

National Inpatient Experience Survey 2022

University Hospital Waterford

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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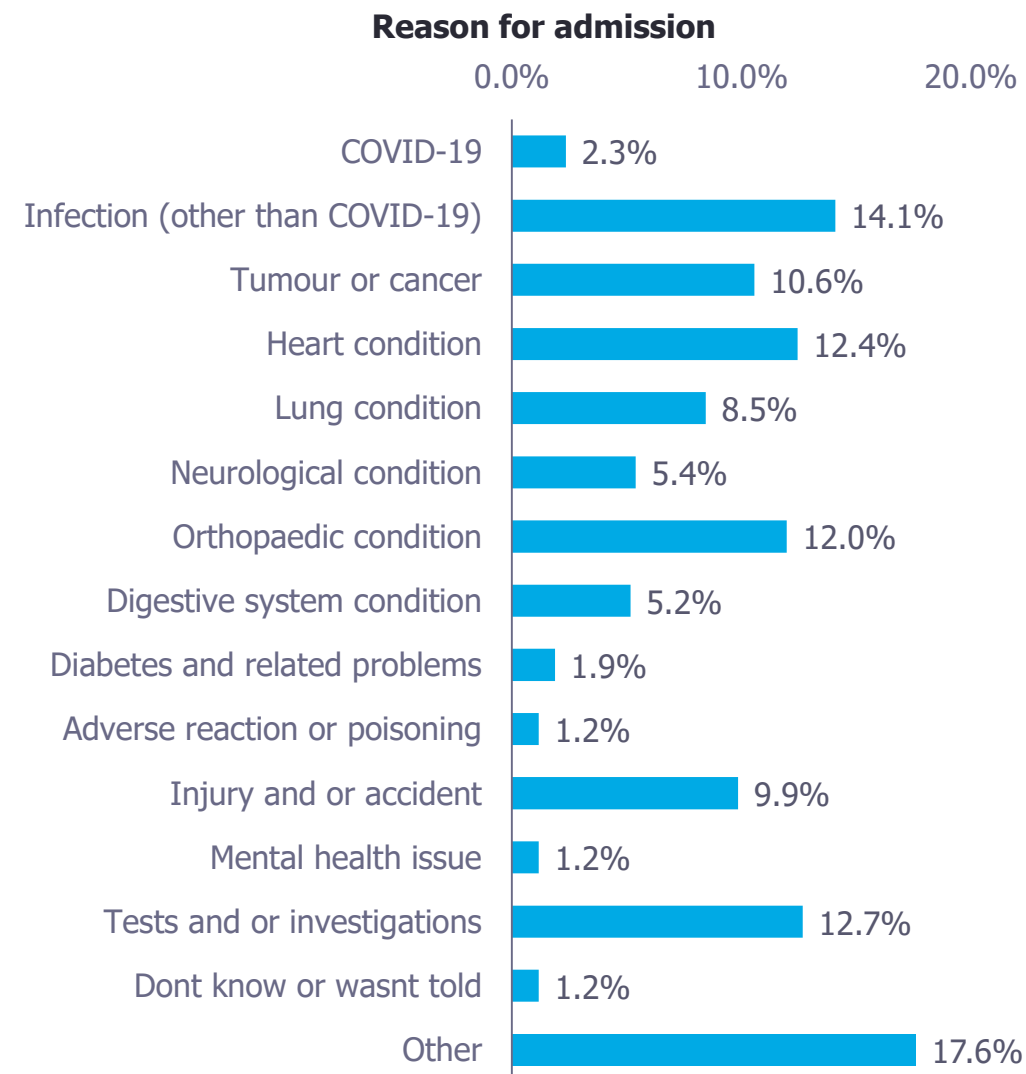


Participants

- 966 people who were admitted to University Hospital Waterford were invited.
- 431 took part (45%).

Characteristics of participants

Age category	Number	%
16 to 35 years	24	5.6
36 to 50 years	49	11.4
51 to 65 years	110	25.5
66 to 80 years	159	36.9
81 years or older	89	20.6
Sex		
Male	214	49.7
Female	217	50.3
Admission route		
Emergency	377	87.5
Non-emergency	54	12.5





Areas of good experience



Privacy while being examined or treated in the emergency department | Q5

Of the 359 people who answered this question, 78% (280) said that they were always given enough privacy when being examined or treated in the emergency department.

This question scored significantly above average.

University Hospital Waterford scored similar to or below the national average for most survey questions.

While no other areas of 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.



Areas needing improvement



Help from staff to eat meals | Q19

Of the 139 people who needed help from staff to eat meals, 20% (28) said that they did not receive it.

Clear answers from a nurse | Q22

Of the 392 people who answered this question, 7% (27) said that they did not get answers they could understand when they had important questions to ask a nurse.

Opportunity to talk to a nurse | Q23

Of the 389 people who answered this question, 7% (28) said that they did not have enough opportunity to talk to a nurse.

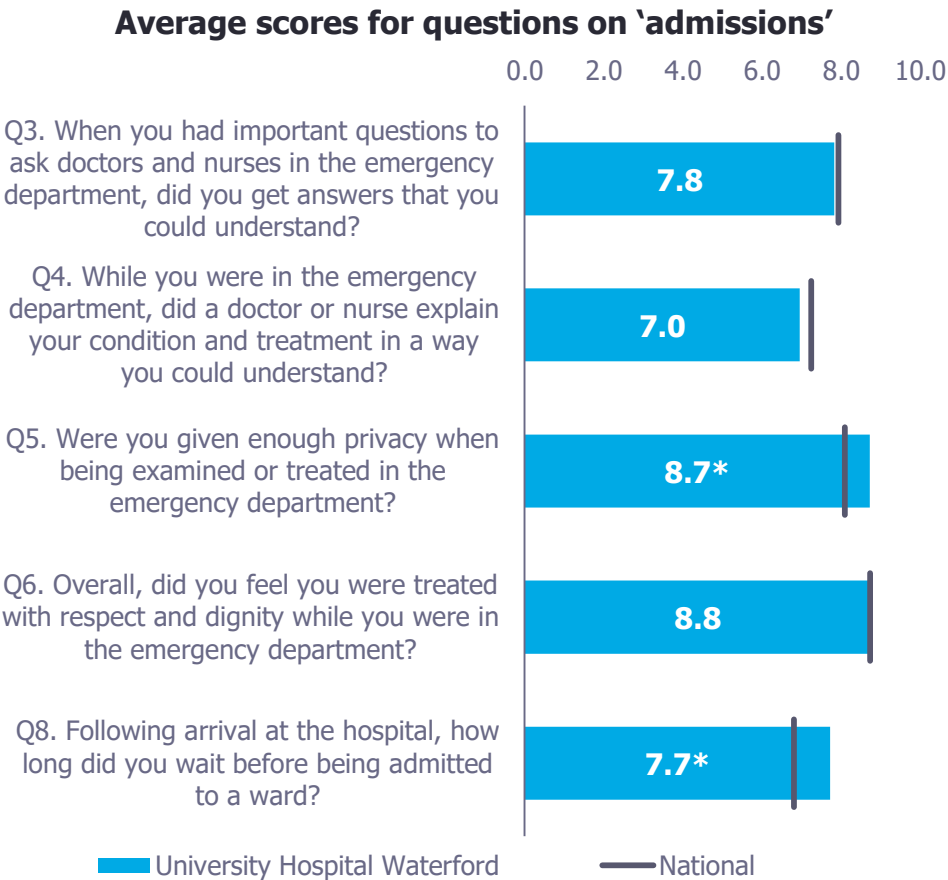
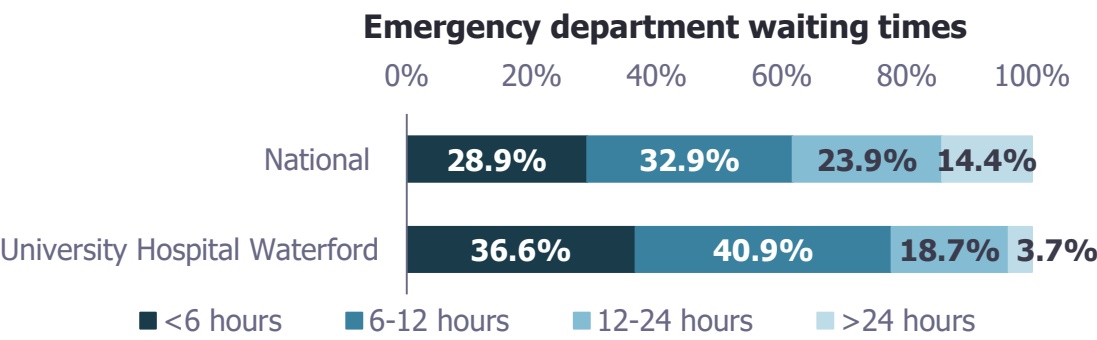
These questions scored significantly below average and have a stronger relationship with overall experience.



Admissions



- Highest-scoring question:
 - 81% of people (298 of 369) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring question:
 - 11% of people (37 of 338) said that a doctor or nurse did not explain their condition and treatment in the emergency department.



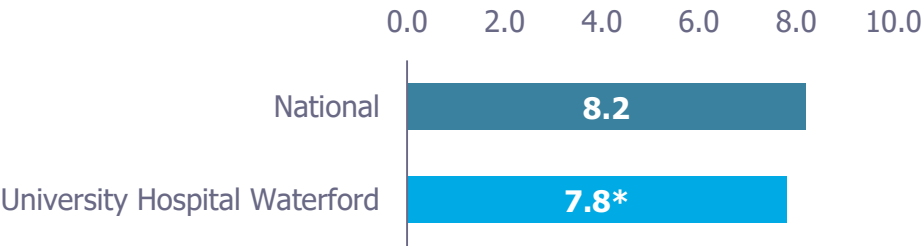
* Denotes statistically significant differences from the national average.



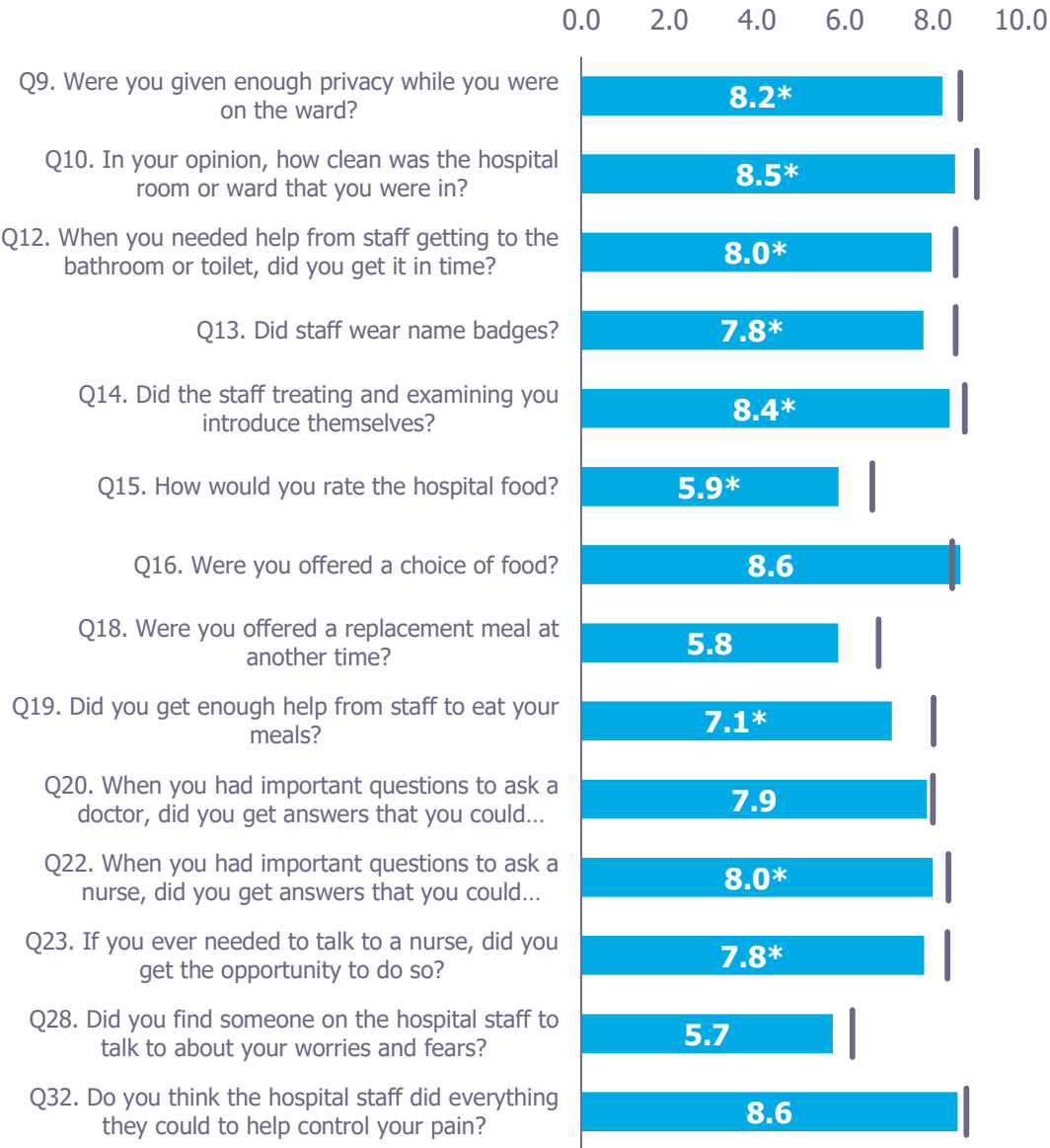
Care on the ward

- Highest-scoring questions:
 - 76% of people (269 of 353) said that hospital staff definitely did everything they could to help control their pain, while 78% (323 of 415) said that they were always offered a choice of food.
- Lowest-scoring question:
 - 27% of people (71 of 260) 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'



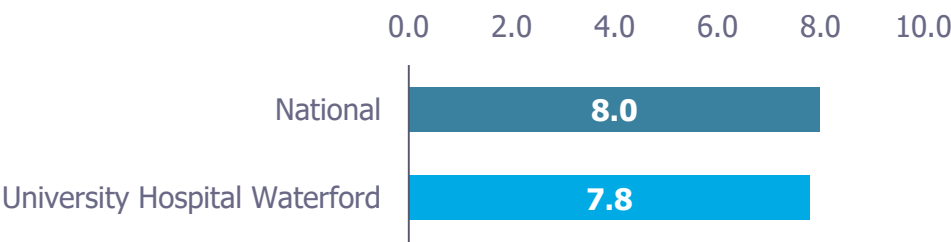
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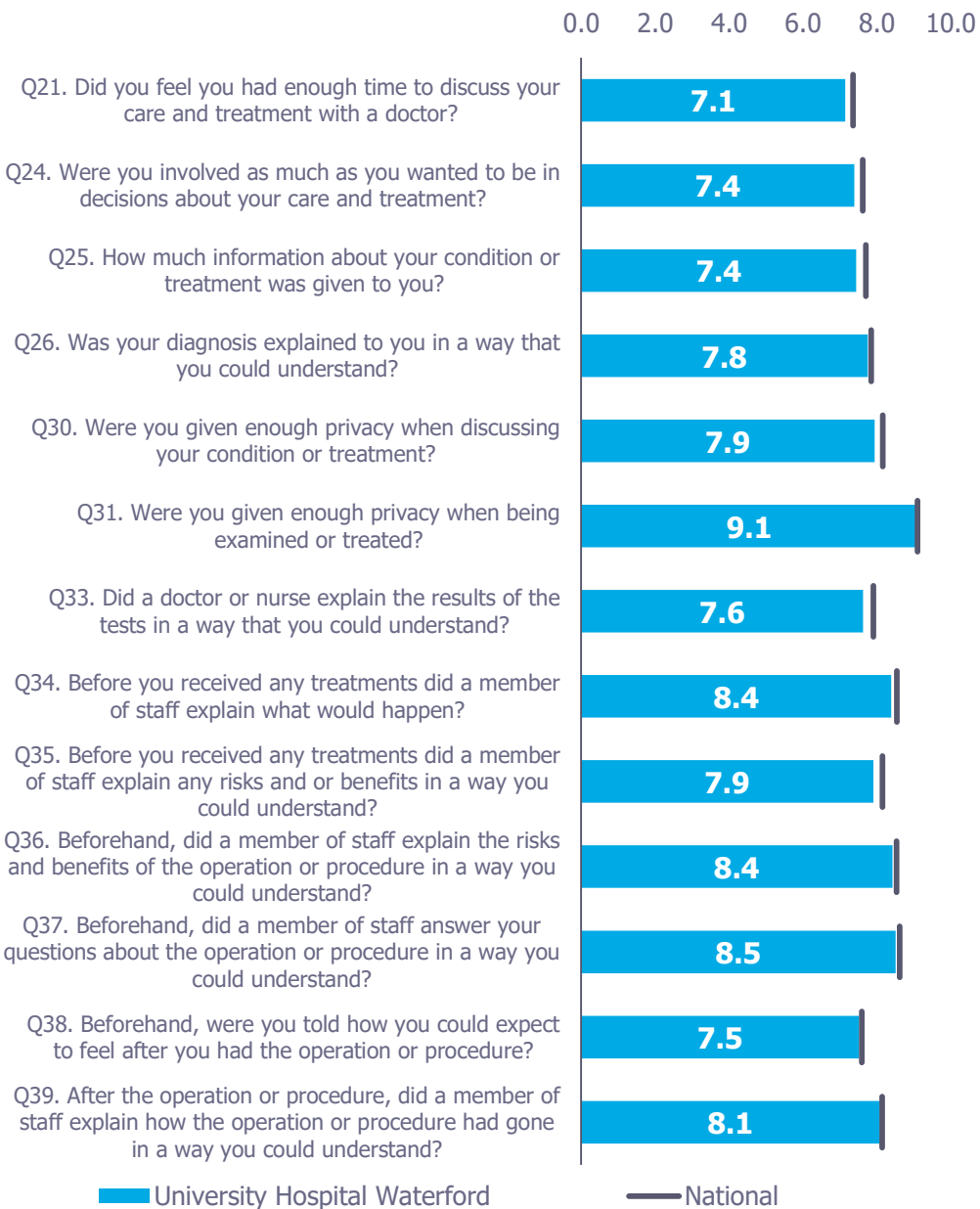
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 84% of people (350 of 417) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 12% of people (51 of 420) 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'

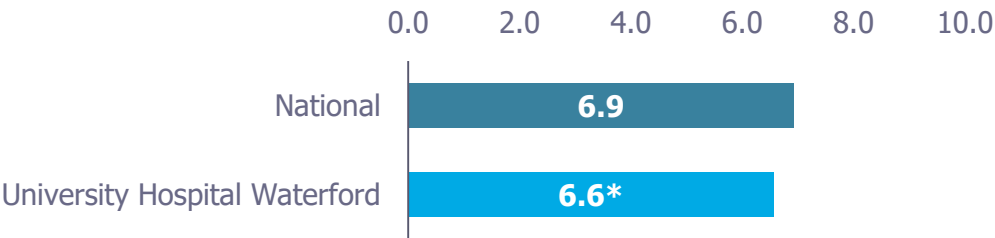




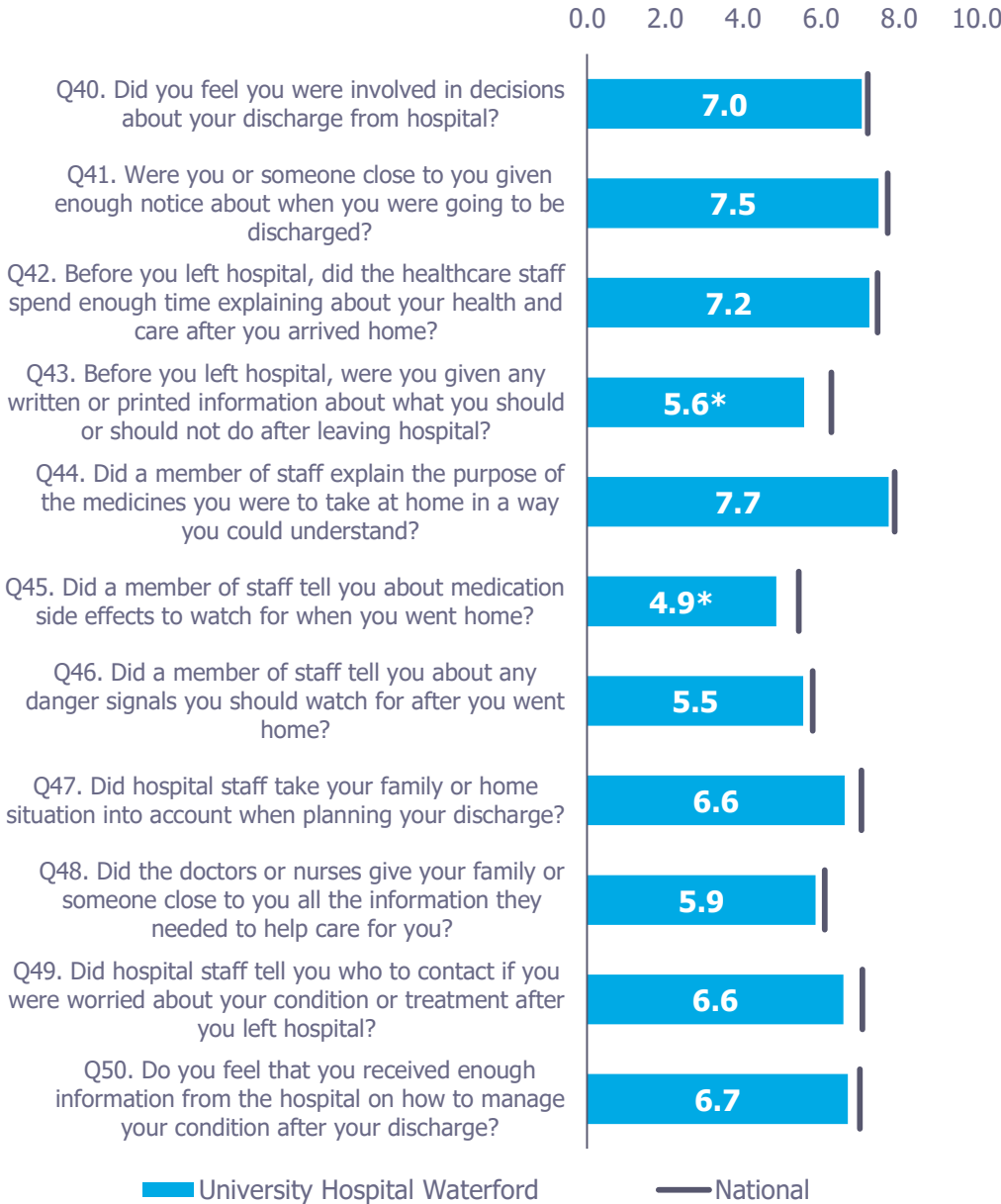
Discharge or transfer

- Highest-scoring question:
 - 65% of people (222 of 341) said that the purpose of medications they were to take at home was fully explained to them.
- Lowest-scoring question:
 - 45% of people (142 of 317) 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.

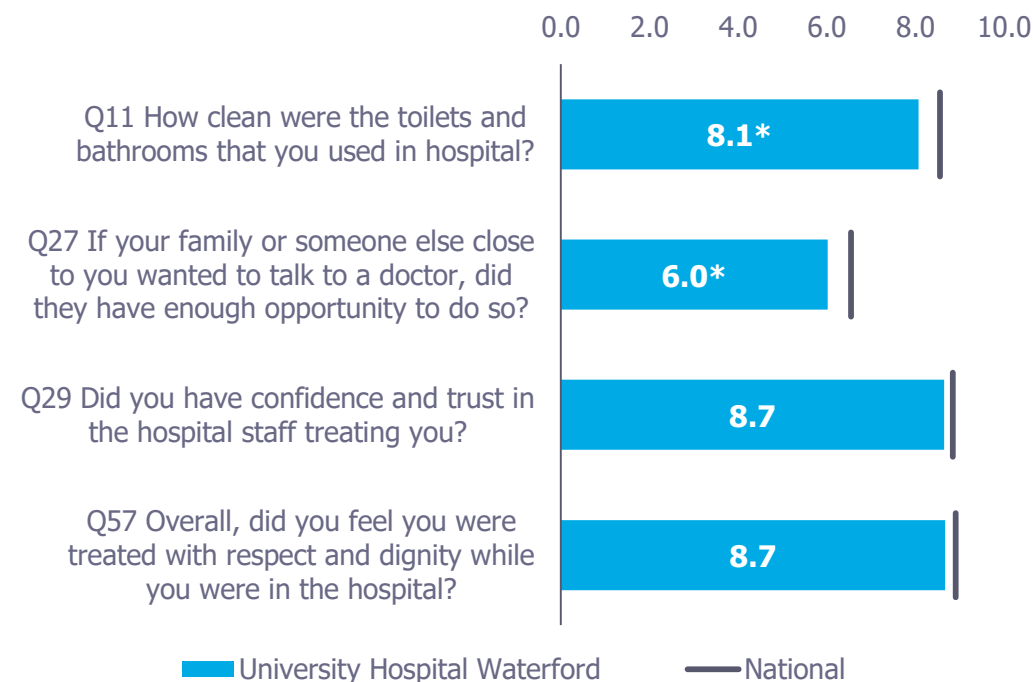


Other aspects of care

- Highest-scoring questions:
 - 76% of people (317 of 416) said that they always had confidence and trust in the hospital staff treating them, while 78% (328 of 422) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 25% of people (72 of 285) 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'



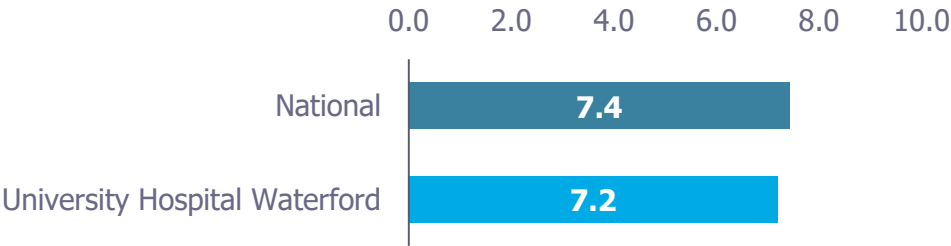
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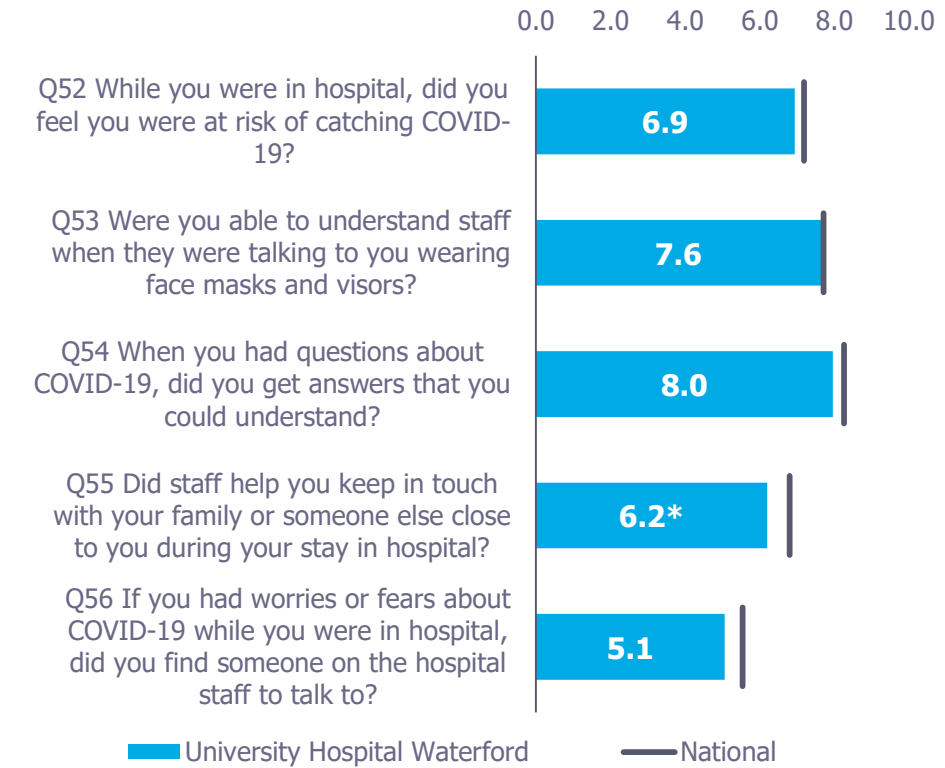
Care during the pandemic

- Highest-scoring question:
 - 66% of people (142 of 215) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 61% of people (256 of 418) said they had no worries or fears about COVID-19, 37% of people (60 of 162) 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'



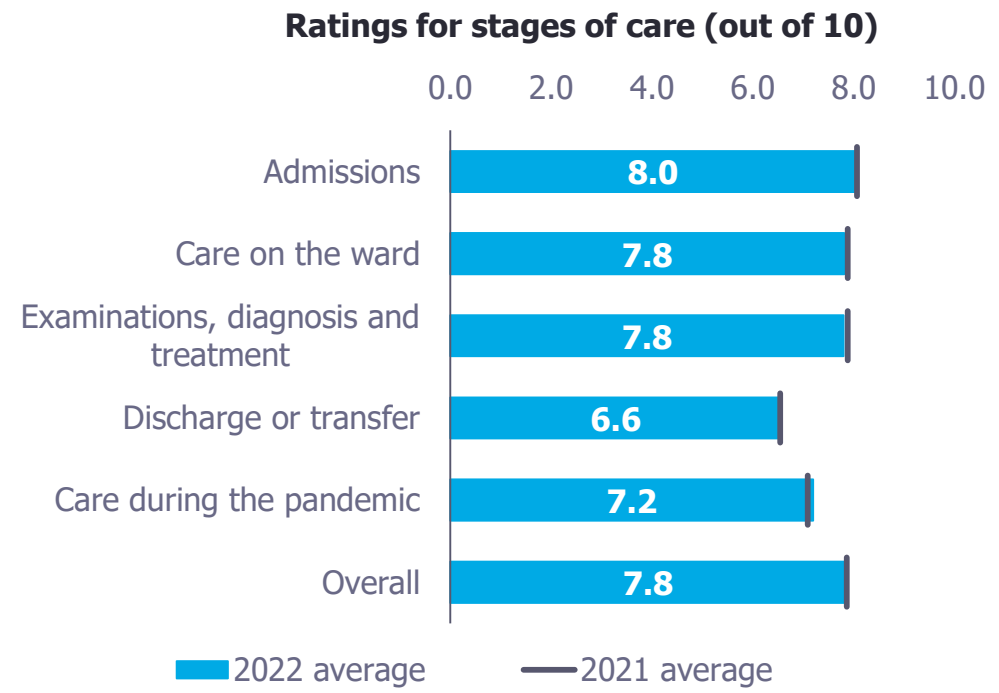
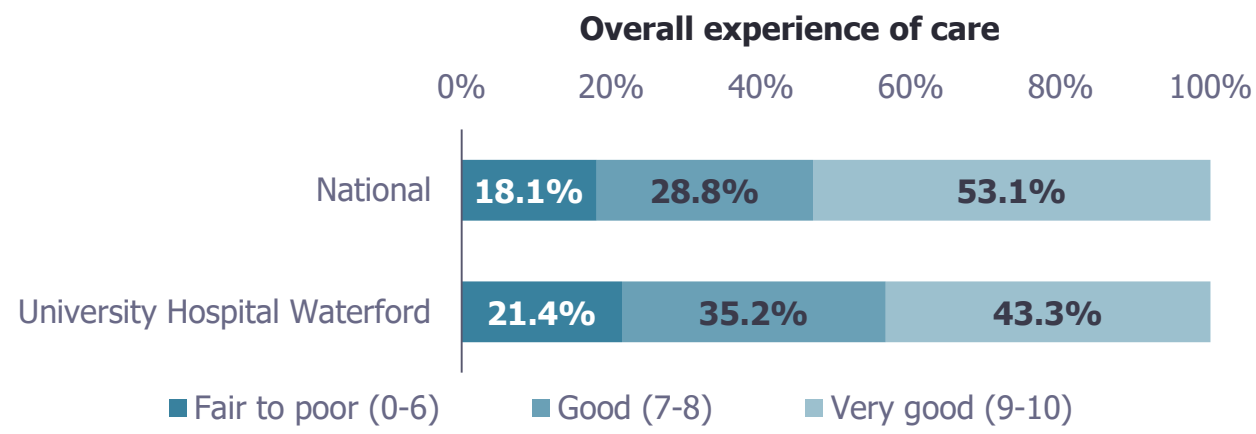
* Denotes statistically significant differences from the national average.



Overall experience



- 79% of people who were admitted to University Hospital Waterford said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Ratings for all stages of care in 2022 were about the same as in 2021.

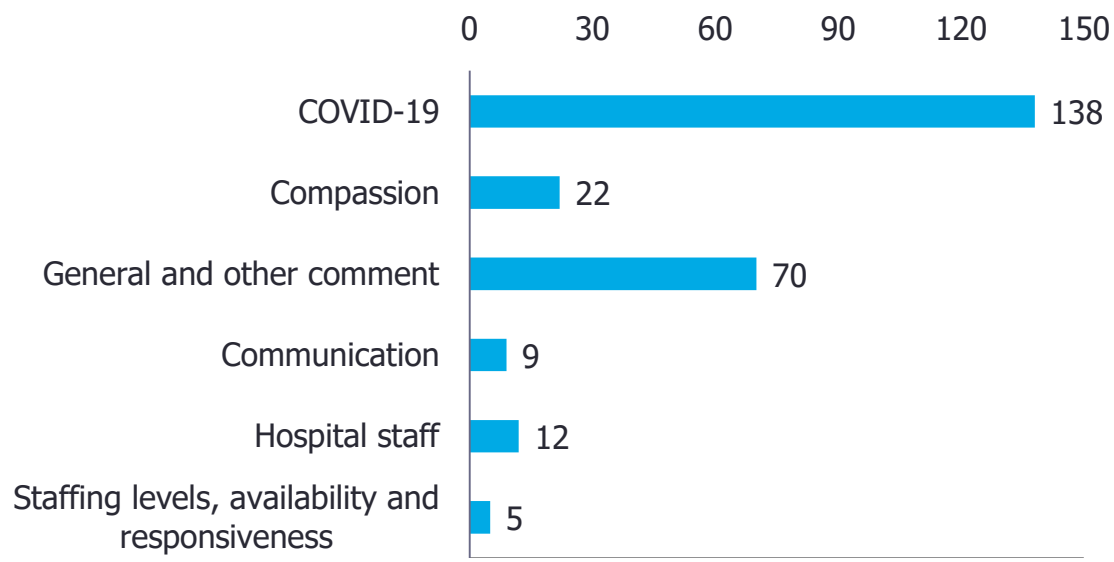




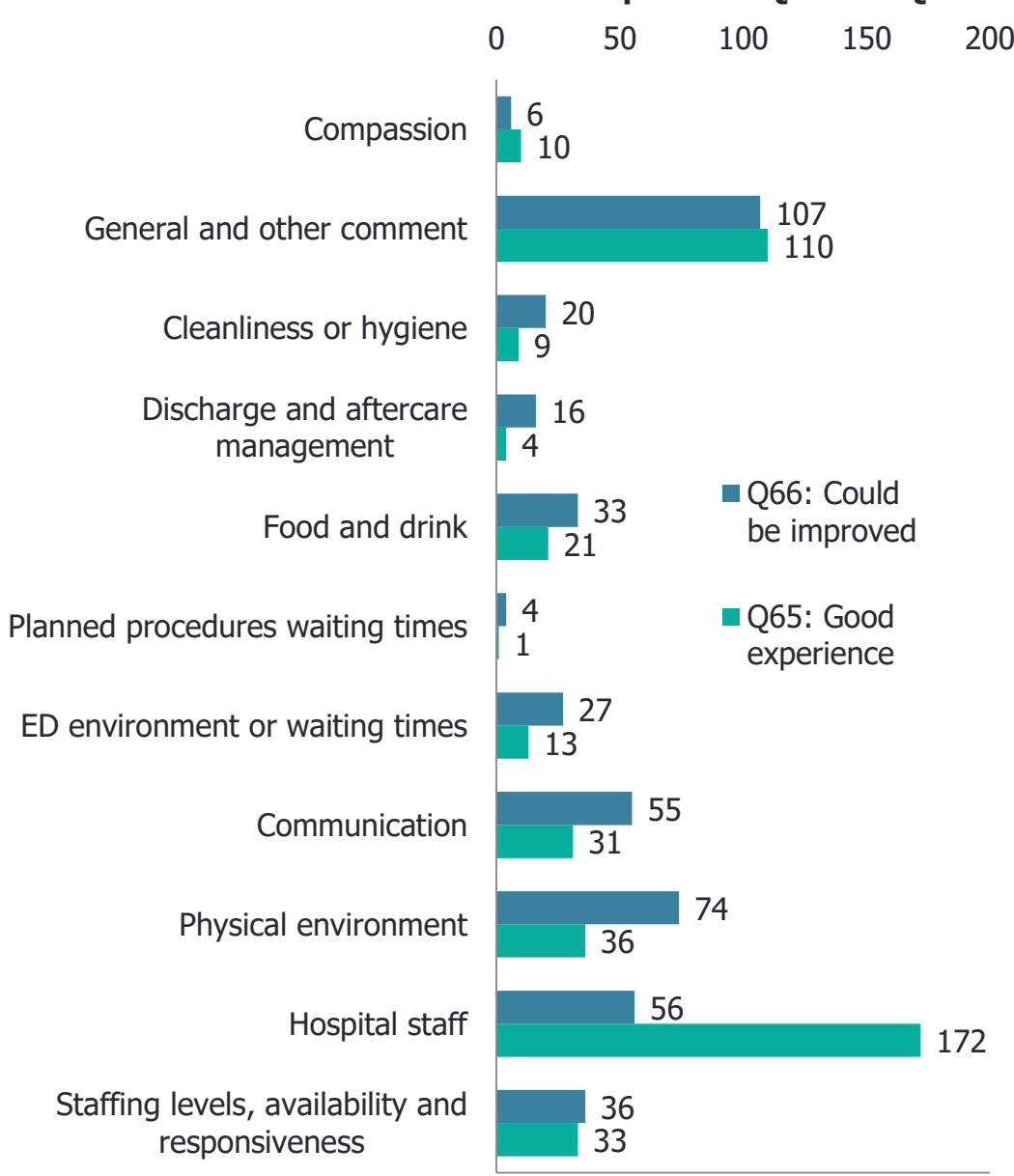
Analysis of patients' comments

- 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).
- 778 comments were received from patients admitted to University Hospital Waterford.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"Room and bed allocation. I am female and [Age] and I was firstly put in a 6 bed ward with 3 old men and 2 old ladies. All needed toilet assistance, feeding help... One man beside me kept pulling my curtain open and invaded my privacy which was very upsetting. I think mixed wards are appalling for peoples privacy and safety."

"Doctors could meet with family members to explain things e.g. what happens after there is no more treatment."

"The discharge time could be improved you are left waiting hrs before you get the discharge papers and then you have long journey."

"I think they should be more sensitive to the needs of their patients. There is a big lack of care and availability which will make a big difference if at least that is improved. Showing respect and listen to the patients concerns, which could avoid missed diagnosis."



In their own words: comments from patients



"I was particularly pleased receiving information on a daily basis from the consultant and her team. Investigatory results were given to me as soon as they were reported. I appreciated this early information."

"Two young doctors were very good, explained everything and answered any questions I asked."

"There was one nurse that was very caring and loving even though I don't speak english she would always try to communicate to me in a way that I would understand."

"Communication with medical team and nurses. Hugely improved health. Good planning and links to community services. Respect and kindness from most."



Conclusion



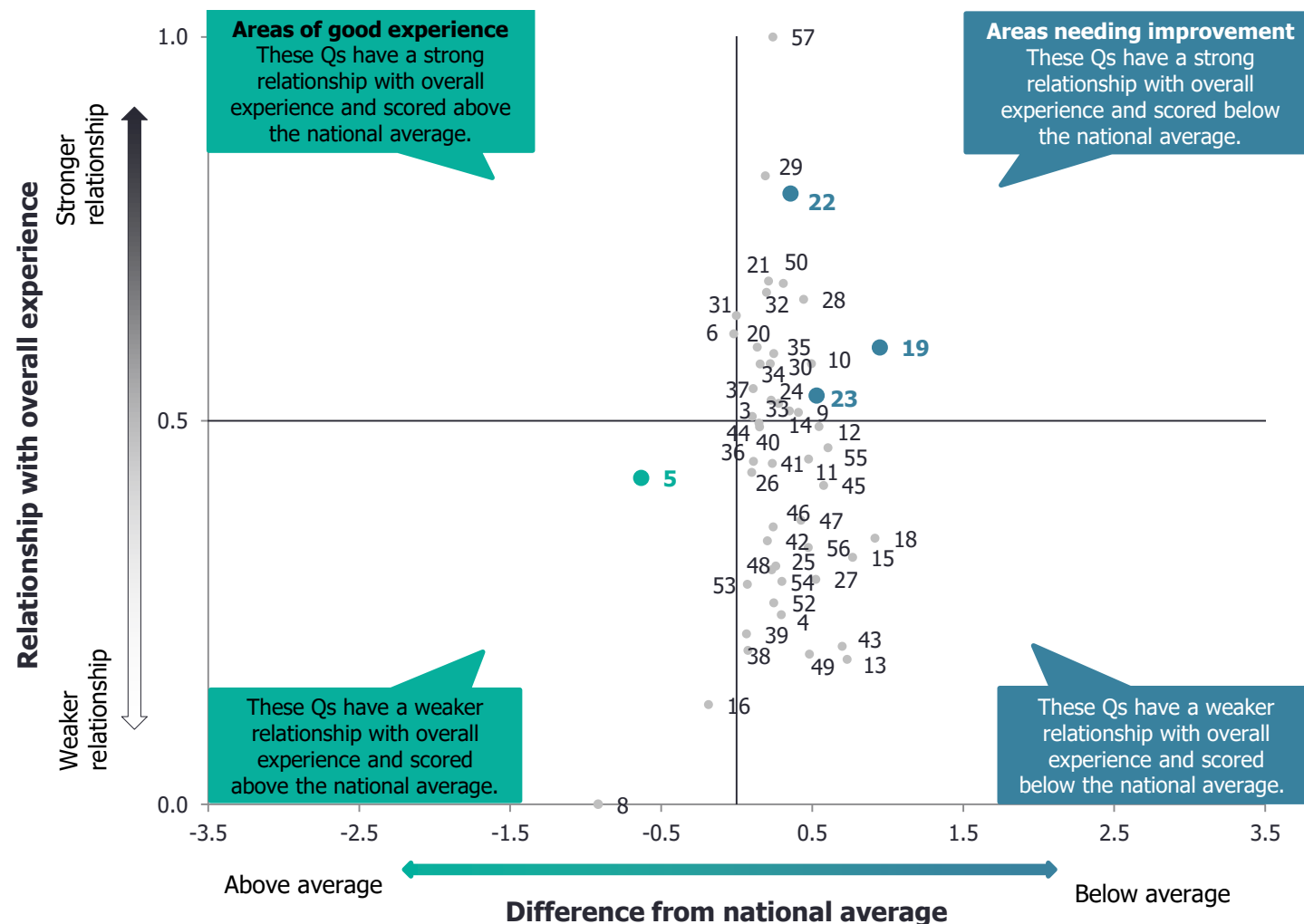
- 79% of people who were admitted to University Hospital Waterford said they had a good to very good overall experience, compared to 82% nationally.
- 'Admissions' was the highest-rated stage of care, and scored above the national average.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for 'care on the ward', 'discharge or transfer', and overall experience were below the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Positive elements of experience included privacy while being examined or treated in the emergency department.
- Areas for improvement included help from staff to eat meals, receiving clear answers from a nurse, and opportunity to talk to a nurse.

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 Waterford





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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