

National Inpatient Experience Survey 2022

Wexford General Hospital

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Survey background

 67 questions, covering experiences from admission through to discharge:



Inclusion and exclusion criteria:



services such as day care, maternity, psychiatric, paediatric and some other **specialist services**

care in private

hospitals



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.



- 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.





6.0

4.0

8.0 10.0

Average scores for questions on 'admissions'

0.0

2.0



* 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.



Average scores for questions on 'care on the ward'

0.0 2.0 4.0 6.0 8.0 10.0

| Q9. Were you given enough privacy while you were on the ward? | 8.7 |
|-------------------------------------------------------------------------------------------------------|------|
| Q10. In your opinion, how clean was the hospital room or ward that you were in? | 9.1 |
| Q12. When you needed help from staff getting to the bathroom or toilet, did you get it in time? | 8.6 |
| Q13. Did staff wear name badges? | 8.0* |
| Q14. Did the staff treating and examining you introduce themselves? | 8.8 |
| Q15. How would you rate the hospital food? | 7.1* |
| Q16. Were you offered a choice of food? | 9.0* |
| Q18. Were you offered a replacement meal at another time? | 7.5 |
| Q19. Did you get enough help from staff to eat your meals? | 8.7 |
| Q20. When you had important questions to ask a doctor, did you get answers that you could understand? | 7.9 |
| Q22. When you had important questions to ask a nurse, did you get answers that you could understand? | 8.2 |
| Q23. If you ever needed to talk to a nurse, did you get the opportunity to do so? | 8.3 |
| Q28. Did you find someone on the hospital staff to talk to about your worries and fears? | 6.3 |
| Q32. Do you think the hospital staff did everything they could to help control your pain? | 8.7 |
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* 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.



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

| | 0.0 | 2.0 | 4.0 | 6.0 | 8.0 | 10.0 |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-----|-----|----------|-----|-----|------|
| Q21. Did you feel you had enough time to discuss your care and treatment with a doctor? | 5 | | 7.2 | | | |
| Q24. Were you involved as much as you wanted to be in decisions about your care and treatment? | e | | 7.7 | | | |
| Q25. How much information about your condition o treatment was given to you? | r | | 7.4 | | | |
| Q26. Was your diagnosis explained to you in a way that you could understand? | / | | 7.6 | | | |
| Q30. Were you given enough privacy when discussing your condition or treatment? | | | 8.2 | | | |
| Q31. Were you given enough privacy when being examined or treated? | | | 9.1 | L | | |
| Q33. Did a doctor or nurse explain the results of the tests in a way that you could understand? | e l | | 8.0 | | | |
| Q34. Before you received any treatments did a member of staff explain what would happen? | | | 8.6 | | | |
| Q35. Before you received any treatments did a member of staff explain any risks and or benefits in a way you could understand? | a | | 8.2 | | | |
| Q36. Beforehand, did a member of staff explain the risks and benefits of the operation or procedure in a way you could understand? | | | 8.7 | | | |
| Q37. Beforehand, did a member of staff answer you questions about the operation or procedure in a way you could understand? | | | 8.6 | | | |
| Q38. Beforehand, were you told how you could expect to feel after you had the operation or procedure? | t | | 7.9 | | | |
| Q39. After the operation or procedure, did a membe of staff explain how the operation or procedure had gone in a way you could understand? | | | 8.2 | | | |
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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.



Average scores for questions on 'discharge or transfer'

0.0 2.0 4.0 6.0 8.0 10.0

| 1 | |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.2 | Q40. Did you feel you were involved in decisions about your discharge from hospital? |
| 7.8 | Q41. Were you or someone close to you given enough notice about when you were going to be discharged? |
| 7.4 | Q42. Before you left hospital, did the healthcare staff spend enough time explaining about your health and care after you arrived home? |
| 6.1 | Q43. Before you left hospital, were you given any written or printed information about what you should or should not do after leaving hospital? |
| 7.5 | Q44. Did a member of staff explain the purpose of the medicines you were to take at home in a way you could understand? |
| 5.6 | Q45. Did a member of staff tell you about medication side effects to watch for when you went home? |
| 5.5 | Q46. Did a member of staff tell you about any danger signals you should watch for after you went home? |
| 6.7 | Q47. Did hospital staff take your family or home situation into account when planning your discharge? |
| 5.5 | Q48. Did the doctors or nurses give your family or someone close to you all the information they needed to help care for you? |
| 7.1 | Q49. Did hospital staff tell you who to contact if you were worried about your condition or treatment after you left hospital? |
| 6.6 | Q50. Do you feel that you received enough information from the hospital on how to manage your condition after your discharge? |
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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'

0.0 2.0 4.0 6.0 8.0 10.0





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.





Average scores for questions on 'care during the pandemic'

0.0 2.0 4.0 6.0 8.0 10.0

| 7.0 | Q52. While you were in hospital, did you feel you were at risk of catching COVID- 19? |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------|
| 7.7 | Q53. Were you able to understand staff when they were talking to you wearing face masks and visors? |
| 8.4 | Q54. When you had questions about COVID-19, did you get answers that you could understand? |
| 7.3 | Q55. Did staff help you keep in touch with your family or someone else close to you during your stay in hospital? |
| 5.6 | Q56. If you had worries or fears about COVID-19 while you were in hospital, did you find someone on the hospital staff to talk to? |
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10.0





- 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.





Ratings for stages of care (out of 10)



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Analysis of patients' comments Experience

- 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.







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 <u>www.yourexperience.ie</u>.



Improvement map Wexford General Hospital



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More information on the National Inpatient Experience Survey 2022 is available from <u>www.yourexperience.ie</u>:

- National results
- Interactive results (Tableau)
- Technical report

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