



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Bantry General Hospital

Improving care experiences together



An Roinn Sláinte
Department of Health



Survey background

- 52 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.

3 QUESTIONS


CARE ON THE WARD



Experiences while on the ward such as communication with hospital staff, pain management, cleanliness and food.

11 QUESTIONS


EXAMINATIONS, DIAGNOSIS AND TREATMENT



Experiences while undergoing or receiving results of tests, treatments, operations and procedures.

8 QUESTIONS

DISCHARGE OR TRANSFER



Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.

8 QUESTIONS

OTHER ASPECTS OF CARE



Other, more general care experiences such as opportunities for family to communicate with staff, and trust and confidence in hospital staff.

4 QUESTIONS

PATIENT SAFETY








Experiences relating to patient safety culture and patient safety incidents.

5 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 2024 (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



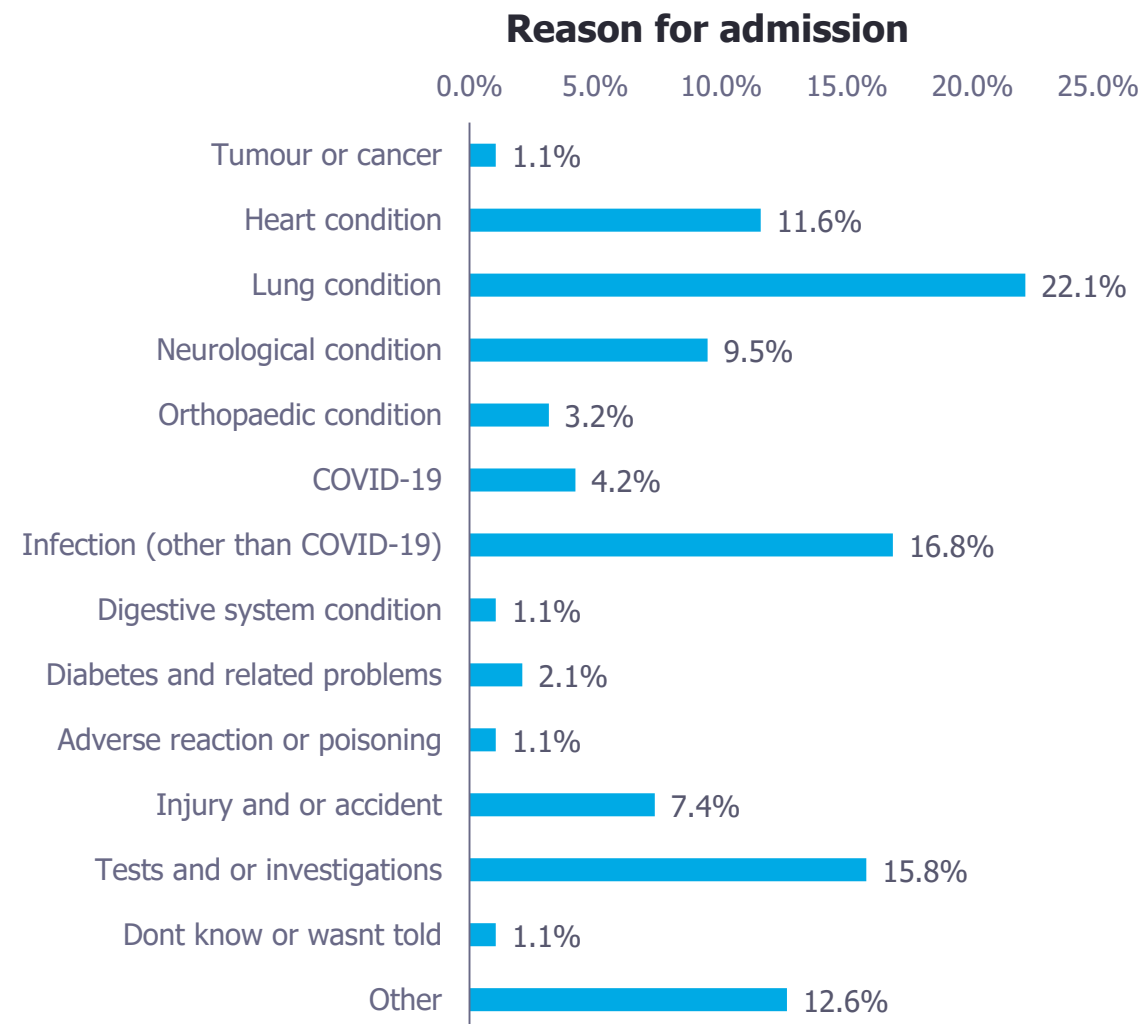
 Patients receiving services such as day care, maternity, psychiatric, paediatric and some other specialist services	 Patients receiving care in private hospitals
---	--

Participants

- 185 people who were admitted to Bantry General Hospital were invited.
- 95 took part (51%), compared to 41% nationally.
- 42% (40) completed the survey online, while 58% (55) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	1	1.1
36 to 50 years	5	5.3
51 to 65 years	16	16.8
66 to 80 years	39	41.1
81 years or older	34	35.8
Sex		
Male	42	44.2
Female	53	55.8
Admission route		
Emergency	84	88.4
Non-emergency	11	11.6



Areas of good experience



Confidence and trust in hospital staff | Q22

Of the 89 people who answered this question, 90% (80) said that they always had confidence and trust in hospital staff.

Good communication between staff | Q36

Of the 84 people who answered this question, 81% (68) felt that there was always good communication about their care and treatment between hospital staff.

Confidence in safety of treatment and care | Q38

Of the 89 people who answered this question, 87% (77) definitely felt confident in the safety of their treatment and care.

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

Comments from patients

“Good team work, good team players. Everyone in the hospital staff have a role to play and it's great to see this in my nearest hospital.”

“I was very impressed by the care and professionalism in Bantry Hospital. The overall experience was excellent.”

“The friendly, easy-going approach from everyone, including doctors, nurses and kitchen staff, made my hospital stay a happy memory!”

Areas needing improvement



While no specific 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. A selection of comments highlighting areas needing improvement is provided below.

Comments from patients

“More time for meals. There was a tendency to collect trays too soon after meals.”

“Discharge communication was terrible. Short notice and no discharge plan.”

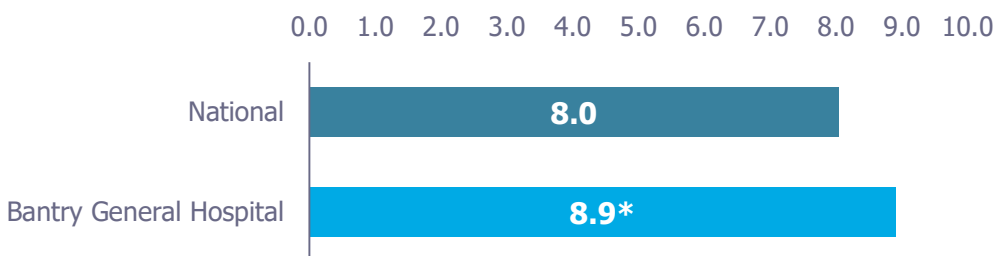
“Requested to speak to the doctor re. echo. Did not get to actually talk to the doctor.”



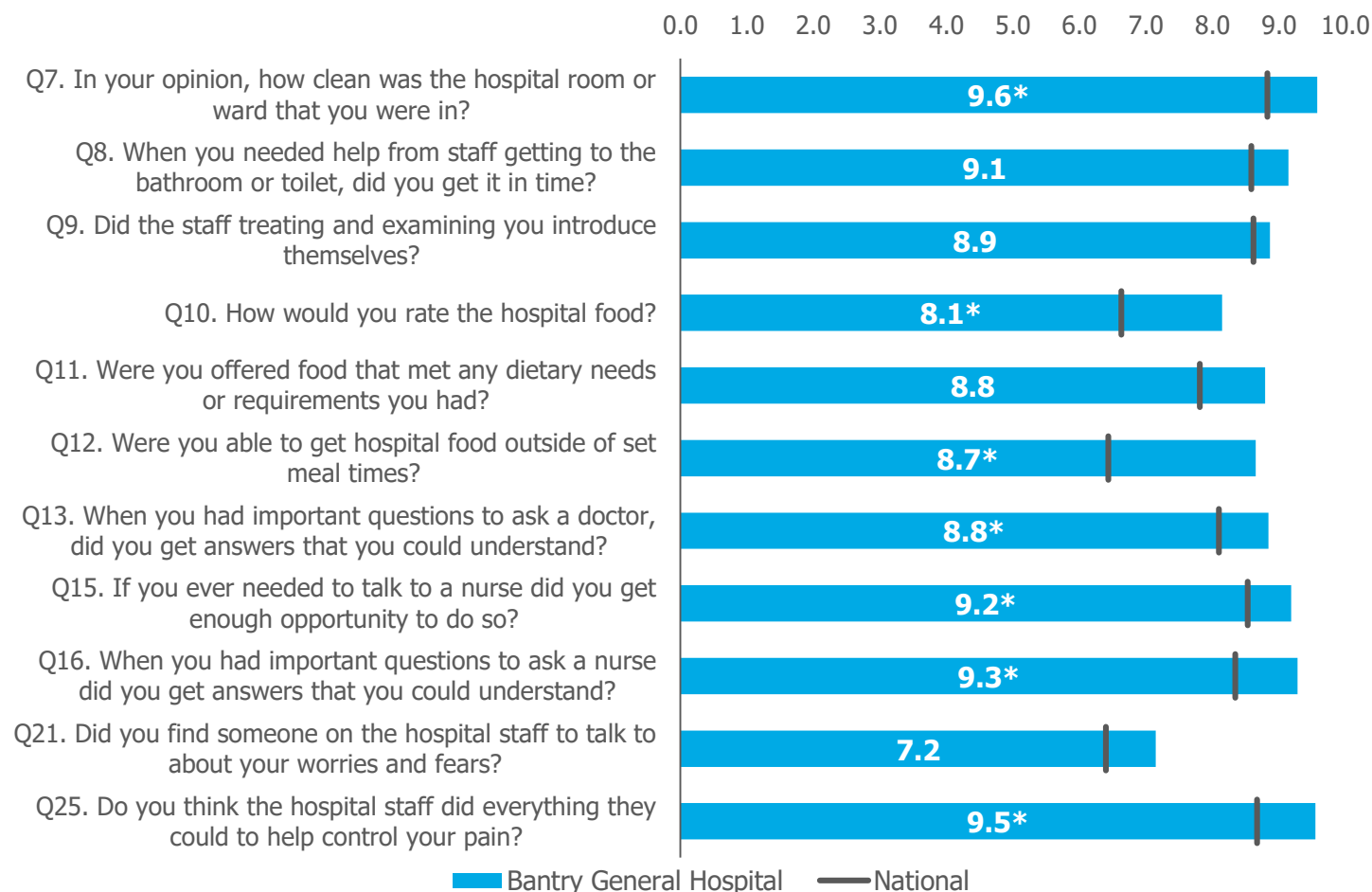
Care on the ward

- Highest-scoring question:
 - 88% of people (77 of 88) said that the hospital was 'very clean'.
- Lowest-scoring question:
 - 19% of people (10 of 53) said that they could not find someone to talk to about their worries and fears.

Comparison with the national average



Average scores for questions on 'care on the ward'



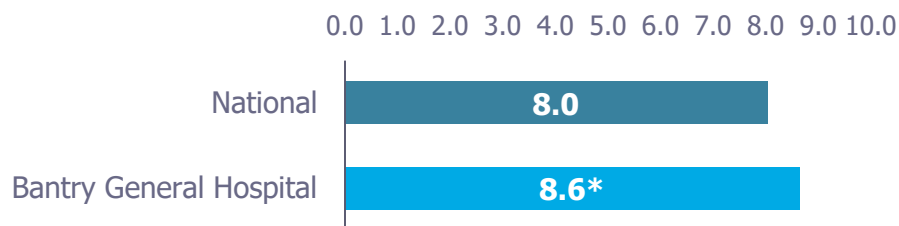
* Denotes statistically significant differences from the national average.



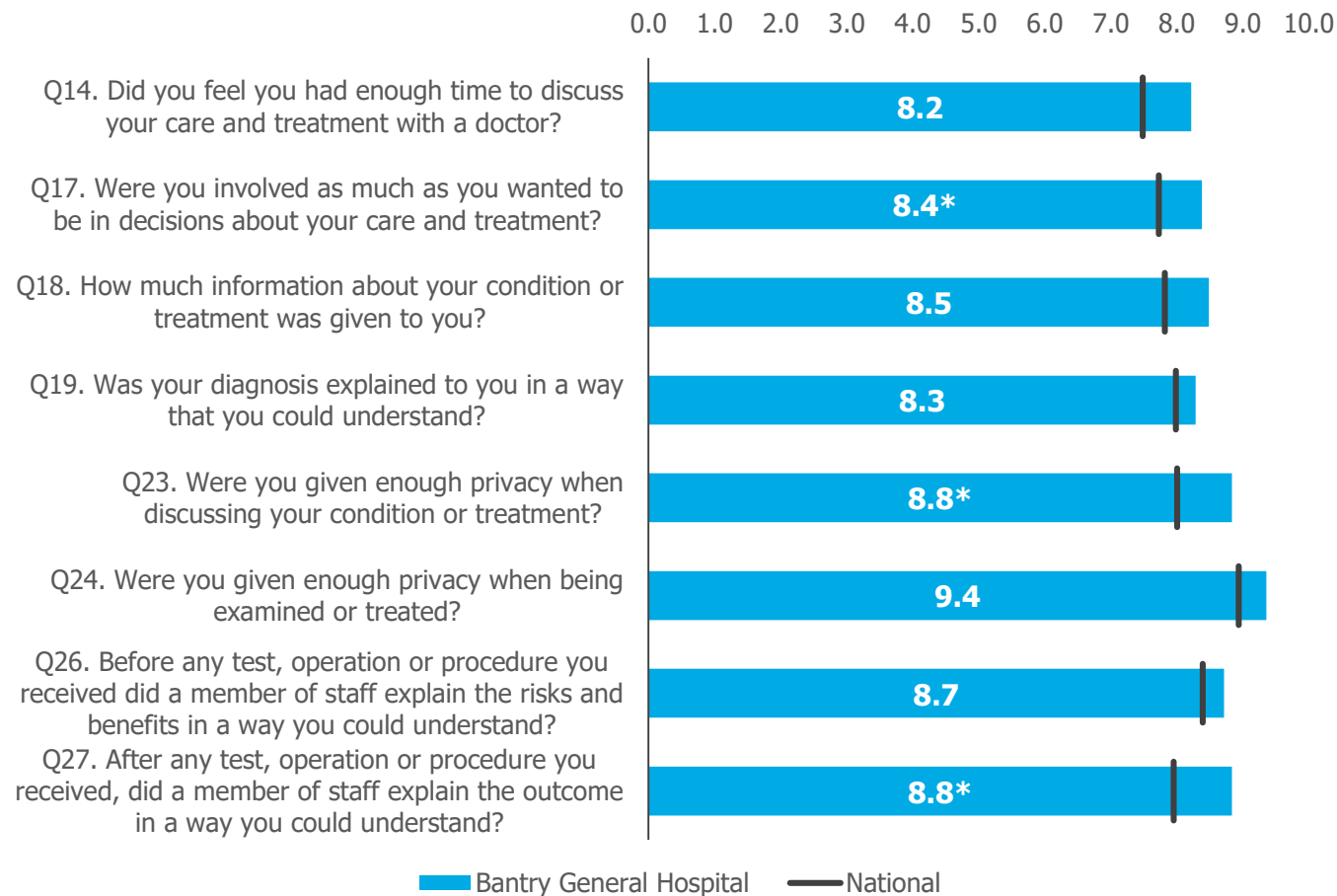
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 91% of people (79 of 87) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 8% of people (7 of 87) 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'



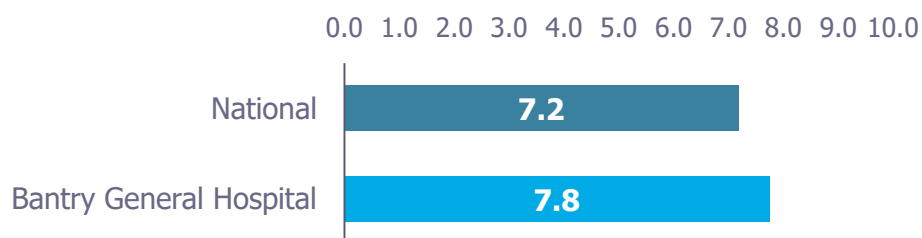
* Denotes statistically significant differences from the national average.



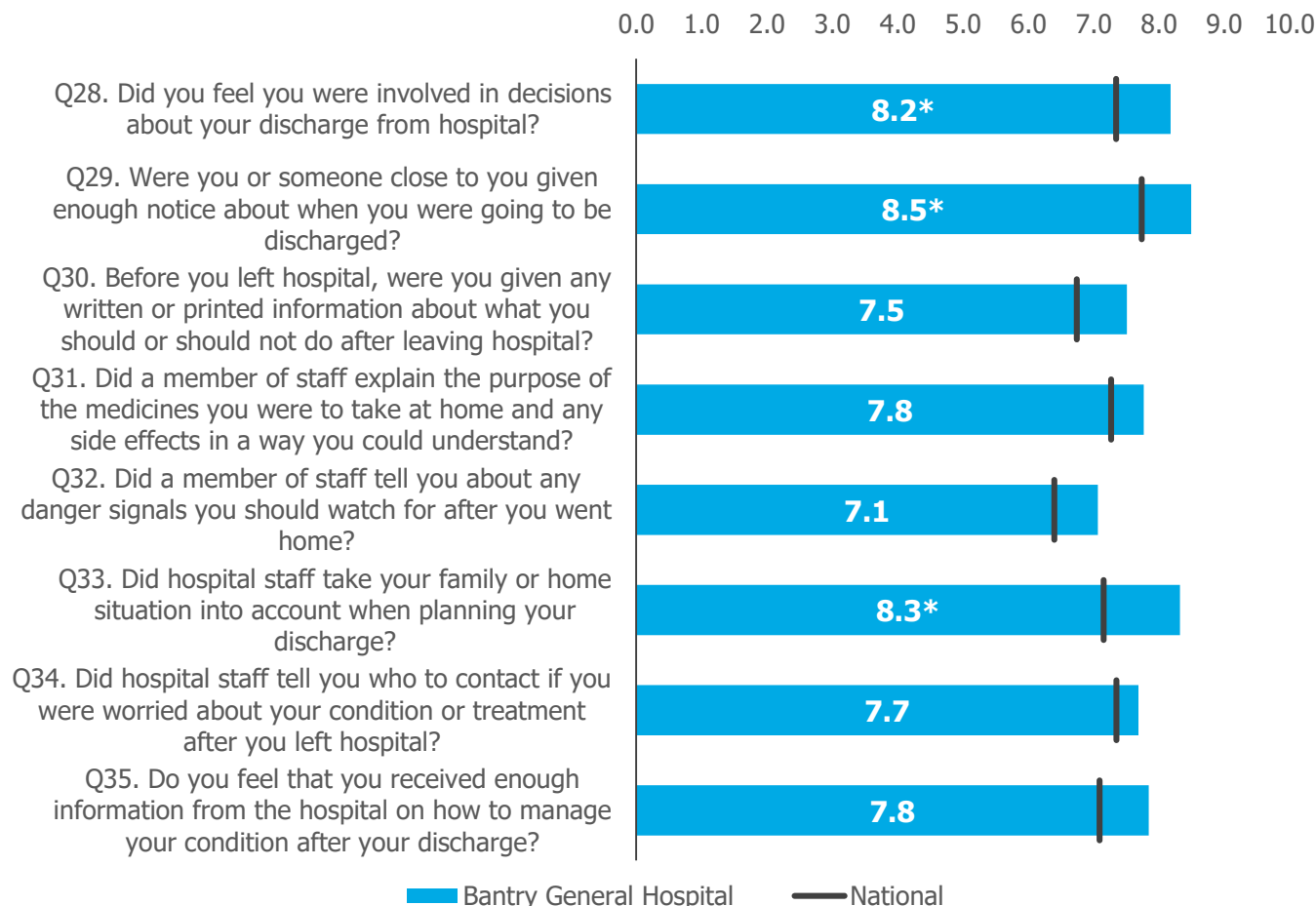
Discharge or transfer

- Highest-scoring question:
 - 80% of people (70 of 88) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 25% of people (16 of 63) said that they were not told about any danger signals to watch out for when they went home.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



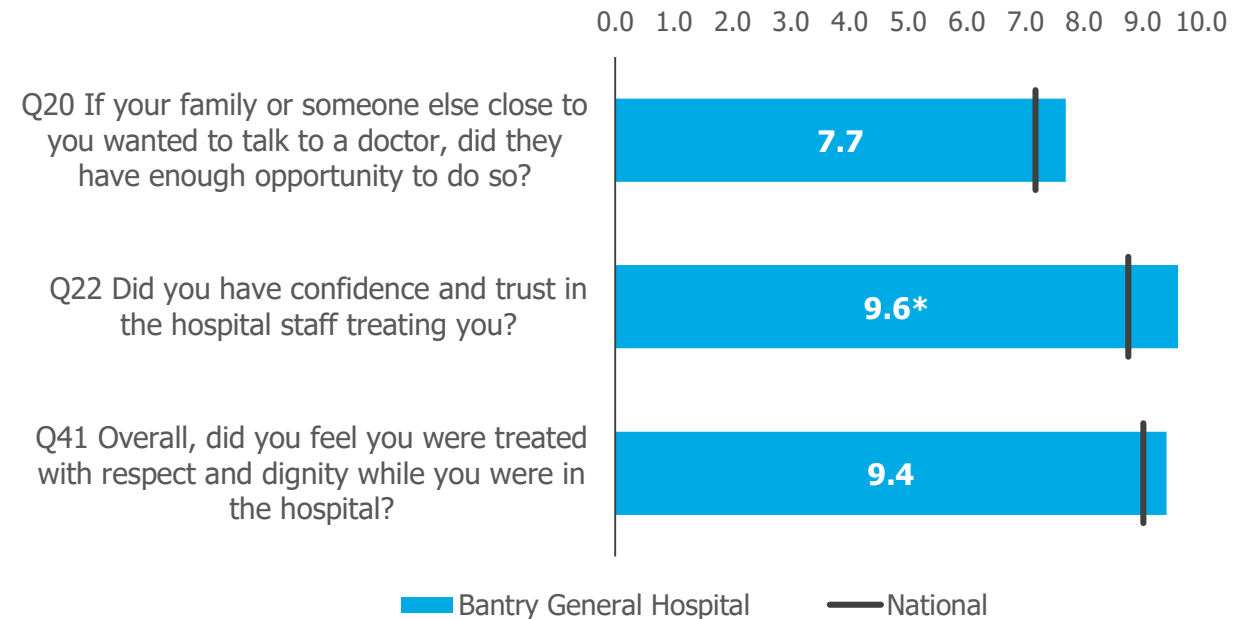
* Denotes statistically significant differences from the national average.

Other aspects of care



- Highest-scoring question:
 - 90% of people (80 of 89) said that they always had confidence and trust in hospital staff.
- Lowest-scoring question:
 - 13% of people (7 of 55) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 64% of people (37 of 58) who wanted to give feedback or make a complaint, knew how to and where to do so, while 36% (21 people) did not.

Average scores for questions on 'other aspects of care'



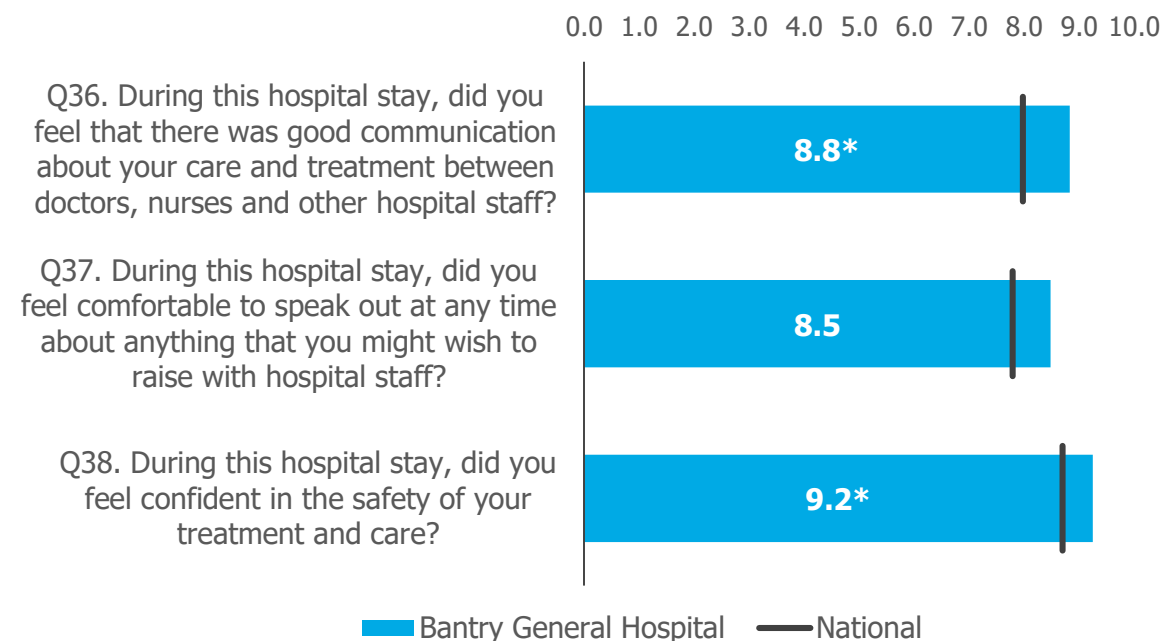
* Denotes statistically significant differences from the national average.

Patient safety

- 9% of people (8 of 87) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced was a medication issue.
- Highest-scoring question:
 - 87% of people (77 of 89) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 7% of people (5 of 75) said that they did not feel comfortable to speak out at any time about anything they wished to raise with hospital staff.



Average scores for questions on 'patient safety'



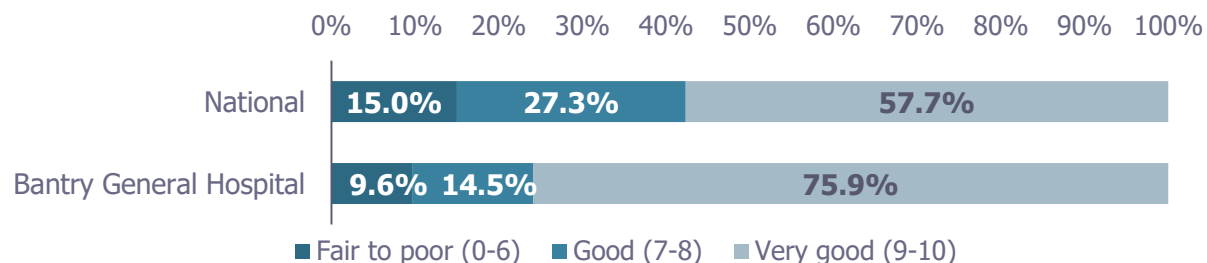
* Denotes statistically significant differences from the national average.

Overall experience

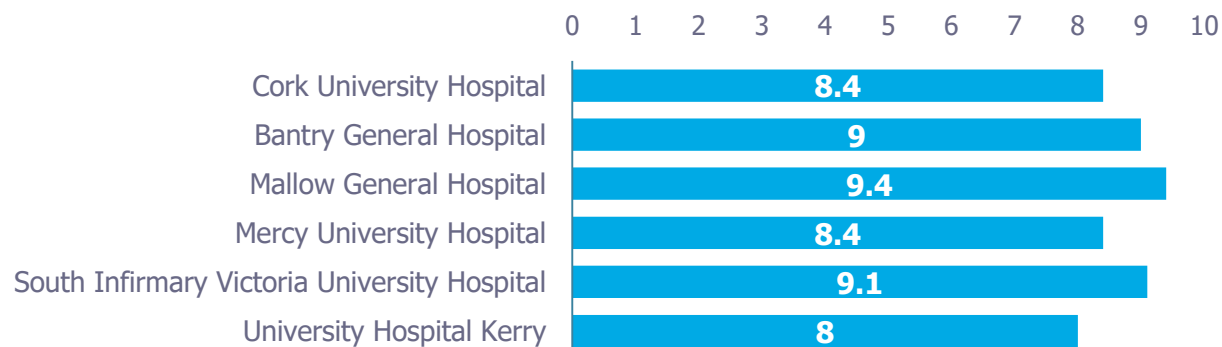


- 90% of survey participants who were admitted to Bantry General Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of care experience was significantly higher than the national average.
- Scores for all stages of care were about the same in 2024 compared to scores in 2022.

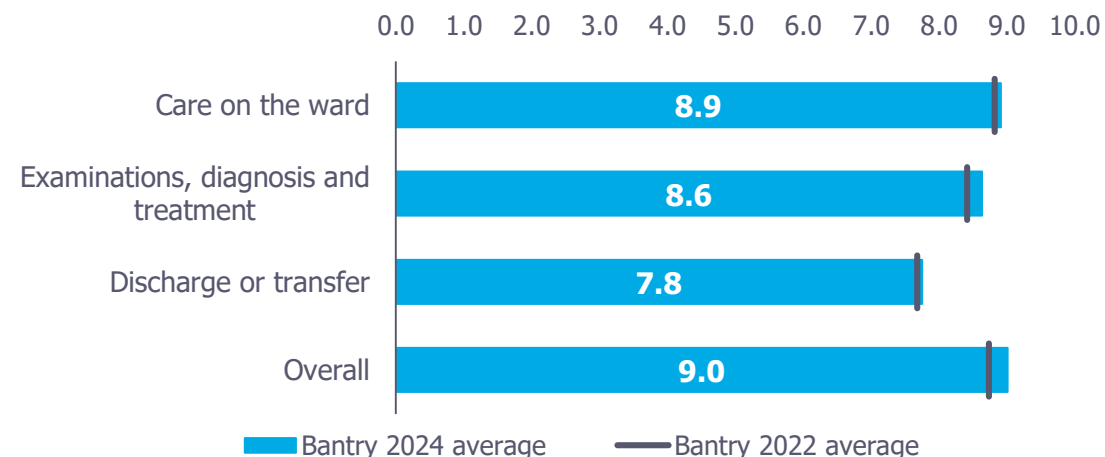
Overall experience of care



Overall experience of care scores for hospitals in the HSE South West health region

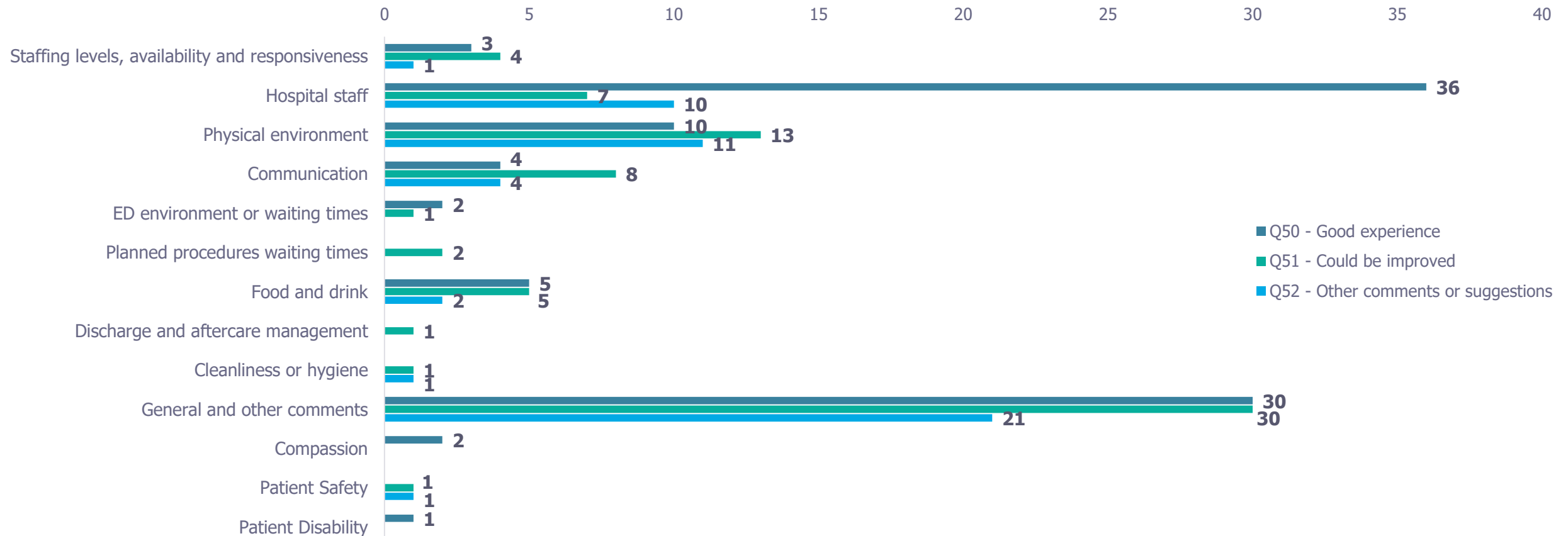


Scores for stages of care and overall experience



Analysis of patients' comments

- Three open-ended questions asked patients what was good about their care (Q50), what could be improved (Q51), and whether they had any other comments or suggestions (Q52).
- 143 comments were received from patients admitted to Bantry General Hospital. Comments were coded using the categories below.



Conclusion



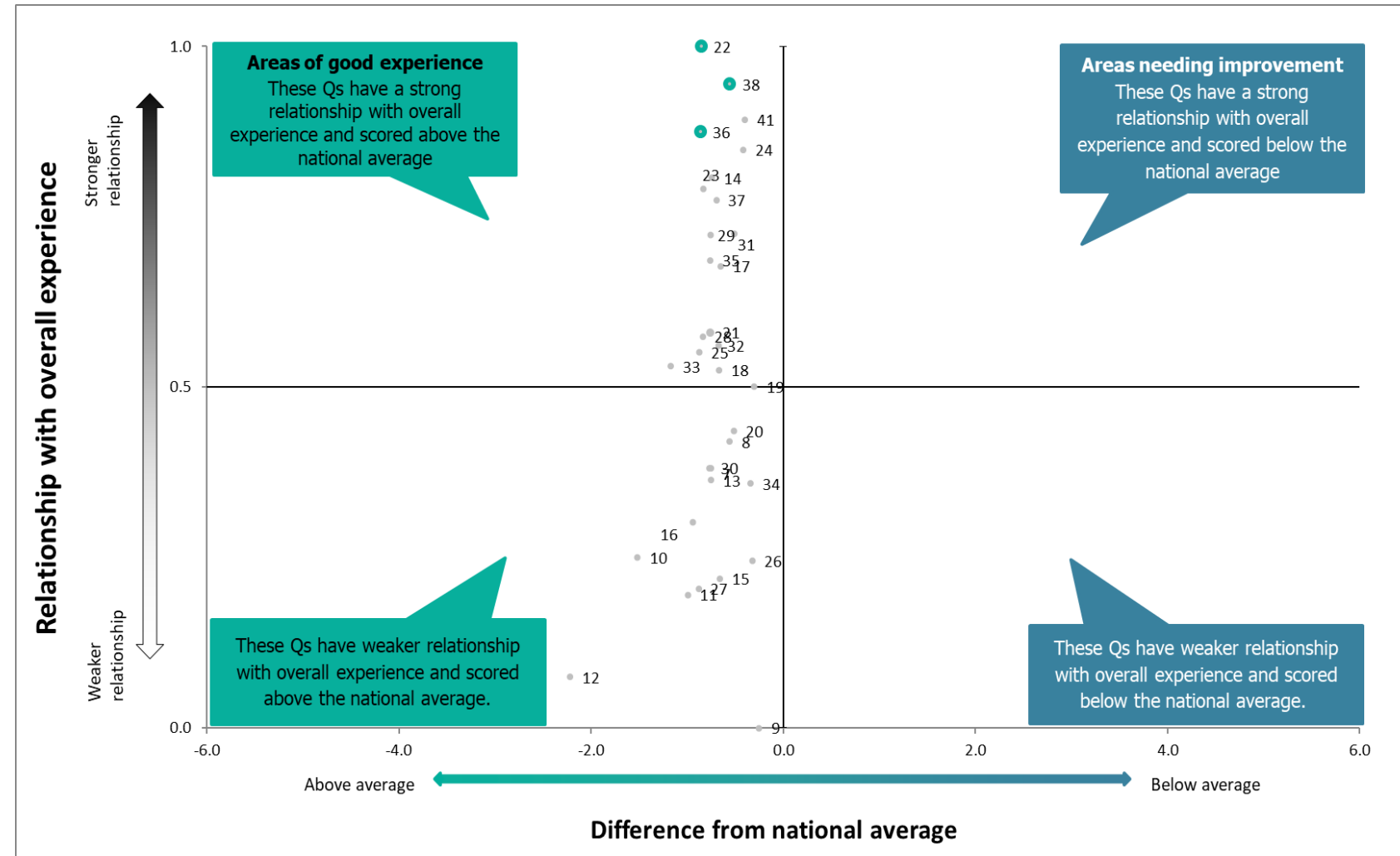
- Areas of good experience at Bantry General Hospital included confidence and trust in hospital staff, communication between staff about care and treatment, and patient confidence in the safety of care.
- The hospital's lowest-scoring questions related to patients finding someone to talk to about worries and fears, written information at discharge and about danger signals to watch out for after leaving hospital.
- 'Care on the ward' was the stage of care with the highest score.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 90% of survey participants said they had a good to very good overall experience at Bantry General Hospital, compared to 85% nationally.
- The overall rating of care experience at Bantry General Hospital was significantly higher than the national average.
- Scores for all stages of care were similar in 2024 compared to scores in 2022.

Appendix 1

Areas of good experience and areas needing improvement

Improvement map Bantry General Hospital

- 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.





Suirbhé
Náisiúnta ar
Eispéireas Othar
Cónaitheach

National
Inpatient
Experience
Survey

More information on the National Inpatient Experience Survey 2024 is available from www.yourexperience.ie:

- National results ([click here](#))
- Interactive results ([click here](#))

Follow us on:



@CareExperience



/YourInpatientExperience
/CareExperience



@CareExperience

Improving care experiences together



An Roinn Sláinte
Department of Health