



# National Inpatient Experience Survey 2022

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## University Hospital Kerry

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	<b>24</b> Spent 24 hours or more in a public acute hospital	<b>MAY</b> 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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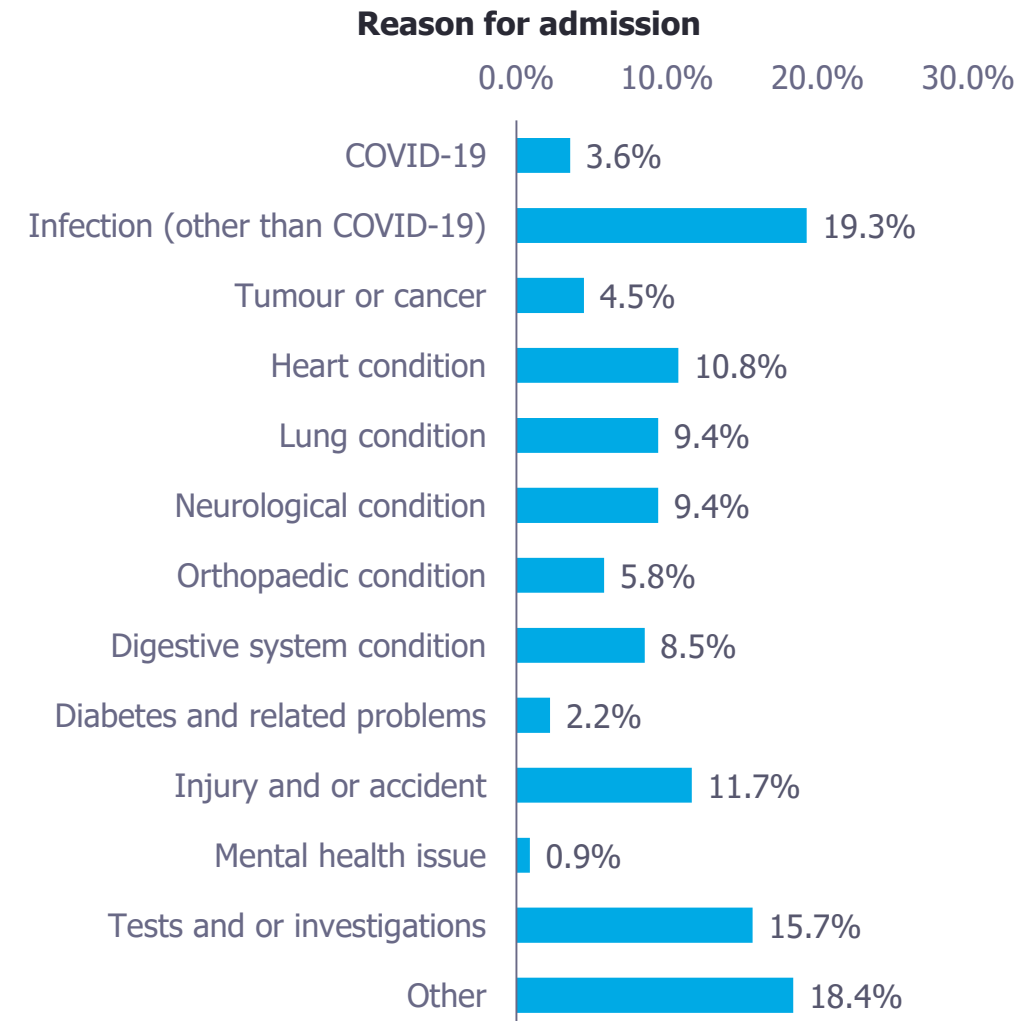


## Participants

- 545 people who were admitted to University Hospital Kerry were invited.
- 227 took part (42%).

### Characteristics of participants

Age category	Number	%
16 to 35 years	12	5.3
36 to 50 years	22	9.7
51 to 65 years	52	22.9
66 to 80 years	99	43.6
81 years or older	42	18.5
Sex		
Male	125	55.1
Female	102	44.9
Admission route		
Emergency	219	96.5
Non-emergency	8	3.5





## Areas of good experience



### **Clear explanation of a condition or treatment in the emergency department | Q4**

Of the 205 people who answered this question, 63% (129) said that a doctor or nurse fully explained their condition or treatment in the emergency department.

### **Respect and dignity in the emergency department | Q6**

Of the 214 people who answered this question, 85% (181) said that they were always treated with respect and dignity in the emergency department.

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

In University Hospital Kerry, 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.

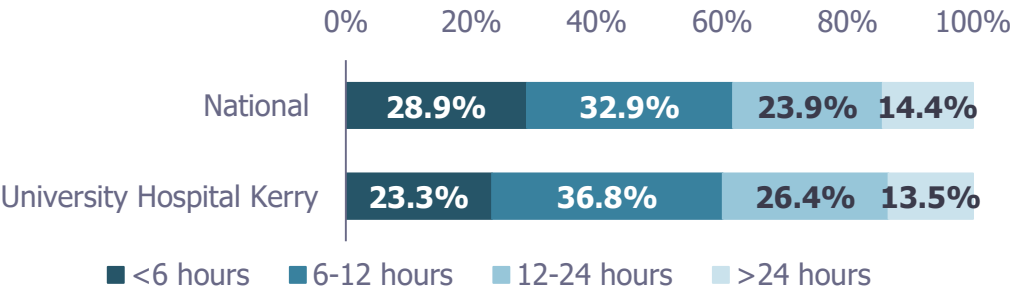


# Admissions

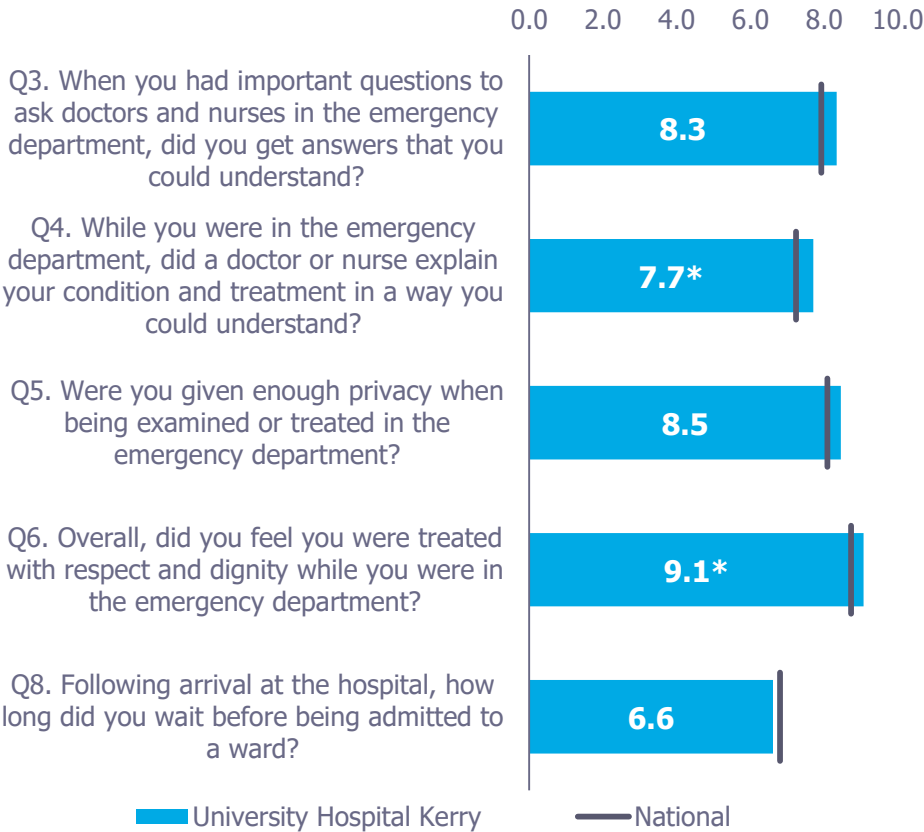


- Highest-scoring question:
  - 85% of people (181 of 214) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
  - 13% of people (26 of 193) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



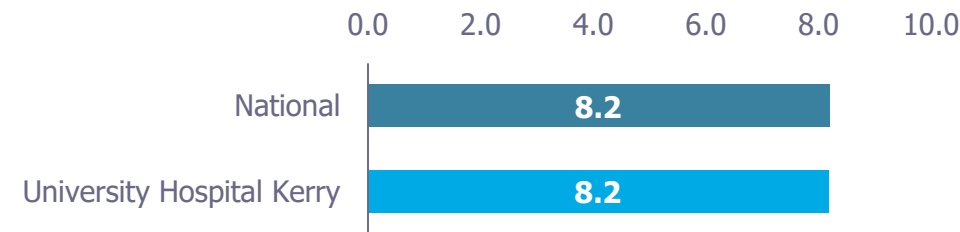
\* Denotes statistically significant differences from the national average.



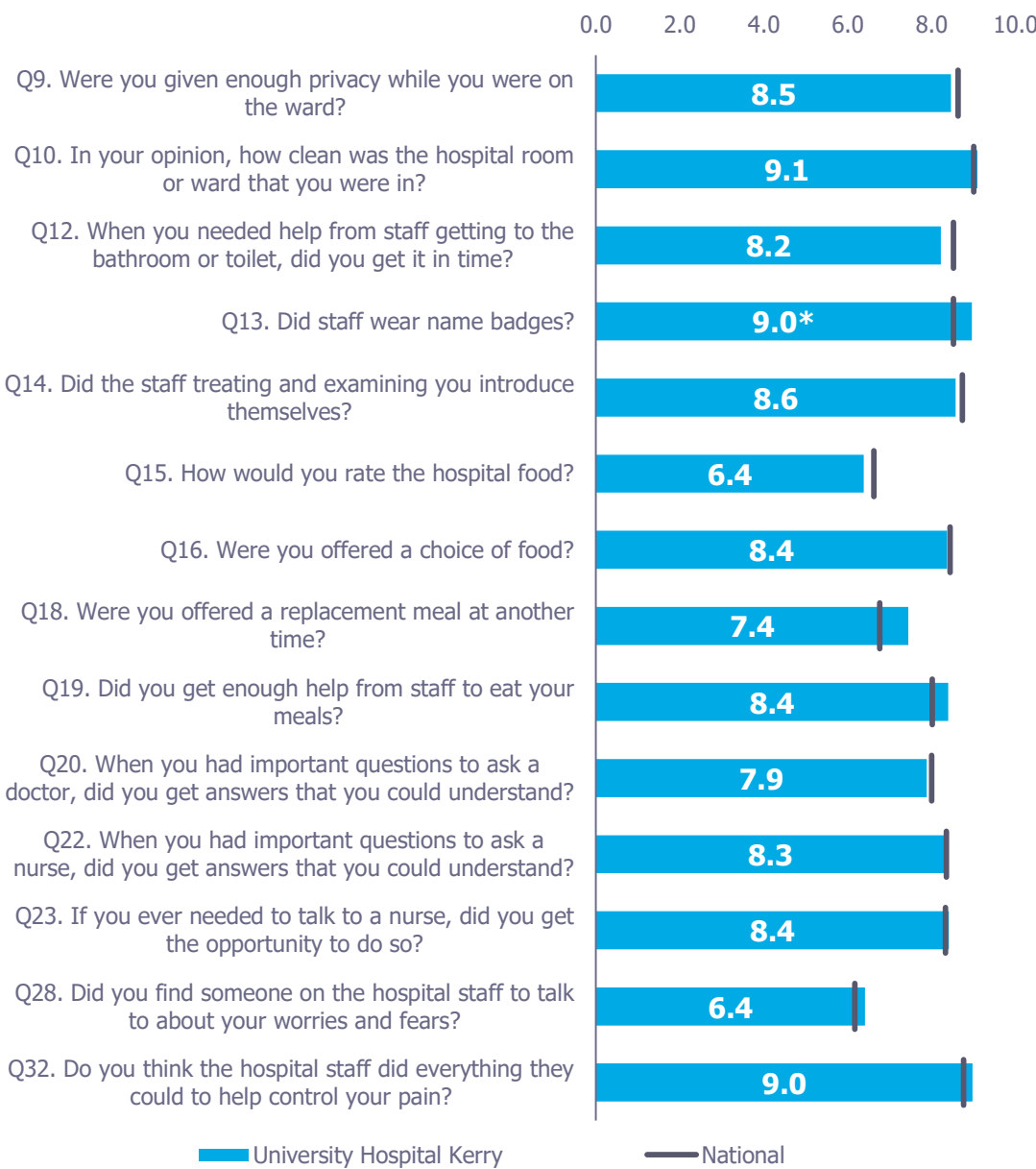
# Care on the ward

- Highest-scoring question:
  - 77% of people (166 of 216) said that the hospital room or ward they were in was very clean.
- Lowest-scoring questions:
  - 10% of people (22 of 212) rated the hospital food as poor, while 18% (25 of 136) 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'



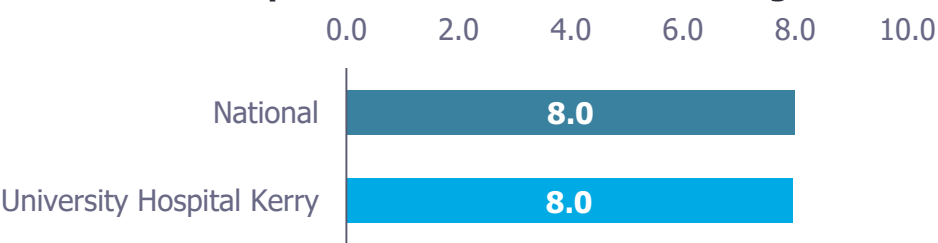
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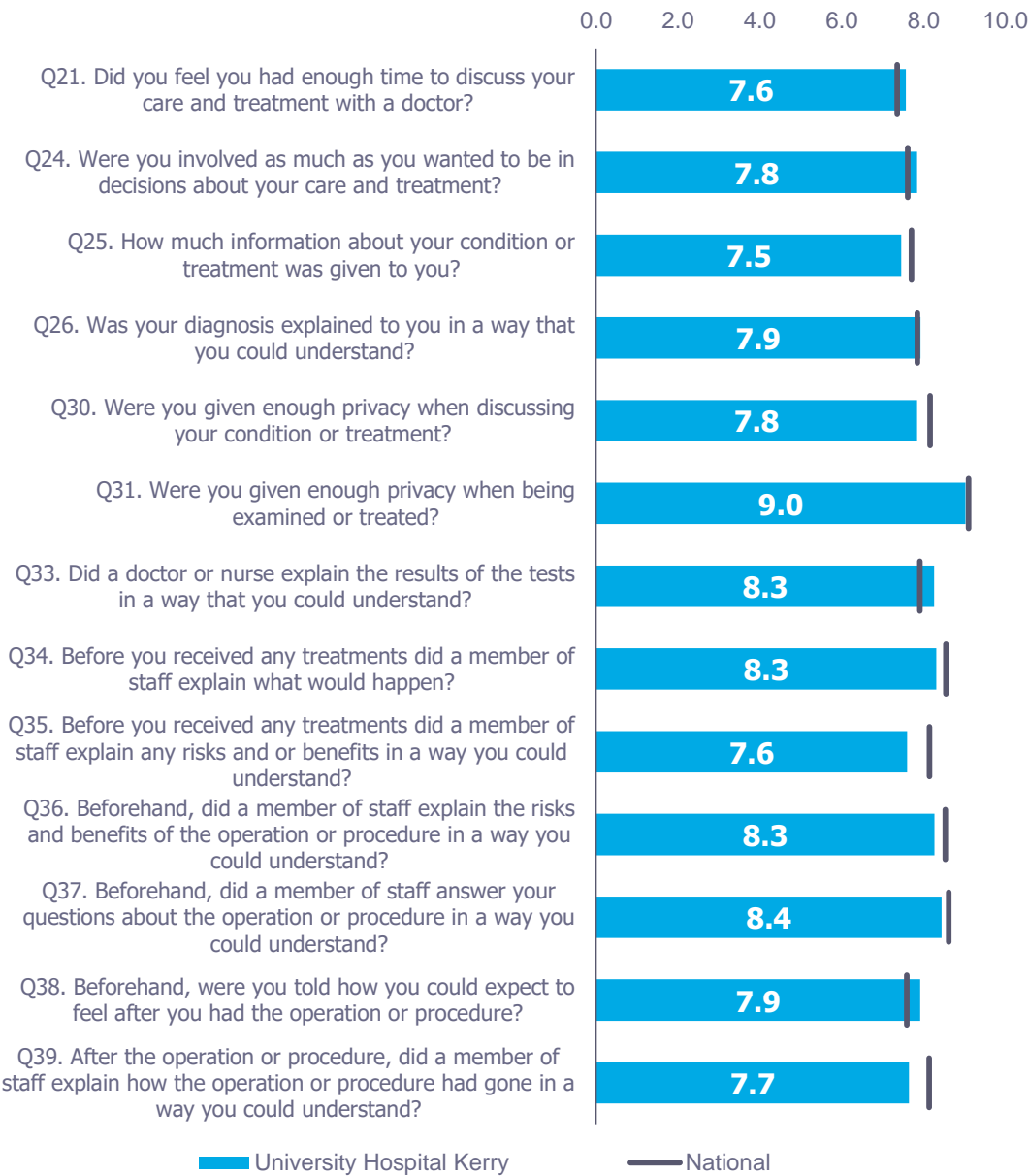
# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 85% of people (182 of 213) said that they were always given enough privacy when being examined to treated.
- Lowest-scoring question:
  - 26% of people (55 of 215) said that they were either given 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'



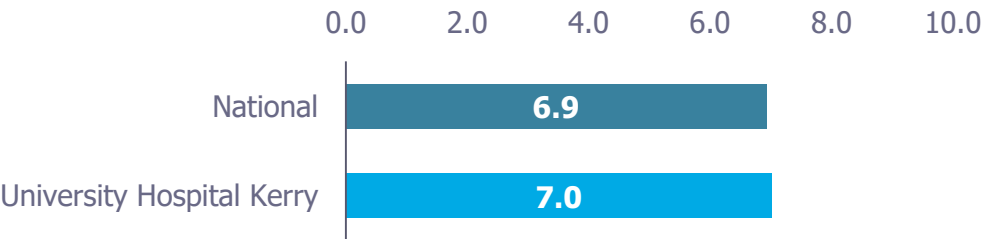




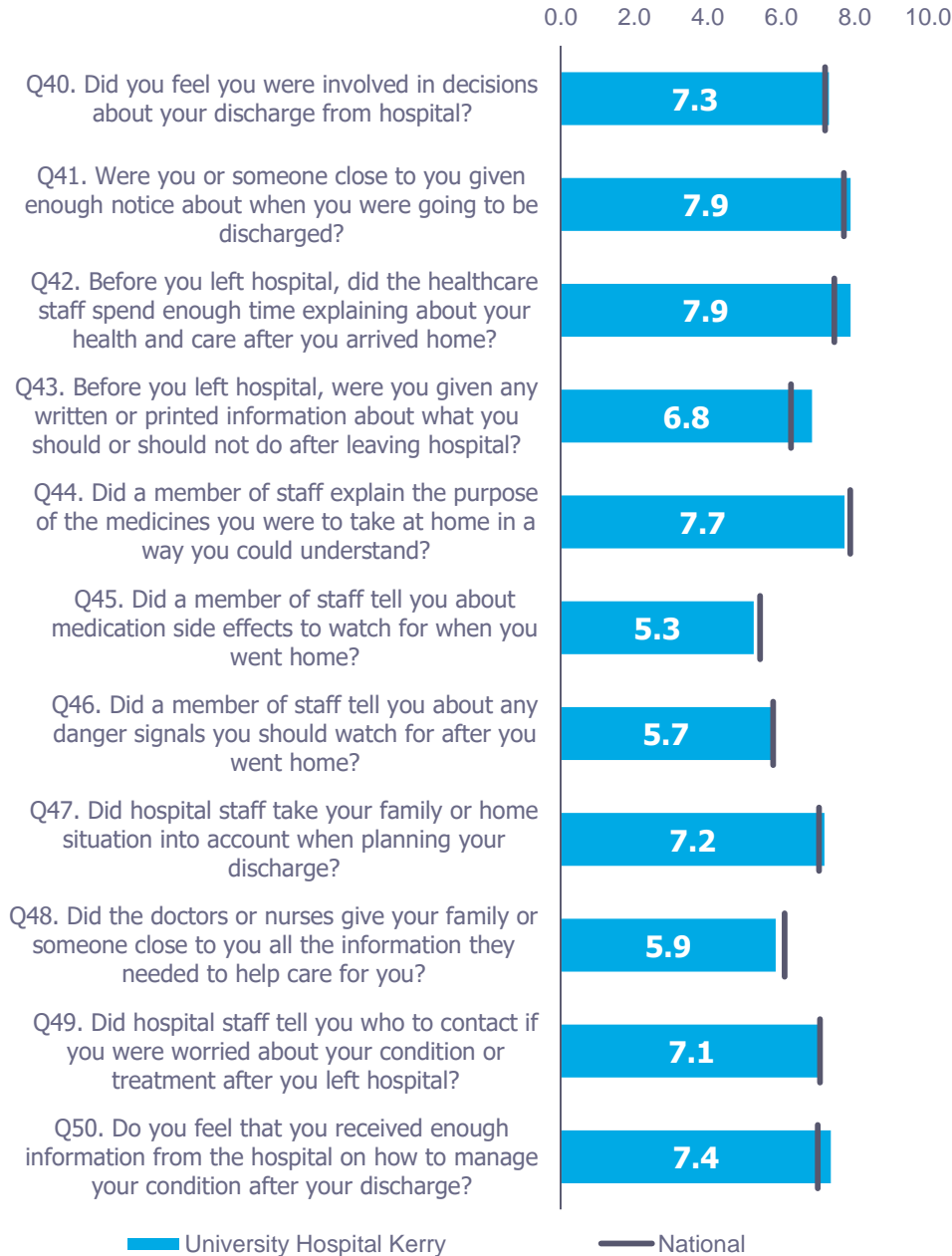
# Discharge or transfer

- Highest-scoring questions:
  - 69% of people (144 of 210) said that they were definitely given enough notice about when they were going to be discharged, while 78% (164 of 210) said that staff spent enough time explaining about their health and care after they arrived home.
- Lowest-scoring question:
  - 35% of people (59 of 167) 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'





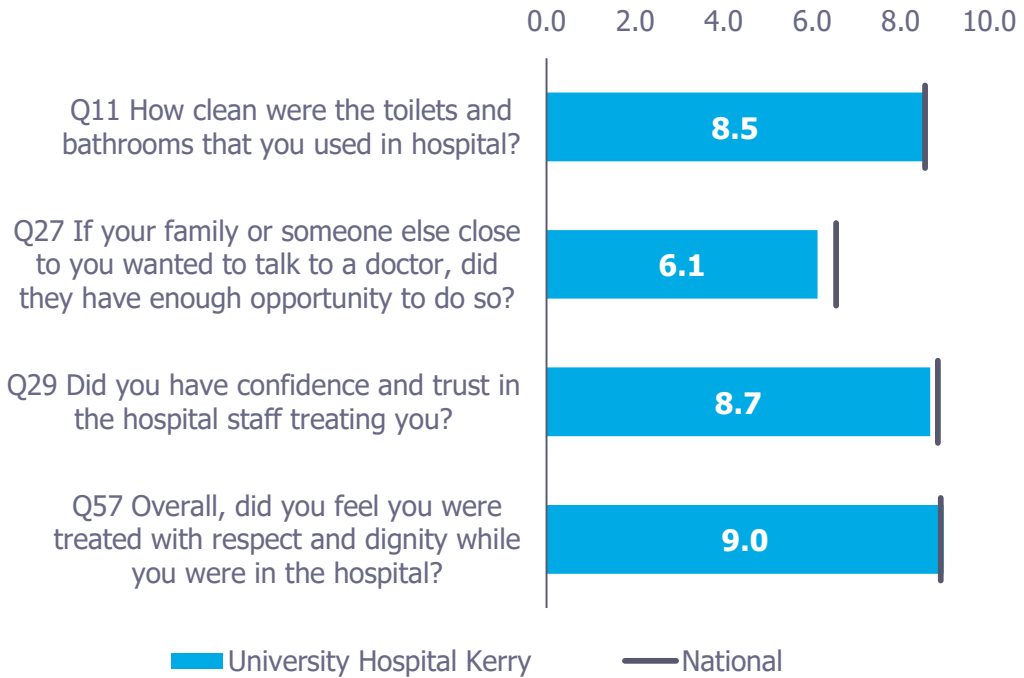


# Other aspects of care



- Highest-scoring question:
  - 81% of people (177 of 218) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
  - 25% of people (37 of 147) 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'



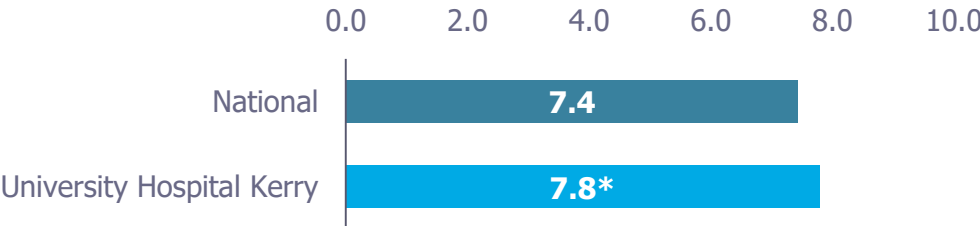


# Care during the pandemic

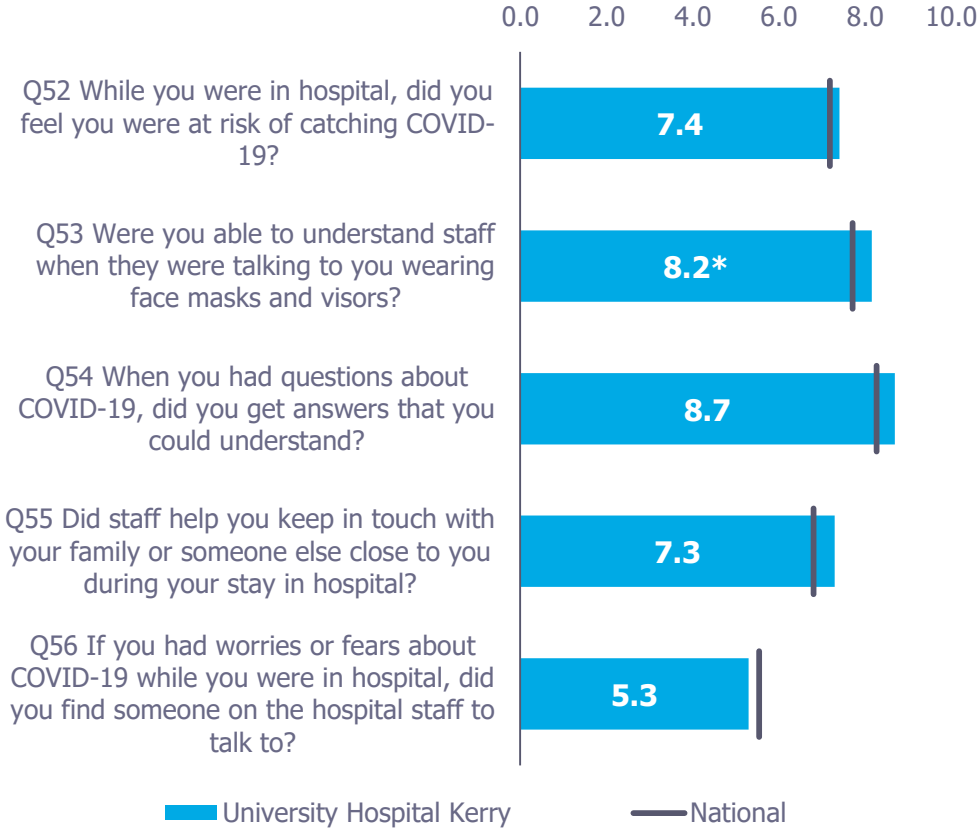


- Highest-scoring question:
  - 78% of people (93 of 119) who had questions about COVID-19 said that staff always answered their questions in a way they could understand.
- Lowest-scoring question:
  - While 67% of people (143 of 214) said that they had no worries or fears about COVID-19, 37% of people who had worries or fears (26 of 71) 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'



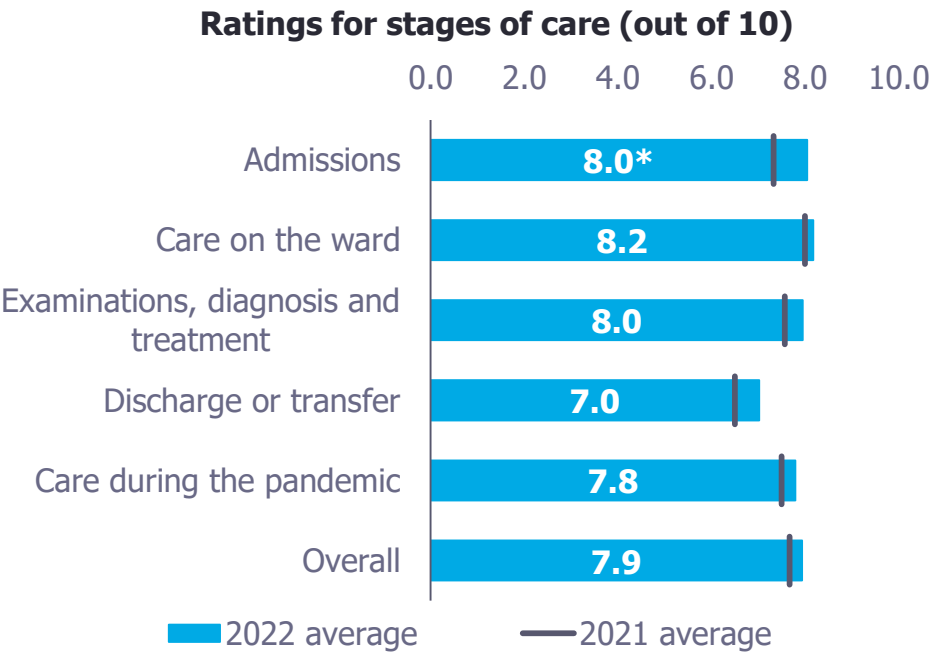
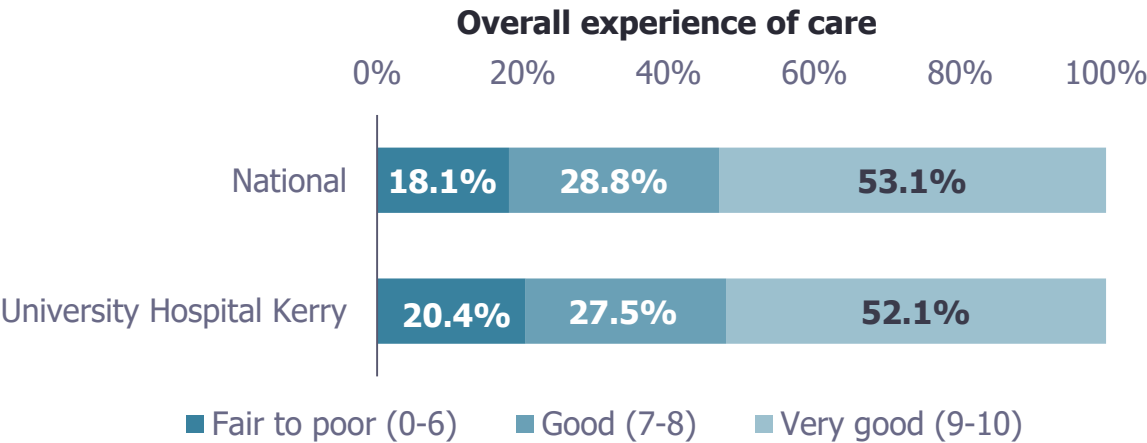
\* Denotes statistically significant differences from the national average.



# Overall experience



- 80% of people who were admitted to University Hospital Kerry said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Ratings for ‘admissions’ were higher in 2022 than in 2021.



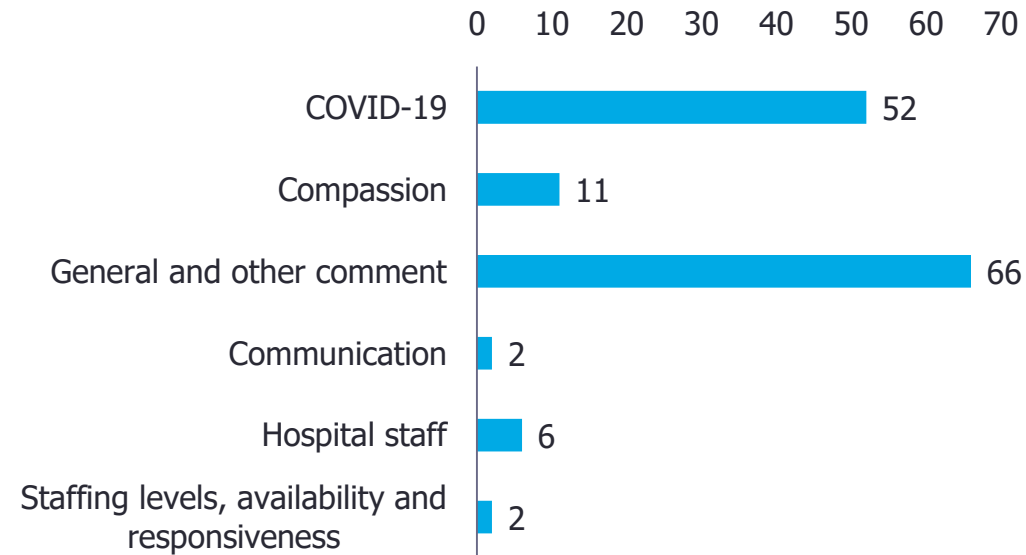
\* Denotes statistically significant differences from the 2021 average.



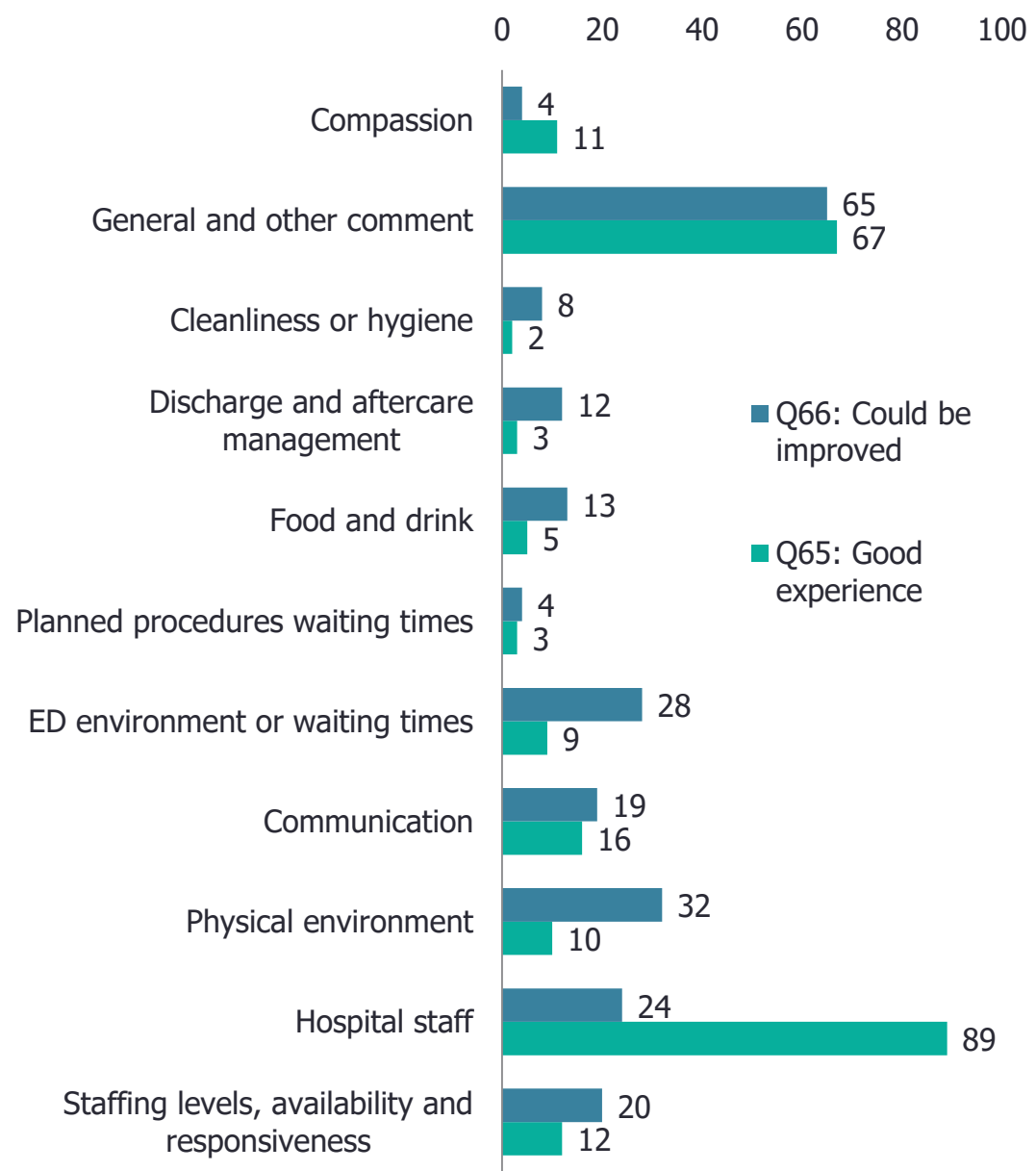
# Analysis of patients' comments

- 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).
- 428 comments were received from patients admitted to University Hospital Kerry.

Comments received in response to Q67



Comments received in response to Q65 and Q66





## In their own words: comments from patients



"A&E sitting on a chair feeling horrendous, alone, and afraid for 7 hours in the waiting area isn't some place I want to return to!!! ... the care and treatment I got in A&E was excellent but the hours spent waiting to be seen is soul destroying!!"

"I think I would have liked more information about my condition on leaving. Either a booklet or a web resource."

"After surgery, recommend doctors waiting until patient is completely free of drugs administered during surgery. I have no recollection of any conversation about how the surgery went and was told the surgeon had been around to tell me already."

"Communication with my family about my condition. I felt I was overwhelmed with information and couldn't relay it to my family. Update to family on condition and how to care for me, warning signs if an attack is coming on."



## In their own words: comments from patients



"The efficiency and care of the A&E team towards me. The dedicated stroke unit with trained and efficient team of Drs, nurses and the access to therapies, speech, language, OT and Physio. An invaluable resource with a hard working team."

"Was treated very well - all staff kind and compassionate to me and my family at all times."

"Excellent staff, I was well looked after. Spotless clean, felt very safe limited visitors."

"The Doctors and Nurses were very decisive in what needed to be done with my injury. They were fast with the painkillers and antibiotics. My procedure was taken seriously and it has healed up completely. The Doctors and Nurses were particularly friendly and good."



## Conclusion



- 80% of people who were admitted to University Hospital Kerry 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.
- University Hospital Kerry scored above the national average for 'care during the pandemic'.
- Ratings for questions on 'admissions' were higher in 2022 than in 2021.
- Positive elements of experience included clear explanation of a condition or treatment and respect and dignity in the emergency department.



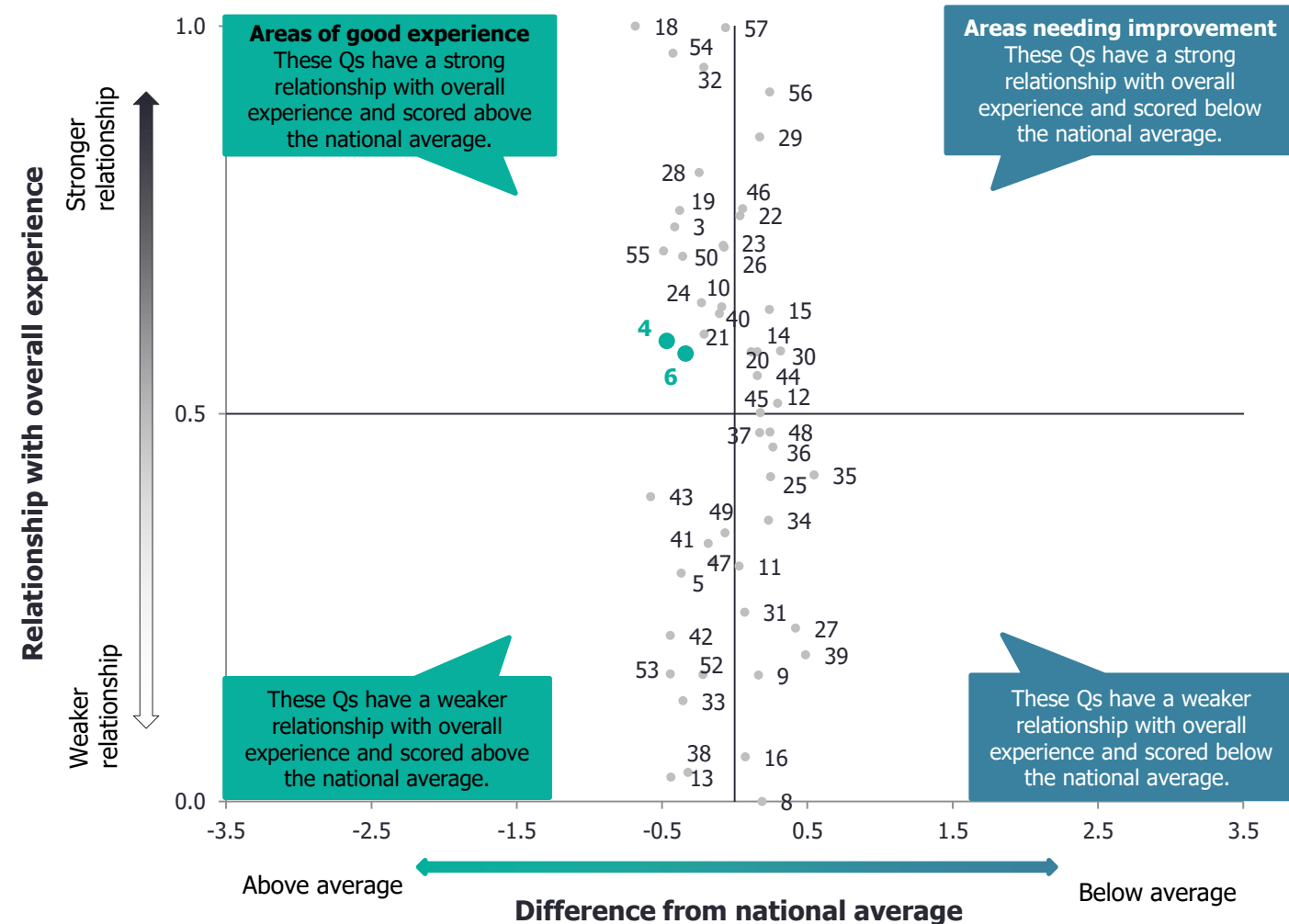


## Appendix 1

### 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 University Hospital Kerry





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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