



National Inpatient Experience Survey 2022

Wexford General 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



16+ 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 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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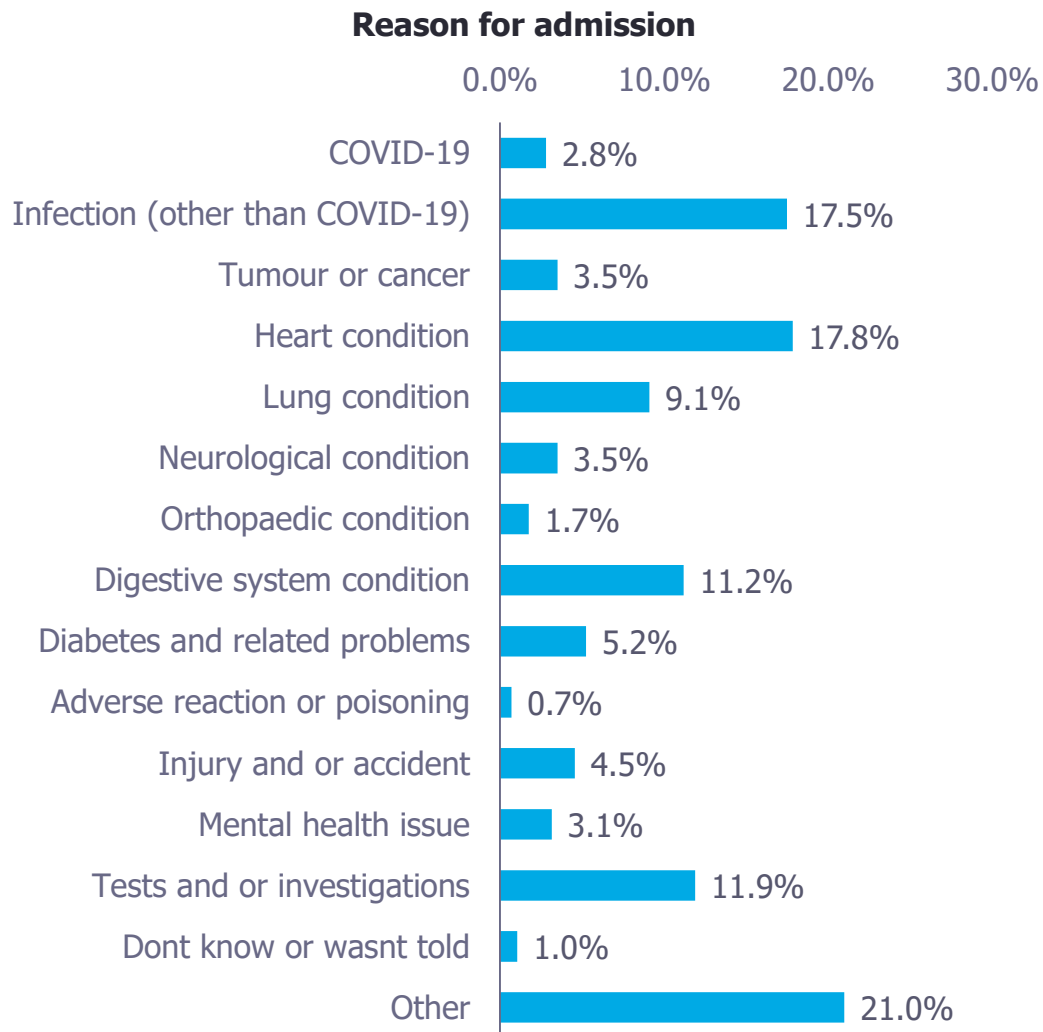


Participants

- 650 people who were admitted to Wexford General Hospital were invited.
- 294 took part (45%).

Characteristics of participants

Age category	Number	%
16 to 35 years	20	6.8
36 to 50 years	40	13.6
51 to 65 years	66	22.4
66 to 80 years	118	40.1
81 years or older	50	17.0
Sex		
Male	140	47.6
Female	154	52.4
Admission route		
Emergency	270	91.8
Non-emergency	24	8.2





Areas of good experience



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

Of the 257 people who answered this question, 81% (207) said that they were definitely given enough privacy when being examined or treated in the emergency department.

Respect and dignity in the emergency department | Q6

Of the 261 people who answered this question, 85% (223) said that they were always treated with respect and dignity while they were in the emergency department.

Offer of a replacement meal | Q18

Of the 62 people who were ever unable to eat during meal times, 61% (38) said that they were always offered a replacement meal at another time.

These questions scored significantly above average.



Areas needing improvement



Staff name badges | Q13

Of the 209 people who answered this question, 7% (15) said that very few or none of the staff wore name badges.

This question scored significantly below average.

Wexford General Hospital scored similar to the national average for most survey questions.

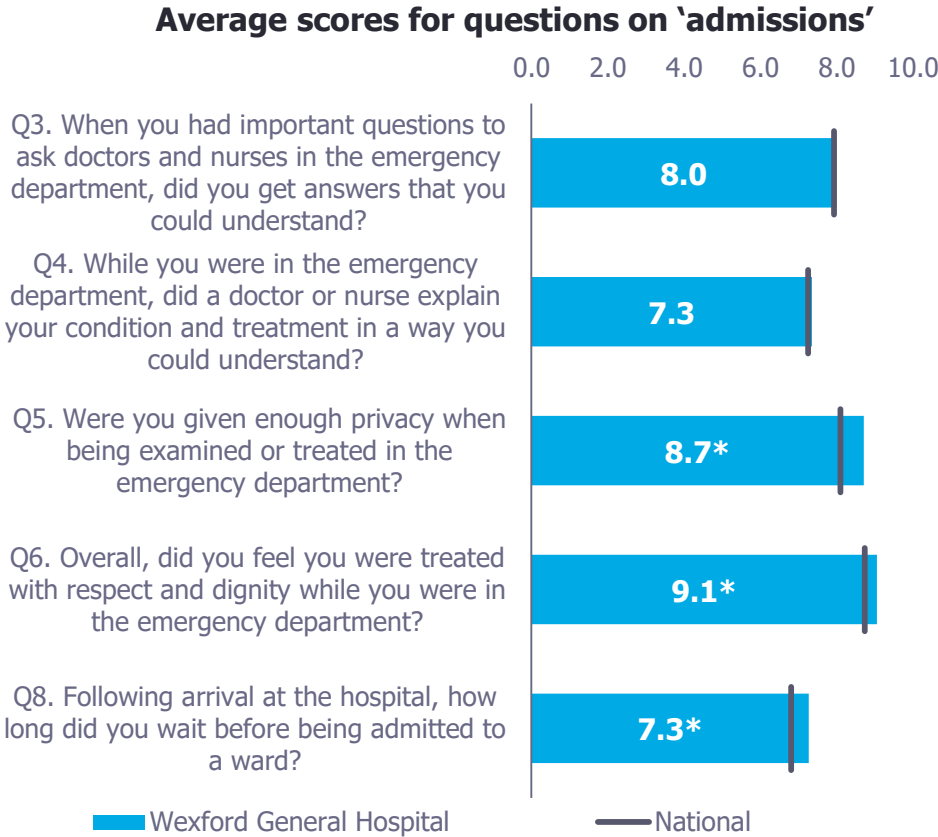
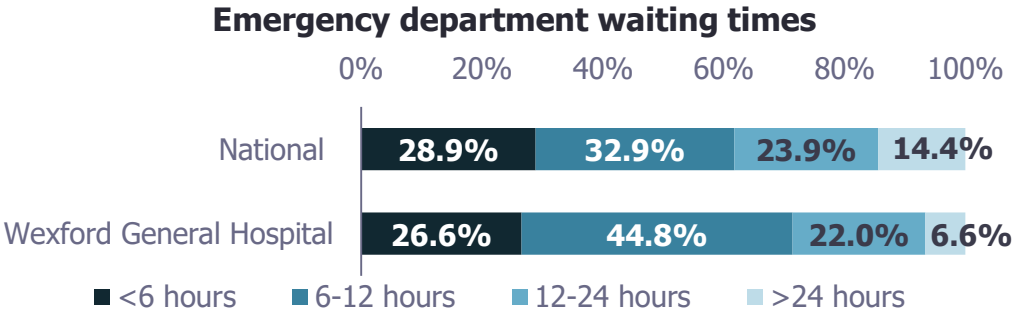
While no other areas for improvement were identified using the methodology outlined in Appendix 1, the highest and lowest-scoring questions for each stage of care are highlighted throughout this report.



Admissions



- Highest-scoring question:
 - 85% of people (223 of 261) said that they were always treated with respect and dignity in the emergency department.
- Lowest-scoring questions:
 - 7% of people (16 of 241) said that they waited more than 24 hours before being admitted to a ward, while 9% (22 of 241) said that their condition or treatment in the emergency department was not explained to them in a way they could understand.



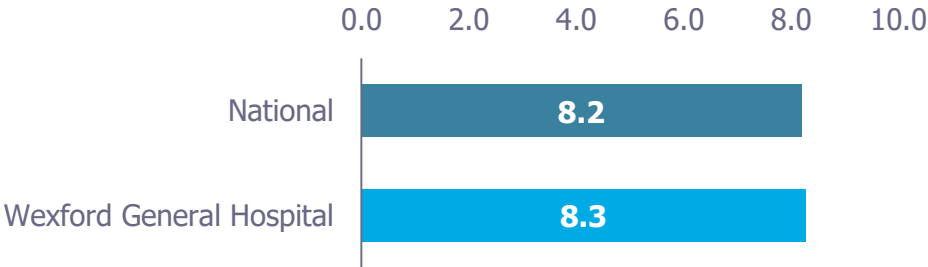
* Denotes statistically significant differences from the national average.



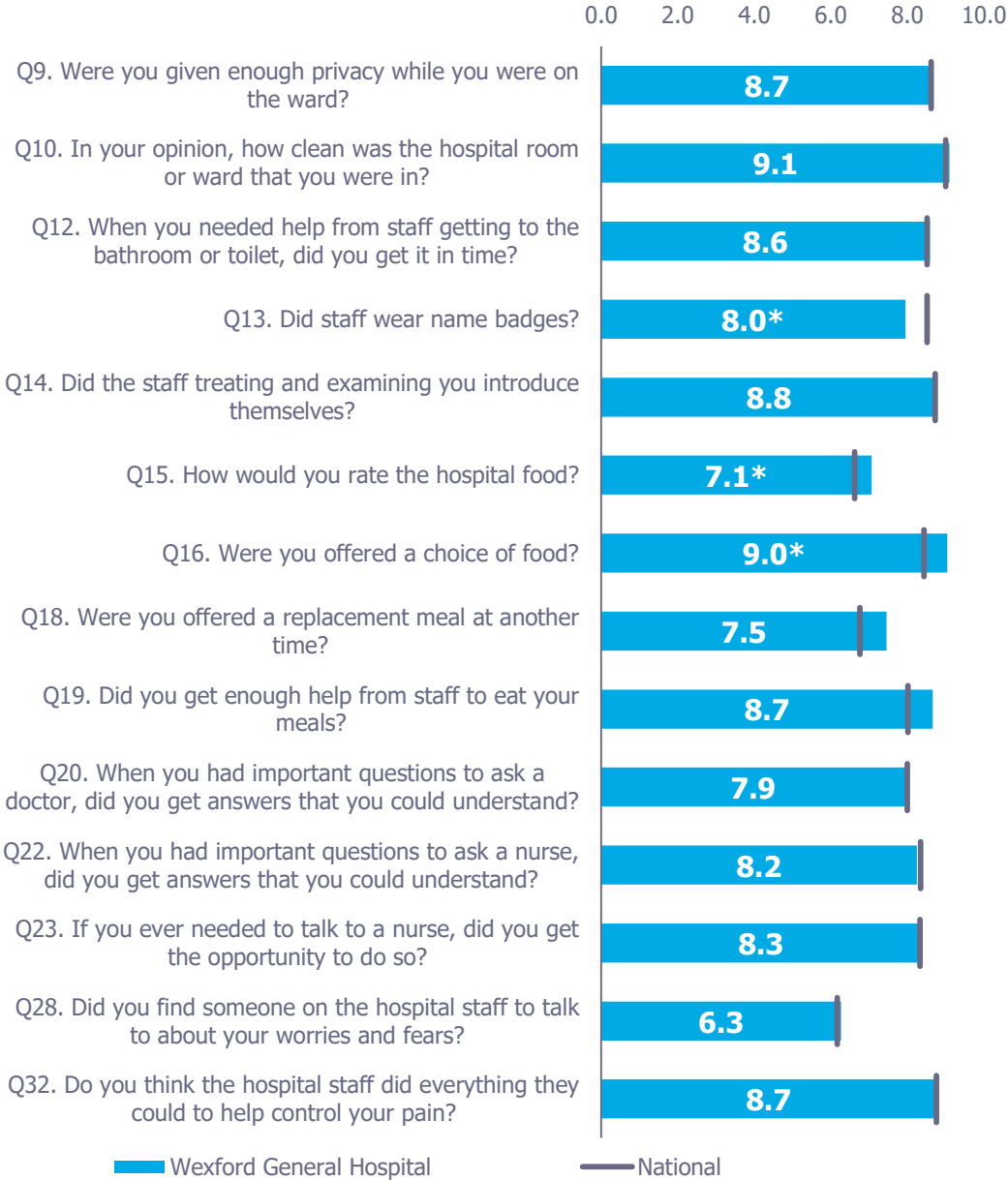
Care on the ward

- Highest-scoring question:
 - 77% of people (216 of 282) said that the room or ward they were in was very clean.
- Lowest-scoring question:
 - 20% of people (37 of 184) 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'



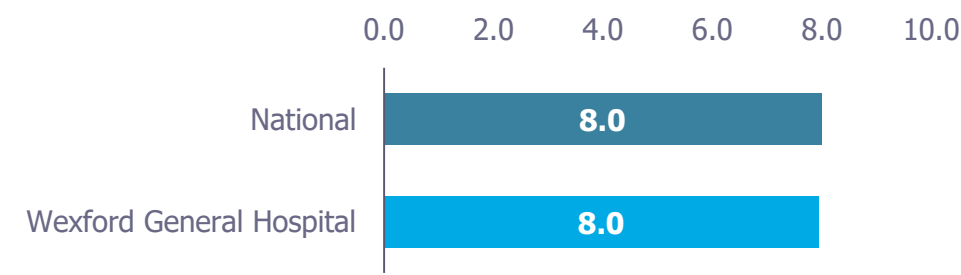
* Denotes statistically significant differences from the national average.



Examinations, diagnosis and treatment

- Highest-scoring question:
 - 86% of people (238 of 278) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 12% of people (35 of 284) 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'

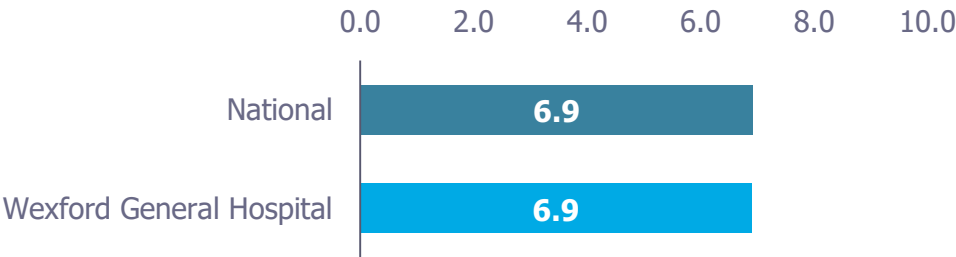




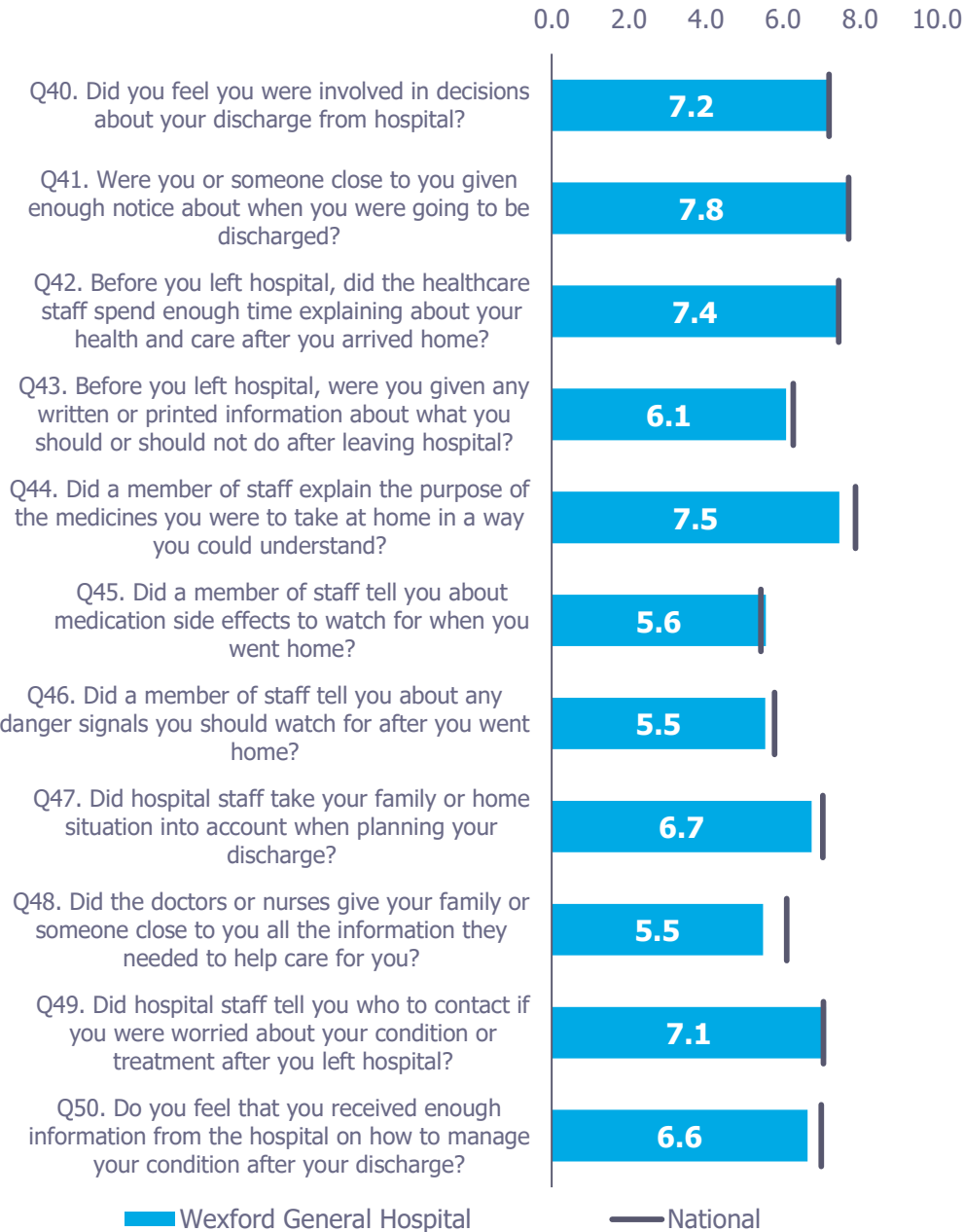
Discharge or transfer

- Highest-scoring question:
 - 68% of people (188 of 278) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring questions:
 - 40% of people (83 of 209) said that they were not told about danger signals to watch for after they went home, while 36% (67 of 185) said that their family or someone else close to them was not given all the information they needed to help care for them.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



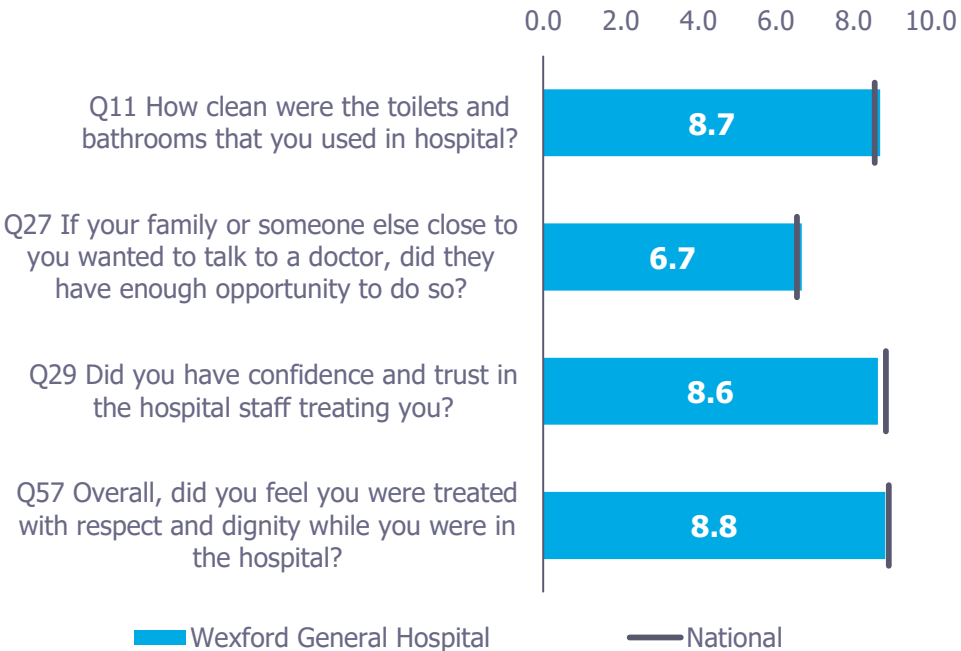


Other aspects of care



- Highest-scoring question:
 - 81% of people (231 of 284) said that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 22% of people (41 of 187) 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'

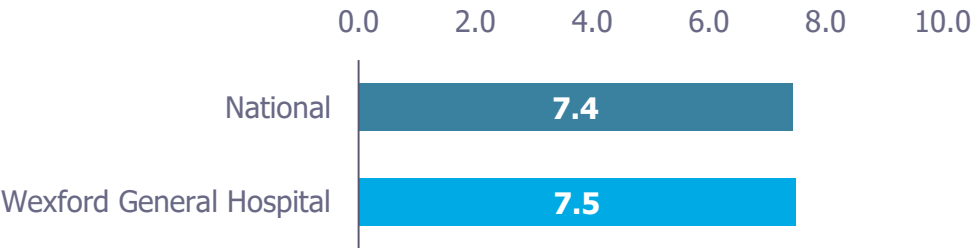




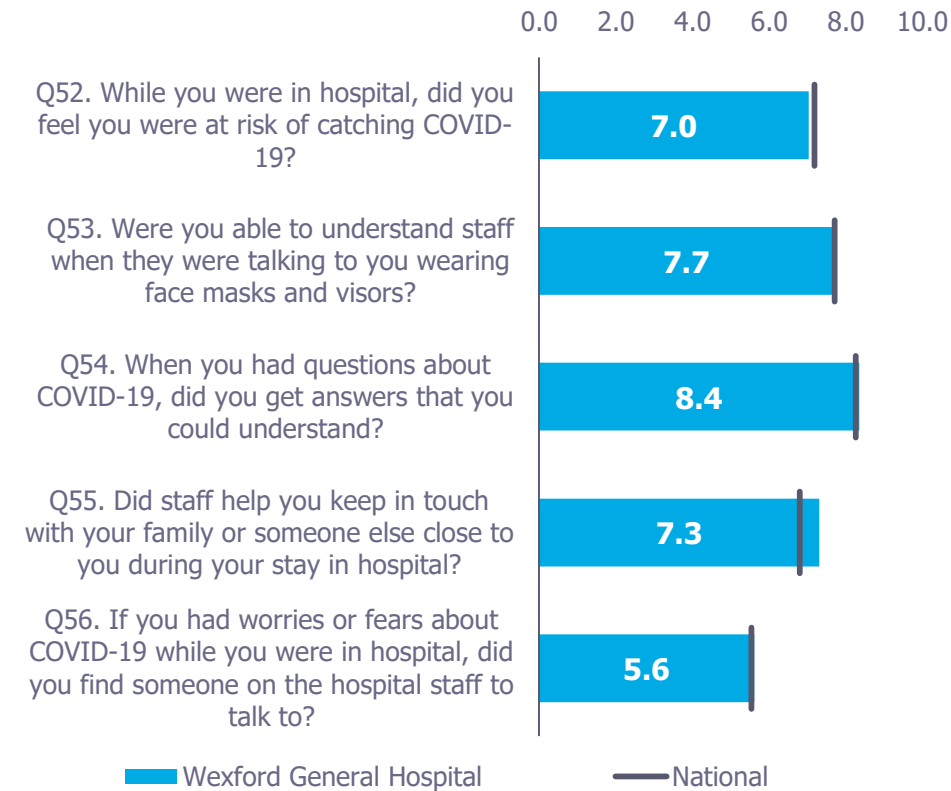
Care during the pandemic

- Highest-scoring question:
 - 78% of people (114 of 146) who had questions about COVID-19 said that they always got answers they could understand.
- Lowest-scoring question:
 - While 59% of people (161 of 272) said that they had no worries or fears about COVID-19, 34% of people (38 of 111) 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'

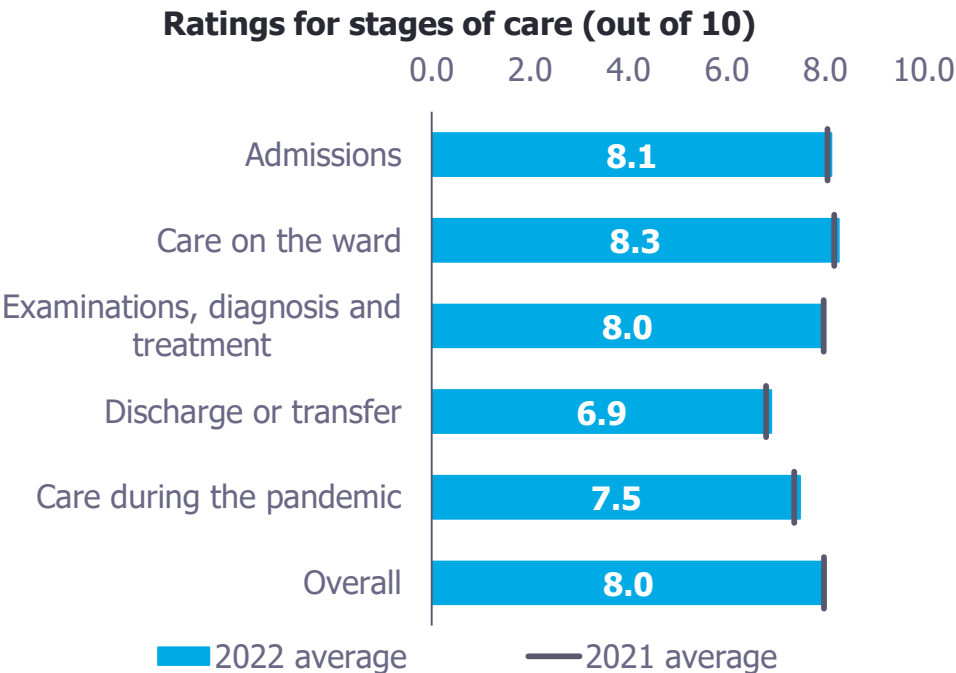
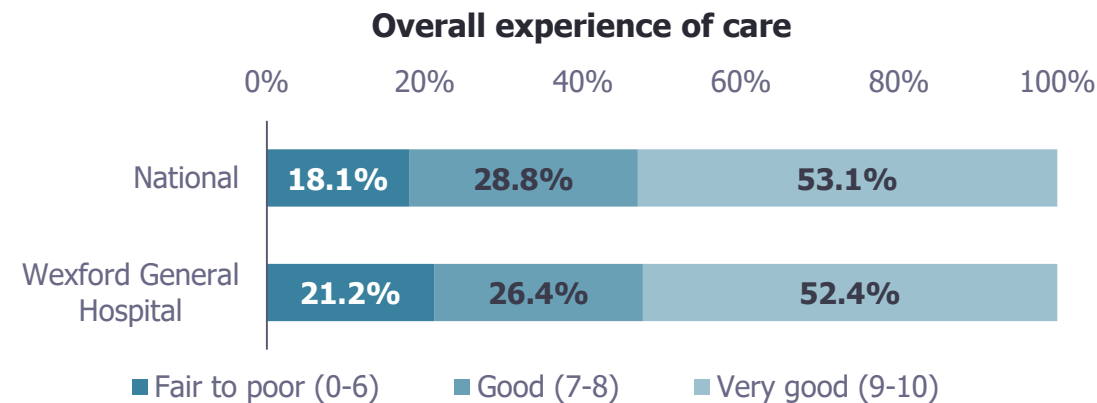




Overall experience



- 79% of people who were admitted to Wexford General 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.

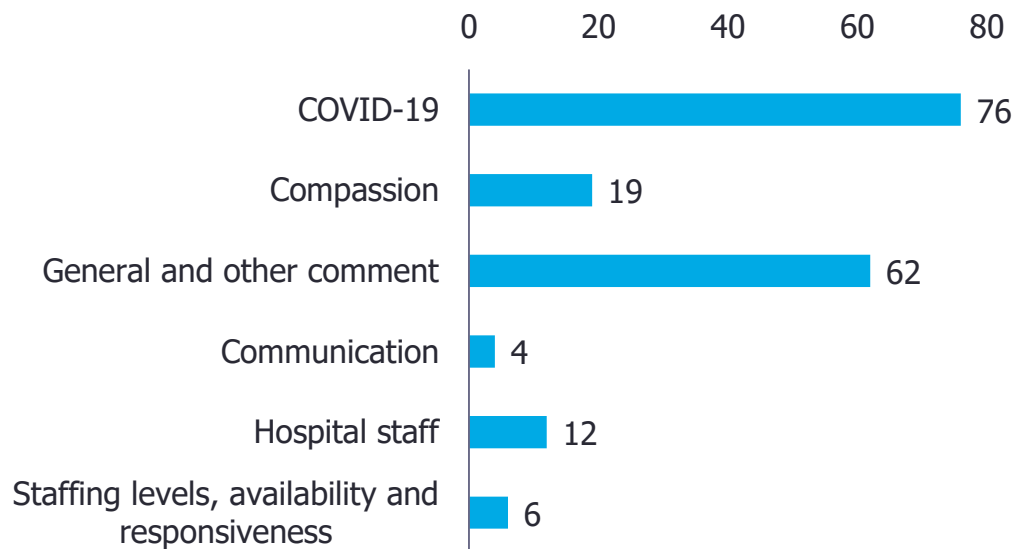




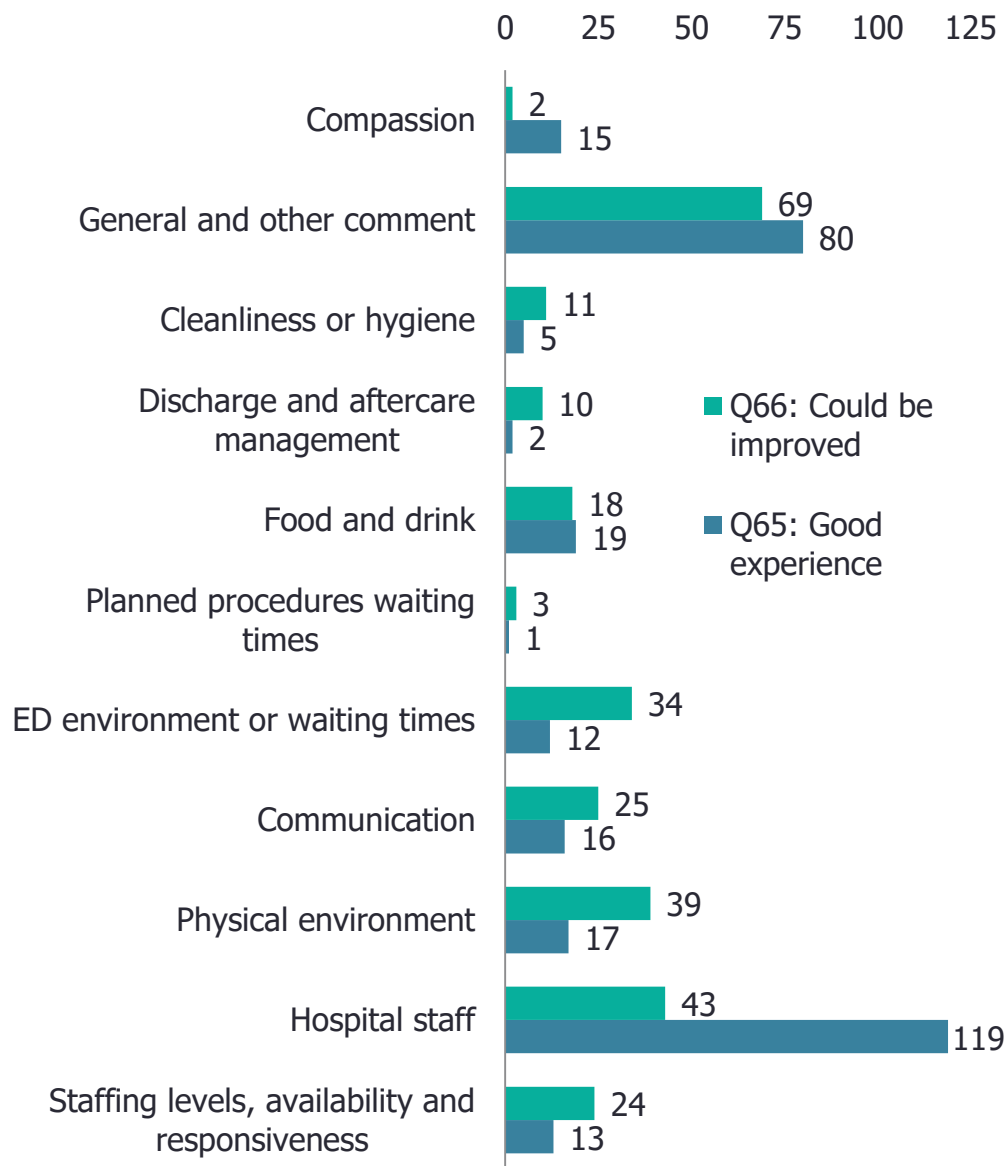
Analysis of patients' comments

- 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).
- 504 comments were received from patients admitted to Wexford General Hospital.

Comments received in response to Q67



Comments received in response to Q65 and Q66





In their own words: comments from patients



"I was to have a scan on Monday morning, I was fasting from Sun to Mon. A doctor came at around 1 on Monday and told me they were not doing the scan and I could go home. I waited all afternoon for my release letter and prescription. Then I was told I did not need neither a letter or prescription and allowed to go."

"Because of inconclusive results of my covid tests I had to spend 2 days in the covid isolation ward. It was a terrible experience, a claustrophobic box room with no access to daylight."

"The ED Dept was very busy and the nursing staff didn't have time to attend to their patients. Also waiting a very long time for a medical doctor to see me."

"Privacy. Nurses doing handover at night time spoke very loudly in the ward about everyone's conditions. I knew all the details of everyone else's conditions and they knew everything about mine. Very embarrassing."



In their own words: comments from patients



"A very good experience overall, was seen to very quickly, investigations & tests were done early on, my symptoms were treated & thankfully sorted by medication."

"Dr was in everyday and explained test results very clearly. Nurses explained clearly everything I needed to know. Looked after very well. No complaints."

"All hospital staff went above and beyond to make me feel welcome and safe. Privacy was respected at all times. Nurses kept checking in as I had no visitors. Made process a little easier."

"From when I arrived at Emergency Dept I was treated with respect and dignity, all staff from nurses, doctors, carers, cleaners, couldn't have been more helpful. My experience at Wexford General was excellent no complaints whatsoever. Cannot thank them enough."



Conclusion



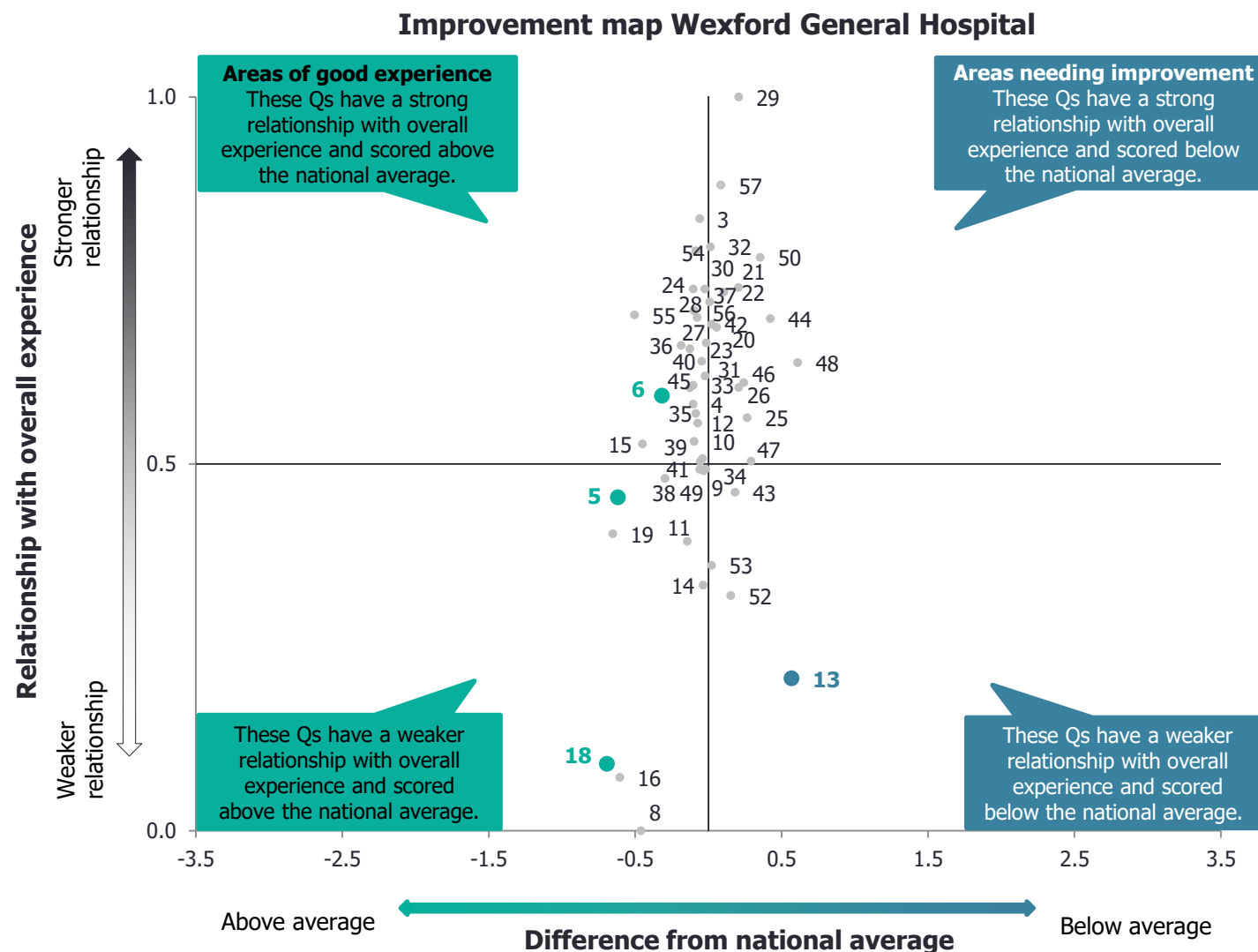
- 79% of people who were admitted to Wexford General Hospital said they had a good to very good overall experience, compared to 82% nationally.
- 'Care on the ward' was the highest-rated stage of care.
- 'Discharge or transfer' was the lowest-rated stage.
- Ratings for 'admissions' were above the national average.
- Ratings for all stages of care were about the same in 2022 as in 2021.
- Wexford General Hospital scored similar to the national average for most survey questions.
- Positive elements of experience included respect and dignity in the emergency department, privacy while being examined or treated in the emergency department, and the offer of a replacement meal.
- Areas for improvement included staff name badges.



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.





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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