



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Beaumont Hospital

Improving care experiences together



An Roinn Sláinte
Department of Health





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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
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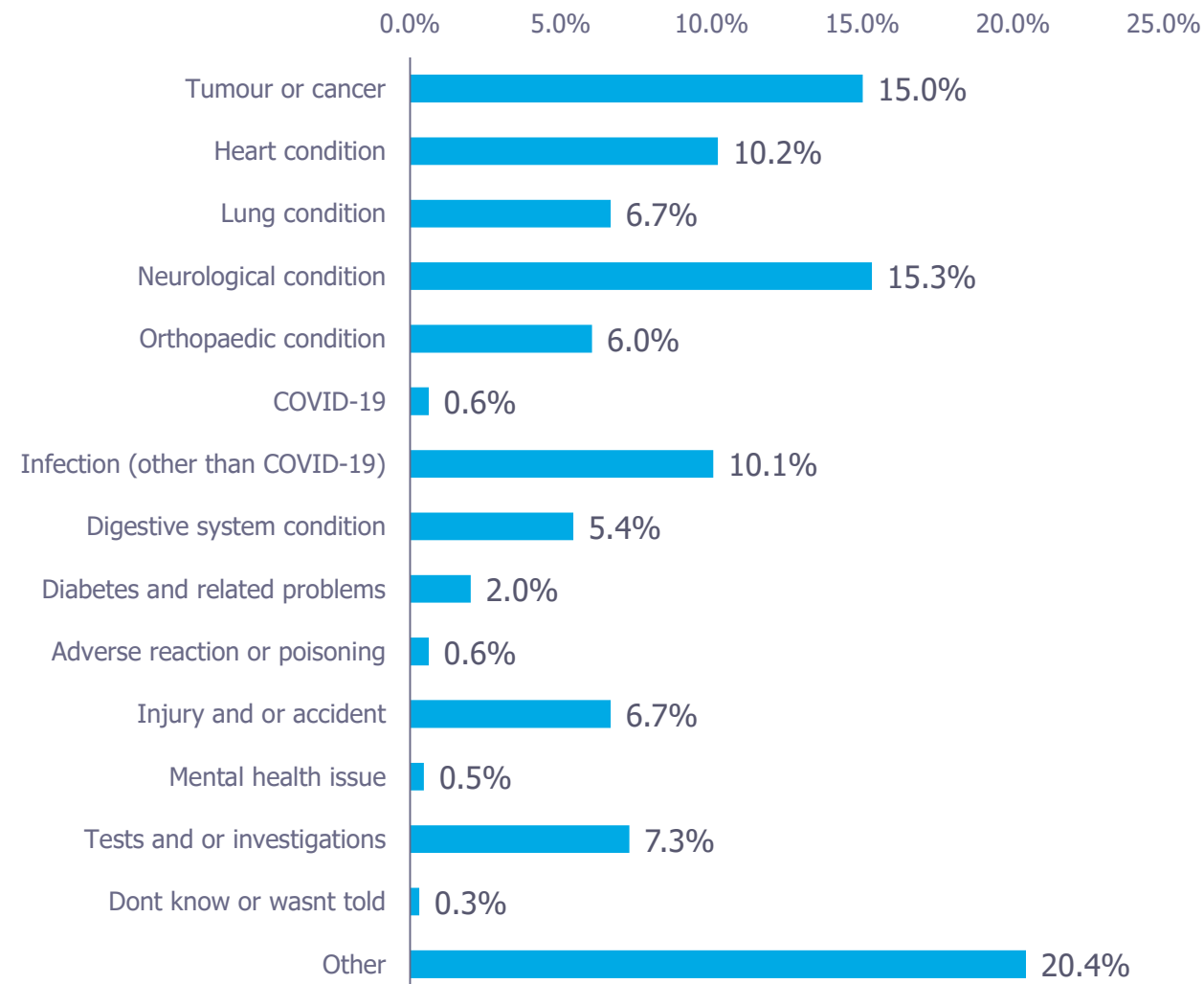
Participants

- 1,616 people who were admitted to Beaumont Hospital were invited.
- 655 took part (41%), which is the same as 41% nationally.
- 61% (399) completed the survey online, while 39% (256) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	45	6.9
36 to 50 years	104	15.9
51 to 65 years	176	26.9
66 to 80 years	232	35.4
81 years or older	98	15.0
Gender		
Male	328	50.1
Female	327	49.9
Admission type		
Emergency	527	80.5
Non-emergency	128	19.5

Reason for admission





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Areas of good experience



While no specific 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. A selection of comments highlighting areas of good experience is provided below.

Comments from patients

“All the staff in the hospital were very kind and caring and looked after each patient with dignity and respect.”

“Everyone I came into contact with was pleasant and polite including porters, nurses, doctors and ancillary staff.”

“Considering that the hospital staff were so busy day and night I was amazed at their patience and kindness to us patients, most of whom were over 70. I was very grateful for the care I received.”



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Areas needing improvement



Privacy while being examined or treated in the emergency department | Q4

Of the 466 people who answered this question, 17% (80) said that they were not given enough privacy while being examined or treated in the emergency department.

Cleanliness of hospital | Q7

Of the 622 people who answered this question, 7% (42) said that the hospital was 'not very clean' or 'not at all clean'.

Opportunity to talk to a nurse | Q15

Of the 591 people who answered this question, 3% (18) said that they did not get the opportunity to talk to a nurse when they needed to.

These questions scored significantly below national average and have stronger relationships with overall experience.

Comments from patients

"I would have preferred a more private area to discuss my personal circumstances."

"Toilets on shared ward were not to standard, need more regular cleaning"

"My ward was particularly understaffed many times which meant a lot of waiting around for a nurse at times."



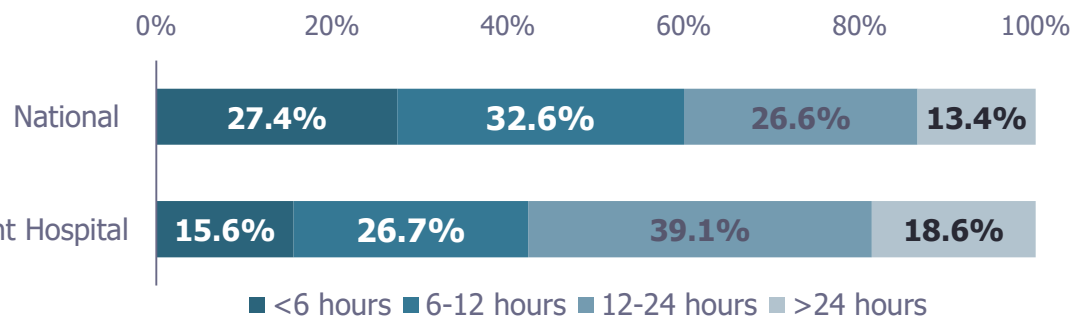
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Admissions

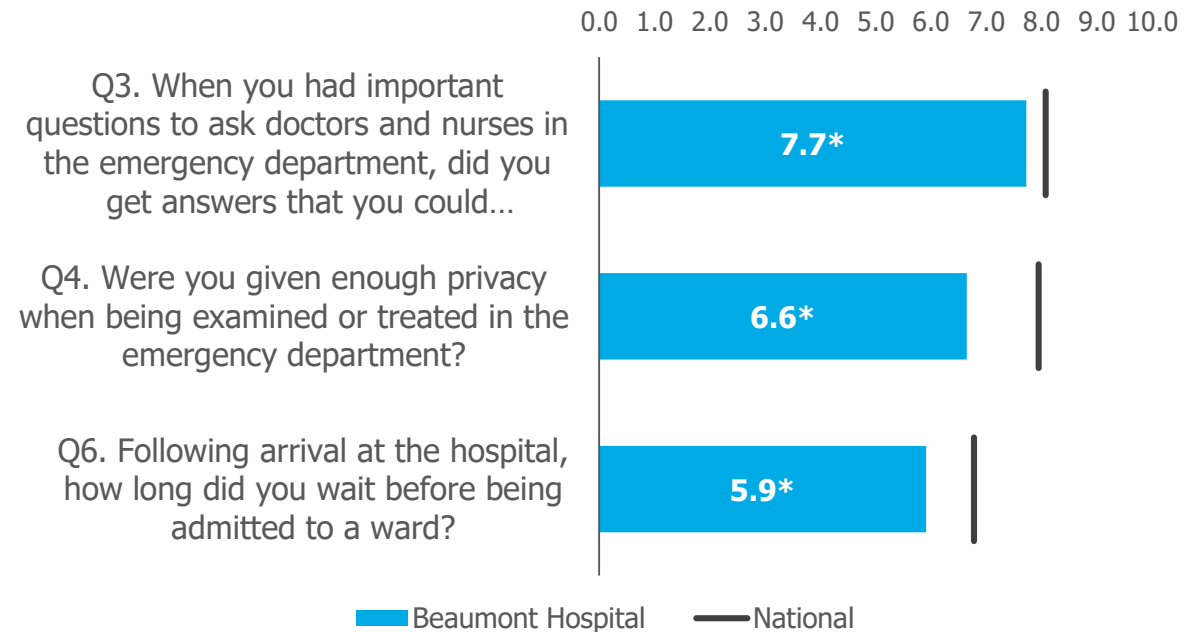


- Highest-scoring question:
 - 61% of people (259 of 423) said that they were definitely given enough privacy when being examined or treated in the emergency department.
- Lowest-scoring question:
 - 19% of people (81 of 435) said that they waited more than 24 hours in the emergency department before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



* Denotes statistically significant differences from the national average.



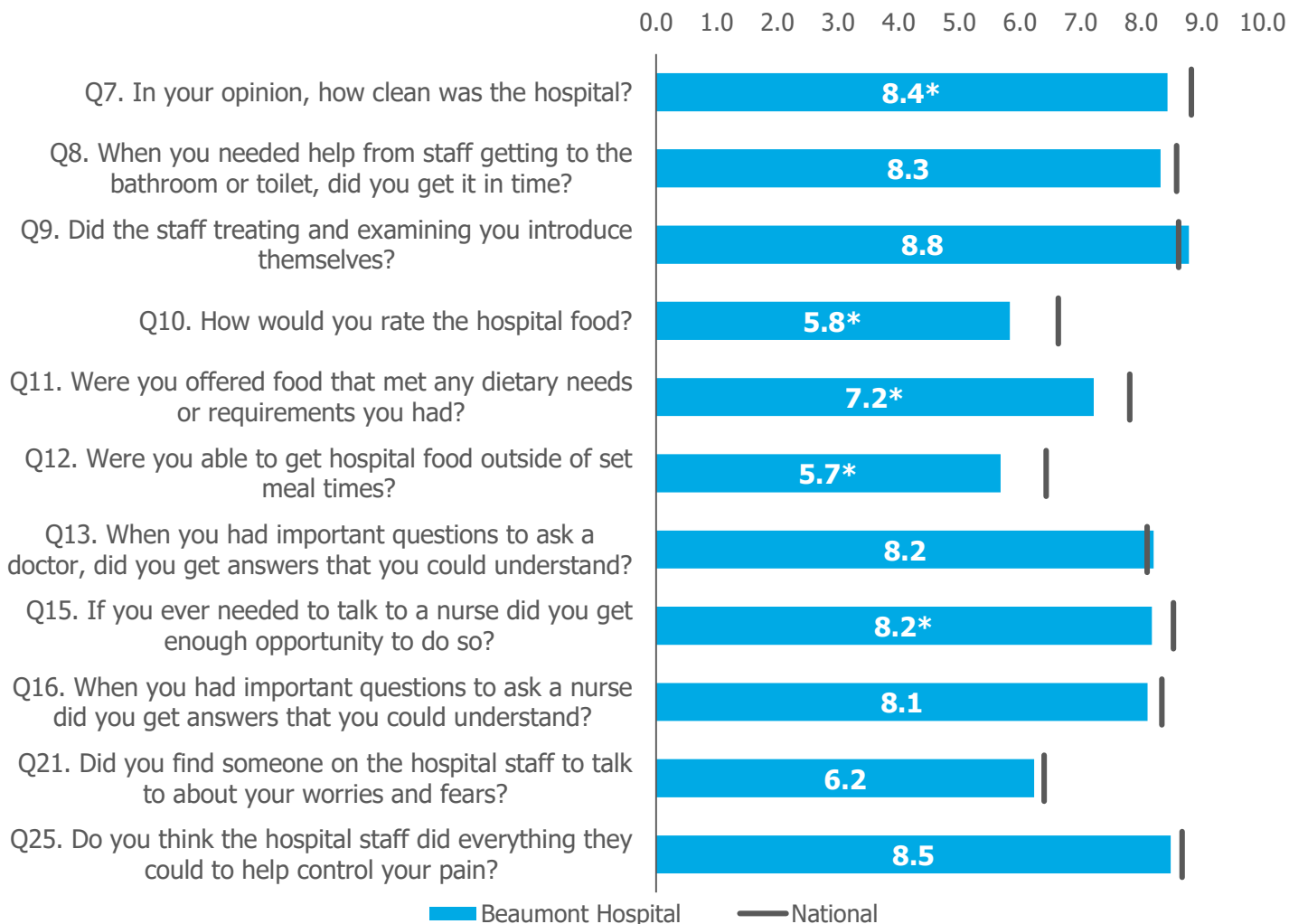
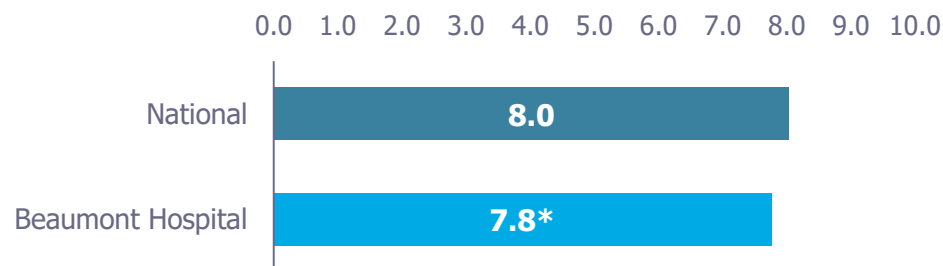
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Care on the ward

Average scores for questions on 'care on the ward'

- Highest-scoring question:
 - 78% of people (475 of 611) said that all of the staff treating and examining them introduced themselves.
- Lowest-scoring question:
 - 26% of people (90 of 347) said they were not able to get hospital food outside of set meal times if they needed it.

Comparison with the national average



* Denotes statistically significant differences from the national average.

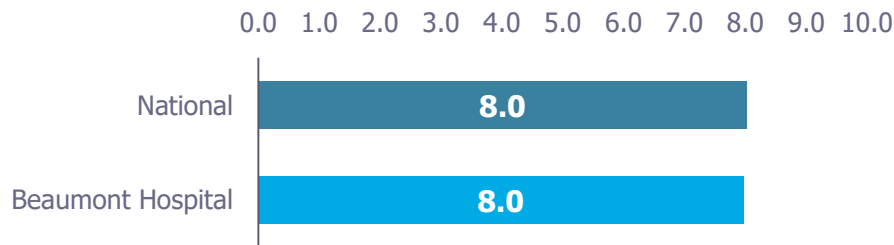


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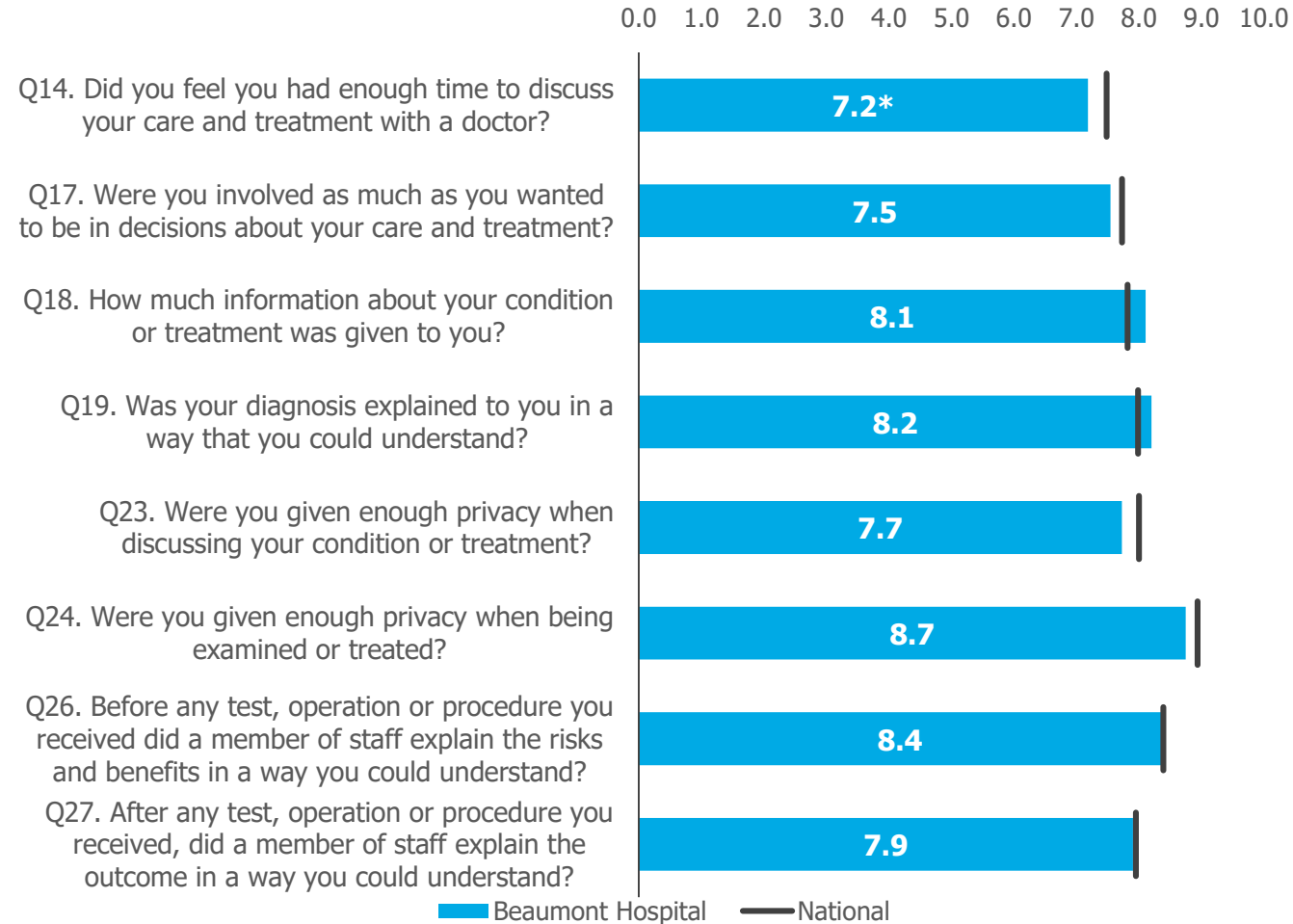
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 78% of people (486 of 620) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 12% of people (72 of 615) 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.

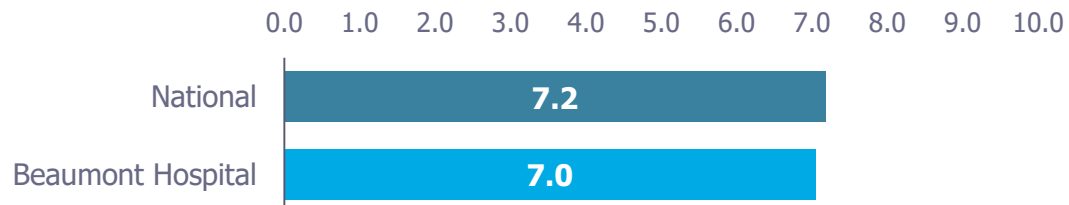


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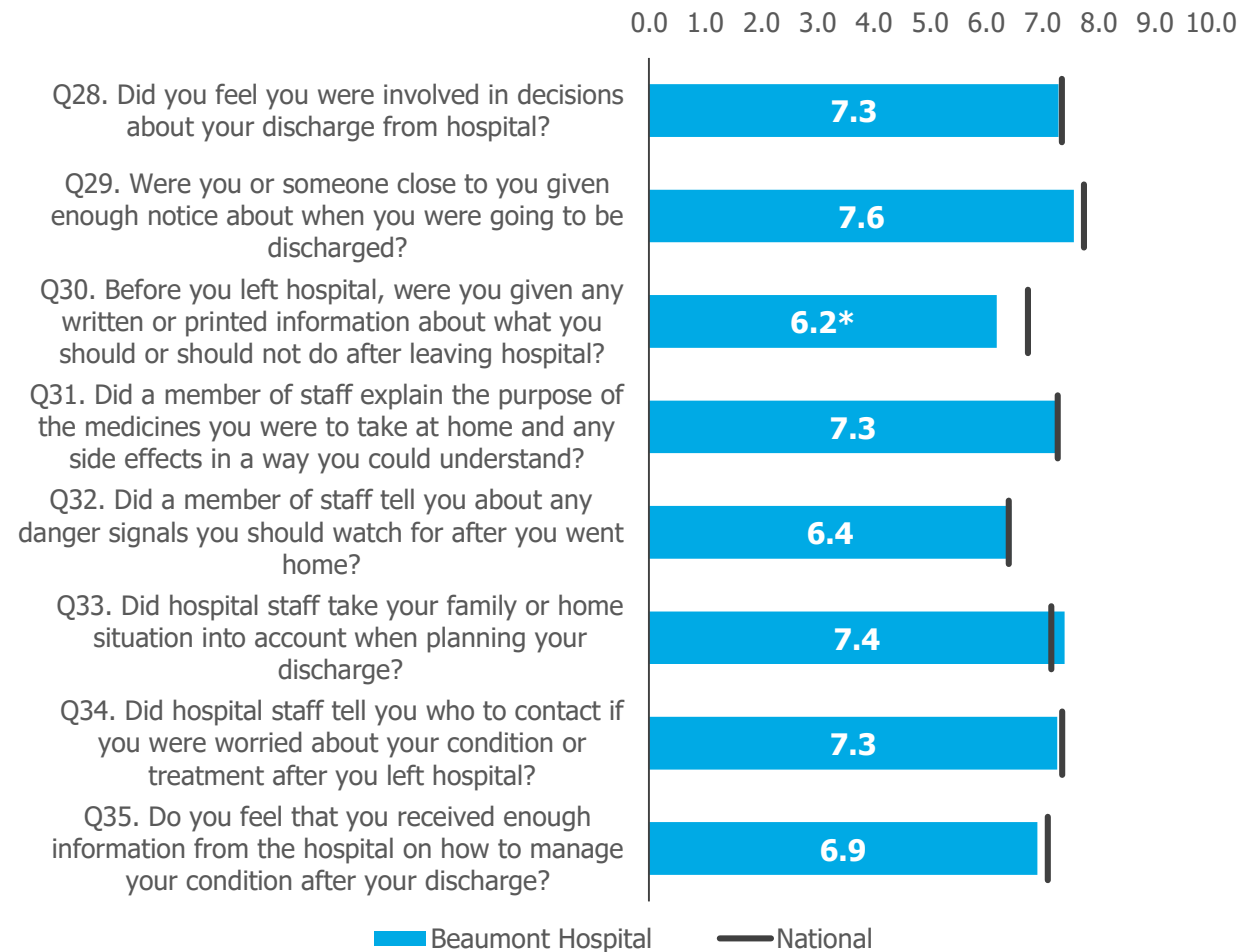
Discharge or transfer

- Highest-scoring question:
 - 63% of people (386 of 614) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 38% of people (207 of 543) said that they were not given any written or printed information about what they should or should not do after leaving hospital.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



* Denotes statistically significant differences from the national average.



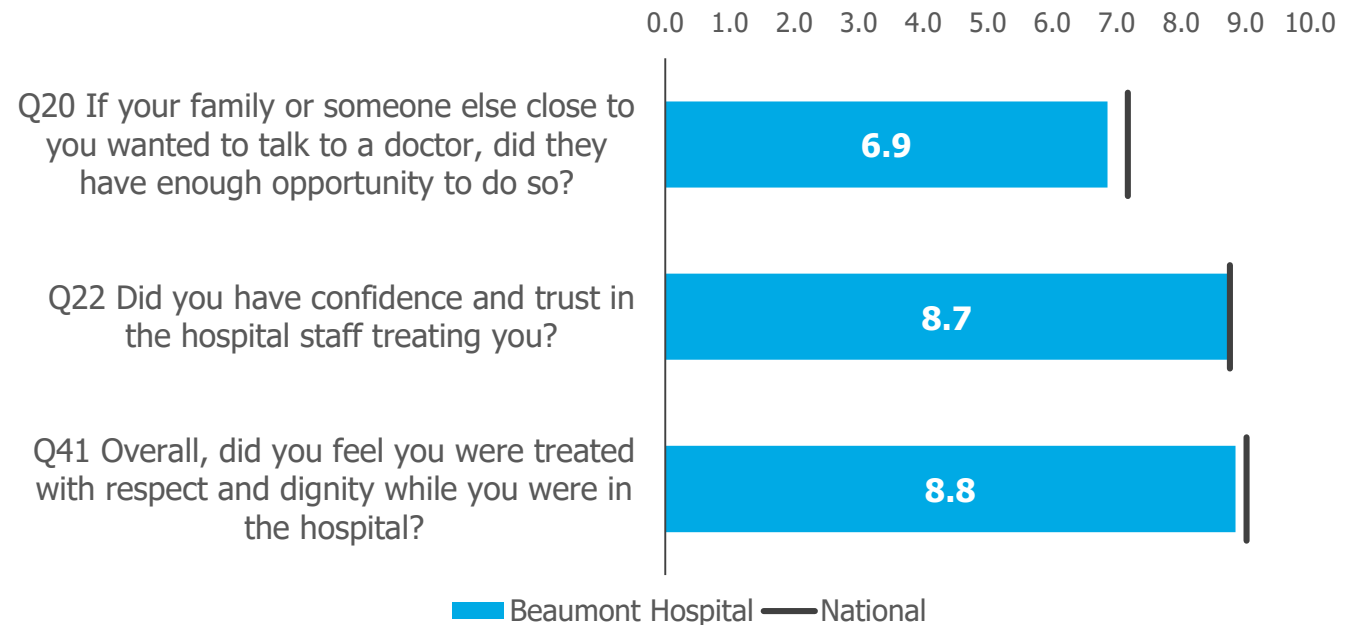
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Other aspects of care



- Highest-scoring question:
 - 80% of people (498 of 622) always felt treated with respect and dignity while in the hospital.
- Lowest-scoring question:
 - 14% of people (61 of 447) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 52% of people (227 of 439) who wanted to give feedback or make a complaint, knew how and where to do so, while 48% (212 people) did not.

Average scores for questions on 'other aspects of care'





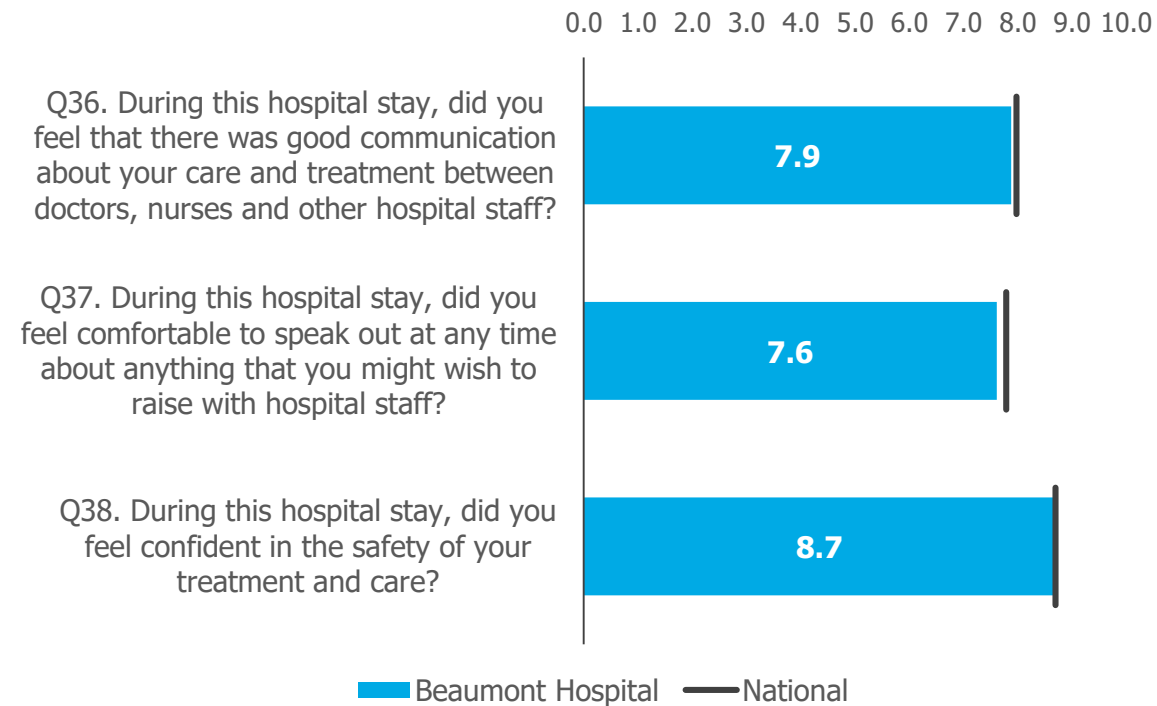
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Patient safety

- 13% of people (77 of 617) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced by people was a healthcare-associated infection.
- Highest-scoring question:
 - 77% of people (481 of 623) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 12% of people (67 of 560) said that they did not feel comfortable to speak out at any time about anything that they wished to raise with hospital staff.



Average scores for questions on 'patient safety'





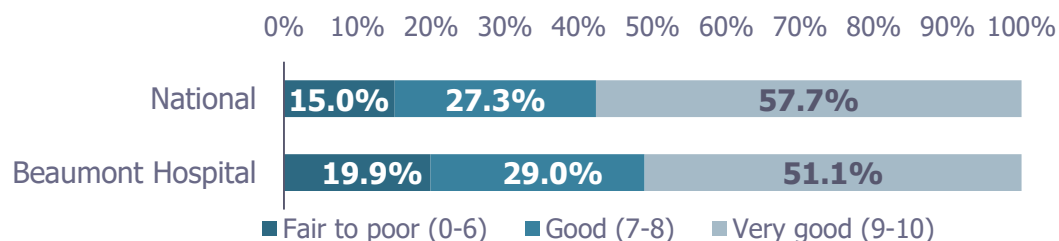
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Overall experience

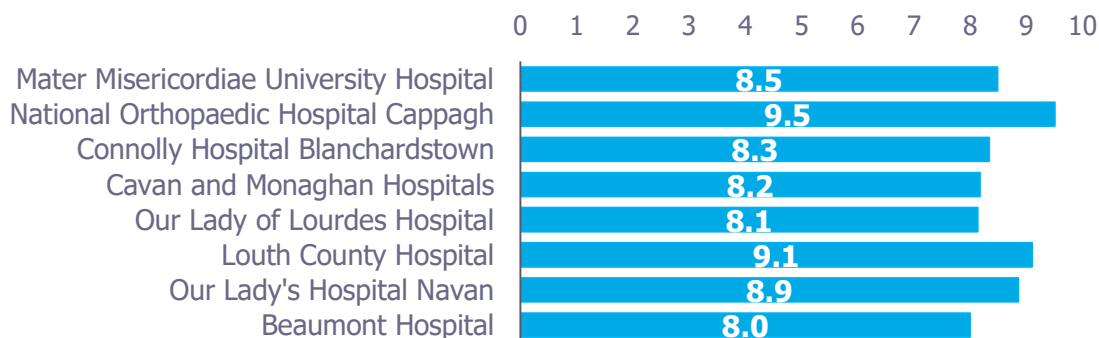


- 80% of survey participants who were admitted to Beaumont Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of experience was significantly lower than the national average.
- Scores for the 'Admissions' stage of care were significantly lower in 2024 compared to 2022, but this may be due to changes to the questions for this stage in the 2024 survey.
- Scores for the 'Discharge or transfer' stage of care and overall care experience were significantly higher in 2024 than 2022.

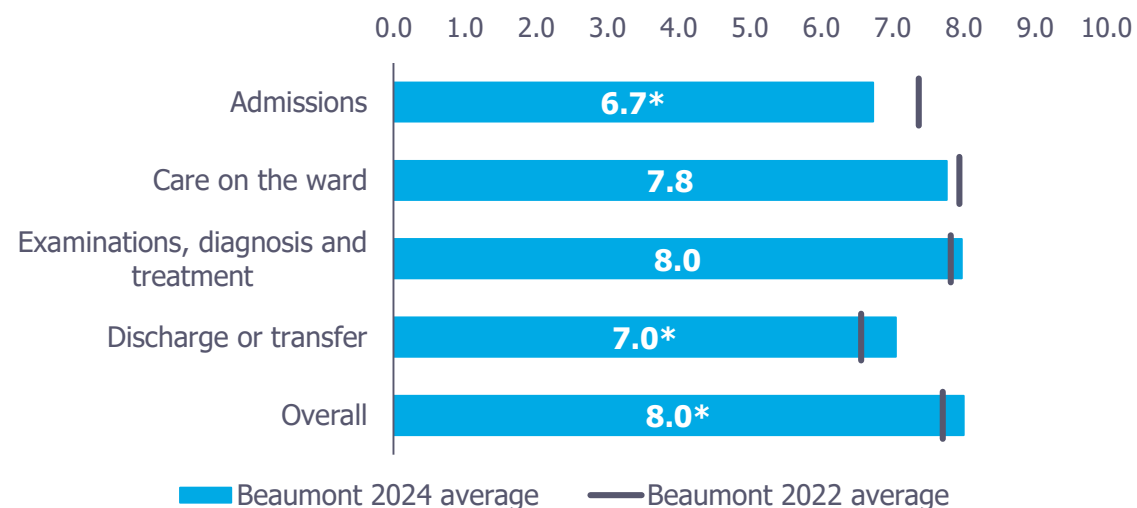
Overall experience of care



Overall experience of care scores for hospitals in the HSE Dublin and North East health region



Scores for stages of care and overall experience



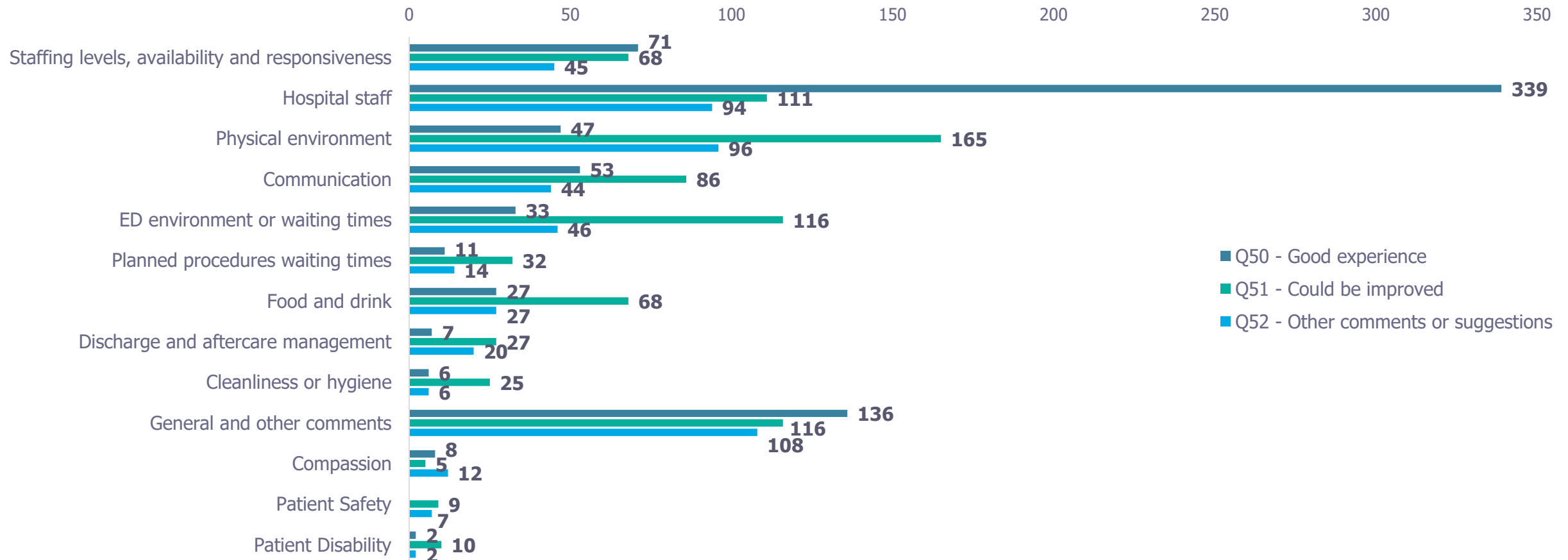
* Denotes statistically significant differences.



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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 comment or suggestion (Q52).
- 1,139 comments were received from patients admitted to Beaumont Hospital. Comments were coded using the categories below.





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Conclusion



- Higher-scoring questions at Beaumont Hospital related to staff introducing themselves to patients, and patients feeling that they were treated with respect and dignity.
- Areas for improvement included privacy in the emergency department, cleanliness of the hospital, and opportunities for patients to talk to a nurse.
- 'Examinations, diagnosis and treatment' was the stage of care with the highest score.
- 'Admissions' was the stage of care with the lowest score.
- 80% of survey participants at Beaumont Hospital said they had a good to very good overall experience of care, compared to 85% nationally.
- The overall rating of experience at Beaumont Hospital was significantly lower than the national average.
- Scores for the 'Discharge or transfer' stage of care and overall care experience were significantly higher in 2024 than in the 2022 survey, while scores for the 'Admissions' stage of care were significantly lower (though this may be due to changes in the questions asked for this stage in 2024).



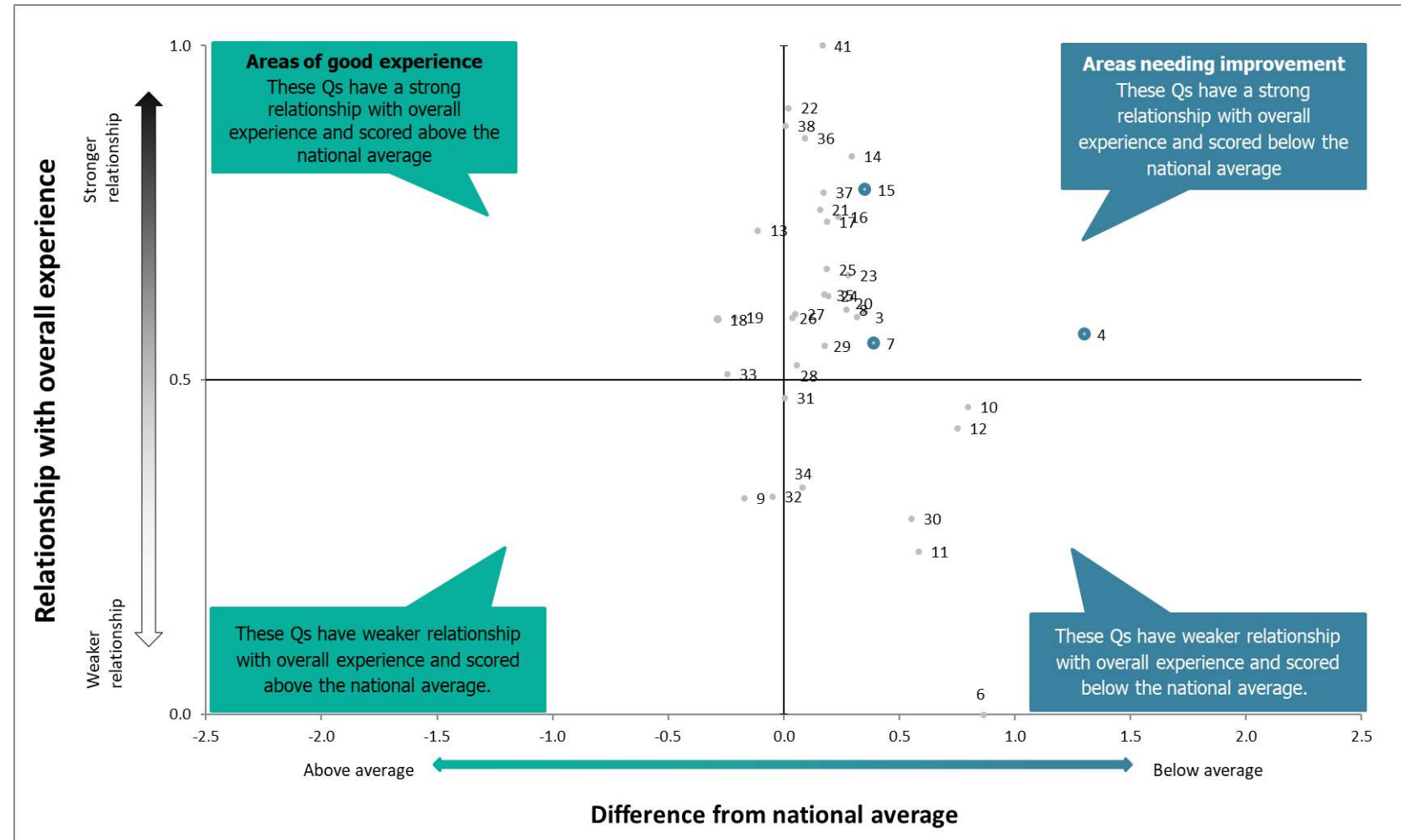
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Appendix 1

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 for Beaumont Hospital





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

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

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