

National Inpatient Experience Survey 2022

Tipperary University 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



16+ 16 years of age or older	24 Spent 24 hours or more in a public acute hospital	MAY 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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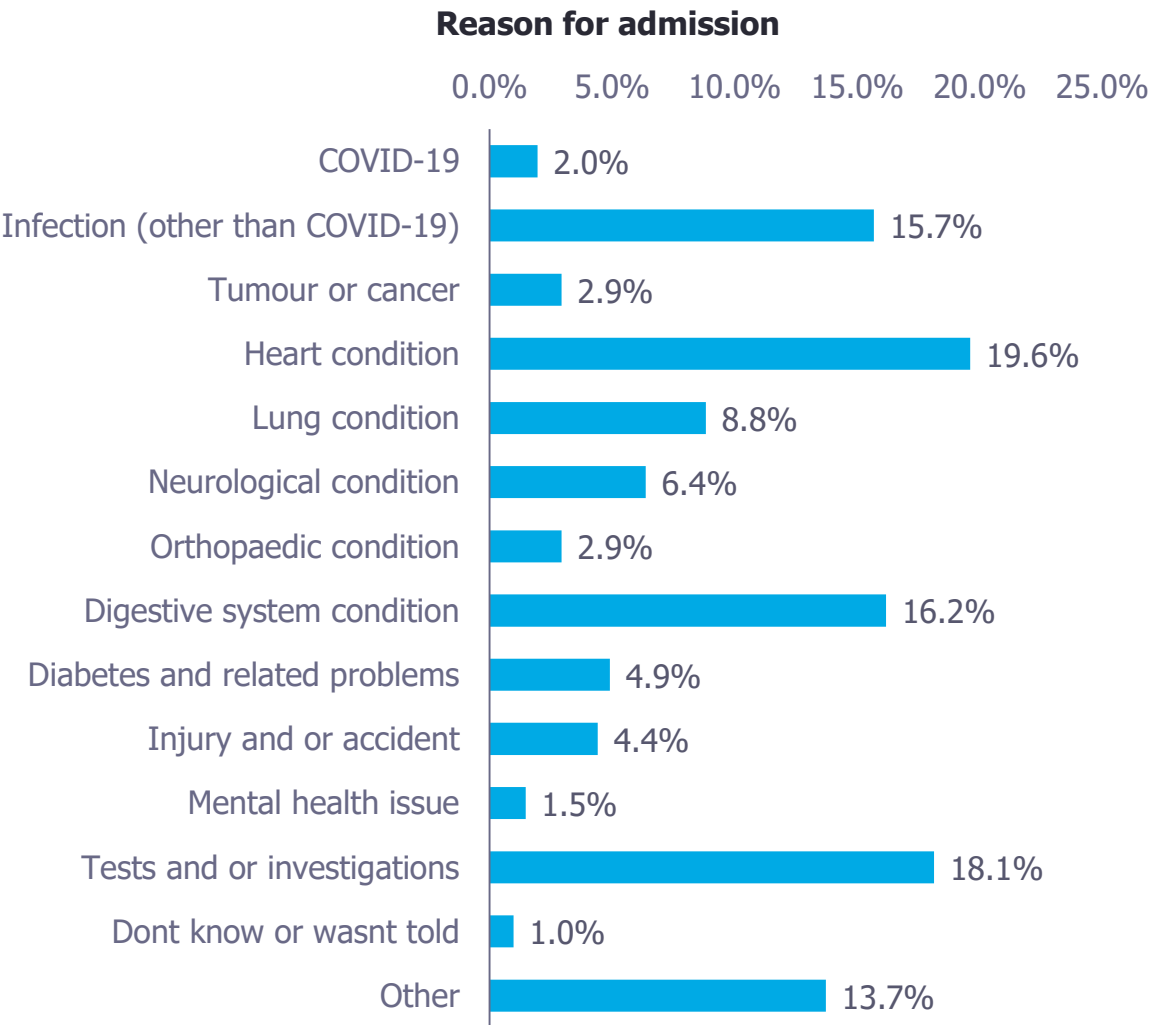


Participants

- 474 people who were admitted to Tipperary University Hospital were invited.
- 210 took part (44%).

Characteristics of participants

Age category	N	%
16 to 35 years	11	5.2
36 to 50 years	22	10.5
51 to 65 years	46	21.9
66 to 80 years	77	36.7
81 years or older	54	25.7
Sex		
Male	98	46.7
Female	112	53.3
Admission route		
Emergency	195	92.9
Non-emergency	15	7.1





Areas of good experience



Respect and dignity in the emergency department | Q6

Of the 193 people who answered this question, 88% (170) said that they were always treated with respect and dignity in the emergency department.

Privacy on the ward | Q9

Of the 202 people who answered this question, 84% (169) said that they were always given enough privacy on the ward.

Information on support services after discharge | Q49

Of the 183 people who answered this question, 75% (138) said that they were told who to contact if they were worried about their condition or treatment after they left hospital.

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

In Tipperary University 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.

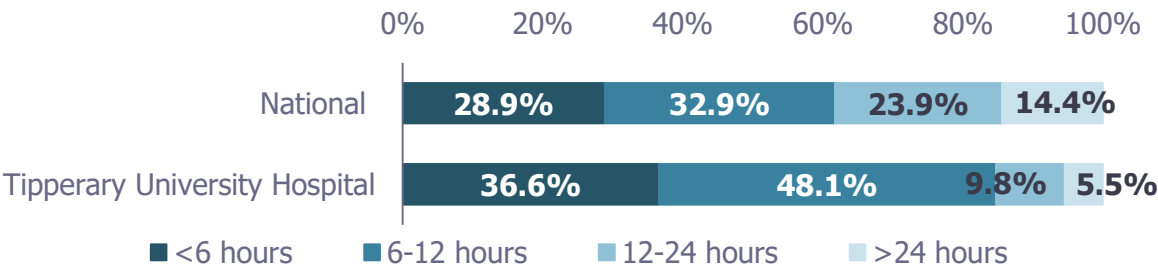


Admissions

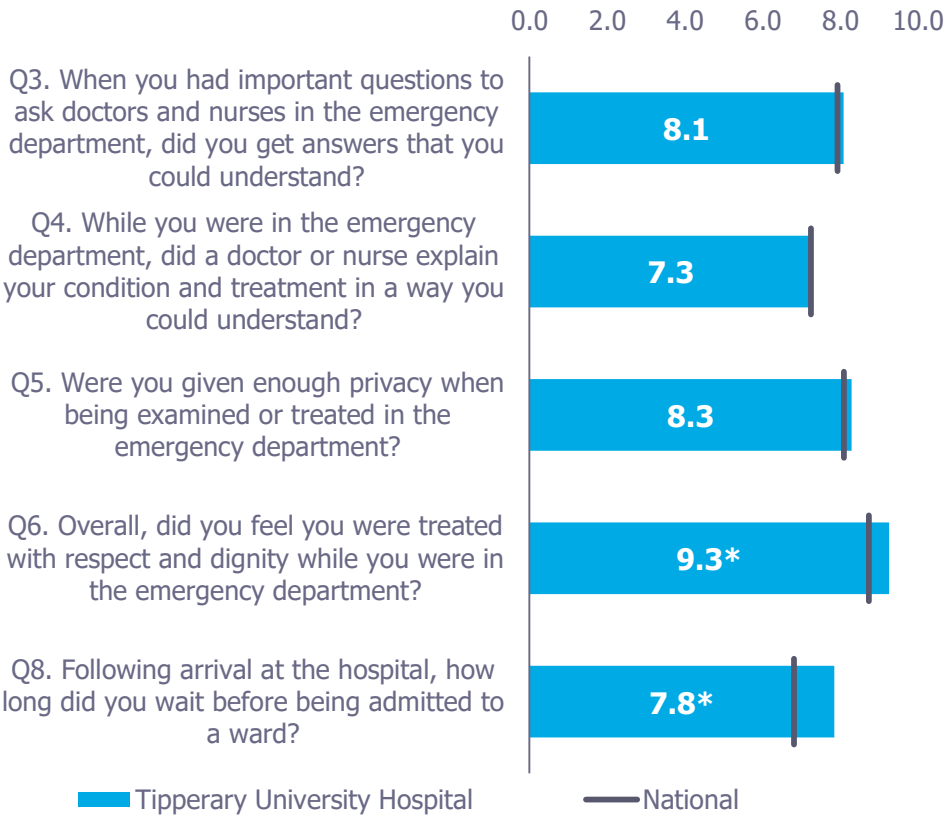


- Highest-scoring question:
 - 88% of people (170 of 193) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 10% of people (18 of 176) said that their condition and treatment in the emergency department was not explained to them in a way they could understand.

Emergency department waiting times



Average scores for questions on 'admissions'



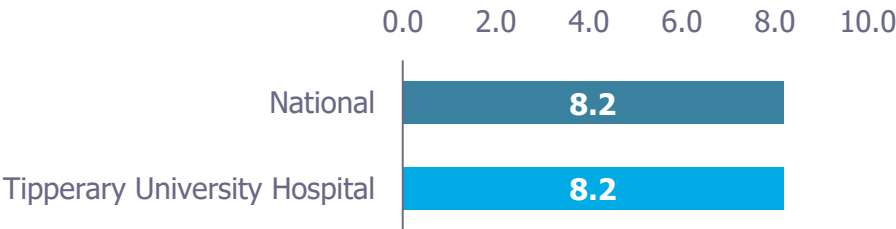
* Denotes statistically significant differences from the national average.



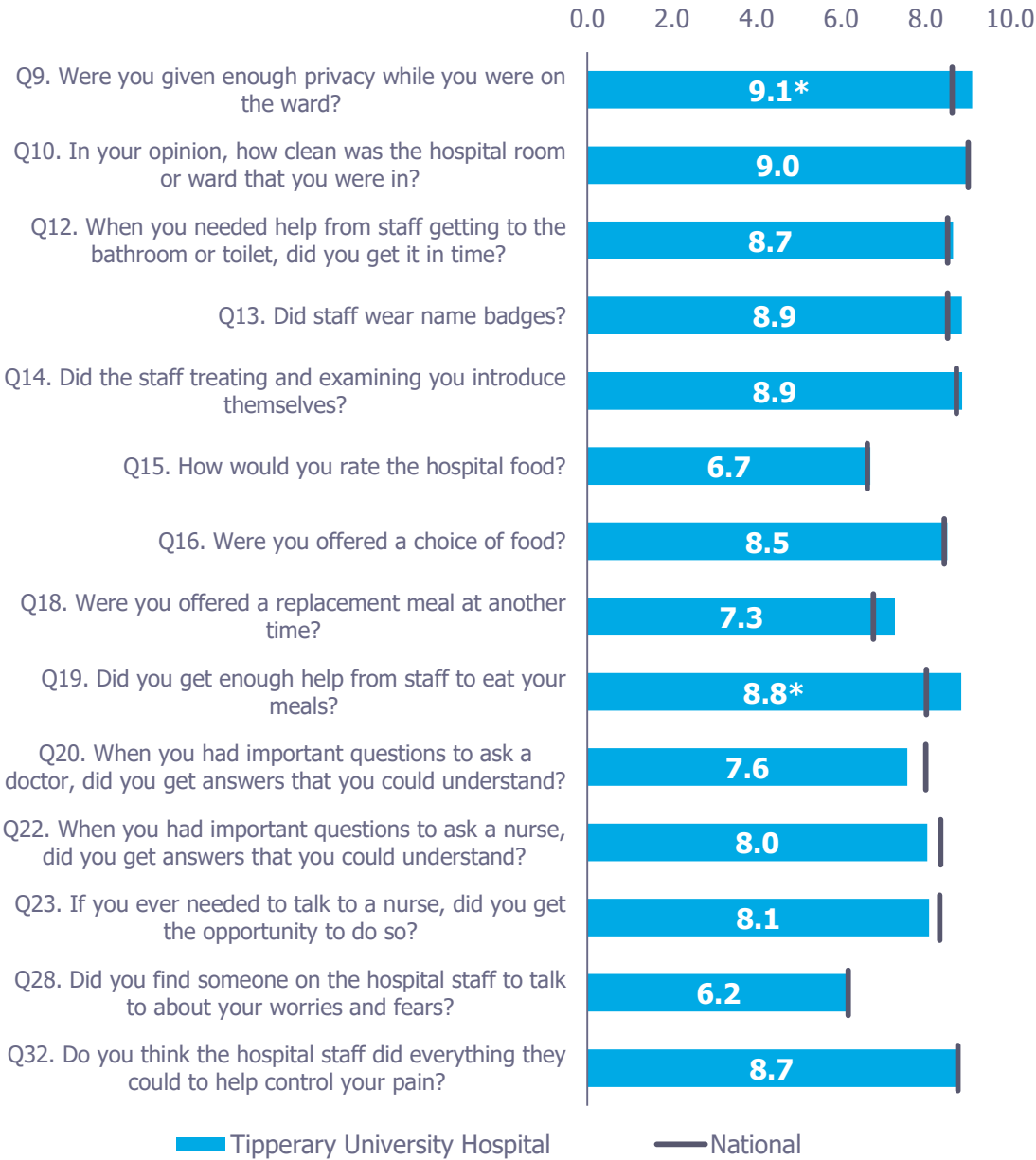
Care on the ward

- Highest-scoring question:
 - 84% of people (169 of 202) said that they were always given enough privacy while they were on the ward.
- Lowest-scoring question:
 - 22% of people (32 of 147) 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'



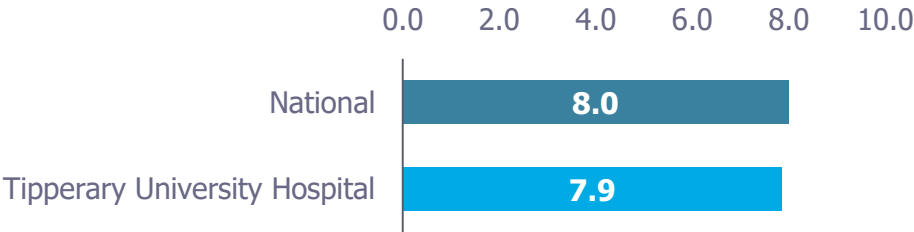
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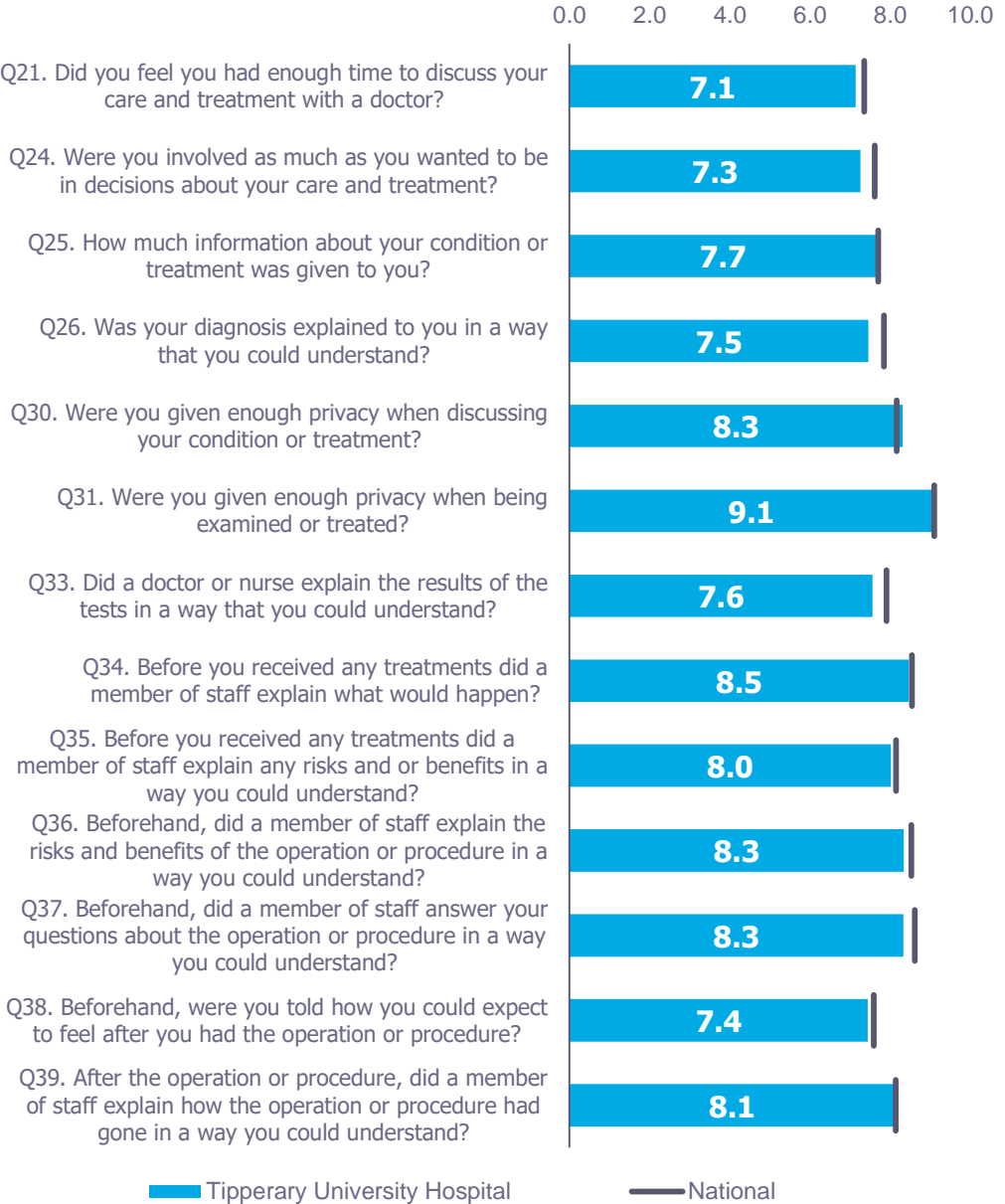
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 87% of people (176 of 203) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 12% of people (25 of 205) said that they did not get enough time to discuss their care and treatment with a doctor.

Comparison with the national average



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

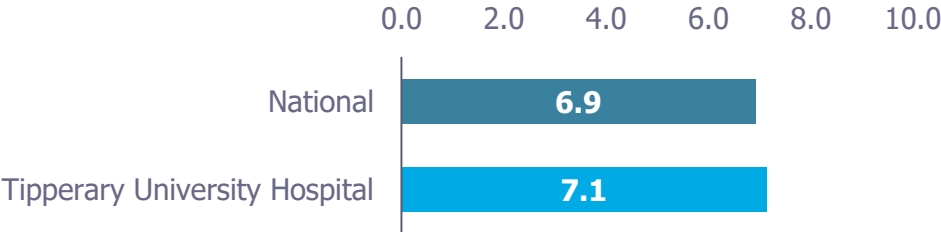




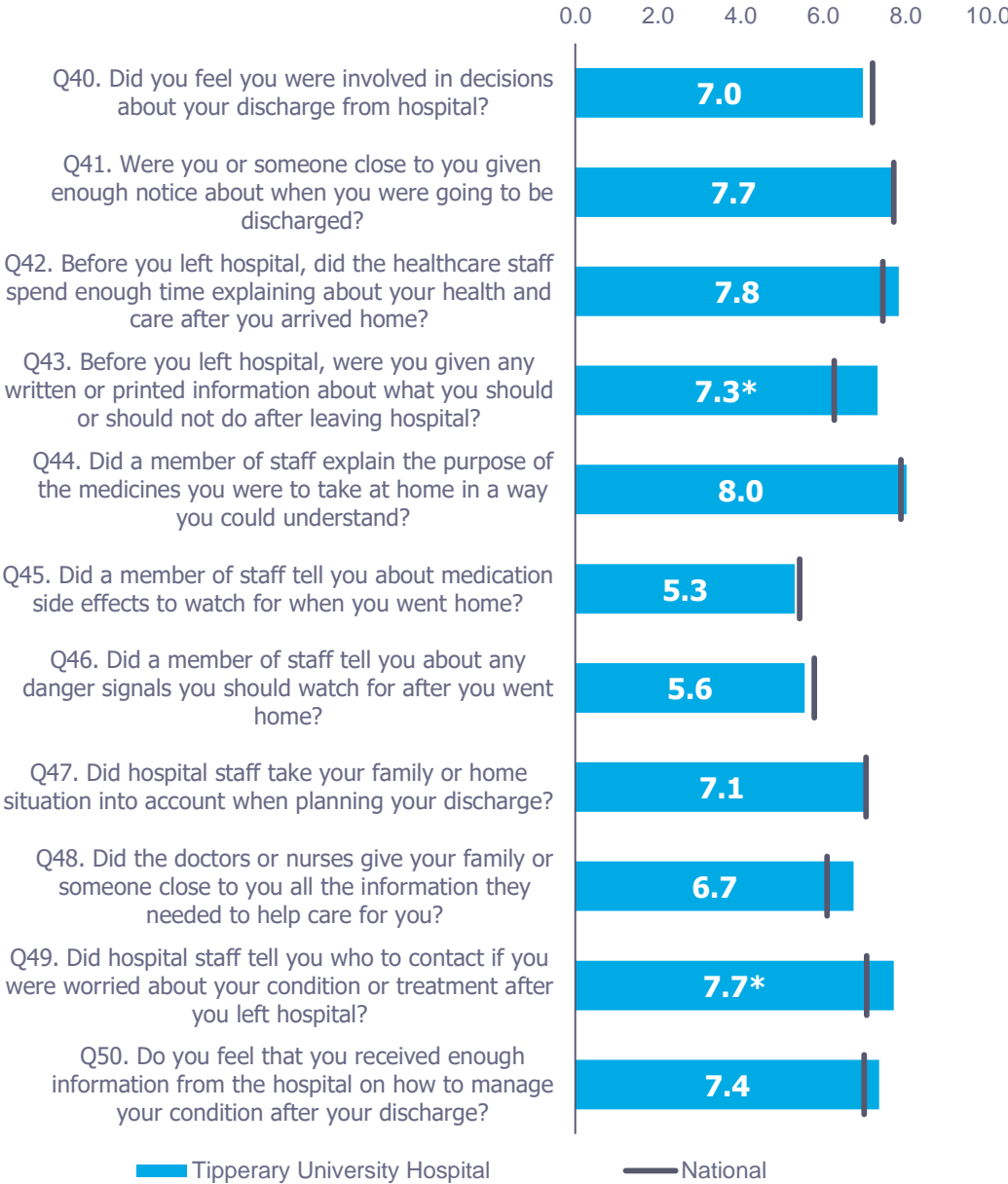
Discharge or transfer

- Highest-scoring question:
 - 69% of people (109 of 157) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 37% of people (55 of 149) 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.

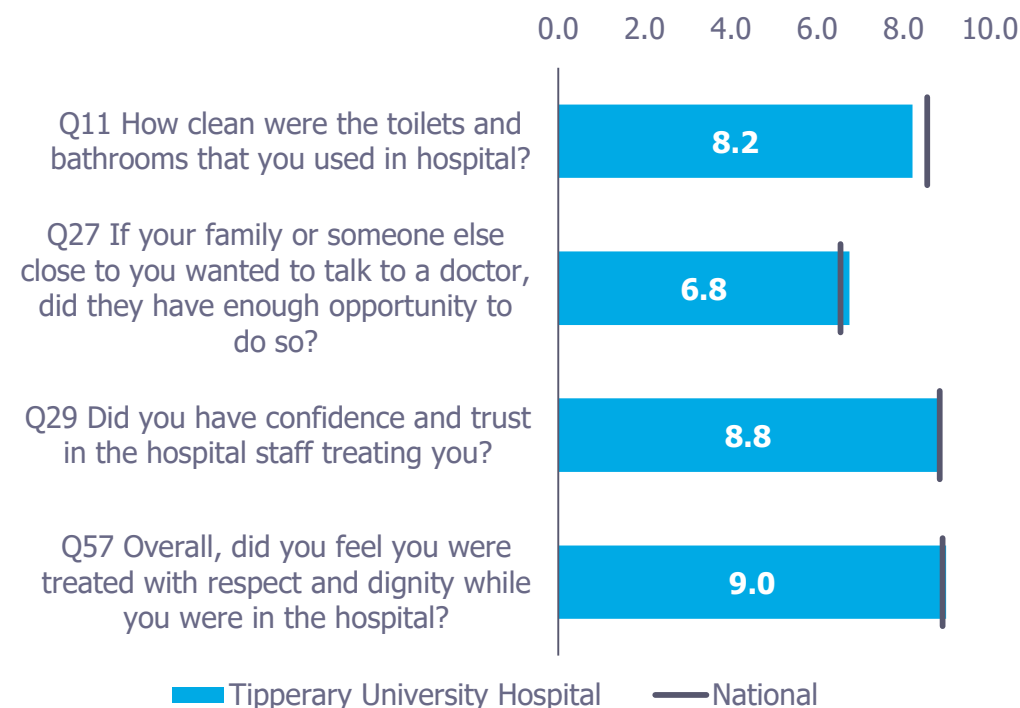


Other aspects of care

- Highest-scoring question:
 - 82% of people (161 of 196) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 16% of people (24 of 148) 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'



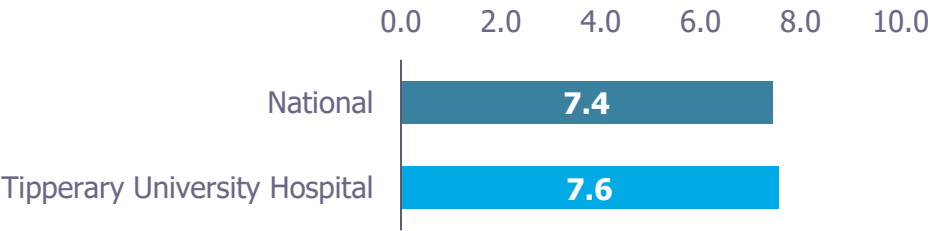


Care during the pandemic

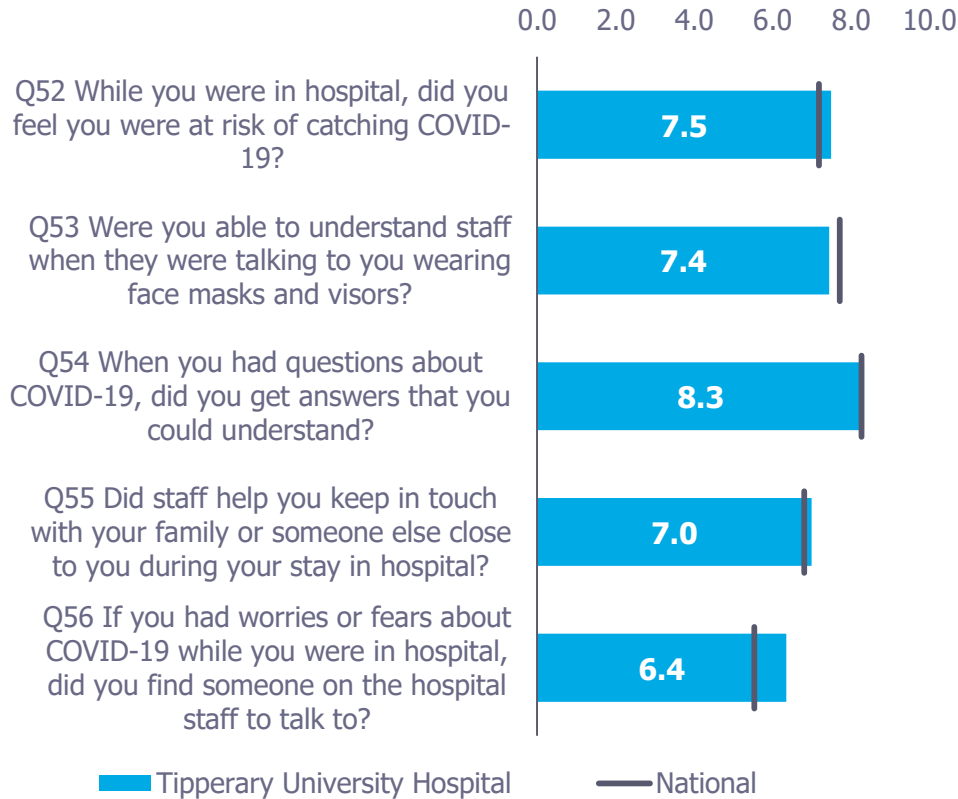


- Highest-scoring question:
 - 71% of people (84 of 119) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 53% of people (101 of 190) said that they had no worries or fears about COVID-19, 26% of people (23 of 89) who had worries 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'

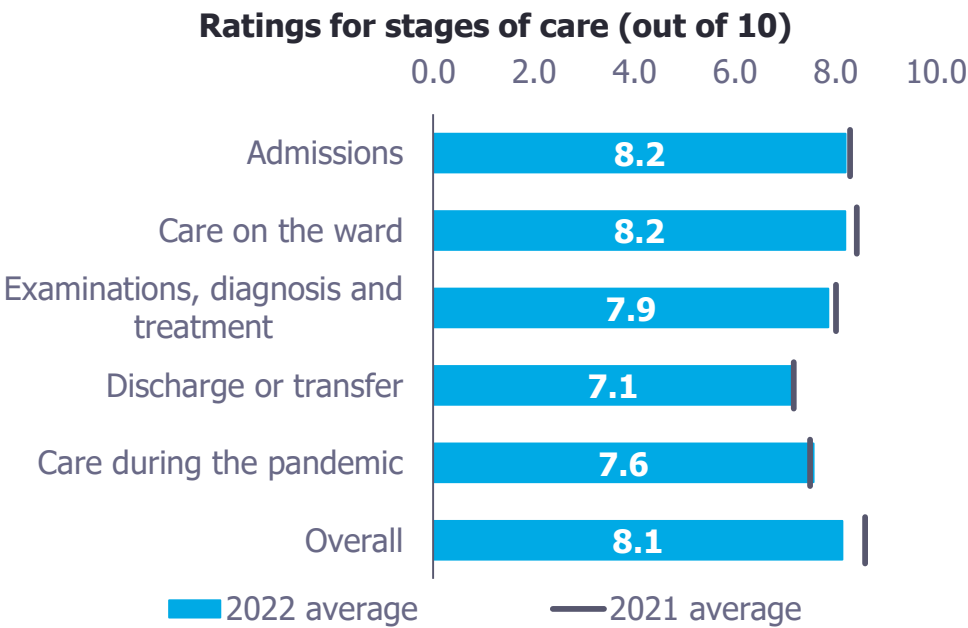
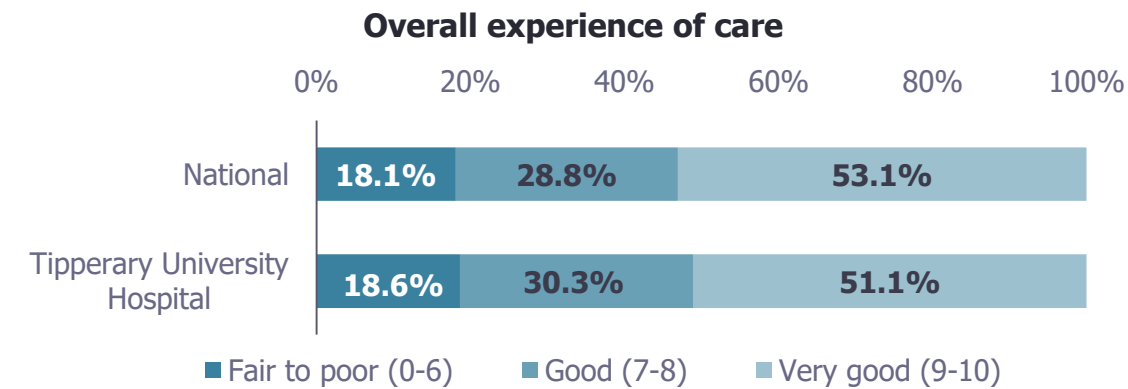




Overall experience



- 81% of people who were admitted to Tipperary 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.

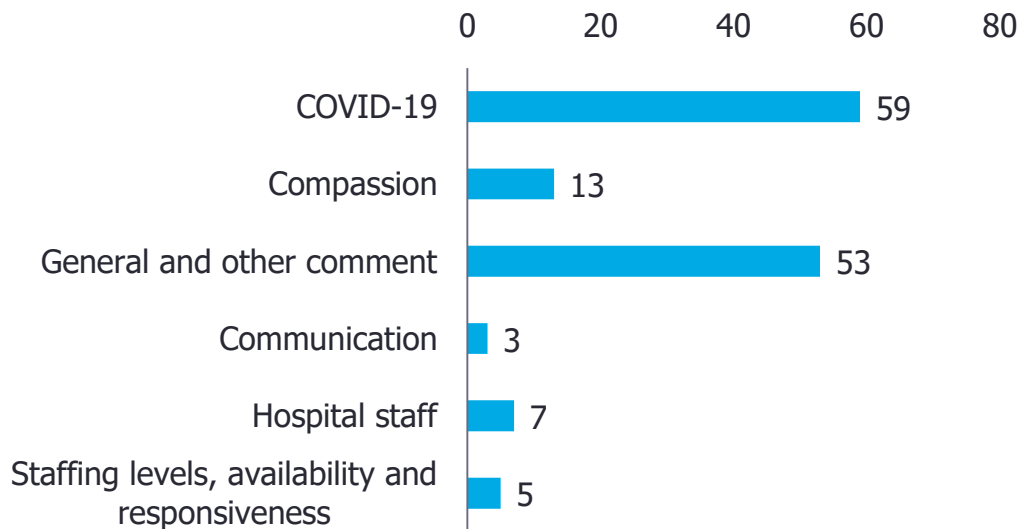




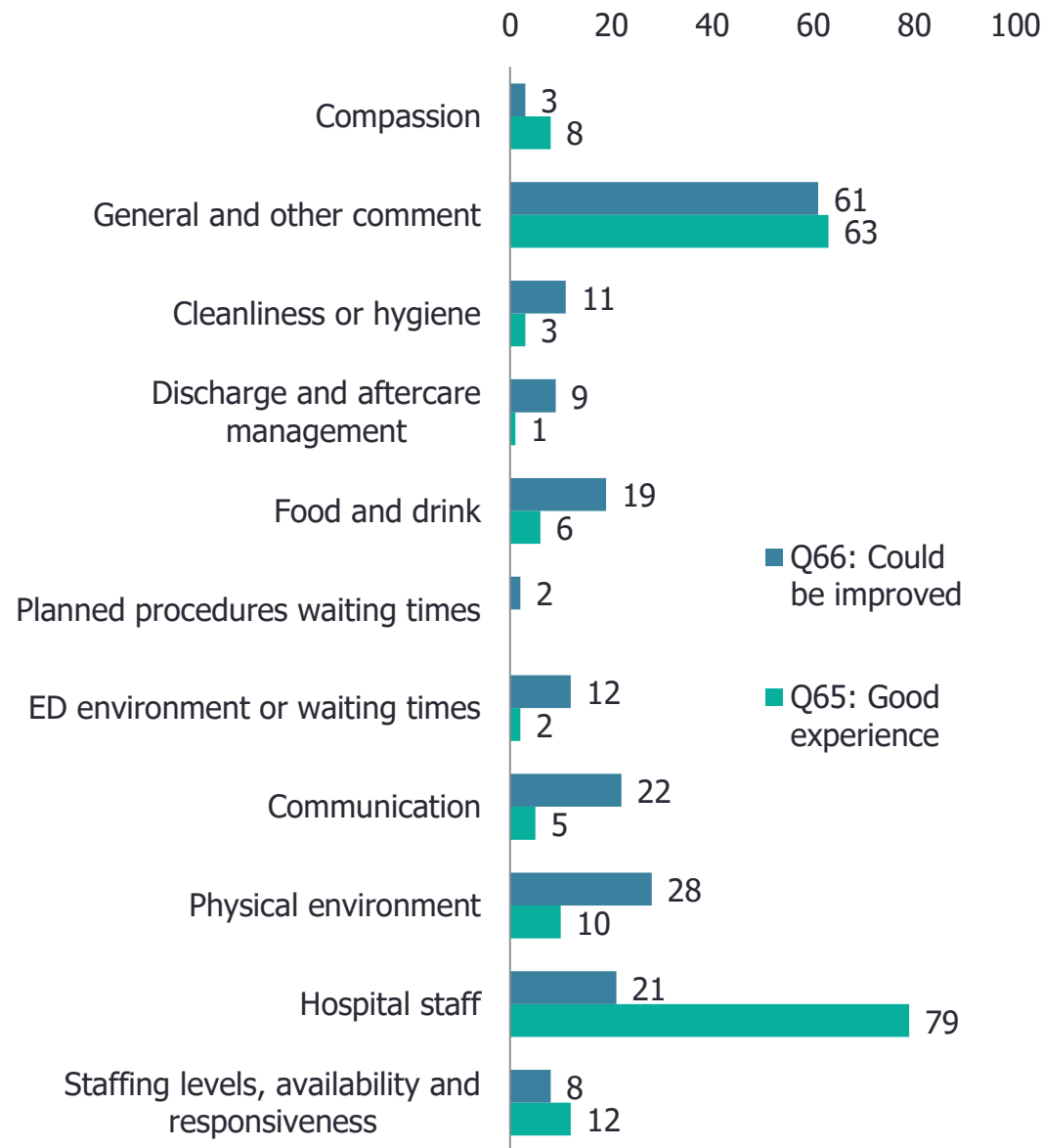
Analysis of patients' comments

- 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).
- 378 comments were received from patients admitted to Tipperary University Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"Very upset as my daughter brought me to A&E and was not allowed in with me, even when told I had sight and hearing issues and would not be able to answer questions as my memory not too good either. Visitors were limited and my daughter couldn't get in, in the morning to help me shower and staff hadn't time to shower me. I was lucky to get a rub of a wet cloth."

"The cleanliness of the toilet facilities. Not very clean. Also I needed help with the toilet and had to wait for somebody to be available but unfortunately that gave me stress because I needed to go urgently each time."

"They could listen more. I was treated for respiratory problems even though I went in about my knee. It took several days before they realised my knee was broken."

"Perhaps the face mask could be made in a transparent material as I am practically deaf and my husband and I rely a lot on the reading of the lips. Therefore, through no fault of their own, I found it hard to understand any talking but, they repeated themselves until I did, very very patient with me."



In their own words: comments from patients



"The care and attention were exemplary. All staff were very friendly and attentive. Regular check-ins and presence in the ward. Any questions were answered and they really explained every step of procedure etc."

"A speech and language therapist visited me regarding safe swallowing guidelines which I found particularly helpful."

"Hospital staff were extra vigilant in keeping patients at a safe distance from others and extra vigilant in keeping surfaces and equipment clean."

"From the moment I was admitted, I was treated with respect and dignity. I had a medical card and was admitted to a private room after A&E. The nurses and staff couldn't have been nicer. My consultant came everyday, he would pull a chair up, sit down and speak to me in a way I understood. I cannot say enough good about my stay."



Conclusion



- 81% of people who were admitted to Tipperary University Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Admissions' and 'care on the ward' were the highest-rated stages of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Tipperary University Hospital scored above the national average for questions on 'admissions'.
- Tipperary University Hospital scored above or similar to the national average for all survey questions.
- Positive elements of experience included respect and dignity in the emergency department, privacy on the ward and information on support services after discharge.

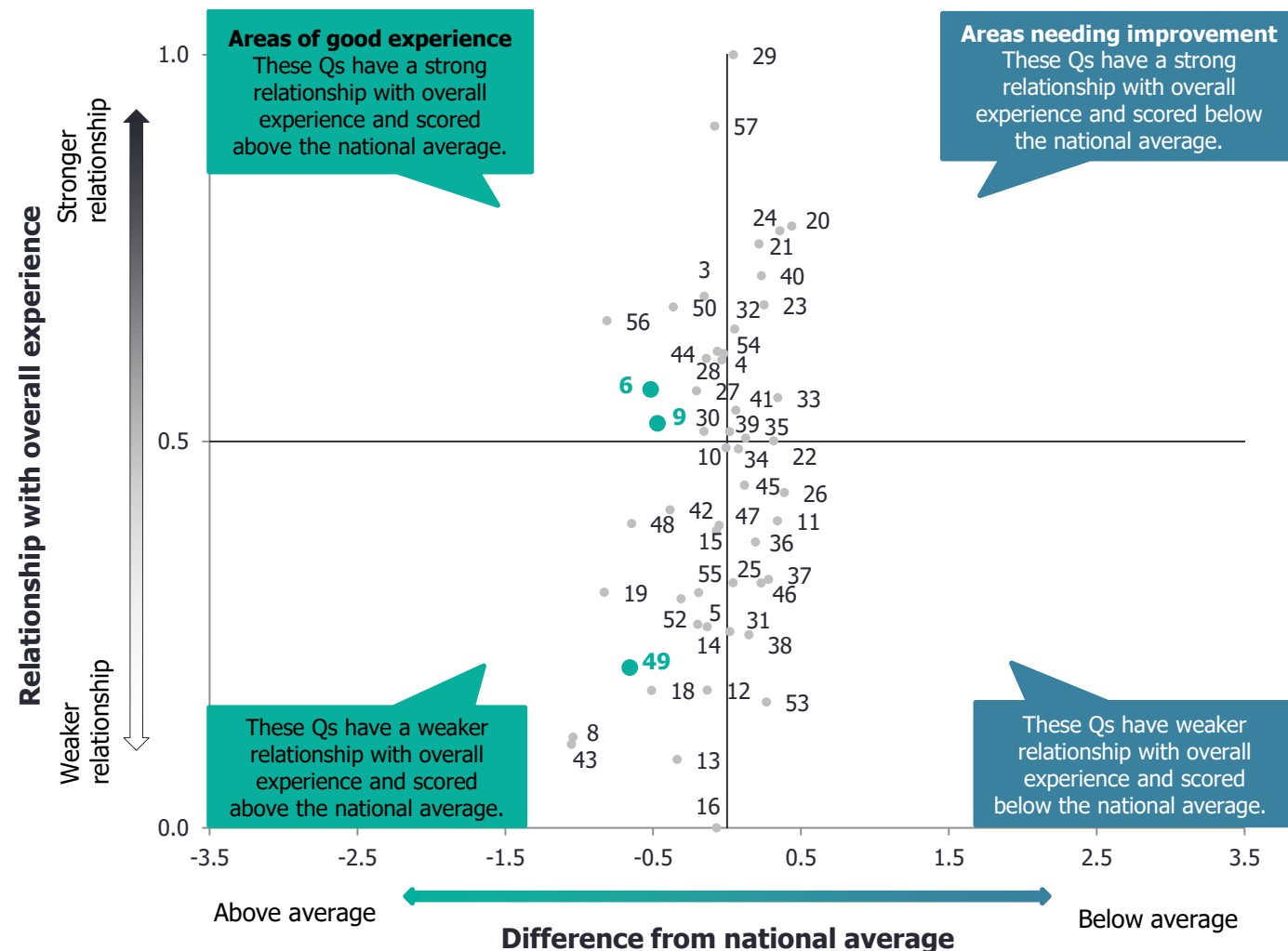


Appendix 1

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 Tipperary University 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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