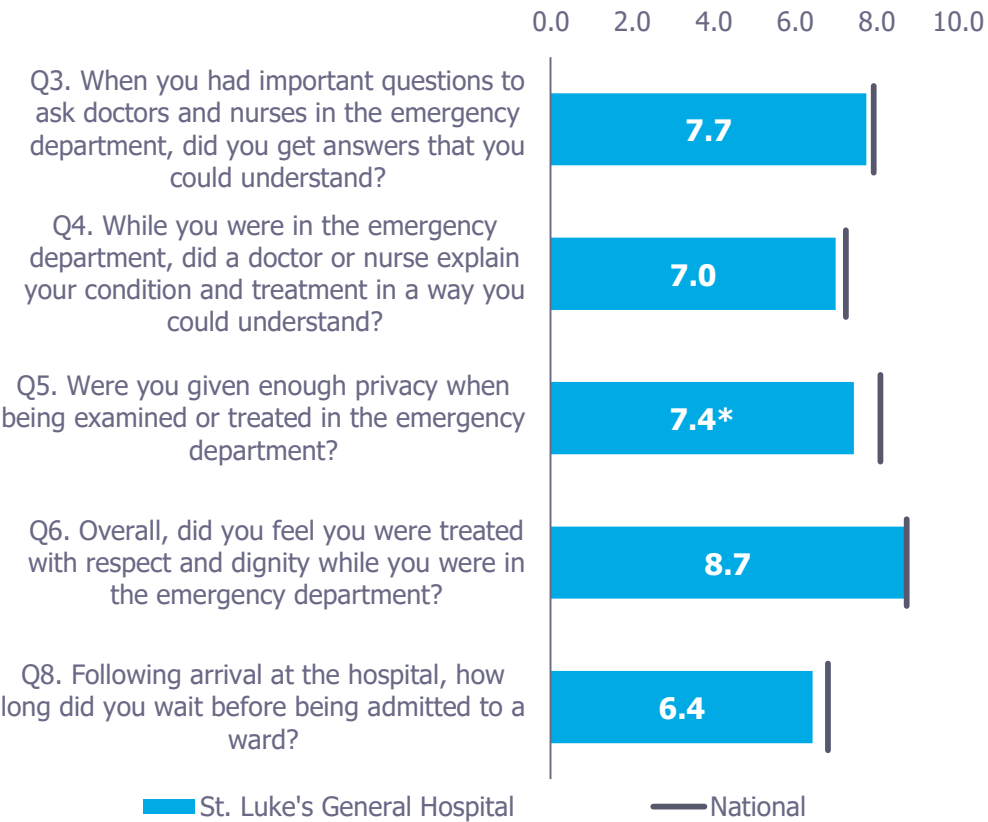


- Highest-scoring question:
 - 79% of people (176 of 224) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 15% of people (28 of 188) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



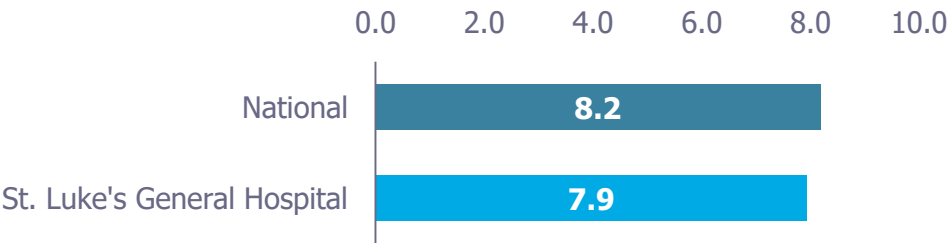
* Denotes statistically significant differences from the national average.



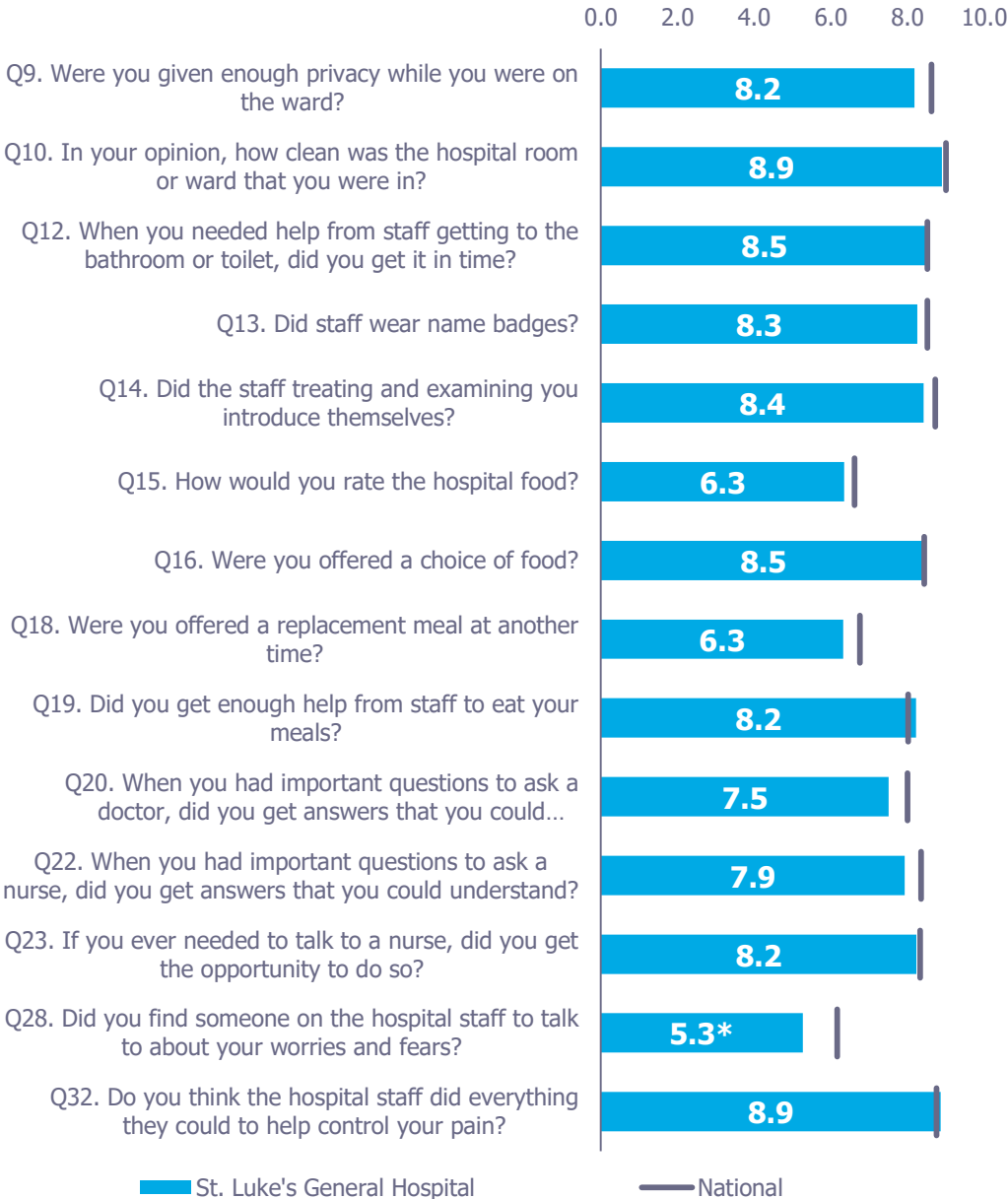
Care on the ward

- Highest-scoring questions:
 - 71% of people (162 of 229) said that the room or ward they were in was very clean, while 80% (150 of 188) said that staff definitely did everything they could to help control their pain.
- Lowest-scoring question:
 - 31% of people (48 of 153) 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'



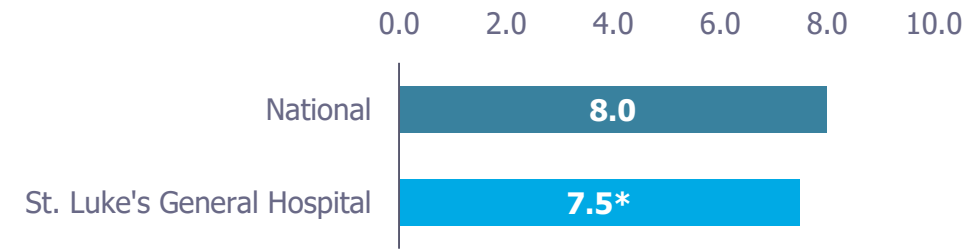
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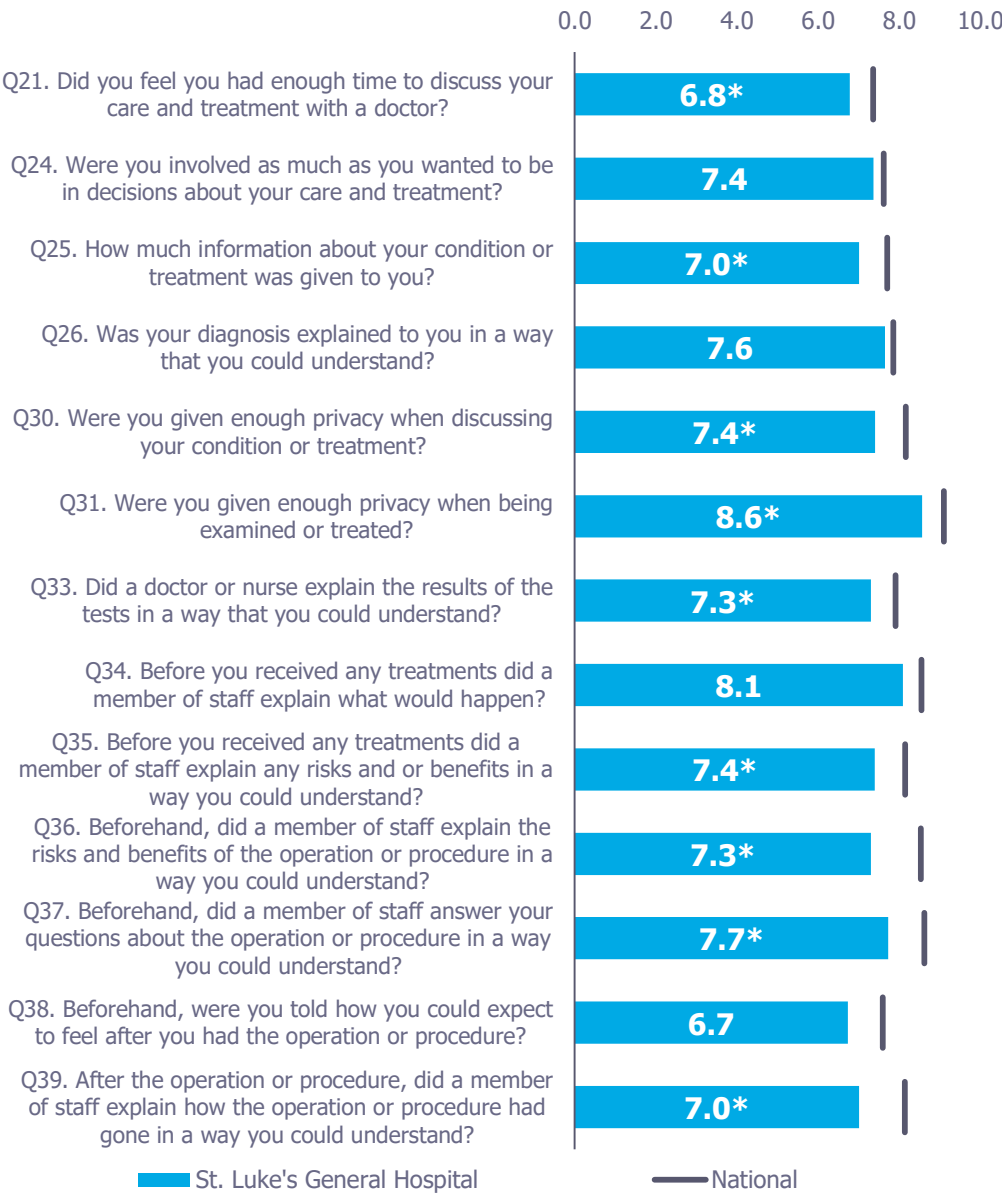
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 77% of people (176 of 229) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 17% of people (18 of 107) said that they were not told how they could expect to feel after they had an operation or procedure.

Comparison with the national average



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



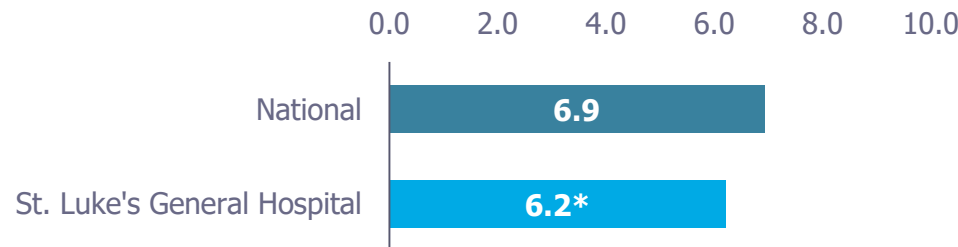
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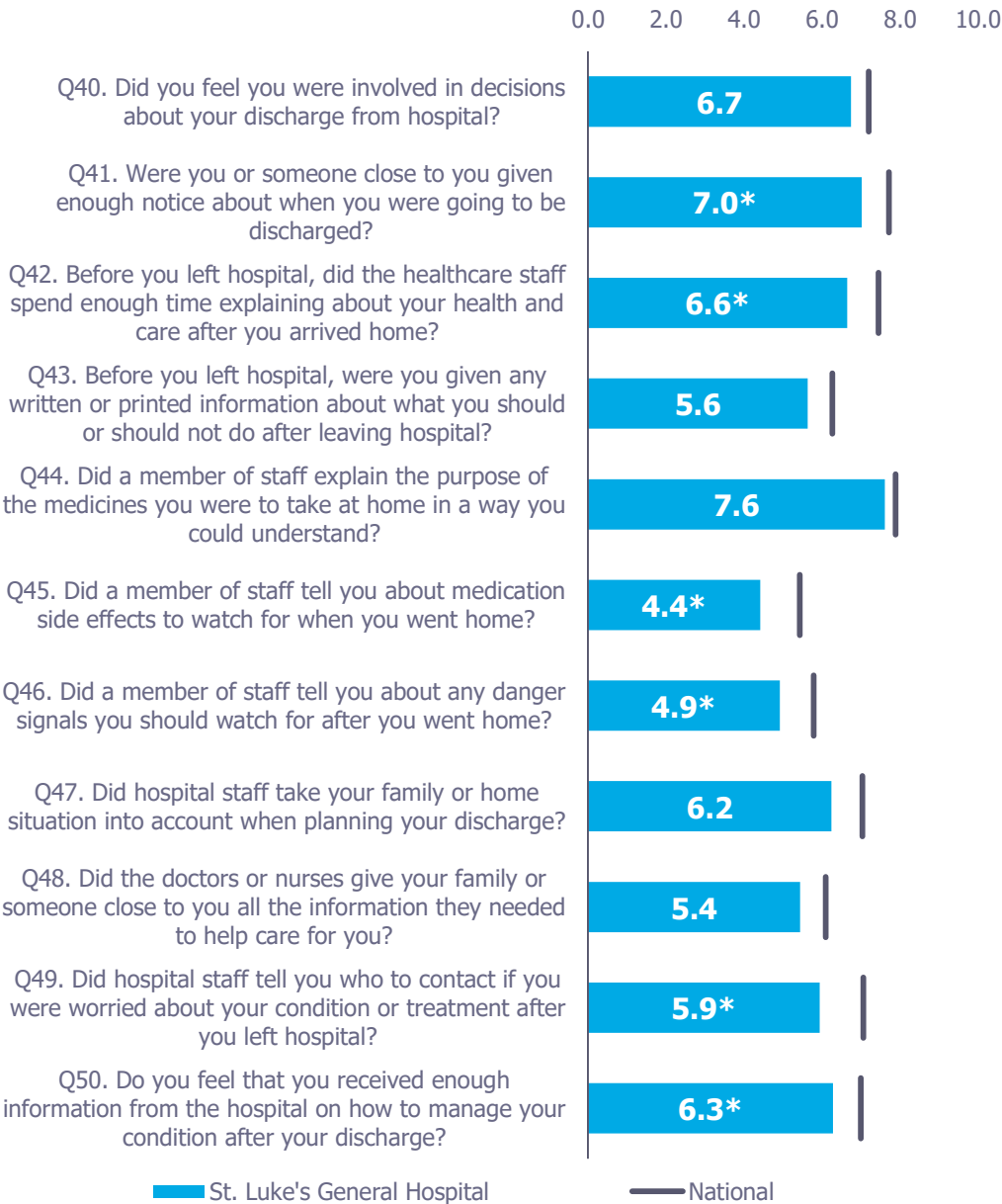
Discharge or transfer

- Highest-scoring question:
 - 62% of people (109 of 176) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 46% of people (71 of 153) 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.

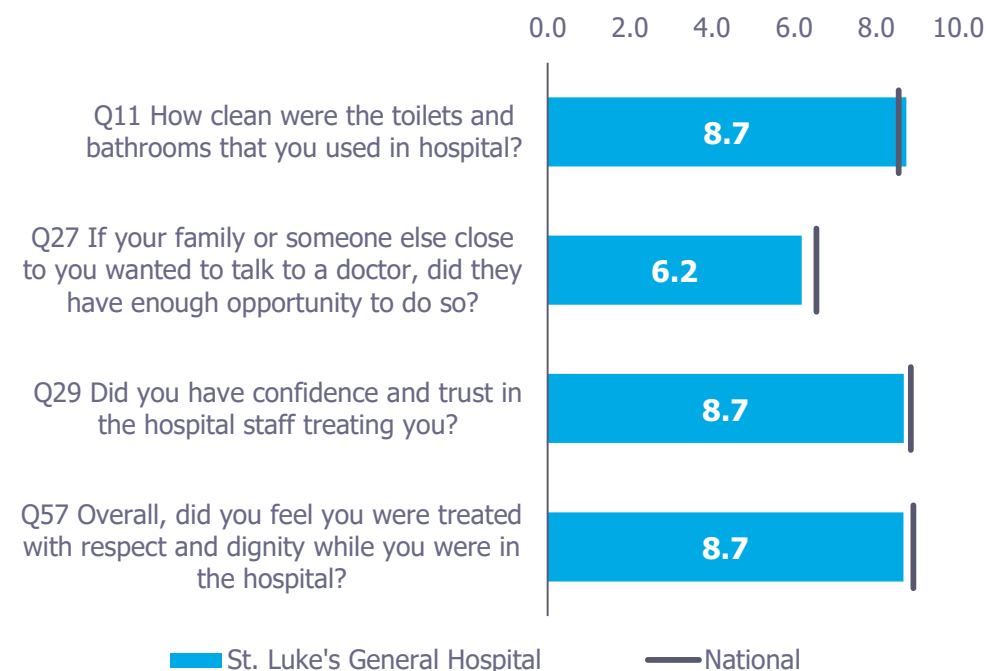


Other aspects of care

- Highest-scoring questions:
 - 67% of people (151 of 224) said that the toilets and bathrooms they used were very clean.
 - 75% of people (170 of 227) said that they always had confidence and trust in the hospital staff treating them, while 76% (174 of 228) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 23% of people (36 of 160) 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'

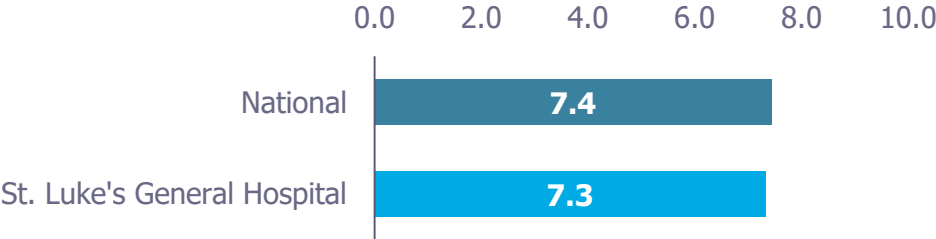




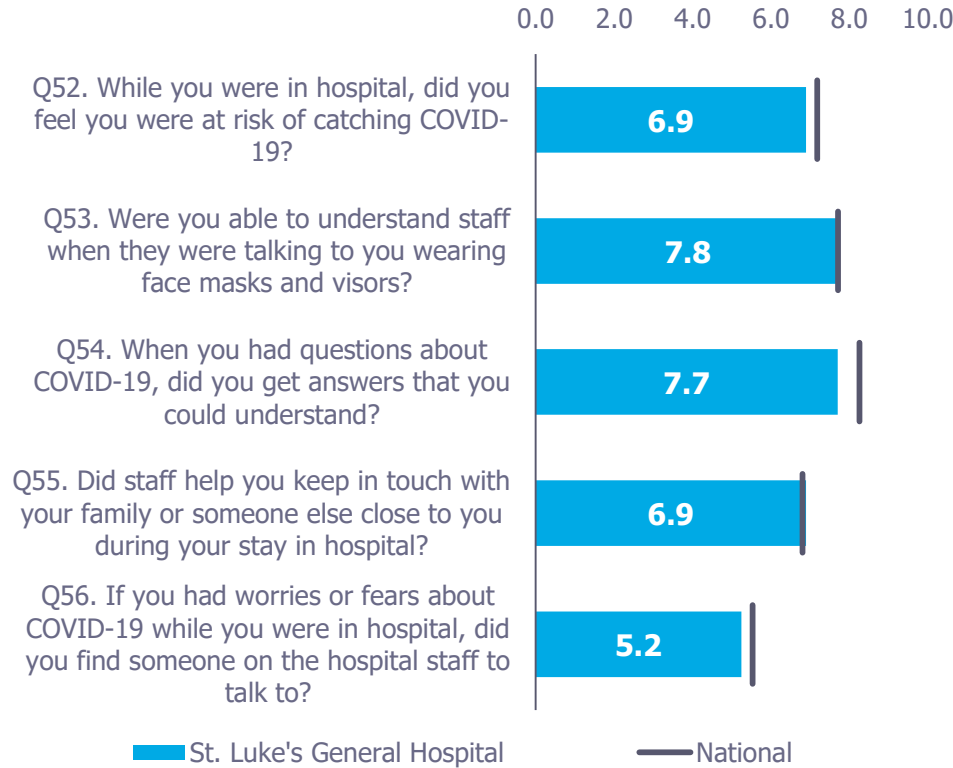
Care during the pandemic

- Highest-scoring question:
 - 58% of people (126 of 218) said that they were always able to understand staff when they were talking to them wearing face masks and visors.
- Lowest-scoring question:
 - While 59% of people (132 of 225) said that they had no worries or fears about COVID-19, 37% of people (34 of 93) 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'

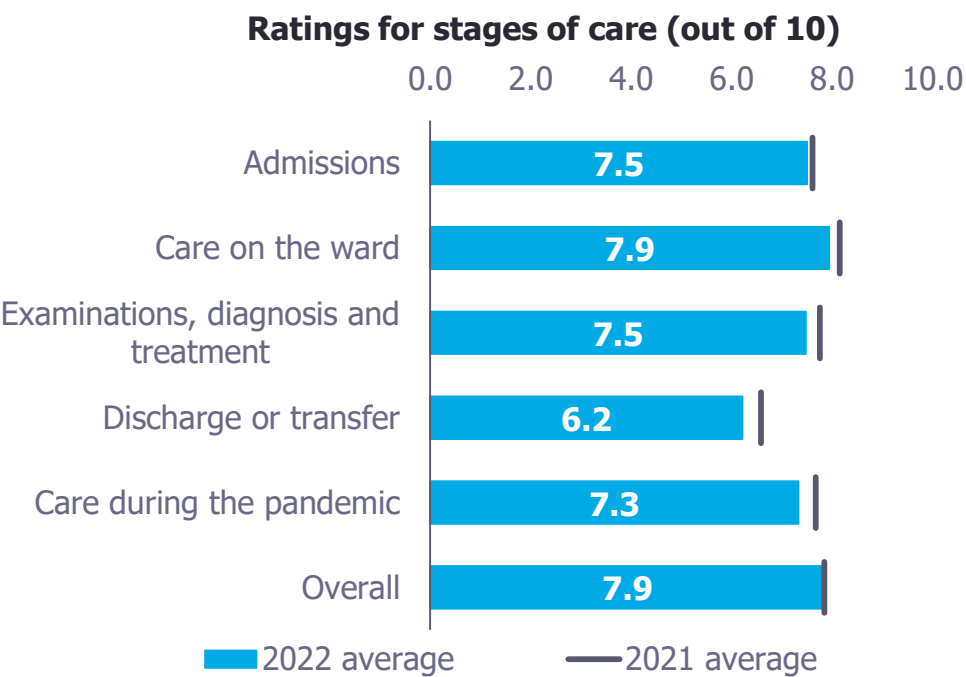
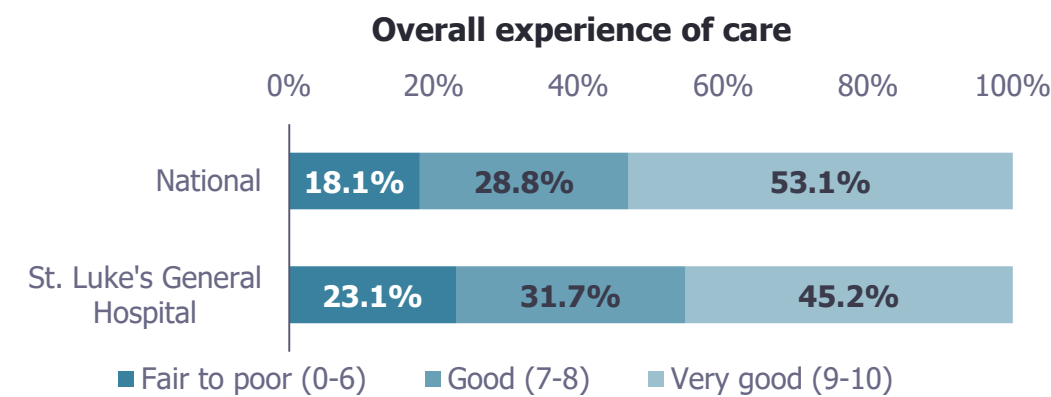




Overall experience



- 77% of people who were admitted to St. Luke's General 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.

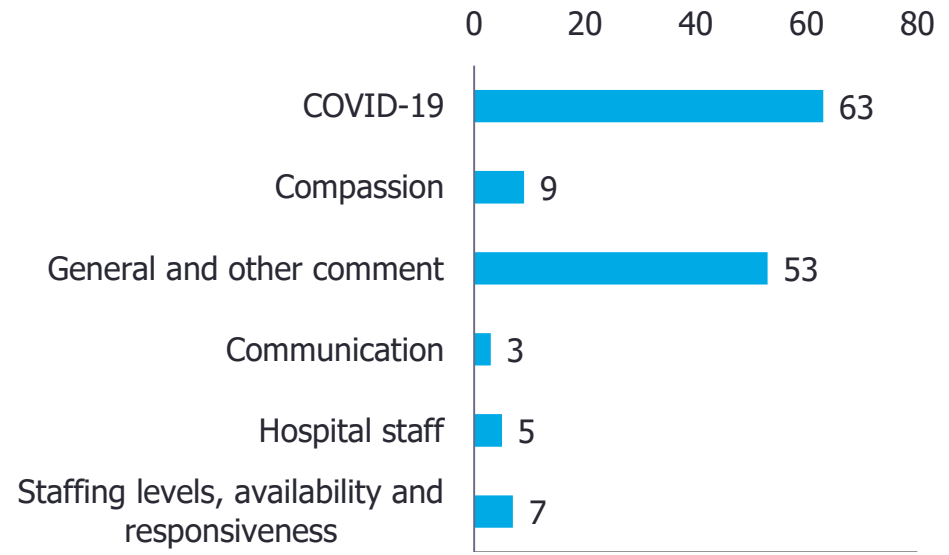




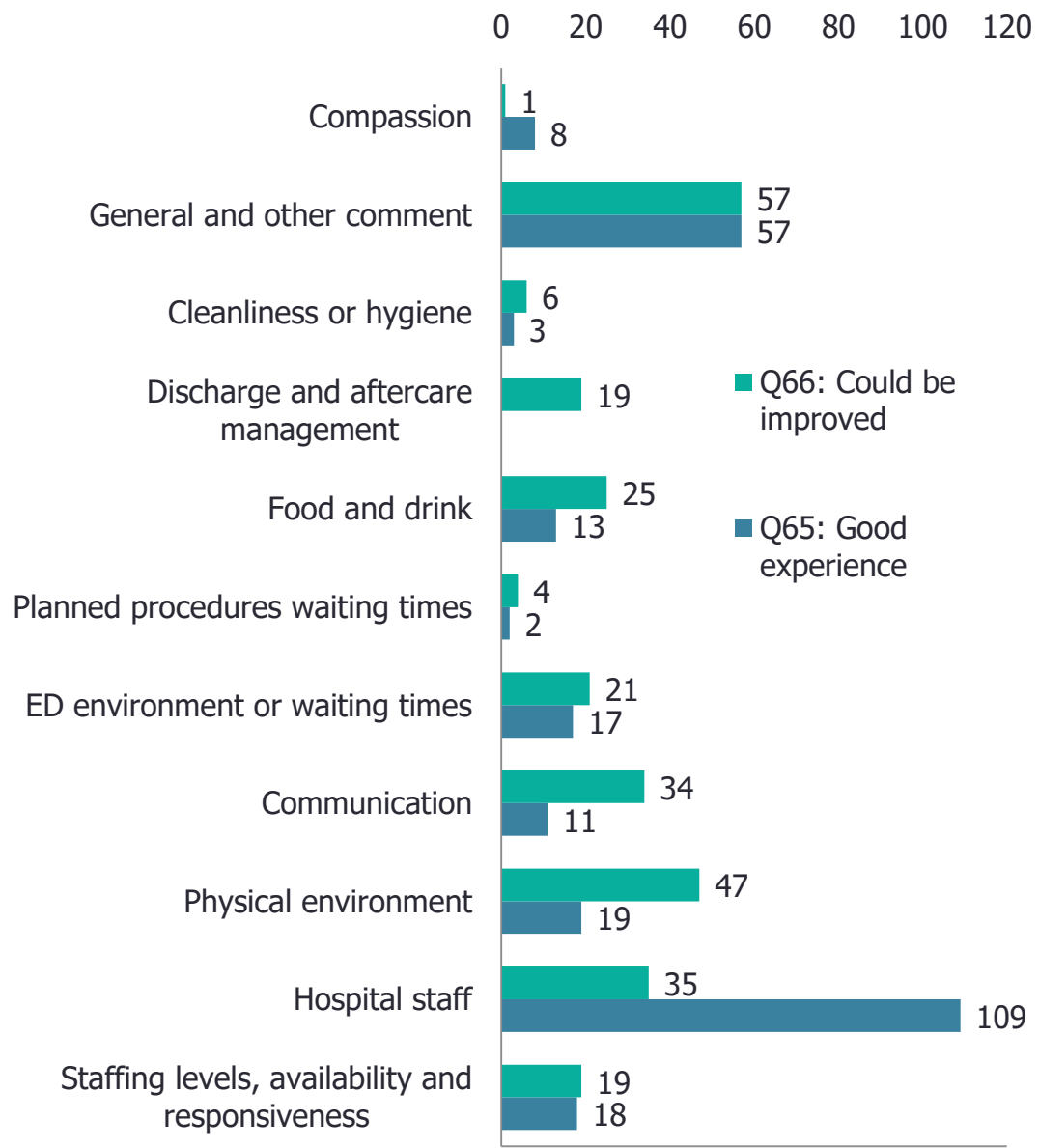
Analysis of patients' comments

- 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).
- 446 comments were received from patients admitted to St. Luke's General Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"It would have meant a lot if someone sat down and explained to me what had happened. As I had a cardiac event while there. There was a reluctance of staff to discuss it afterwards."

"Waiting room could be more comfortable. I spent 13 hours waiting sitting on a wooden chair without even arm rests with a palpitation from 2am to 3pm."

"Limited visits from family members - very distressing on elderly patient with cognitive memory decline."

"1. If male and female wards were separate I would have felt more comfortable. 2. More staff so their work and care can be carried out in a safe working environment for staff and patients."



In their own words: comments from patients



"The care I received from the doctors and their medical teams was excellent. I felt very confident in their decisions and advice to me. I am very grateful to [Dr. Name] and his team for the treatment I received. Also the nurses aids were very kind and helpful."

"I don't speak English well but the staff did their best to make us understand each other. Good room and care."

"A lot of the nurses were very caring. Food was excellent. The hospital was clean."

"I was thoroughly checked out and was very impressed how quick that took. No stone was left unturned. Doctors and most nurses were very kind."



Conclusion



- 77% of people who were admitted to St. Luke's General 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 'examinations, diagnosis and treatment' and 'discharge or transfer' were below the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- St. Luke's General Hospital scored below or similar to the national average for all survey questions.
- Areas for improvement included clear explanation of the risks, benefits and outcomes of an operation or procedure, and clear answers to questions about an operation or procedure.

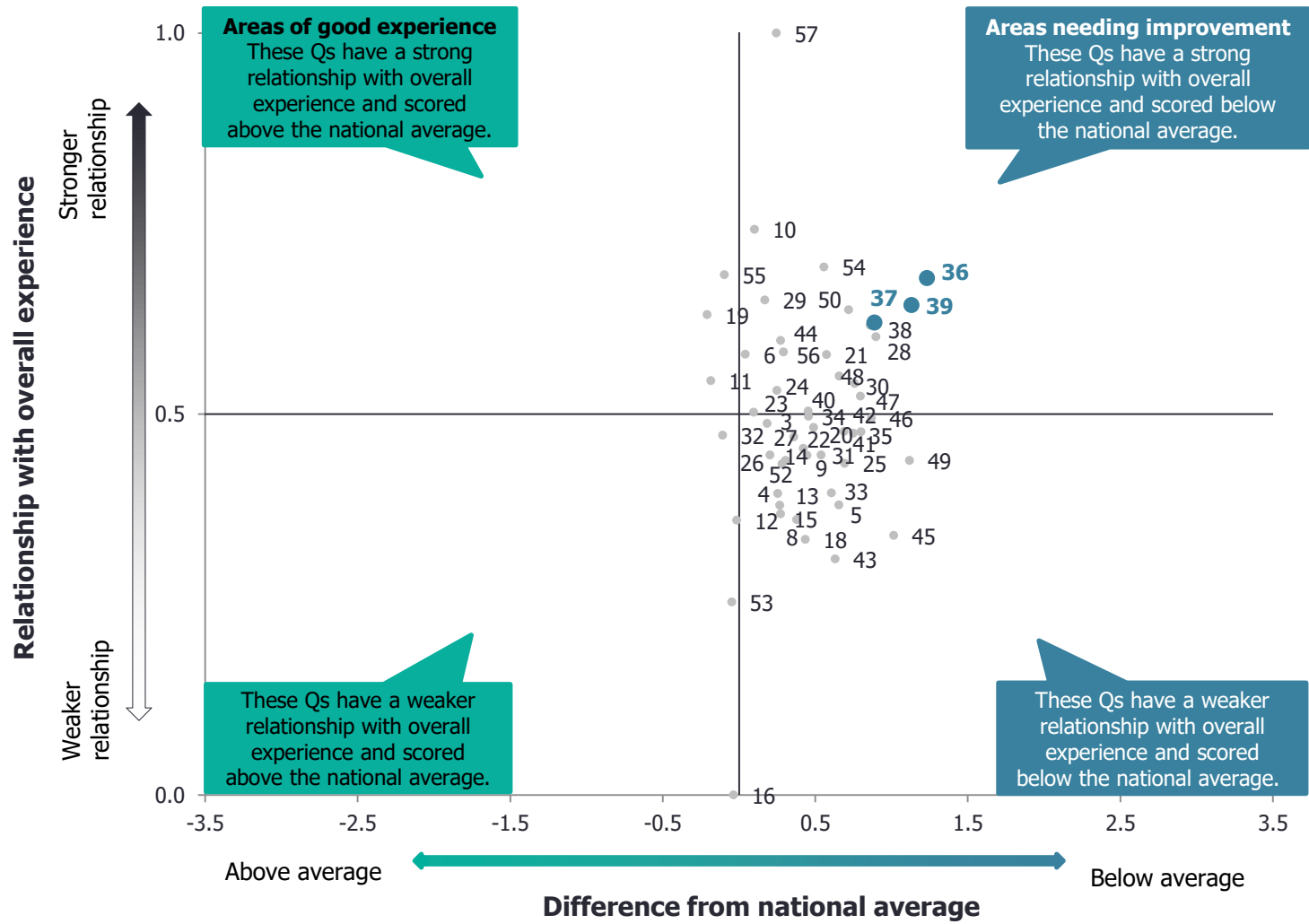


Appendix 1

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.

Improvement map for St. Luke's General Hospital





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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