



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Cavan and Monaghan Hospitals

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	24 Spent 24 hours or more in a public acute hospital	MAY 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



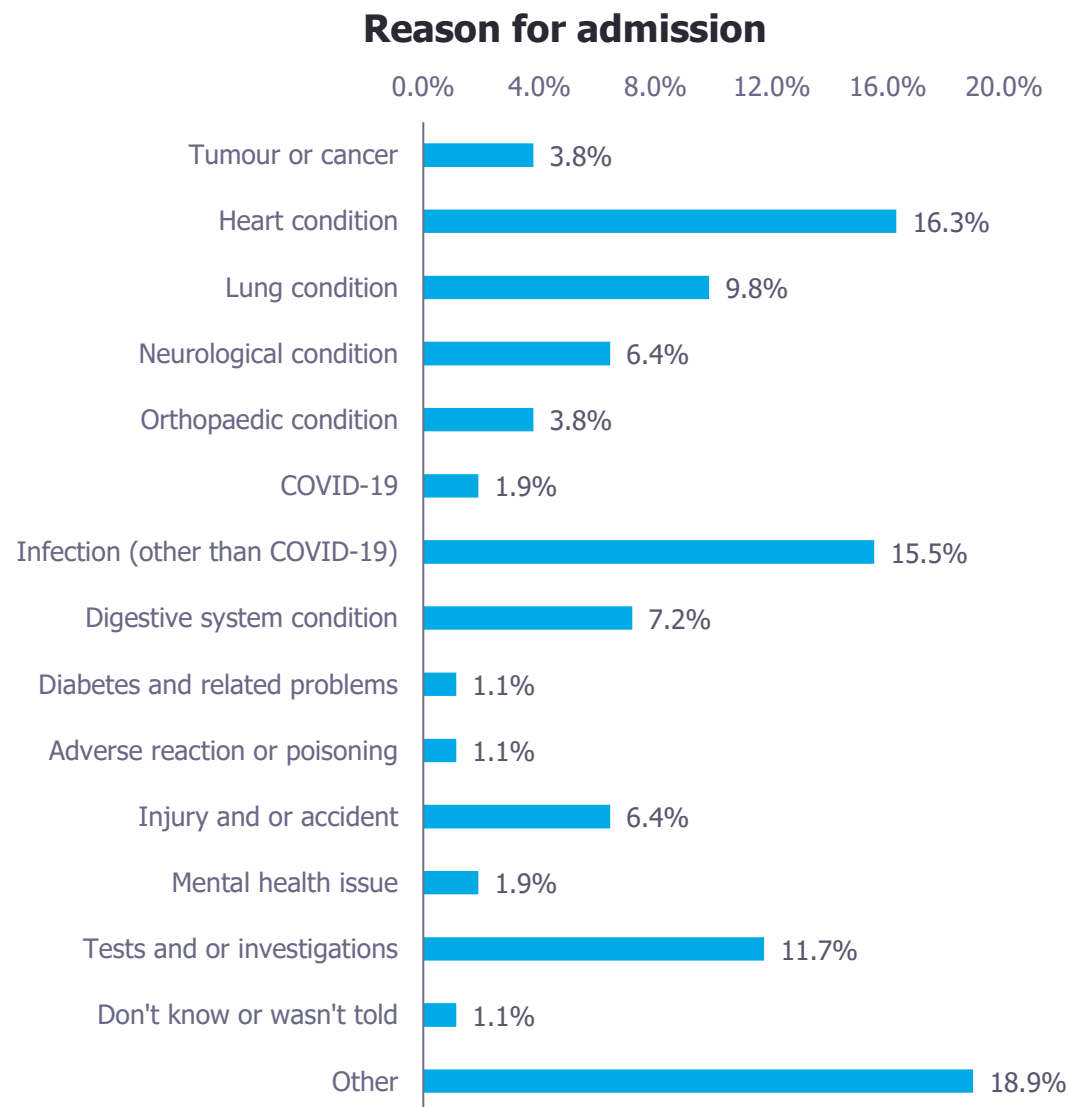
Patients receiving services such as day care, maternity, psychiatric, paediatric and some other specialist services	Patients receiving care in private hospitals
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Participants

- 725 people who were admitted to Cavan and Monaghan Hospitals were invited.
- 268 took part (37%), compared to 41% nationally.
- 44% (118) completed the survey online, while 56% (150) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	23	8.6
36 to 50 years	34	12.7
51 to 65 years	46	17.2
66 to 80 years	108	40.3
81 years or older	57	21.3
Sex		
Male	127	47.4
Female	141	52.6
Admission route		
Emergency	251	93.7
Non-emergency	17	6.3



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

"The care received in my hospital stay was really good. All staff were very friendly and treated me with care and respect."

"The staff were very friendly and professional. The food was excellent. The hospital was very clean."

"Very caring nursing staff and care assistants. Courteous and helpful. Always willing to answer any questions I had even when extremely busy."

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

"For family members and visitors a day room would be very welcome."

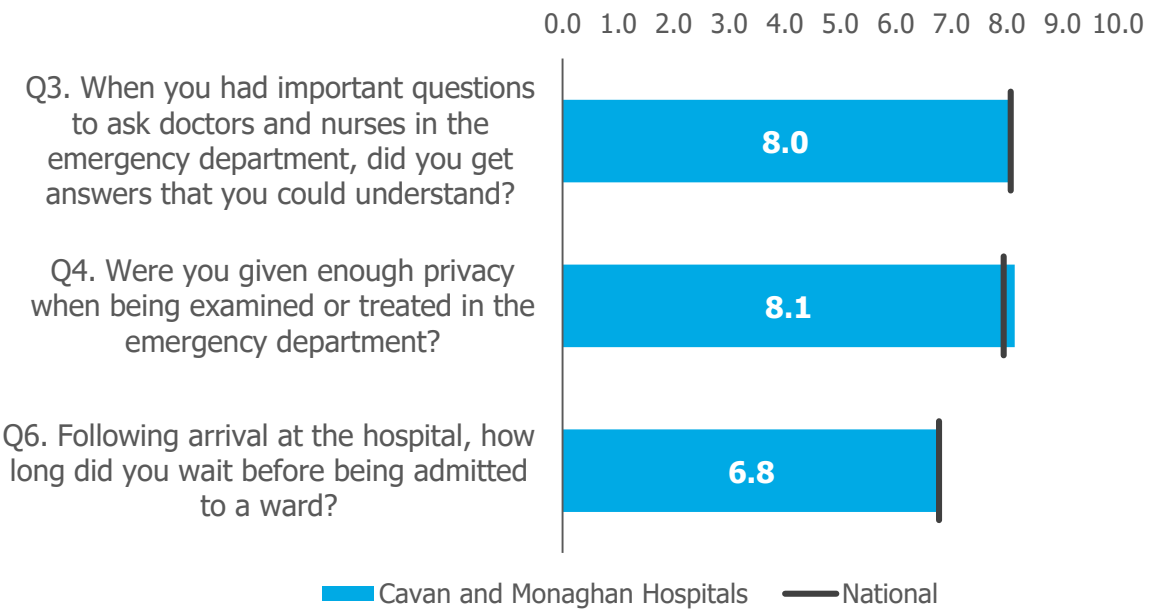
"It would have been appreciated if I could have been notified of my discharge earlier in the day. I do understand that the doctors were busy and this was likely the cause of the delay."

"I was transferred to another hospital after this hospital admission. There was minimal transfer of information and poor communication between both hospitals in respect of the handover of my medical care and investigations. Electronic data, as opposed to paper files would have been preferential."

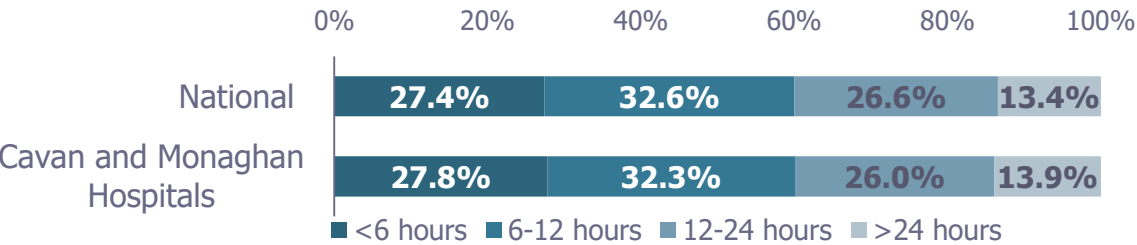
Admissions



Average scores for questions on 'admissions'



Emergency department waiting times

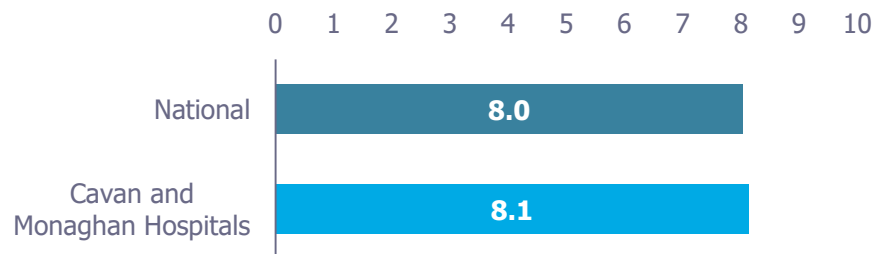


- Highest-scoring question:
 - 70% of people (166 of 239) said that they were definitely given enough privacy when being examined or treated in the emergency department.
- Lowest-scoring question:
 - 14% of people (31 of 223) said that they waited more than 24 hours before being admitted to a ward.

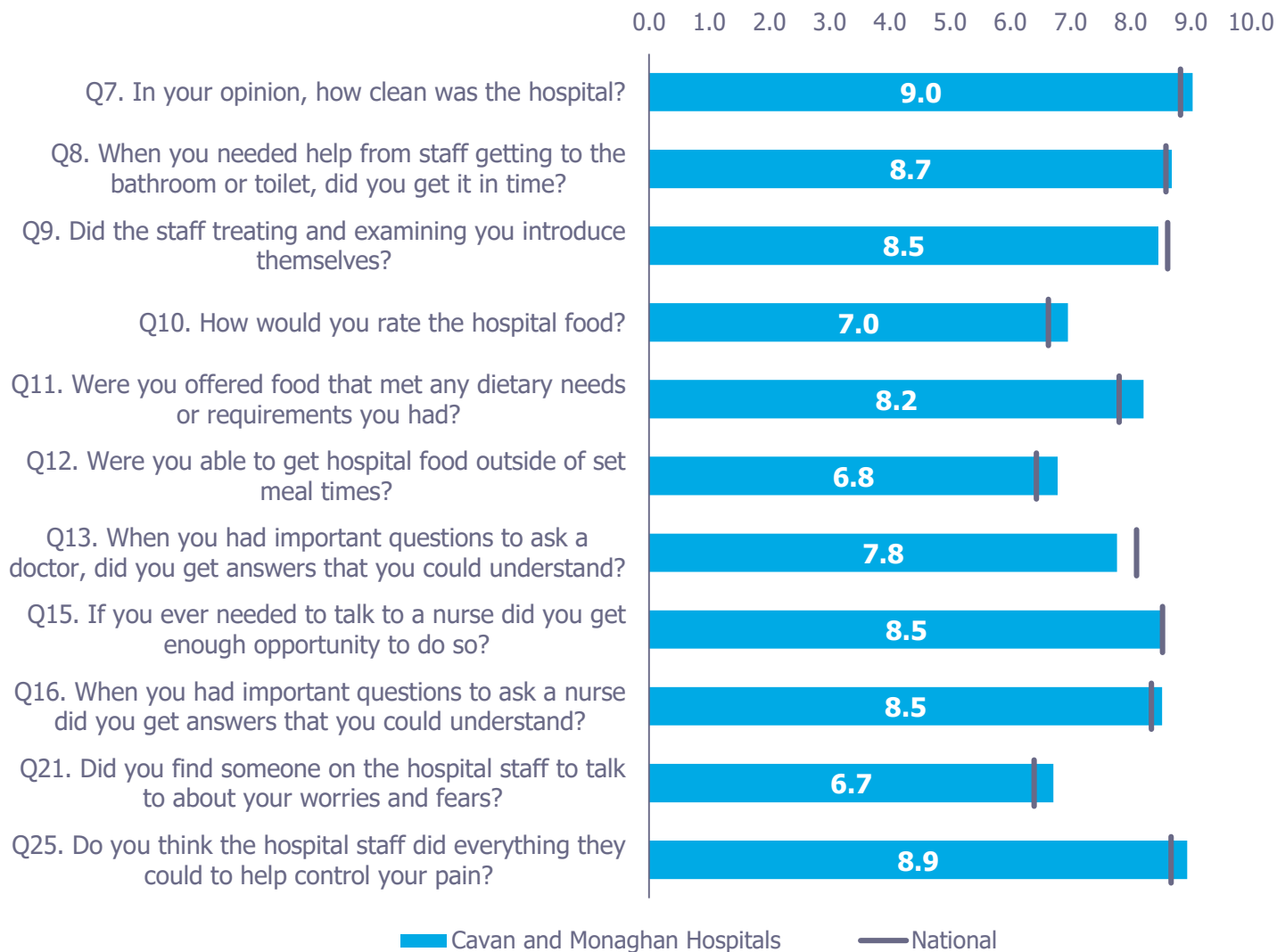
Care on the ward

- Highest-scoring question:
 - 73% of people (179 of 246) said that the hospital was 'very clean'.
- Lowest-scoring question:
 - 17% of people (29 of 168) who required it, said they were not able to find someone to talk to about their worries and fears.

Comparison with the national average



Average scores for questions on 'care on the ward'

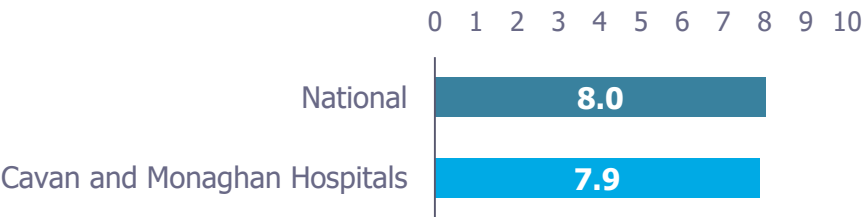




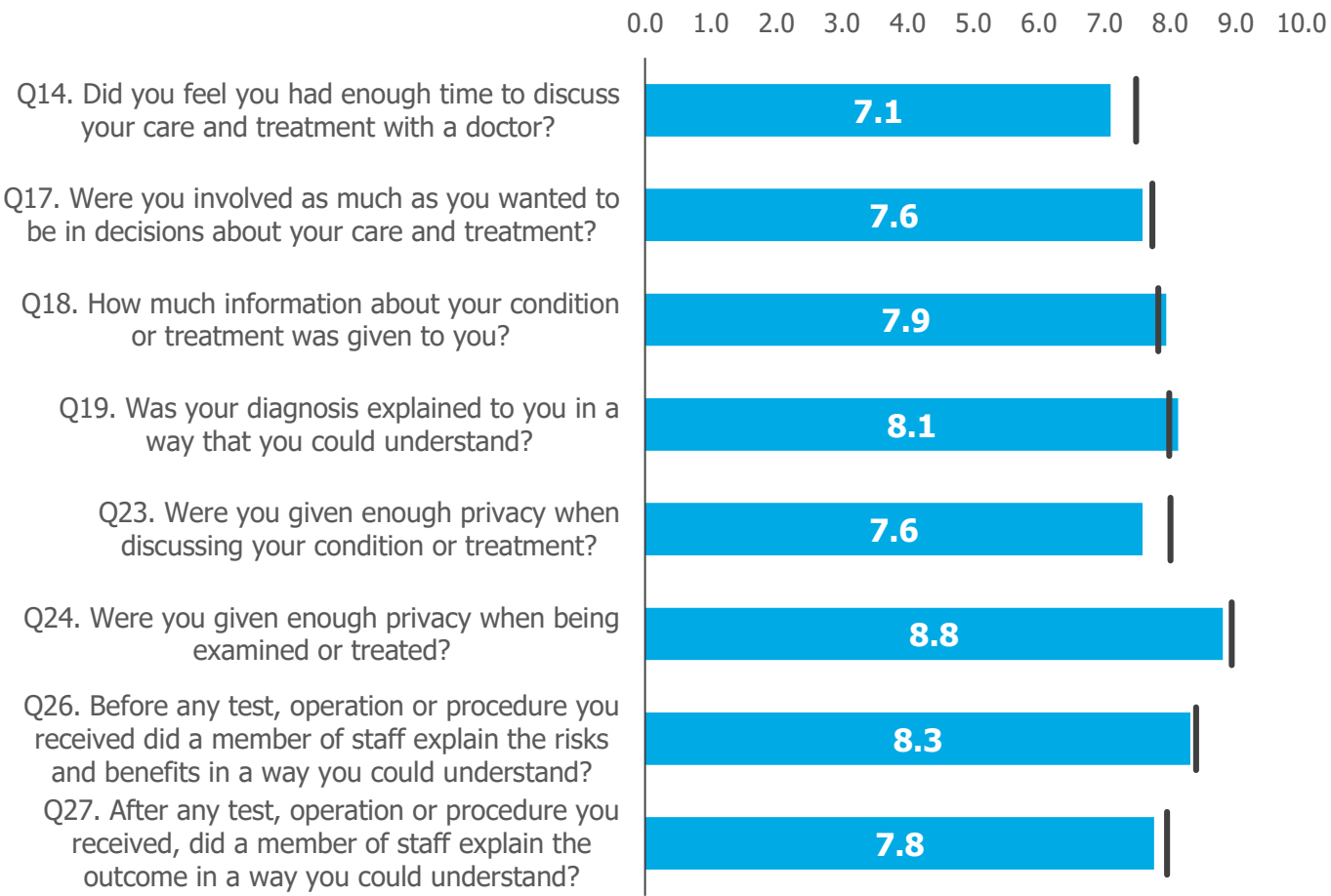
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 81% of people (199 of 247) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 11% of people (28 of 247) 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'

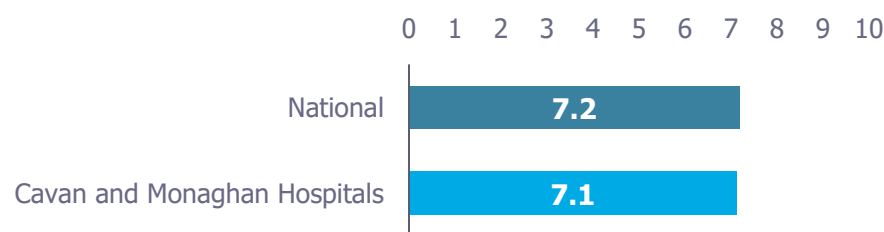




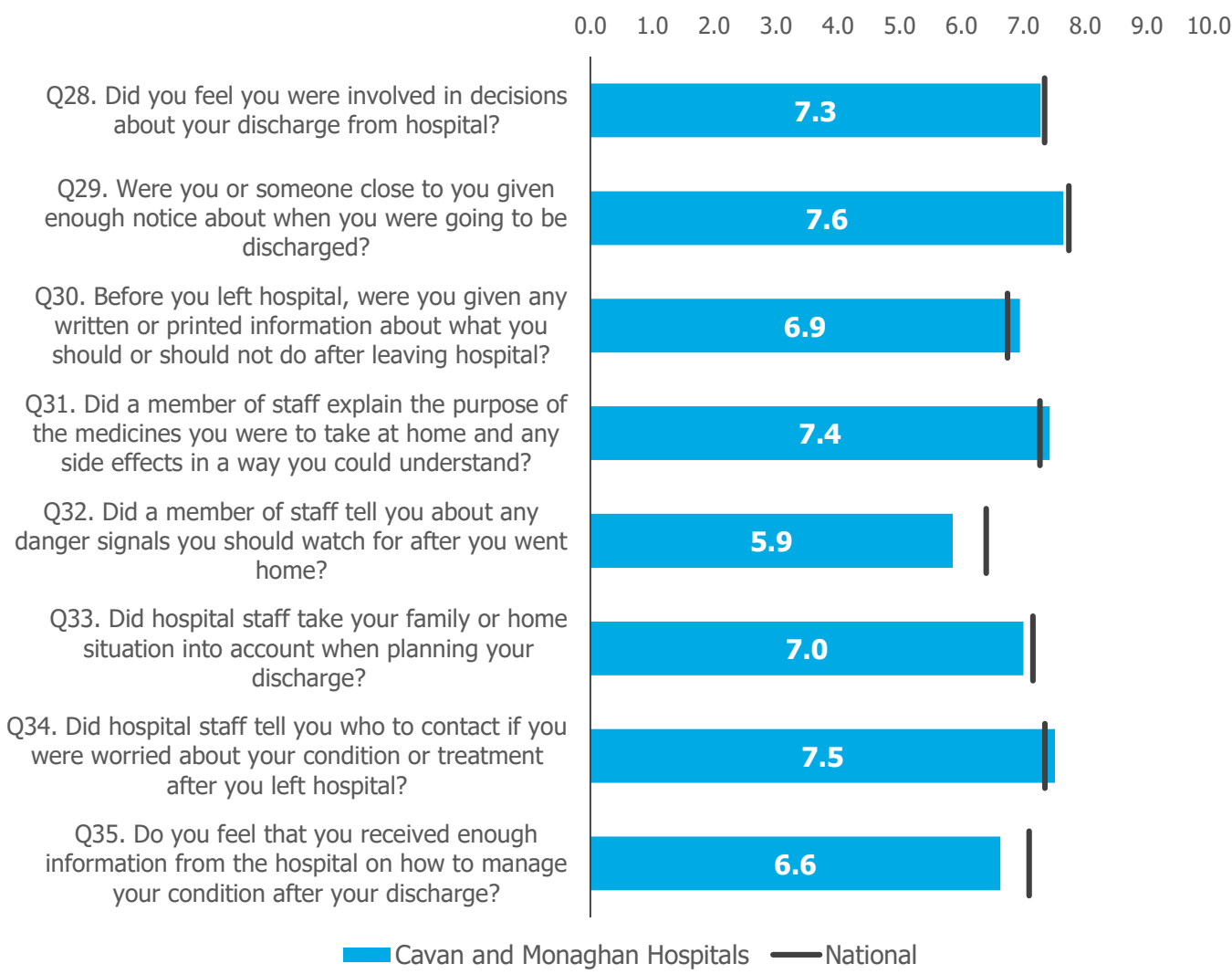
Discharge or transfer

- Highest-scoring question:
 - 68% of people (163 of 241) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 30% of people (56 of 188) 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'

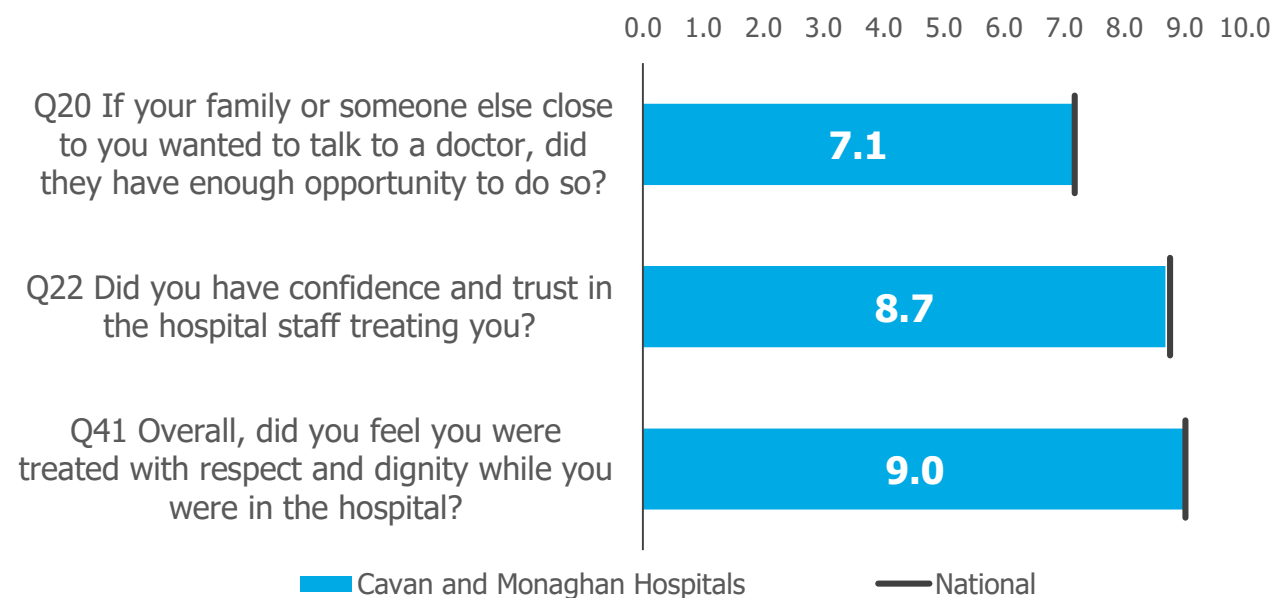


Other aspects of care



- Highest-scoring question:
 - 85% of people (209 of 246) felt they were always treated with respect and dignity during their hospital stay.
- Lowest-scoring question:
 - 15% of people (26 of 174) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 54% of people (81 of 149) who wanted to give feedback or make a complaint knew how and where to do so, while 46% (68 people) did not.

Average scores for questions on 'other aspects of care'



Patient safety



- 10% of people (23 of 243) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced by people was a medication issue.
- Highest-scoring question:
 - 81% of people (198 of 245) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 11% of people (23 of 214) 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'

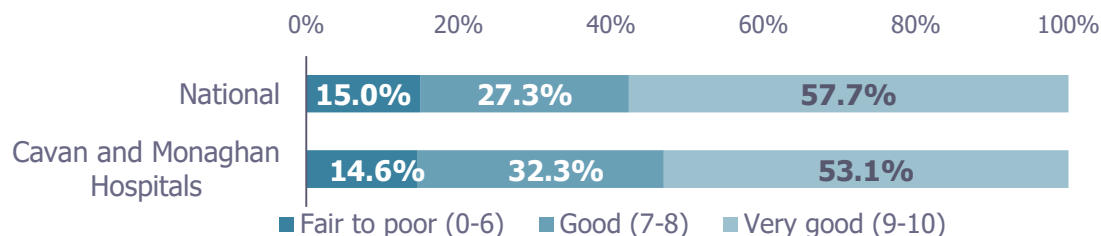


Overall experience

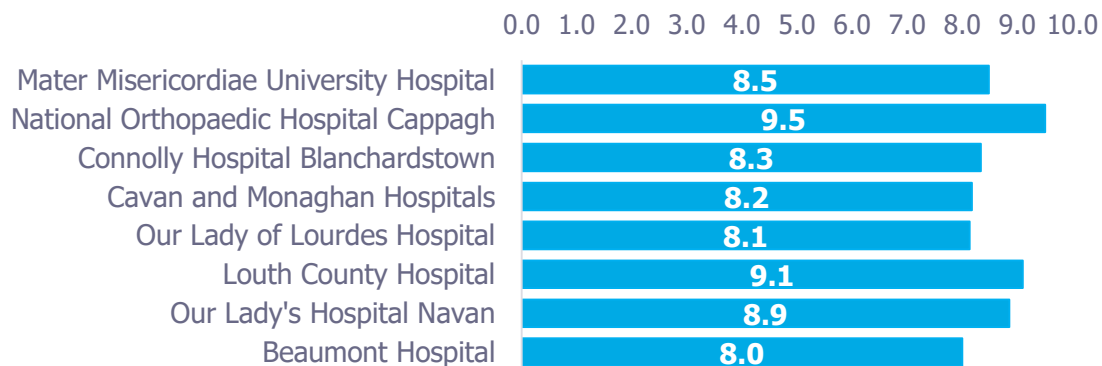


- 85% of survey participants who were admitted to Cavan and Monaghan Hospitals said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for all stages of care and overall experience were similar in 2024 to those in the 2022 survey.

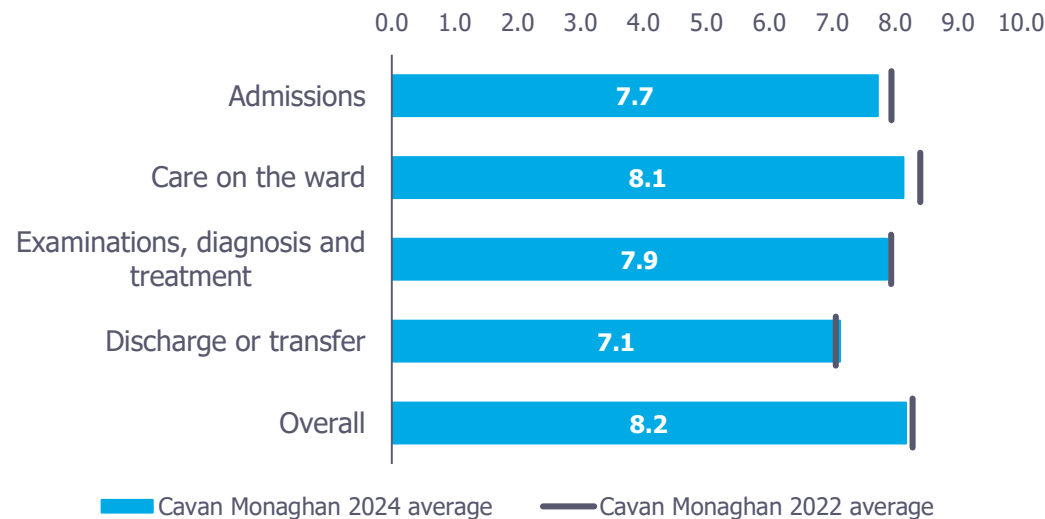
Overall experience of care



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

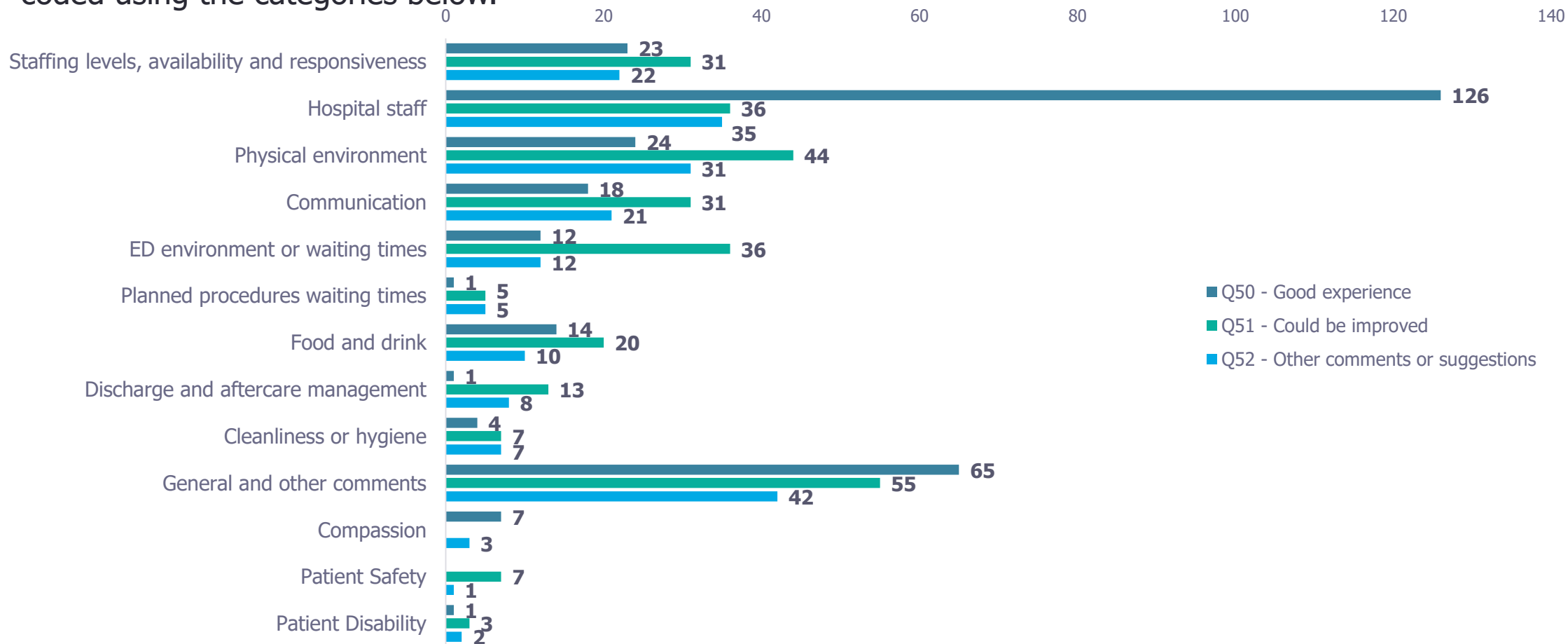


Scores for stages of care and overall experience



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).
- 428 comments were received from patients admitted to Cavan and Monaghan Hospitals. Comments were coded using the categories below.



Conclusion



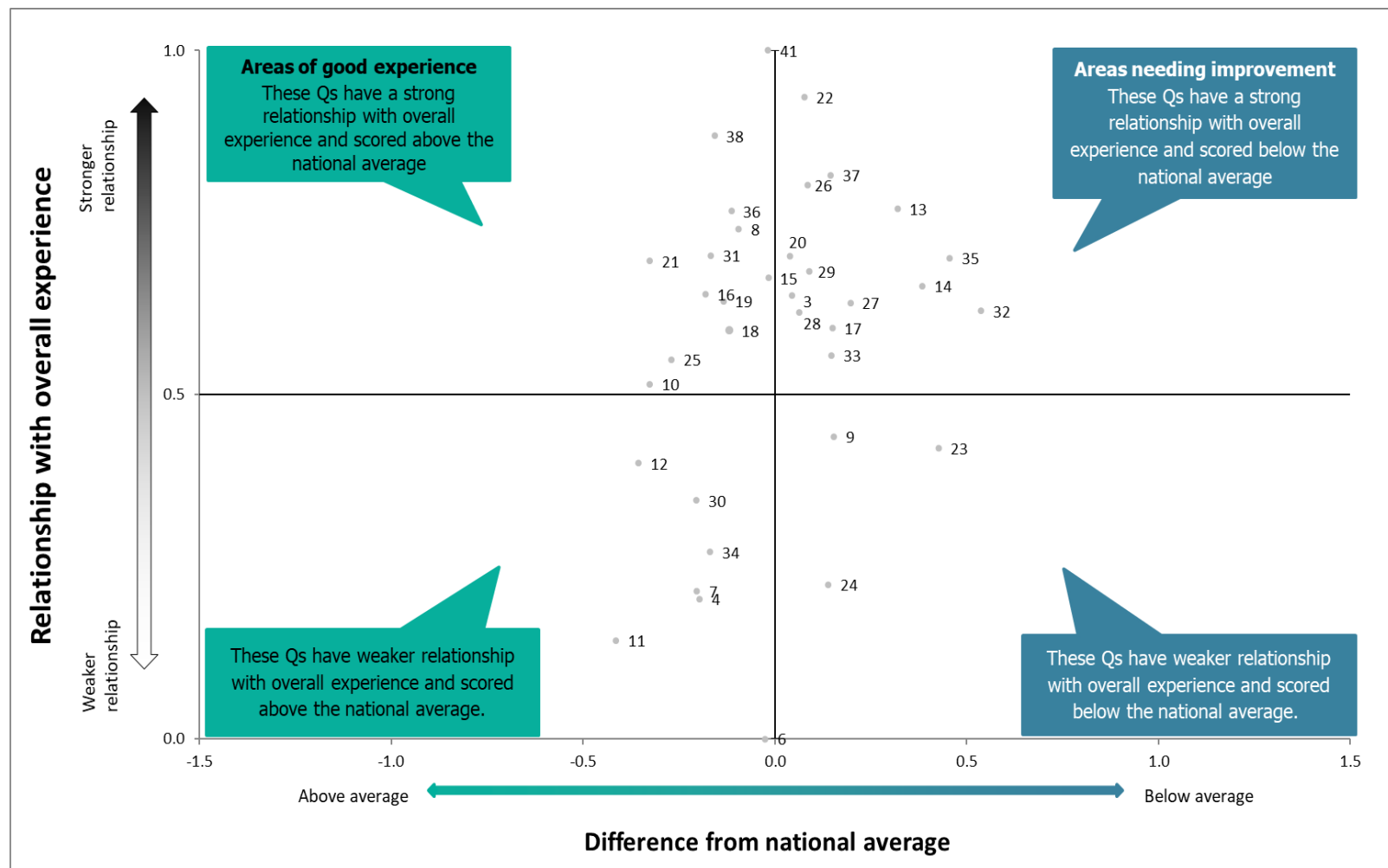
- The highest-scoring questions at Cavan and Monaghan Hospitals related to patients feeling treated with respect and dignity in hospital, the cleanliness of the hospital, and pain management.
- The hospital's lowest-scoring questions related to patients having someone to talk to about worries and fears, and being informed about danger signals and how to manage their condition after leaving hospital.
- 'Care on the ward' was the stage of care with the highest scores.
- 'Discharge or transfer' was the stage of care with the lowest scores.
- 85% of survey participants at Cavan and Monaghan Hospitals said they had a good to very good overall experience, which is the same as 85% nationally.
- Scores for all stages of care and overall experience were similar in 2024 to those in the 2022 survey.

Appendix 1

Areas of good experience and areas needing improvement

Improvement map for Cavan and Monaghan Hospitals

- 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.





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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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