



National Inpatient Experience Survey 2022

University Hospital Limerick

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	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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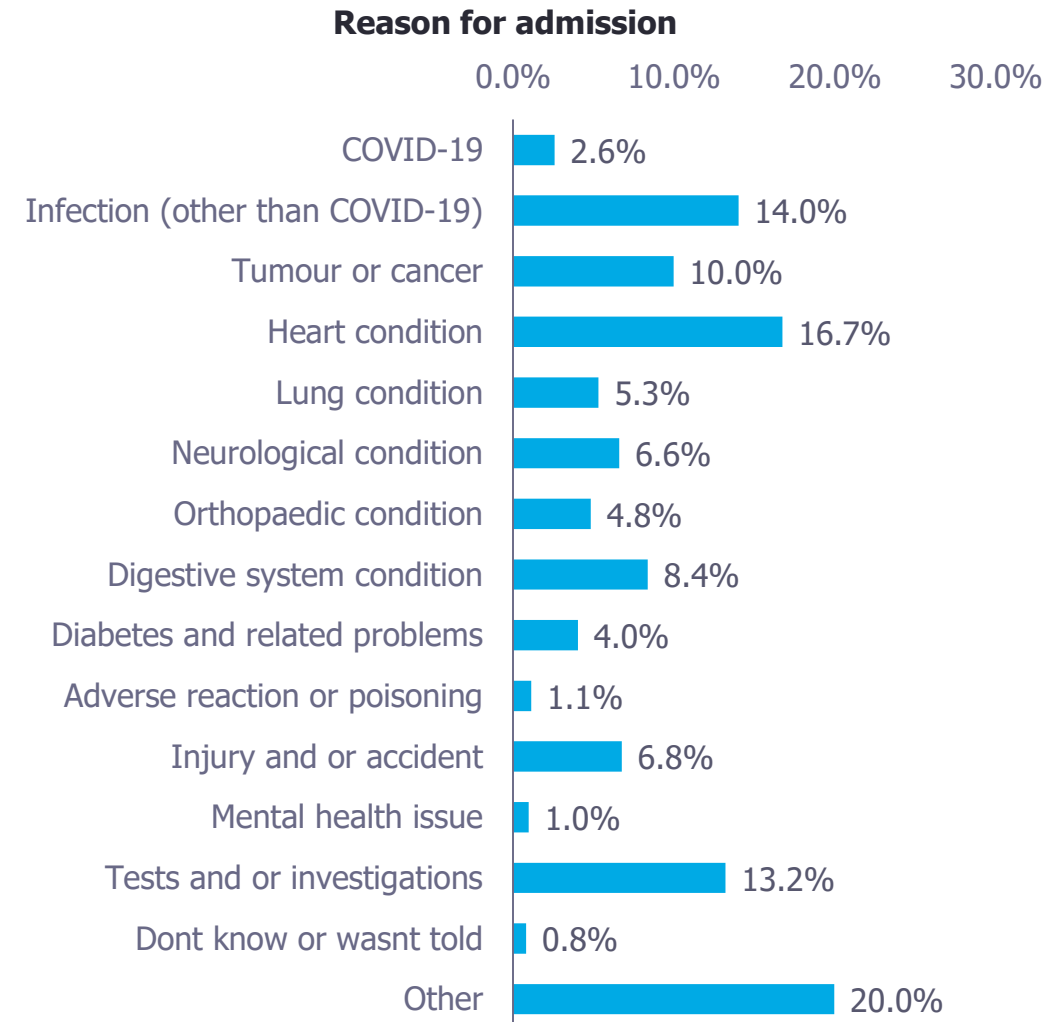


Participants

- 1,599 people who were admitted to University Hospital Limerick were invited.
- 628 took part (39%).

Characteristics of participants

Age category	Number	%
16 to 35 years	49	7.8
36 to 50 years	76	12.1
51 to 65 years	149	23.7
66 to 80 years	246	39.2
81 years or older	108	17.2
Sex		
Male	316	50.3
Female	312	49.7
Admission route		
Emergency	529	84.2
Non-emergency	99	15.8





Areas needing improvement



Confidence and trust in hospital staff | Q29

Of the 601 people who answered this question, 6% (34) said that they did not have confidence and trust in the staff treating them.

Pain management | Q32

Of the 503 people who answered this question, 6% (32) said that staff did not do everything they could to help control their pain.

Respect and dignity | Q57

Of the 600 people who answered this question, 7% (39) said that they were not treated with respect and dignity while they were in hospital.

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

In University Hospital Limerick, the scores for all survey questions were similar to 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.

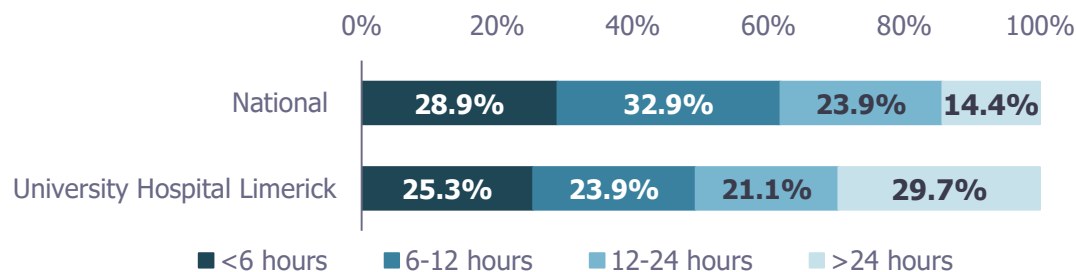


Admissions

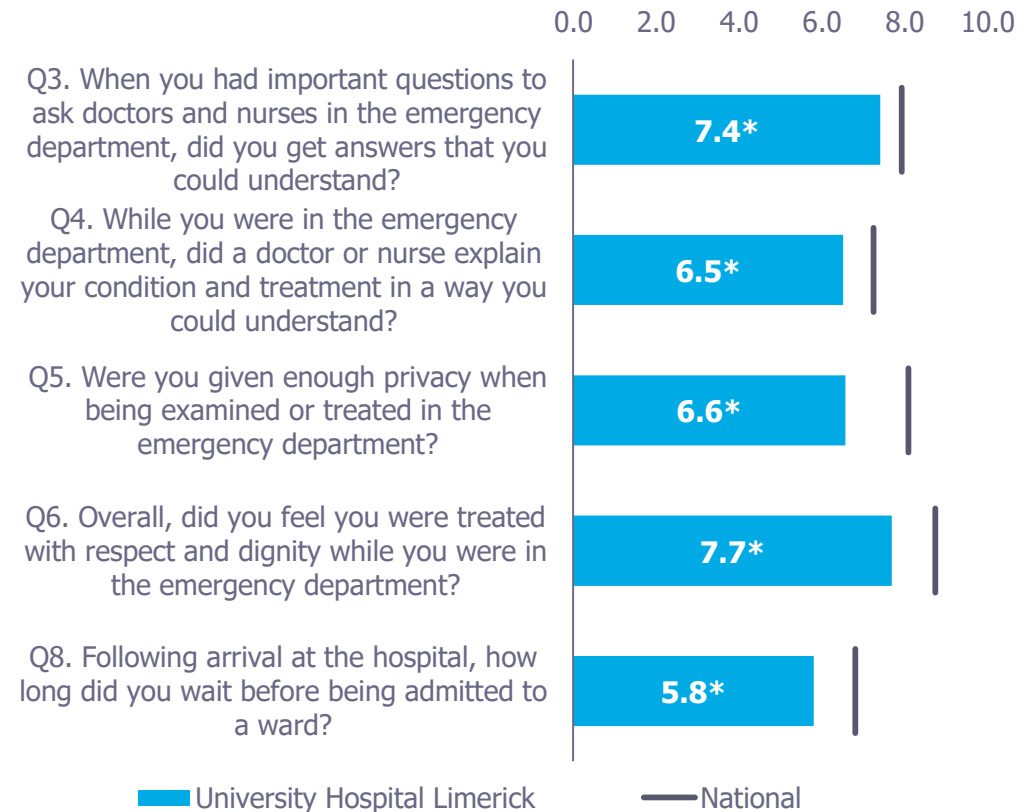


- Highest-scoring question:
 - 66% of people (324 of 492) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 30% of people (134 of 451) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



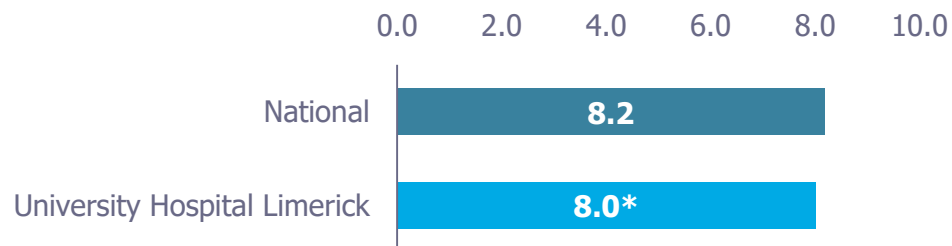
* Denotes statistically significant differences from the national average.



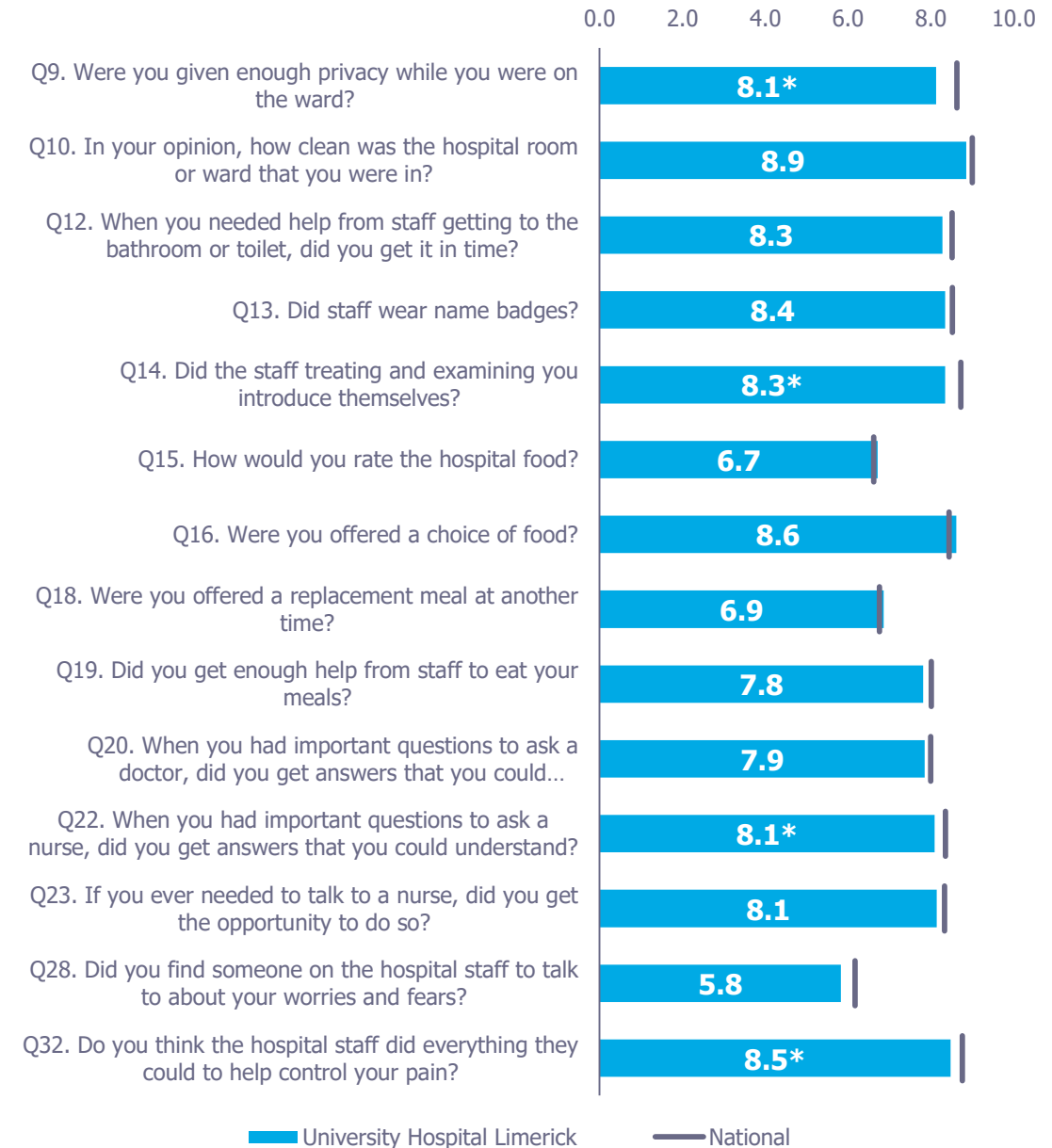
Care on the ward

- Highest-scoring question:
 - 71% of people (417 of 589) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 26% of people (110 of 419) 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'



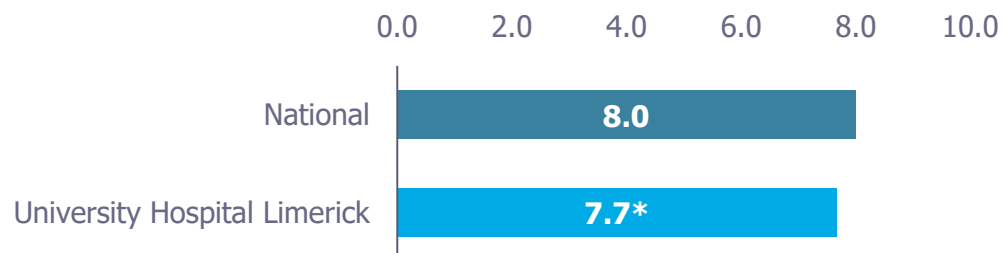
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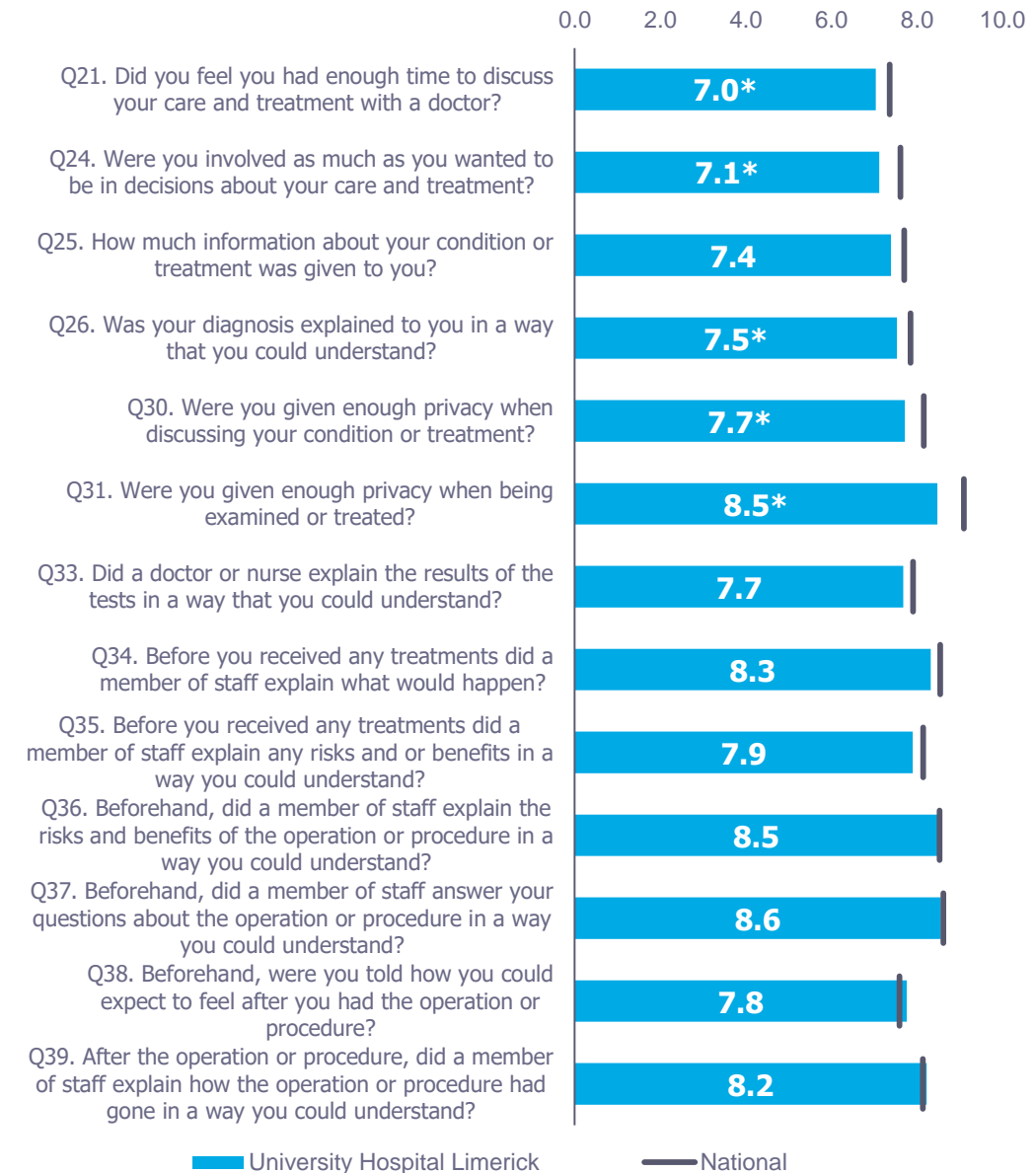
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 75% of people (450 of 597) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 14% of people (82 of 602) said that they did not have 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'



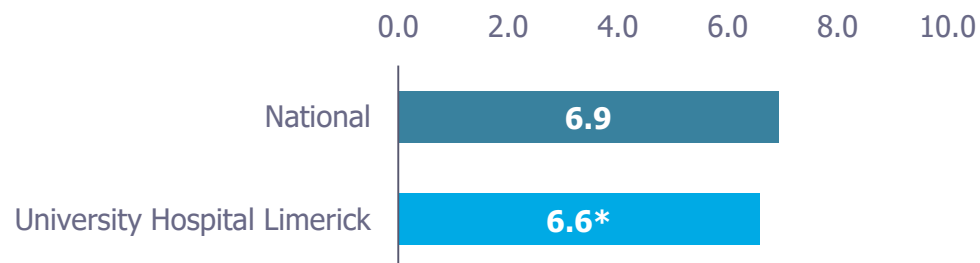
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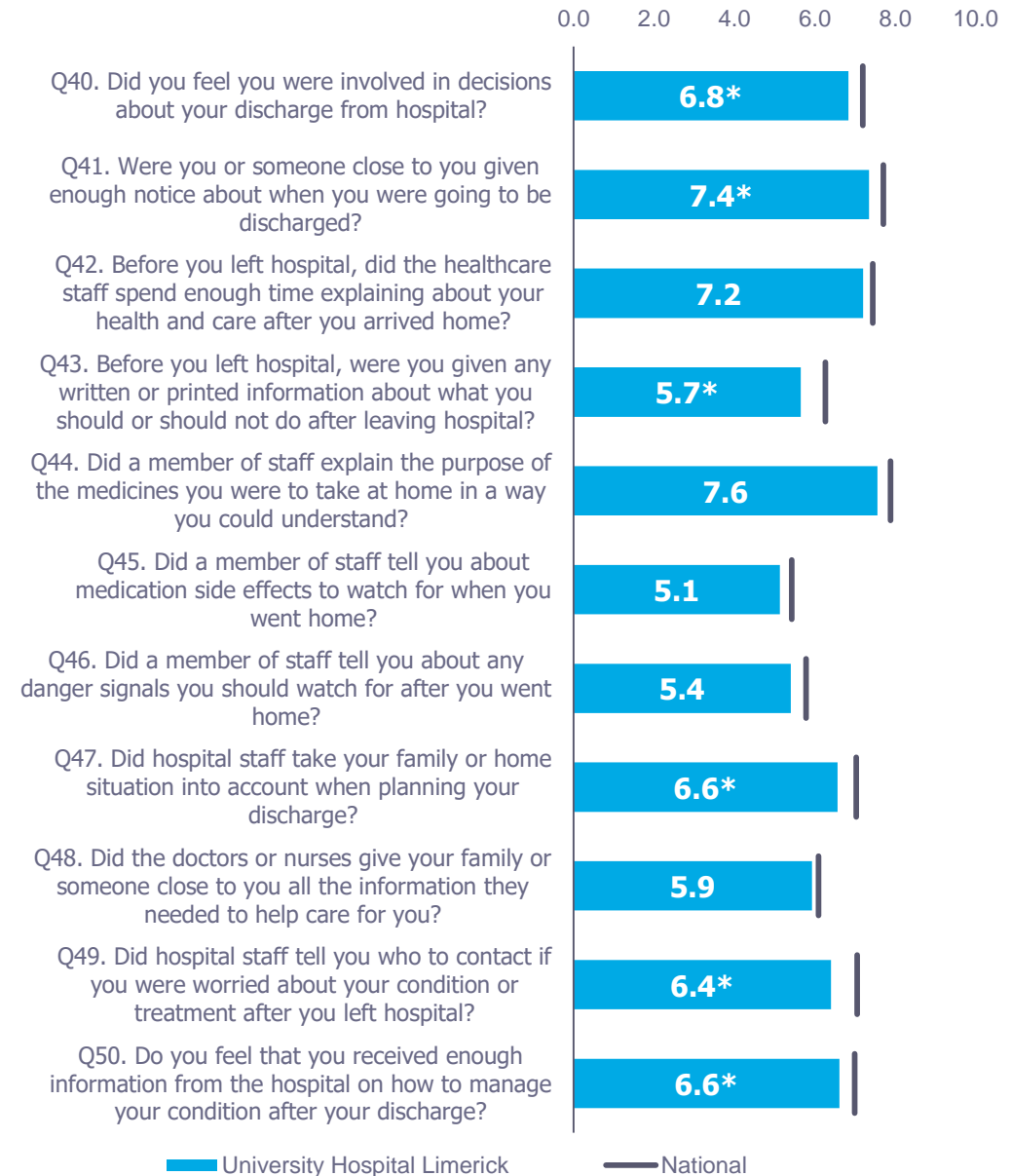
Discharge or transfer

- Highest-scoring question:
 - 65% of people (320 of 496) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 41% of people (182 of 442) 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.

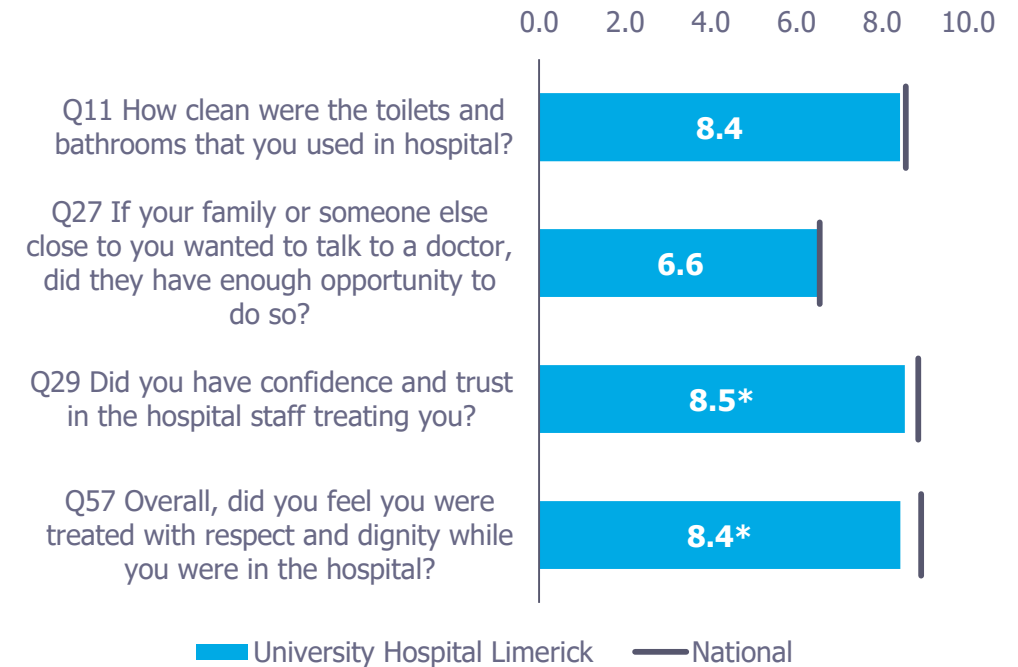


Other aspects of care

- Highest-scoring question:
 - 75% of people (453 of 601) said that they always had confidence and trust in the staff treating them.
- Lowest-scoring question:
 - 19% of people (77 of 395) 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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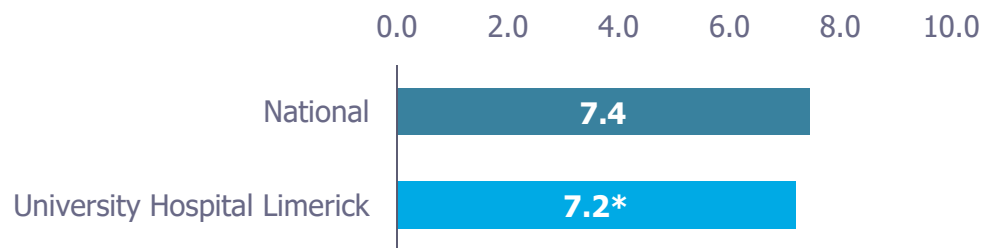


Care during the pandemic

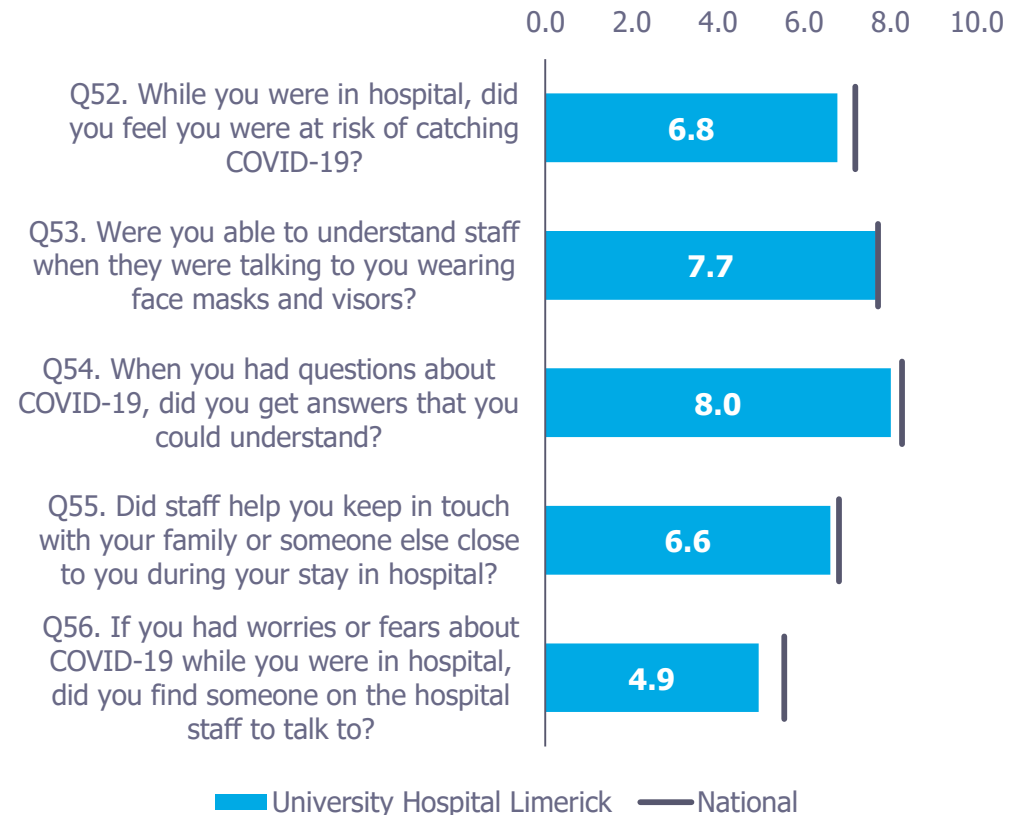


- Highest-scoring question:
 - 69% of people (225 of 327) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 58% of people (338 of 583) said that they had no worries or fears about COVID-19, 39% of people (95 of 245) who had worries 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'

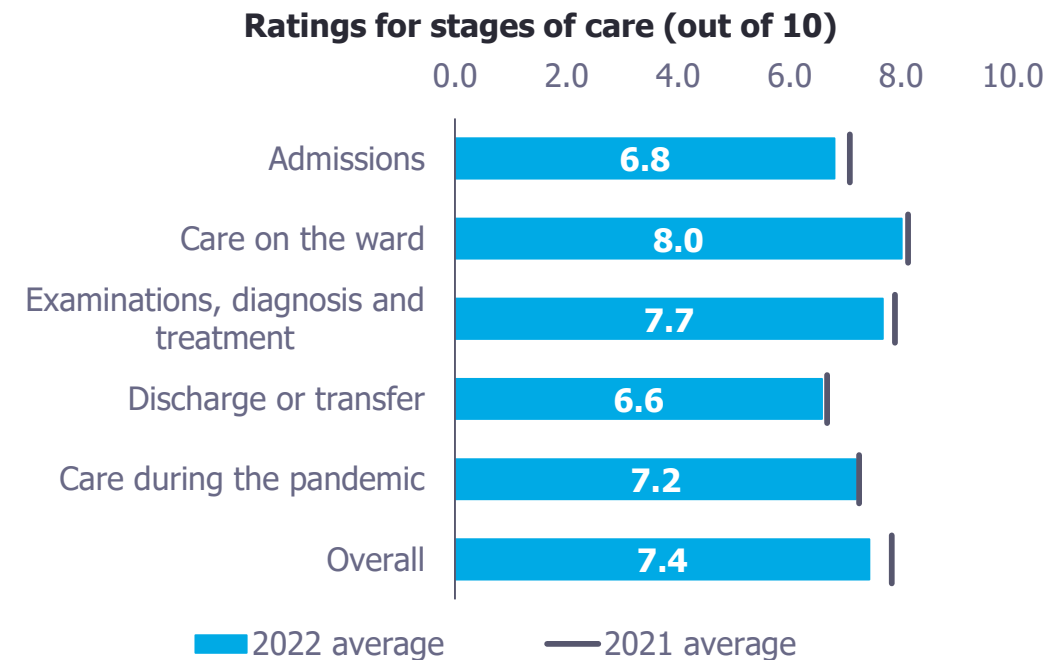
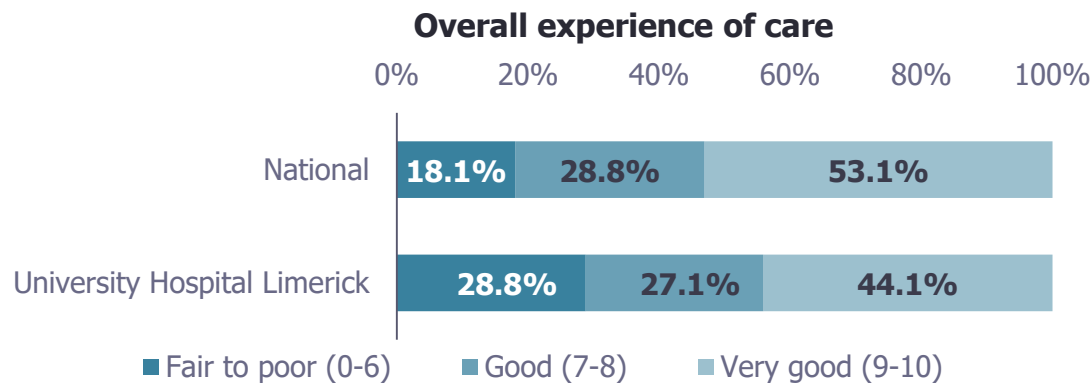




Overall experience



- 71% of people who were admitted to University Hospital Limerick 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.

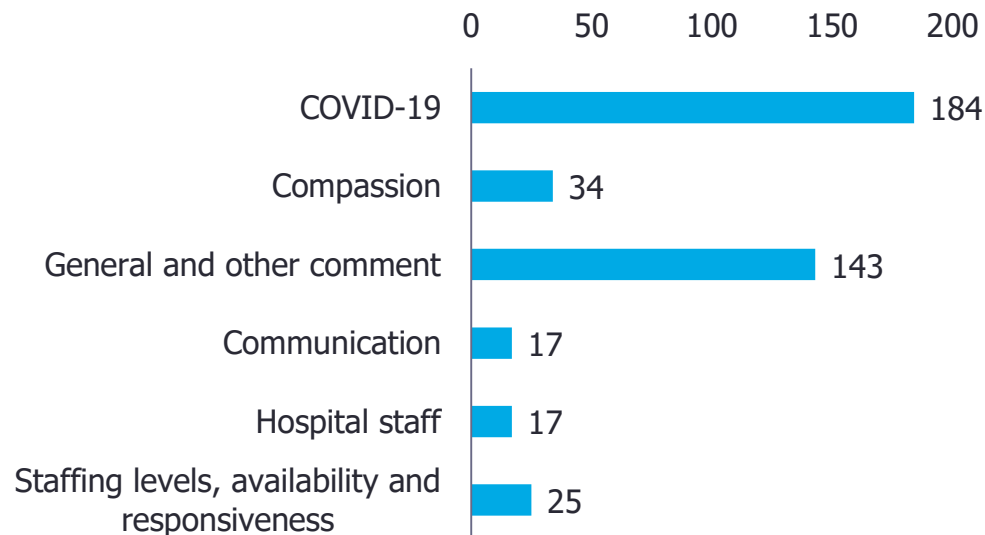




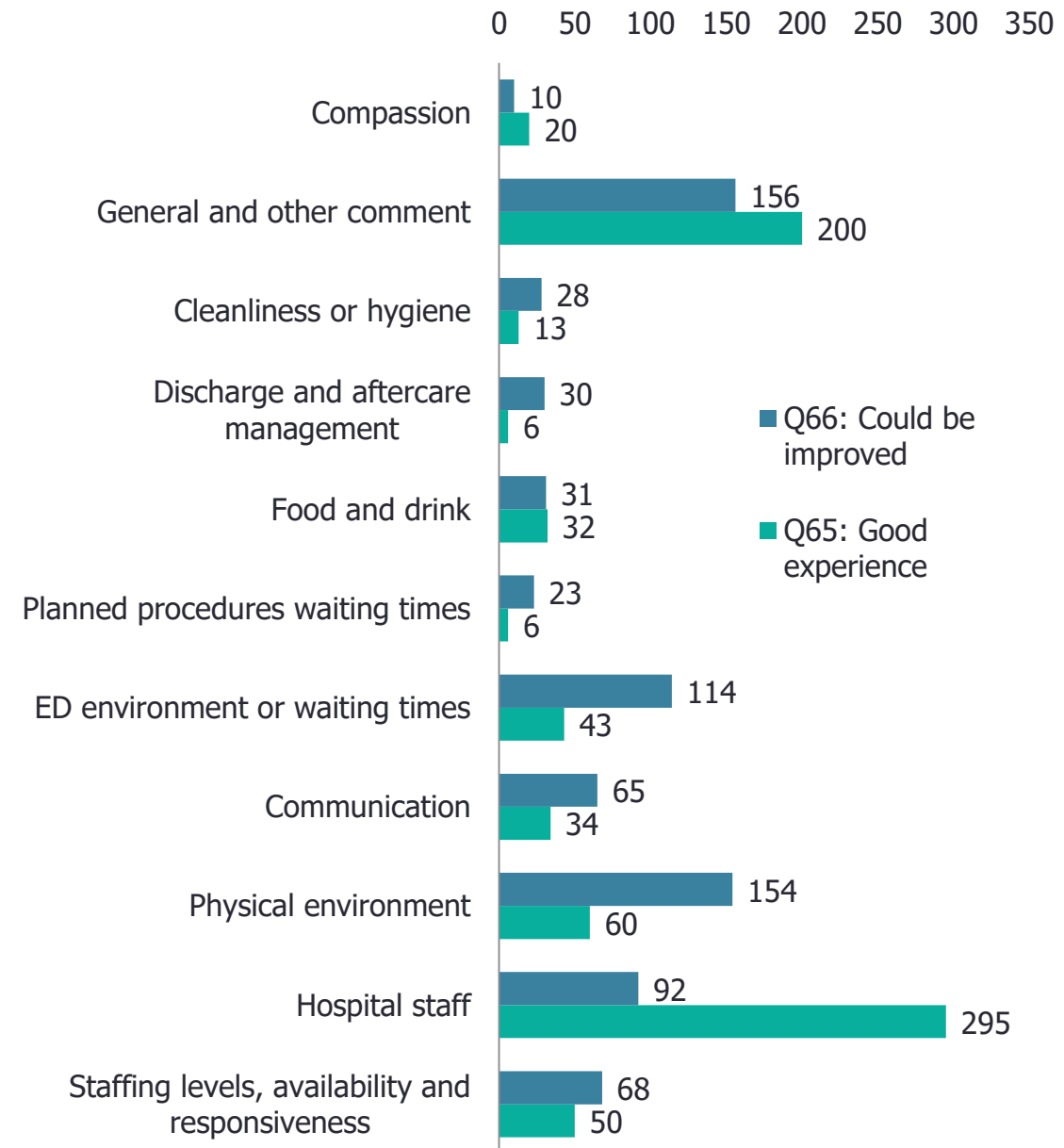
Analysis of patients' comments

- 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).
- 1,252 comments were received from patients admitted to University Hospital Limerick.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"Everything before and during surgery was perfect. On waking in recovery I felt like I was a nuisance and I was being dramatic about my pain. I was left alone in a room on entering the ward for a long time with no bell, no clock and no phone. I wanted to talk to my family after eight hours but nobody would get my bag that was in another ward."

"A&E was total chaos it was overcrowded and felt dangerous. Waiting time was much too long and there did not seem to be enough doctors and nurses."

"Food need to be seriously re looked at in this hospital. Unappetising and rarely appealing."

"The only problem I have is that sometimes it is very hard to understand the doctors with masks on. This is a time when I needed to understand what the doctors were saying and this was not always possible with the masks on."



In their own words: comments from patients



"HDU care was excellent. Nurses were always available and so friendly. Doctors were very kind, had time to talk and explain things. Health care staff and catering staff were helpful. Wards were calm, clean and safe."

"Once I got into ward I got great care. The food was delicious . All test were done and explained to me. The staff were very helpful and pleasant."

"Staff at all levels were very professional, courteous, kind and accommodating at all times. Every question I asked was answered thoroughly and in easy to understand English."

"Yes, I was nauseous and found it difficult to eat, but most of the kitchen staff went to great lengths to find something I could eat. The OT and Care Management team were very helpful, and the physiotherapists really helped my recovery."



Conclusion



- 71% of people who were admitted to University Hospital Limerick 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 Limerick scored below the national average for all stages of care and for overall experience.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Areas for improvement included confidence and trust in hospital staff, pain management, and respect and dignity.

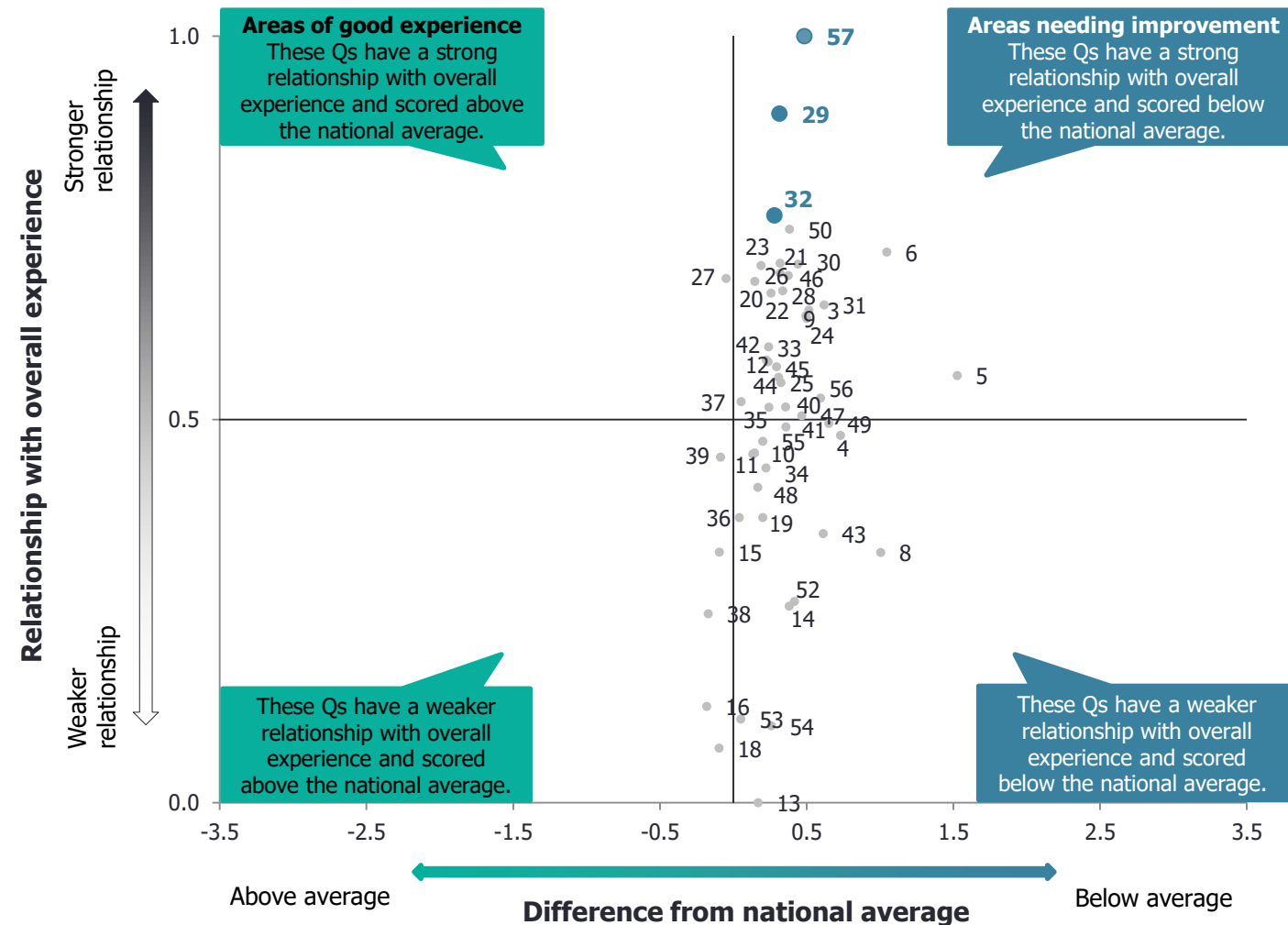


Appendix 1

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.

Improvement map University Hospital Limerick





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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