



# National Inpatient Experience Survey 2022

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## Tallaght 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:

**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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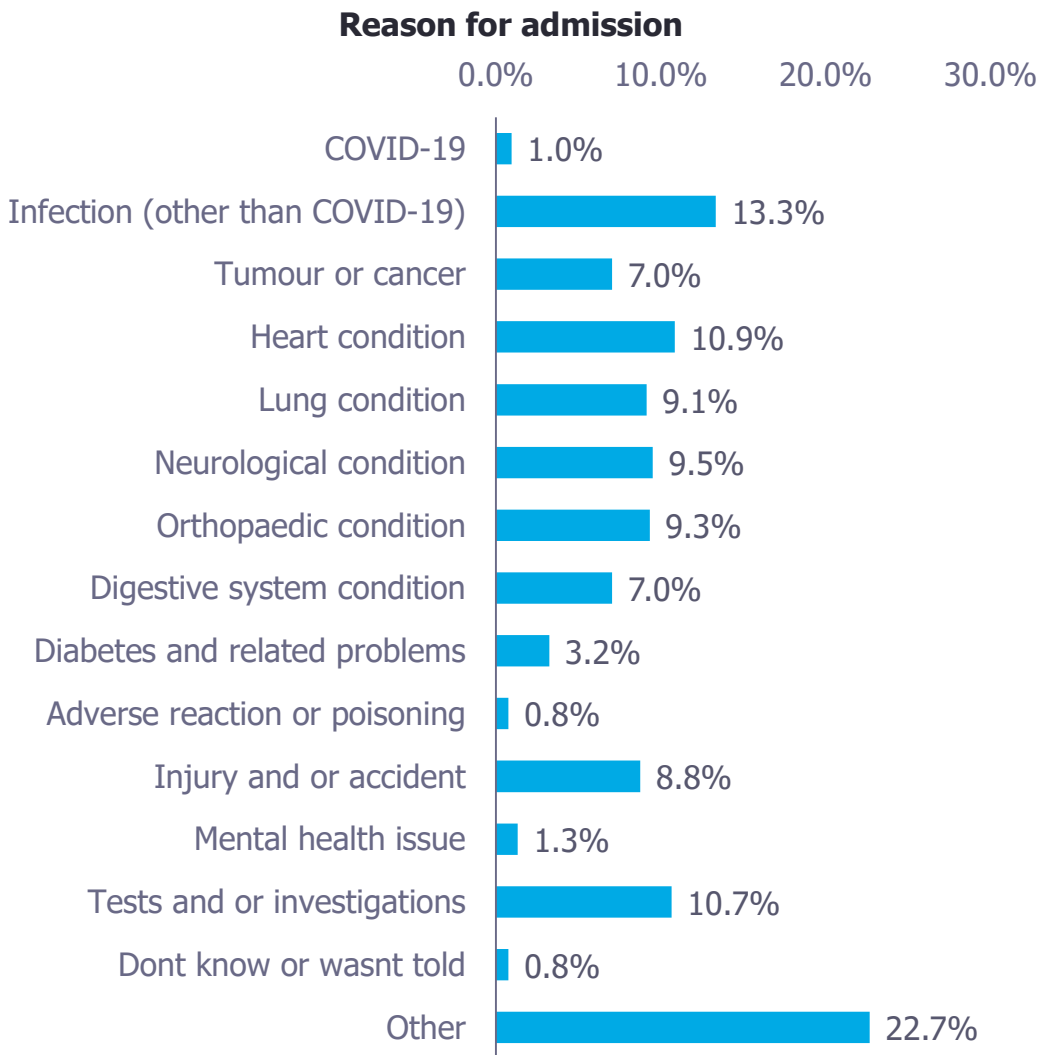


# Participants

- 1,277 people who were admitted to Tallaght University Hospital were invited.
- 531 took part (42%).

Characteristics of participants

Age category	Number	%
16 to 35 years	41	7.7
36 to 50 years	72	13.6
51 to 65 years	112	21.1
66 to 80 years	246	46.3
81 years or older	60	11.3
Sex		
Male	260	49.0
Female	271	51.0
Admission route		
Emergency	447	84.2
Non-emergency	84	15.8





## Areas needing improvement



### **Pain management | Q32**

Of the 439 people who answered this question, 7% (32) said that hospital staff did not do everything they could to help control their pain.

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

Of the 312 people who answered this question, 11% (33) said that a member of staff did not explain how their operation or procedure had gone in a way they could understand.

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

Of the 450 people who answered this question, 23% (104) said that they did not receive enough information on how to manage their condition after discharge.

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

In Tallaght University 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.

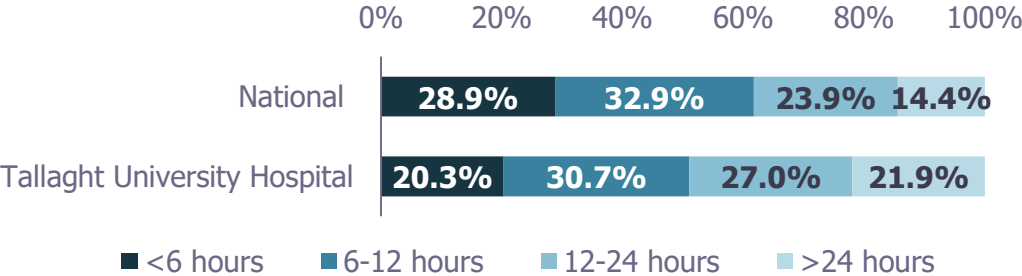


# Admissions

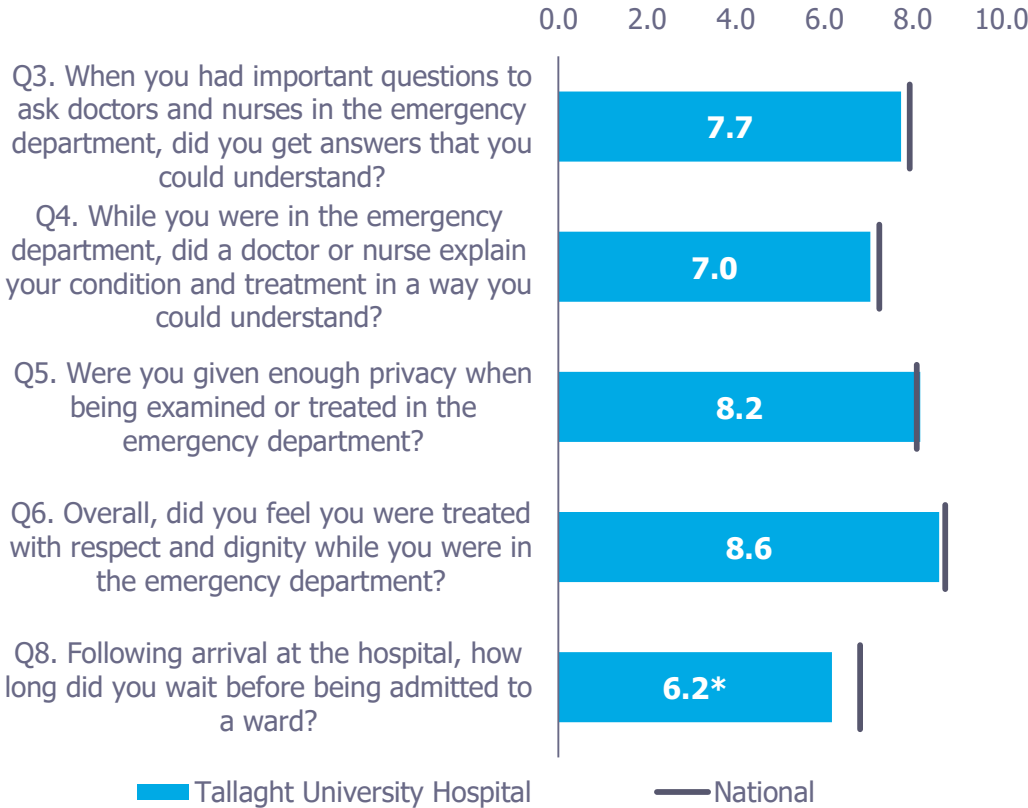


- Highest-scoring question:
  - 77% of people (328 of 425) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
  - 22% of people (82 of 374) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



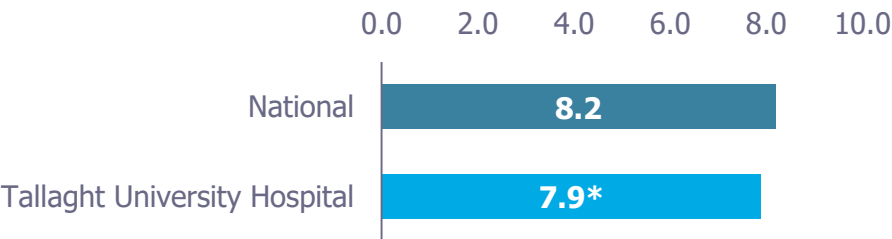
\* Denotes statistically significant differences from the national average.



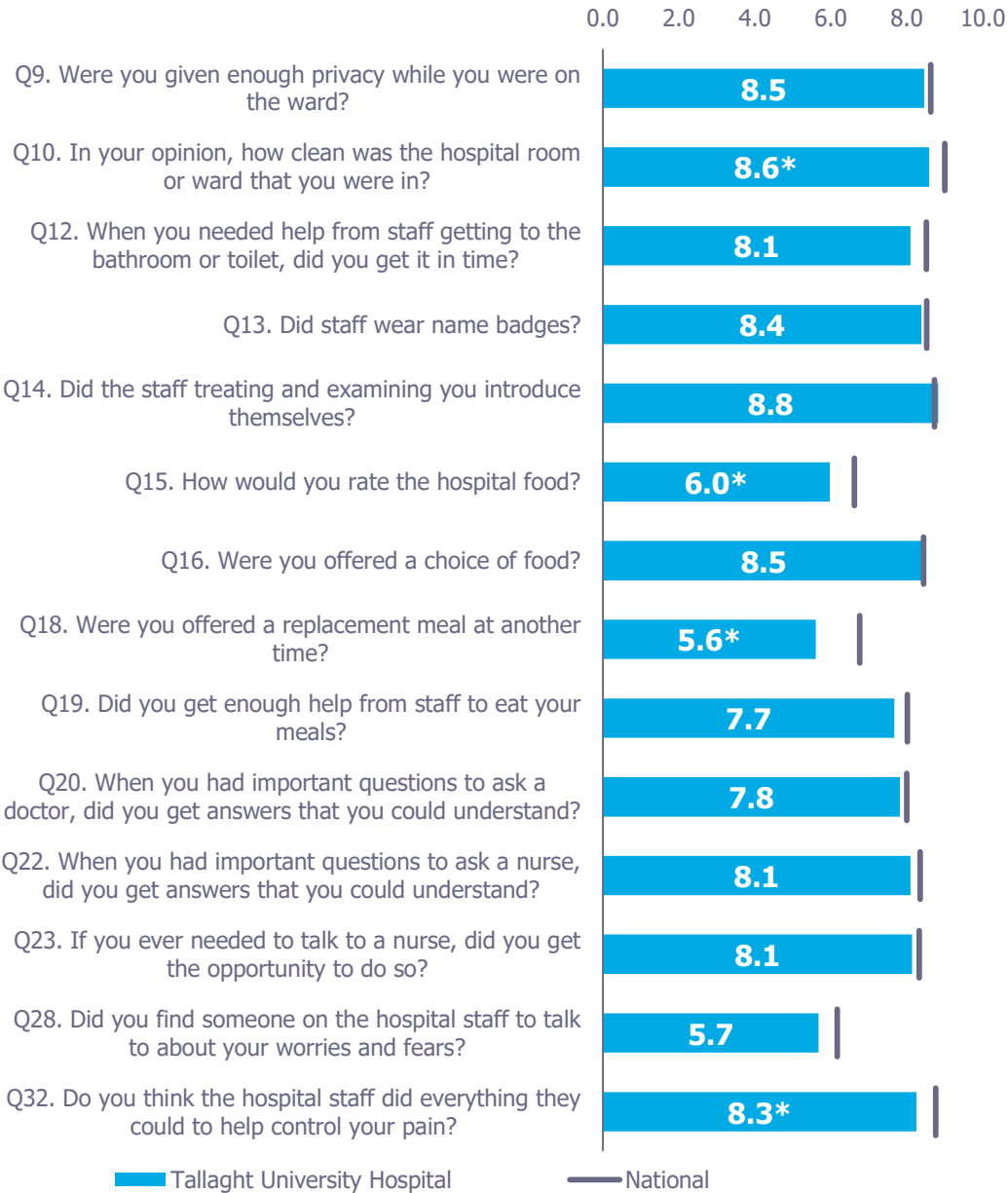
# Care on the ward

- Highest-scoring question:
  - 80% of people (393 of 493) said that all staff who treated and examined them introduced themselves.
- Lowest-scoring question:
  - 31% of people (58 of 186) who were ever unable to eat during mealtimes 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'



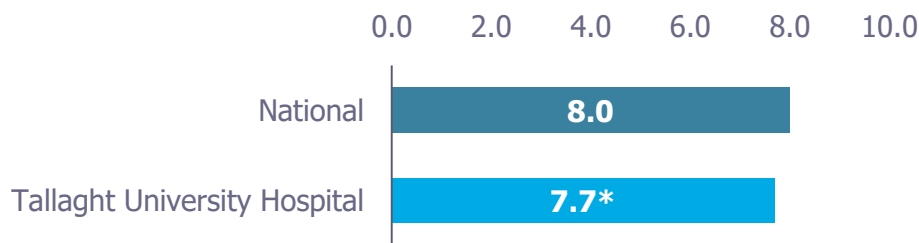
\* Denotes statistically significant differences from the national average.



# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 83% of people (414 of 499) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 28% of people (142 of 500) said that they were given either too much or not enough information about their condition or treatment.

## Comparison with the national average



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



■ Tallaght University Hospital — National

\* Denotes statistically significant differences from the national average.

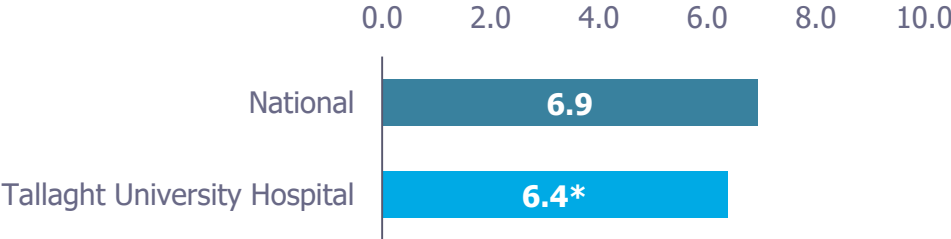




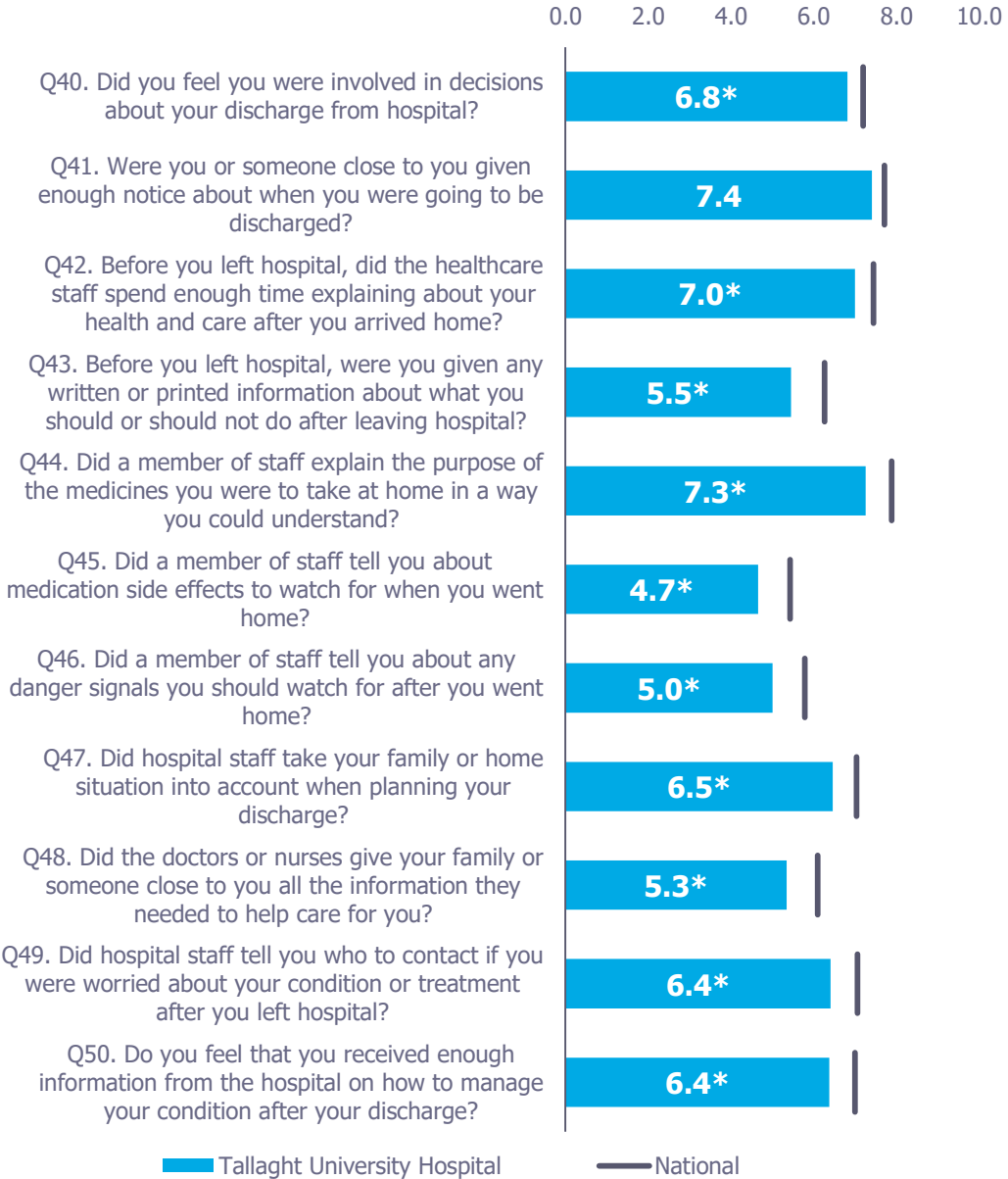
# Discharge or transfer

- Highest-scoring question:
  - 63% of people (312 of 494) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
  - 45% of people (164 of 365) 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.



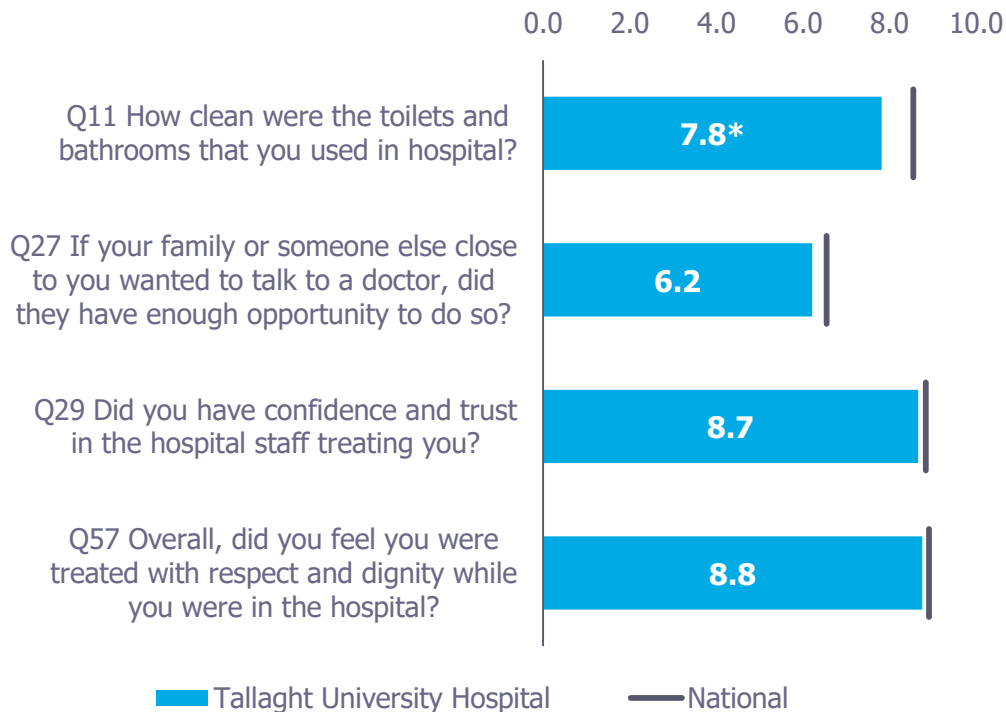


## Other aspects of care

- Highest-scoring question:
  - 79% of people (396 of 501) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
  - 24% of people (82 of 346) 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.

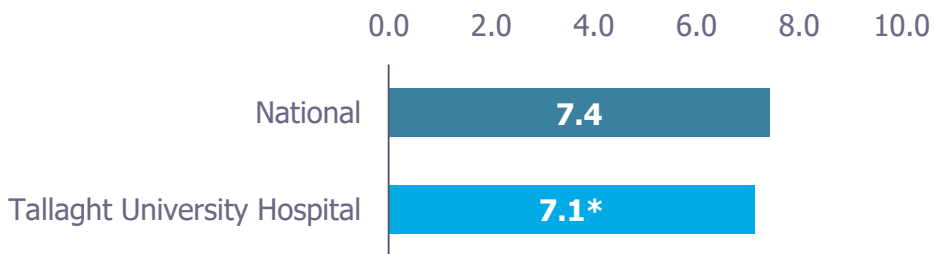


# Care during the pandemic

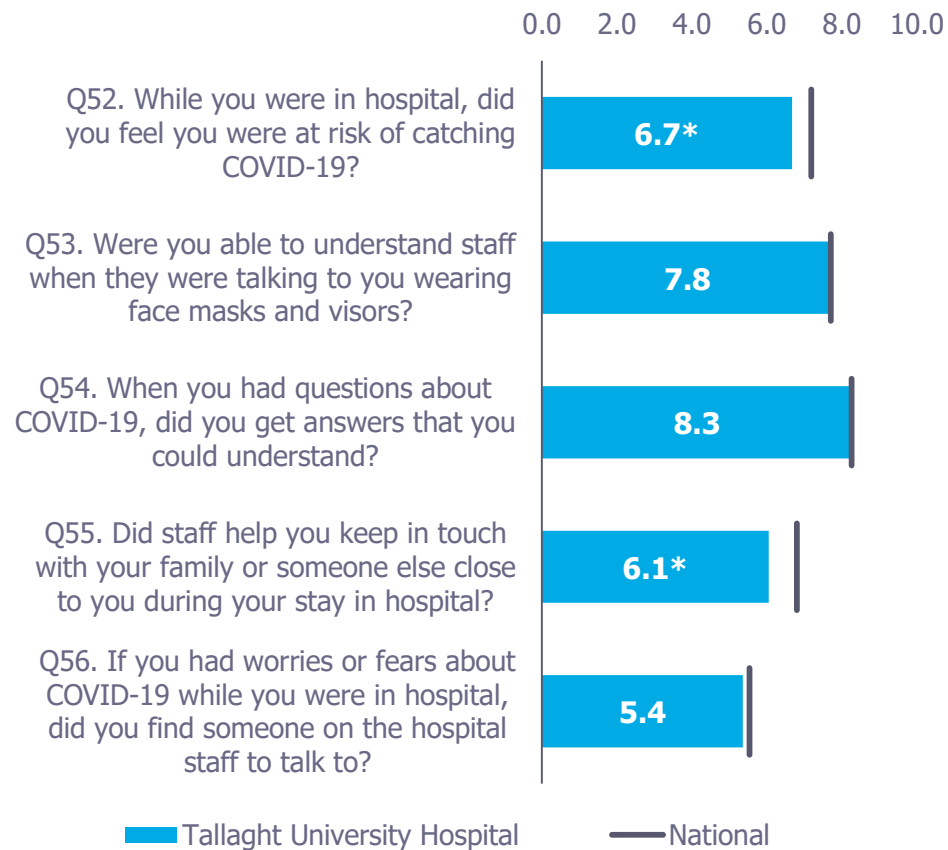


- Highest-scoring question:
  - 74% of people (178 of 242) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
  - While 60% of people (290 of 484) said that they had no worries or fears about COVID-19, 32% of people (62 of 194) who had 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'



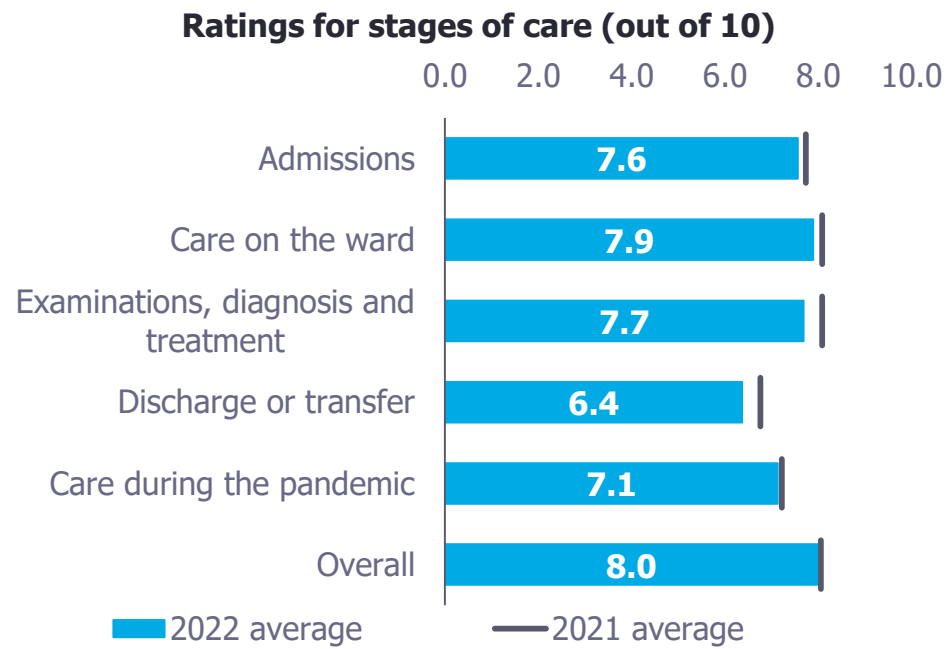
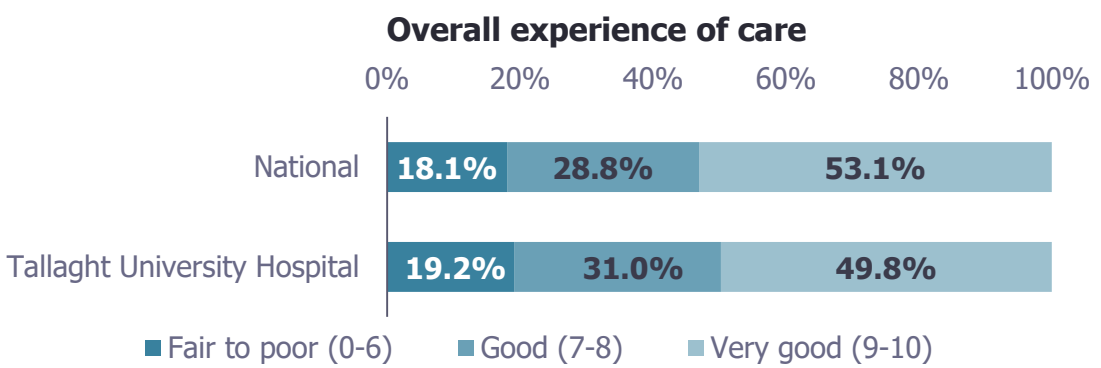
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# Overall experience



- 81% of people who were admitted to Tallaght 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.

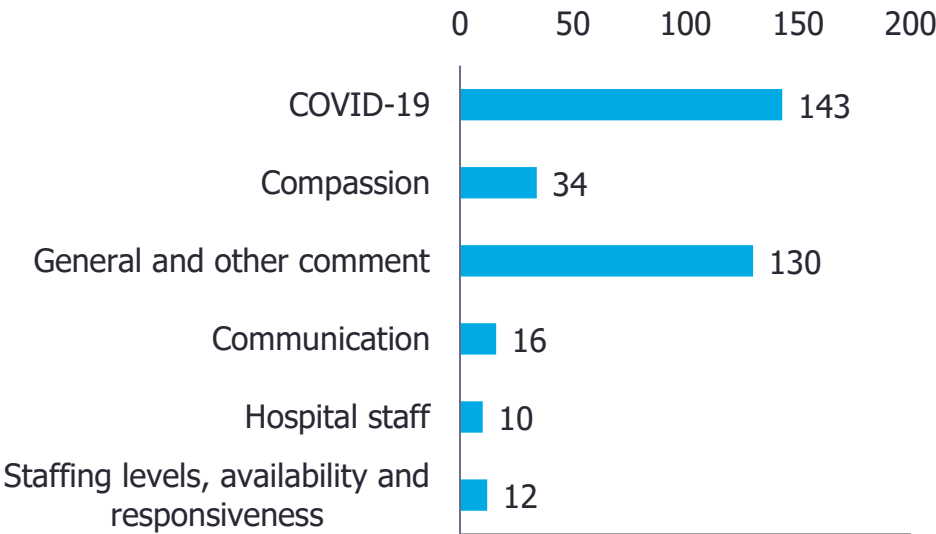




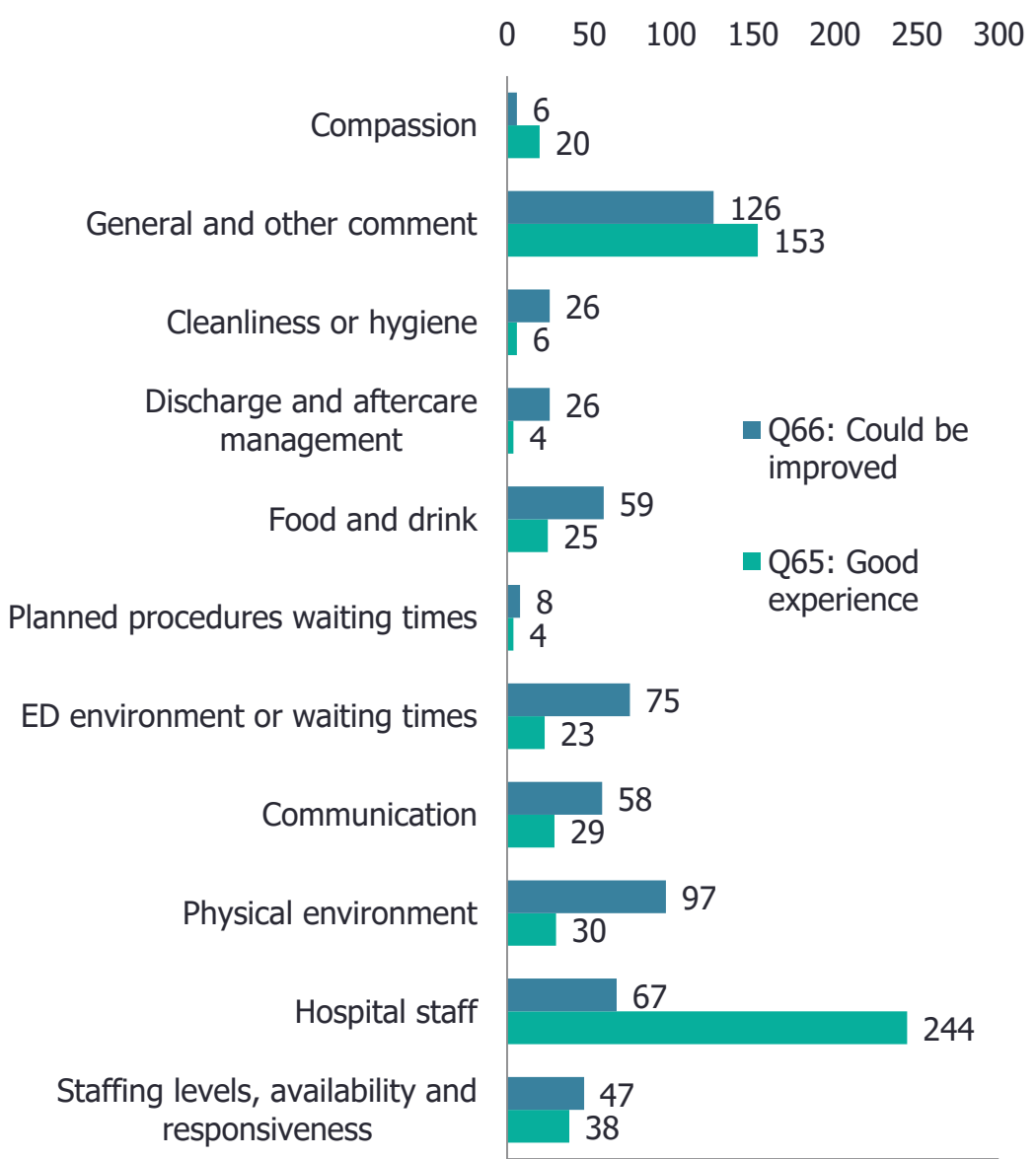
# Analysis of patients' comments

- 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).
- 1,029 comments were received from patients admitted to Tallaght University Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





## In their own words: comments from patients



"Better after care needed. I have received no follow up and given no info when I was discharged. Felt as if I was being thrown out of the ward - the nurses turned up, told me to go and within 30 mins the bed was being stripped (I hadn't even arranged transport home) as I couldn't make my own way due to treatment I had received less than 30 mins previous."

"More staff. Better privacy for patients is total must. Plus I do not agree with men and women in a ward."

"When a treatment or procedure is being explained to an elderly person, a family member should be present, especially when the patient has no comprehension of what is being said."

"Having to wait over 24 hours in severe pain, in the A&E was disgusting but I felt so so bad for the elderly people having to wait over 24 hours. That should not happen in 2022. I realise all A&E departments are very busy, but something has to be done regarding the wait time!"



## In their own words: comments from patients



"The staff did all tests possible to make sure there was nothing serious/sinister to worry about. They were all friendly, polite, respectful and approachable."

"Once I made it through to see a doctor I could not fault my care. I was treated with respect and kindness and given every exam/test needed. I was also very comfortable and had privacy."

"Doctors, nurses took the time to talk and explain things to you. Nurses were busy but always had time for the patients."

"When I was admitted to ED I was very impressed by the amount of time my Consultant's team... checked in on me. The follow up in the ward was excellent."



## Conclusion



- 81% of people who were admitted to Tallaght University 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 'care on the ward', 'examinations, diagnosis and treatment', 'discharge or transfer' and 'care during the pandemic' were below the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Tallaght University Hospital scored below or similar to the national average for all survey questions.
- Areas for improvement included pain management, clear explanation of the outcome of an operation or procedure, and information on how to manage a condition.



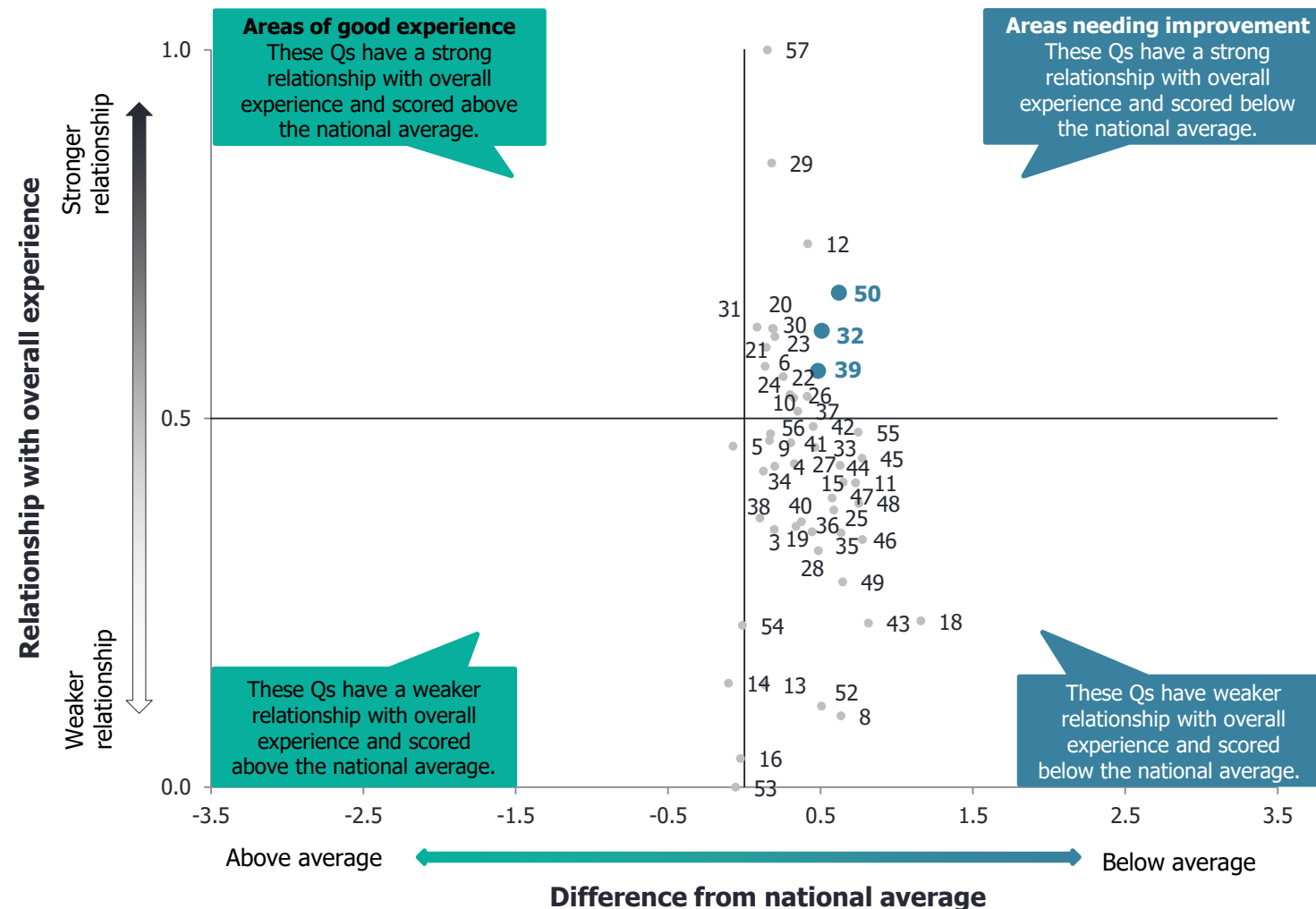


## Appendix 1

### 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 for Tallaght 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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