



National
Inpatient
Experience
Survey



Information leaflet

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information

About the National Inpatient Experience Survey

The National Inpatient Experience Survey is a nationwide survey asking patients about their recent experiences in hospital. If you are discharged from hospital in May 2024, you may receive an invitation in the post to take part in the survey.

Who is running the survey?

The National Care Experience Programme is running the survey. The Programme is a partnership between the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. HIQA, as lead partner, employs a third party data processor, Ipsos/Behaviour & Attitudes, to assist with the administration of the survey.

Who will be asked to complete the survey?

Anyone aged 16 and over, who has spent a minimum of 24 hours in a public hospital, was discharged in May 2024 and has an address in the Republic of Ireland will be asked to complete the survey.

What does taking part involve?

Taking part in the National Inpatient Experience Survey is very easy. Eligible patients will be invited to participate in the survey a few weeks after their discharge from hospital. To take part in the survey, eligible participants can visit survey.yourexperience.ie, or scan the QR code, and log on with their unique survey code which can be found in the invitation letter.

Participants who would prefer to complete a paper version of the survey, or wish to complete it in Irish or another language other than English, can contact us by emailing info@yourexperience.ie or calling our Freephone number on 1800 314093 (Monday-Friday, 9am-5pm). Further information can be found at www.yourexperience.ie.

Why should I complete the survey?

The survey offers you the opportunity to tell us about your recent experience in hospital. Your responses will provide us with important information on the standard of services and help us identify where improvements are necessary. If you are invited to take part, please share your experience of your most recent stay in hospital to help us make improvements to hospital care across Ireland.

How did you get my name and address?

Your contact details were provided by your hospital to enable us to send you the survey. They will be deleted as soon as the survey is complete.



What will you do with my answers?

All survey responses will be combined to produce reports on patients' experiences of hospital care in Ireland, which will be made publicly available on www.yourexperience.ie. The results of previous surveys and the quality improvement actions arising from them can also be found on our website.

Will my answers be treated confidentially?

Yes. Your answers will be processed in strict confidence and kept separate from your contact details.

Once anonymised, survey responses will be retained for additional analysis, including comparisons with future National Inpatient Experience Surveys. The data will also be used to compare, with the aim of improving, the experiences of different communities in Ireland based on the sociodemographic conditions of the areas where participants live. The data may be analysed by health service researchers under agreed conditions.

The data will not be given to commercial entities or used for commercial purposes.

I experienced a patient safety incident while I was in hospital, what should I do?

The survey asks about patient safety incidents.* This information will be aggregated and only used to support national learning. The information provided in individual survey responses will not be investigated and you will not receive a response. If you experienced a patient safety incident and wish to report it, you should contact the hospital where the incident occurred.

Details of how to make a complaint about a HSE service can be found on the HSE website: <https://www2.hse.ie/complaints-feedback/>

** A patient safety incident is an incident (an event or circumstance) that could have resulted, or did result, in unnecessary injury or harm to you or put you at risk of injury or harm.*

Does the National Inpatient Experience Survey comply with data protection laws?

Yes. The National Inpatient Experience Survey complies with data protection laws including the General Data Protection Regulation (GDPR). Your information, such as your name, contact details, age and gender will be used to include you in the survey. No information about your medical history will be used to carry out the survey. Further details can be found on www.youexperience.ie.

I had a good experience in hospital - do I still need to take part?

Yes, please do! If you received good quality care in hospital you can use the survey to tell us about your positive experience.

Can I give the survey to a family member or a friend to fill in?

It is important for us to hear your story and that is why we encourage you to complete the survey yourself. However, please feel free to ask a family member or friend to help you, as long as the answers given are your own.

What type of questions will I be asked?

The survey asks questions about your admission to hospital, the ward environment, your care and treatment, interaction with staff and your discharge from hospital.

What happens if I do not want to participate?

Participation in the survey is voluntary. While it is important for us to hear about your experience, it is possible to opt out of the survey.

If you do not want to take part in this survey and would prefer not to receive further information about it, you can opt out by:

- ▶ going to www.yourexperience.ie and entering your Survey Code
- ▶ calling our Freephone number on **1800 314093**
- ▶ returning the blank questionnaire in the Freepost envelope.

Where can I find out more?

More information is available on the National Care Experience Programme website www.yourexperience.ie. You can also call our Freephone number on 1800 314093, email us at info@yourexperience.ie or write to us at:

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 **YourInpatientExperience**

 **@CareExperience**  **@CareExperience**