



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Connolly Hospital Blanchardstown

Improving care experiences together









An Roinn Sláinte
Department of Health









Survey background

- 52 questions, covering experiences from admission through to discharge:

<p>ADMISSIONS</p>  <p>Experiences in the emergency department such as waiting time before being admitted to a ward, communication with staff and respect for privacy.</p> <p>3 QUESTIONS</p>	<p>CARE ON THE WARD</p>  <p>Experiences while on the ward such as communication with hospital staff, pain management, cleanliness and food.</p> <p>11 QUESTIONS</p>	<p>EXAMINATIONS, DIAGNOSIS AND TREATMENT</p>  <p>Experiences while undergoing or receiving results of tests, treatments, operations and procedures.</p> <p>8 QUESTIONS</p>
<p>DISCHARGE OR TRANSFER</p>  <p>Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.</p> <p>8 QUESTIONS</p>	<p>OTHER ASPECTS OF CARE</p>  <p>Other, more general care experiences such as opportunities for family to communicate with staff, and trust and confidence in hospital staff.</p> <p>4 QUESTIONS</p>	<p>PATIENT SAFETY</p>  <p>Experiences relating to patient safety culture and patient safety incidents.</p> <p>5 QUESTIONS</p>

- Inclusion and exclusion criteria:

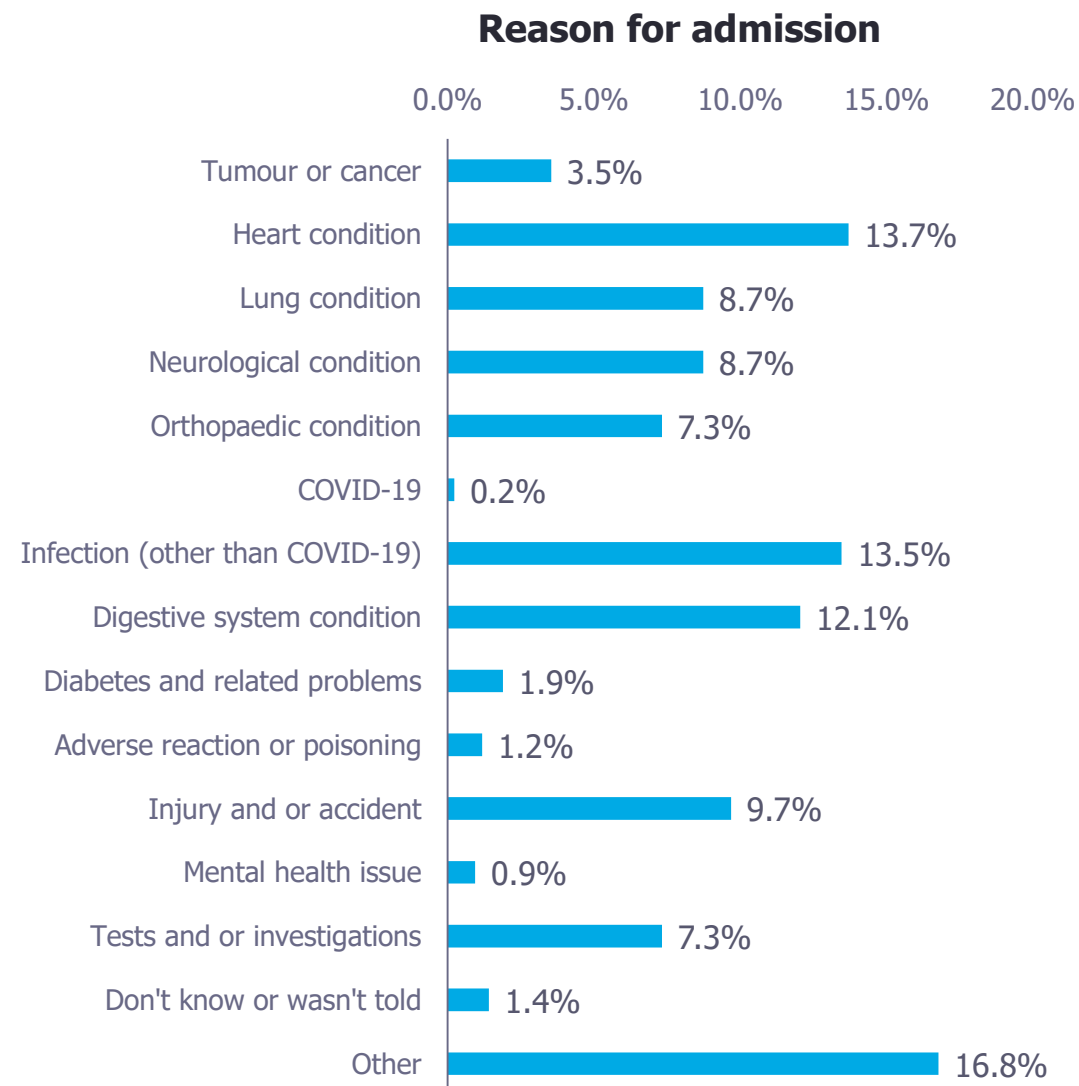
<p>INCLUSION CRITERIA</p> 	<p>16+</p> <p>16 years of age or older</p>	<p>24</p> <p>Spent 24 hours or more in a public acute hospital</p>	<p>MAY</p> <p>Discharged in May 2024 (the survey month)</p>
	<p>Held a postal address in the Republic of Ireland at the time of the survey</p> 	<p>Attended one of the 40 participating hospitals</p> 	
<p>EXCLUSION CRITERIA</p> 	<p>Patients receiving services such as day care, maternity, psychiatric, paediatric and some other specialist services</p> 		<p>Patients receiving care in private hospitals</p> 

Participants

- 1,121 people who were admitted to Connolly Hospital Blanchardstown were invited.
- 424 took part (38%), compared to 41% nationally.
- 58% (244) completed the survey online, while 42% (180) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	51	12.0
36 to 50 years	49	11.6
51 to 65 years	105	24.8
66 to 80 years	150	35.4
81 years or older	69	16.3
Sex		
Male	216	50.9
Female	208	49.1
Admission route		
Emergency	372	87.7
Non-emergency	52	12.3



Areas of good experience



Privacy when being examined or treated | Q24

Of the 395 people who answered this question, 84% (331) said that were always given enough privacy when being examined or treated.

This question scored significantly above national average and has a stronger relationship with overall experience.

Comments from patients

"Single occupancy room and food - both very good."

"I found all of the nursing staff so kind and friendly and compassionate."

"The private room [was good] when I was moved to one eventually."

Areas needing improvement



Food rating | Q10

Of the 381 people who answered this question, 37% (139) rated the hospital food as 'fair' or 'poor'.

Food outside meal times | Q12

Of the 197 people who needed hospital food outside of set meal times, 32% (62) said that they were not able to get it.

Information on how to manage a condition | Q35*

Of the 365 people who answered this question, 19% (70) said that they did not receive enough information on how to manage their condition after their discharge from hospital.

These questions scored significantly below national average.

** This question has a strong relationship with overall experience*

Comments from patients

"Was discharged without giving any information regarding my condition and what to do next. Doctor needs to communicate better, explain better."

"Food could be improved with more choice of dishes"

"I was fasting on/off for a whole week and unfortunately missed meals at meal time on a regular basis, asking for a meal to be kept to one side proved pointless"

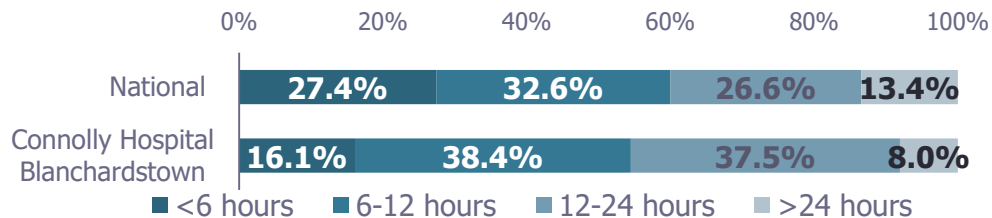


Admissions

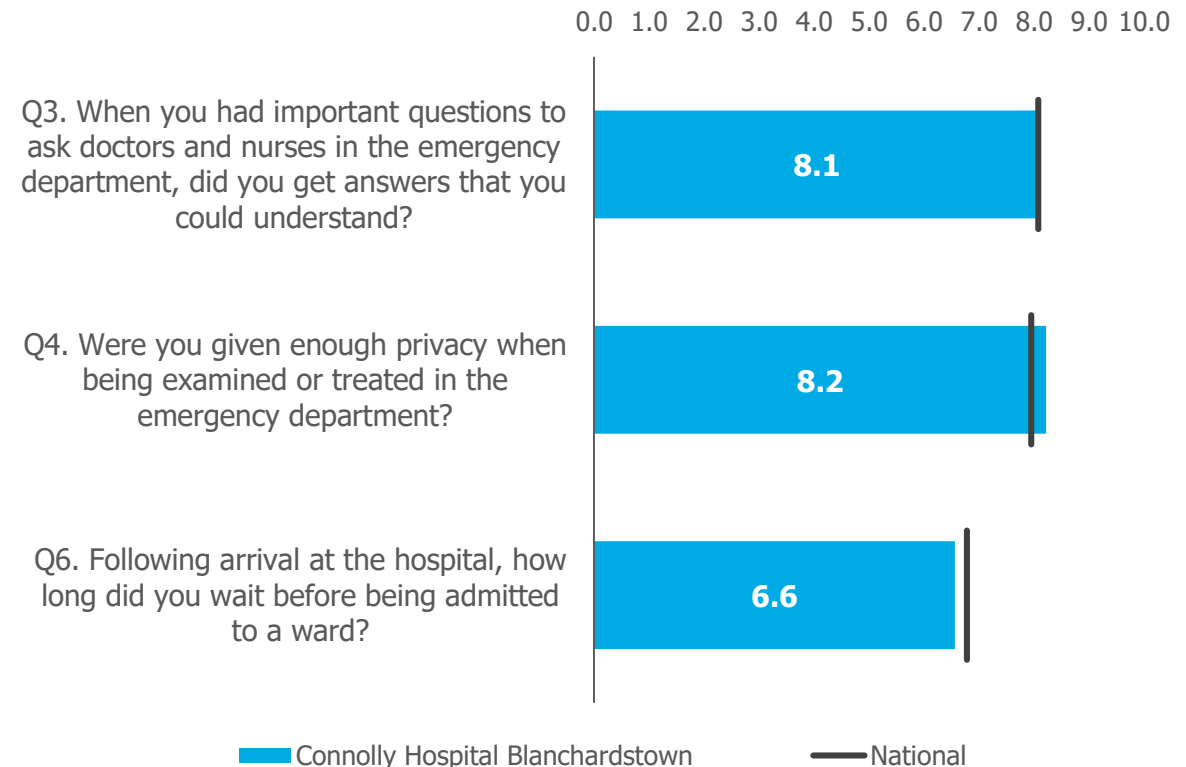


- Highest-scoring question:
 - 70% of people (250 of 359) said that they were definitely given enough privacy when being examined or treated in the emergency department.
- Lowest-scoring question:
 - 8% of people (26 of 323) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'

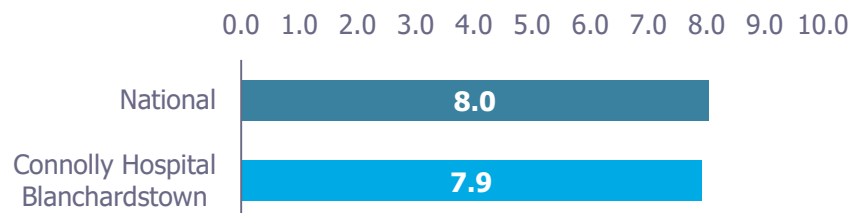




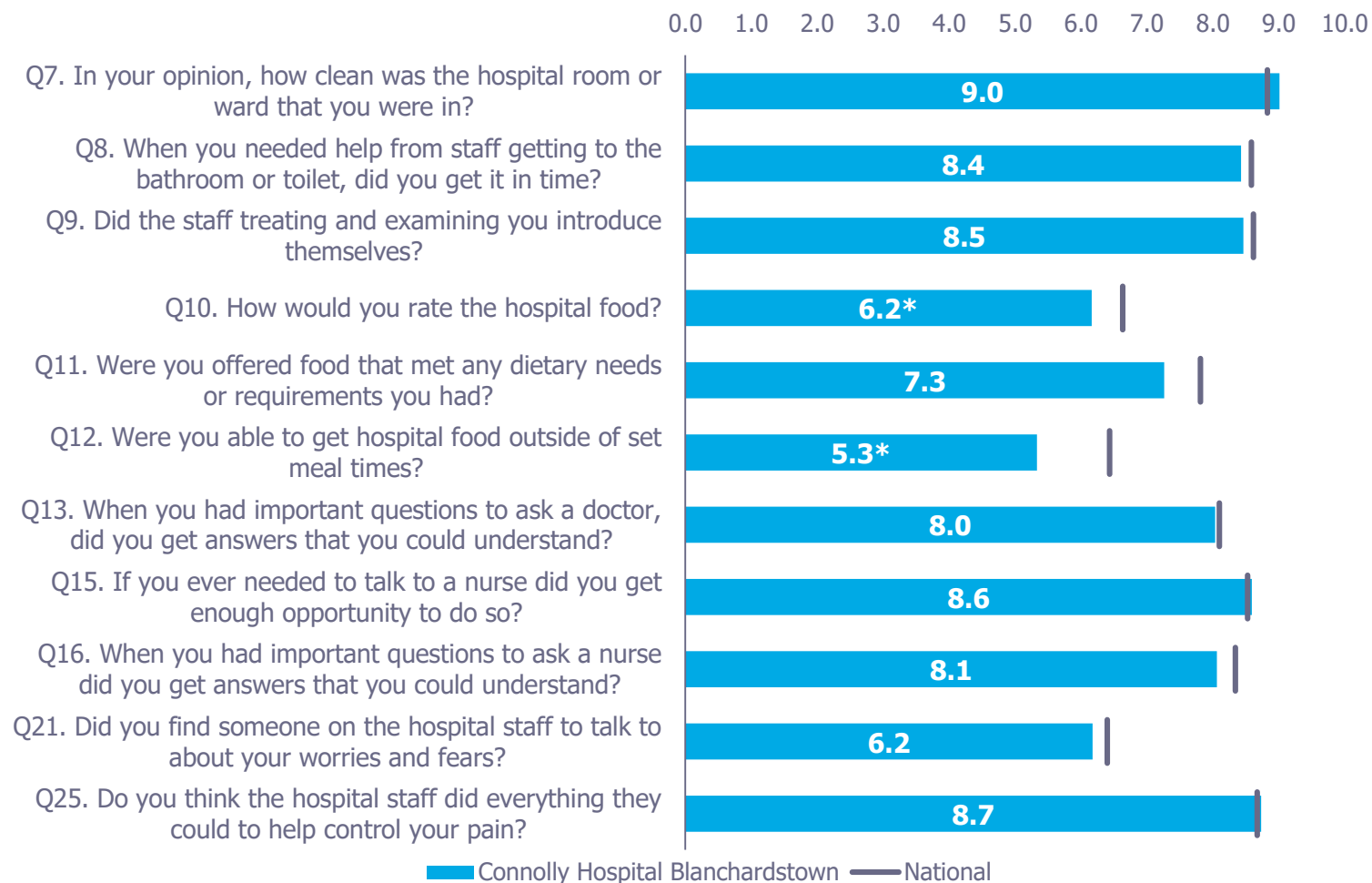
Care on the ward

- Highest-scoring question:
 - 74% of people (287 of 390) said that the hospital was 'very clean'.
- Lowest-scoring question:
 - 32% of people (62 of 197) who required it, said they were not able to get food outside of set mealtimes.

Comparison with the national average



Average scores for questions on 'care on the ward'



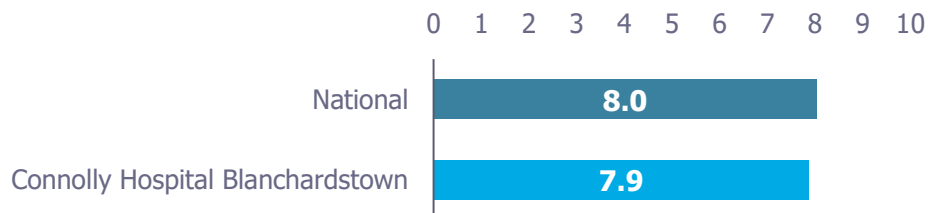
* Denotes statistically significant differences from the national average.



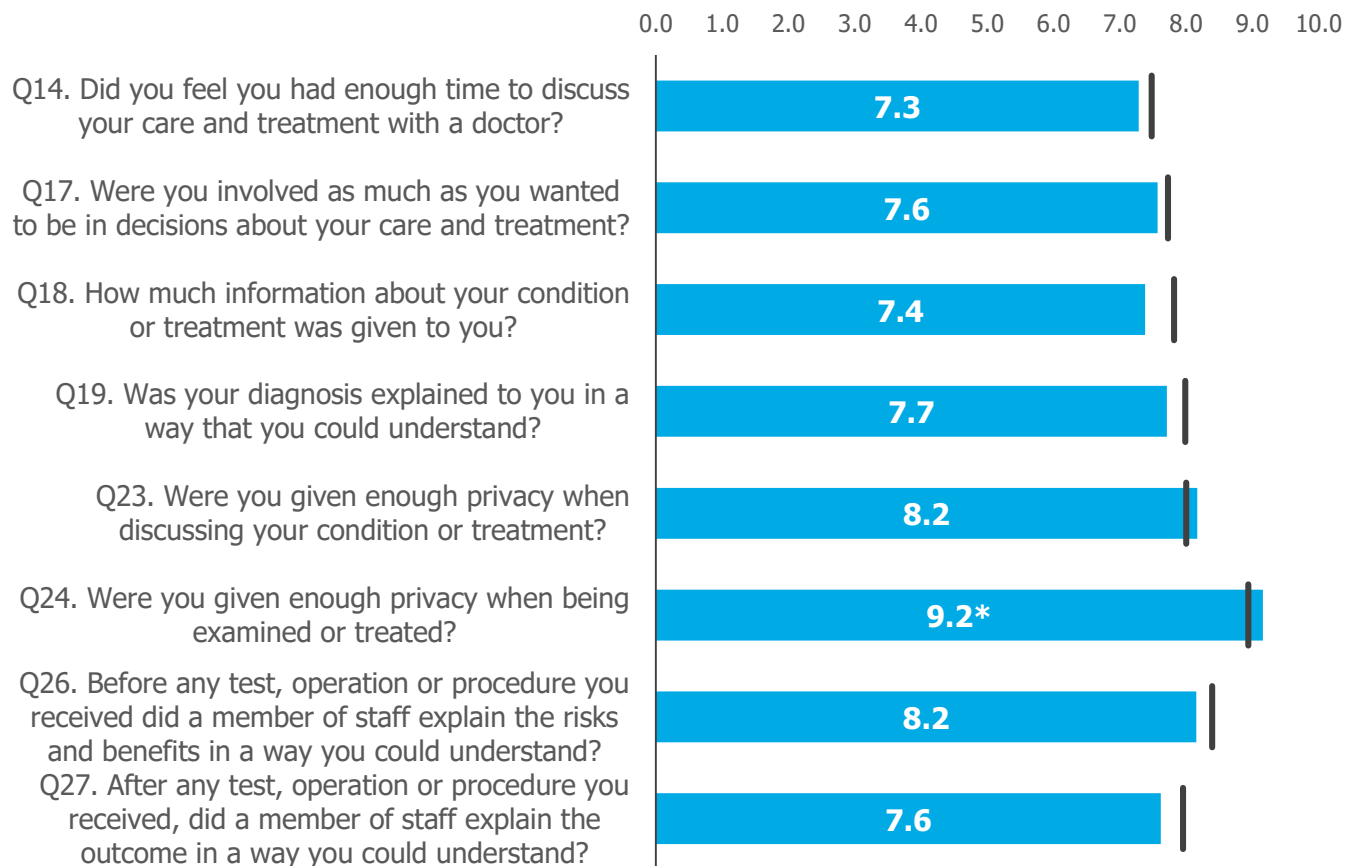
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 84% of people (331 of 395) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 11% of people (45 of 395) 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'



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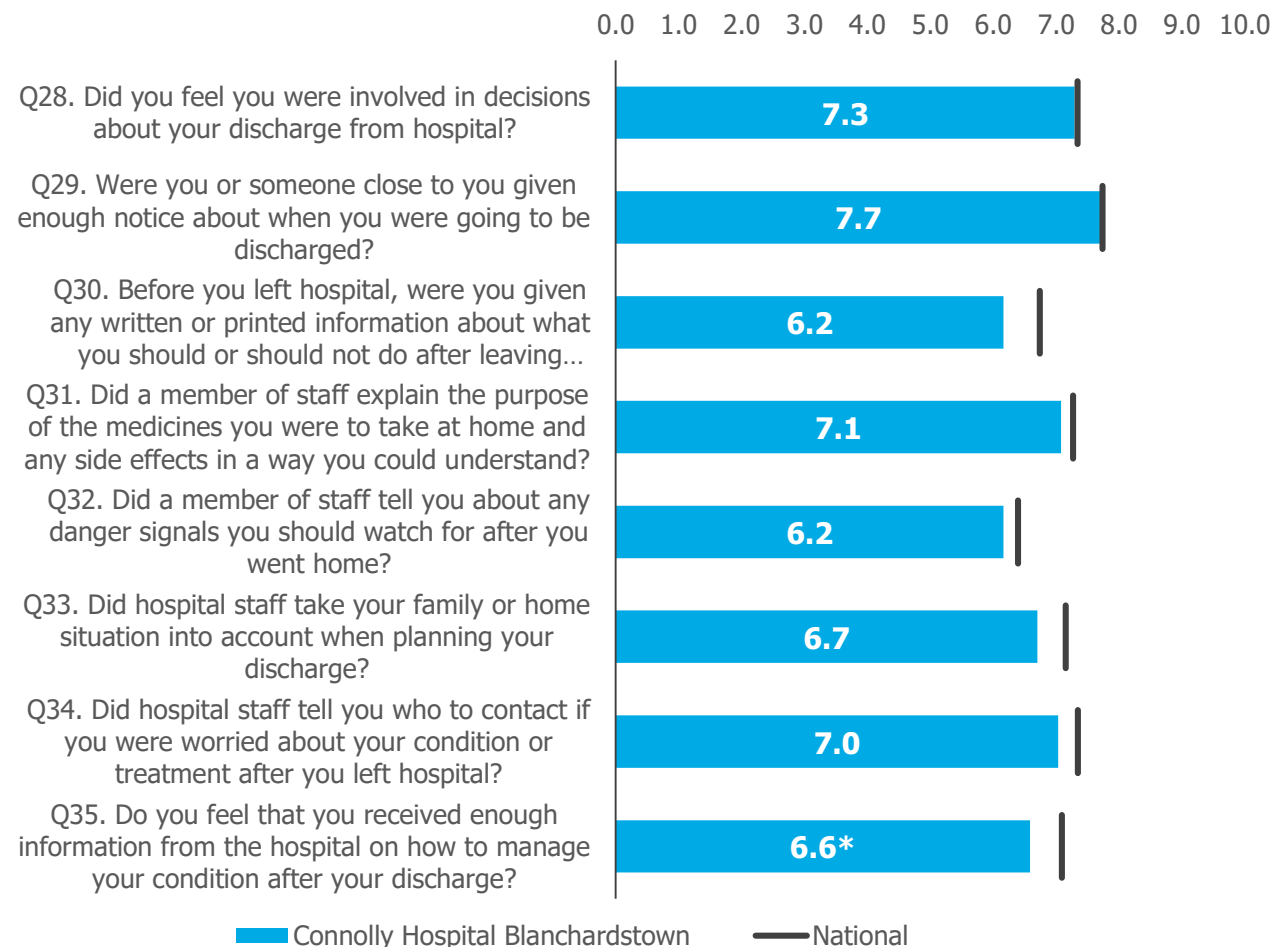
* Denotes statistically significant difference from the national average.



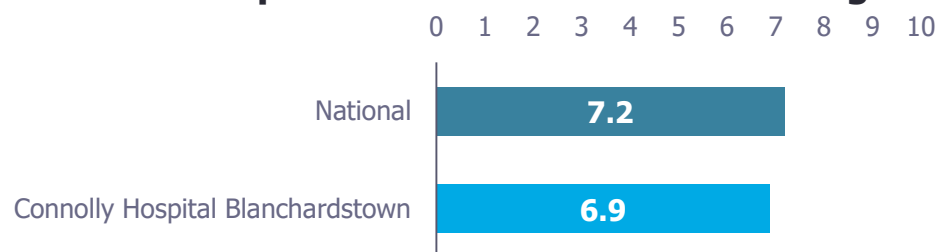
Discharge or transfer

- Highest-scoring question:
 - 61% of people (237 of 388) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring questions:
 - 40% of people (138 of 343) said that they were not given any written or printed information about what to do after leaving hospital.
 - 30% of people (99 of 335) said that they were not told about any danger signals to watch out for when they went home.

Average scores for questions on 'discharge or transfer'



Comparison with the national average



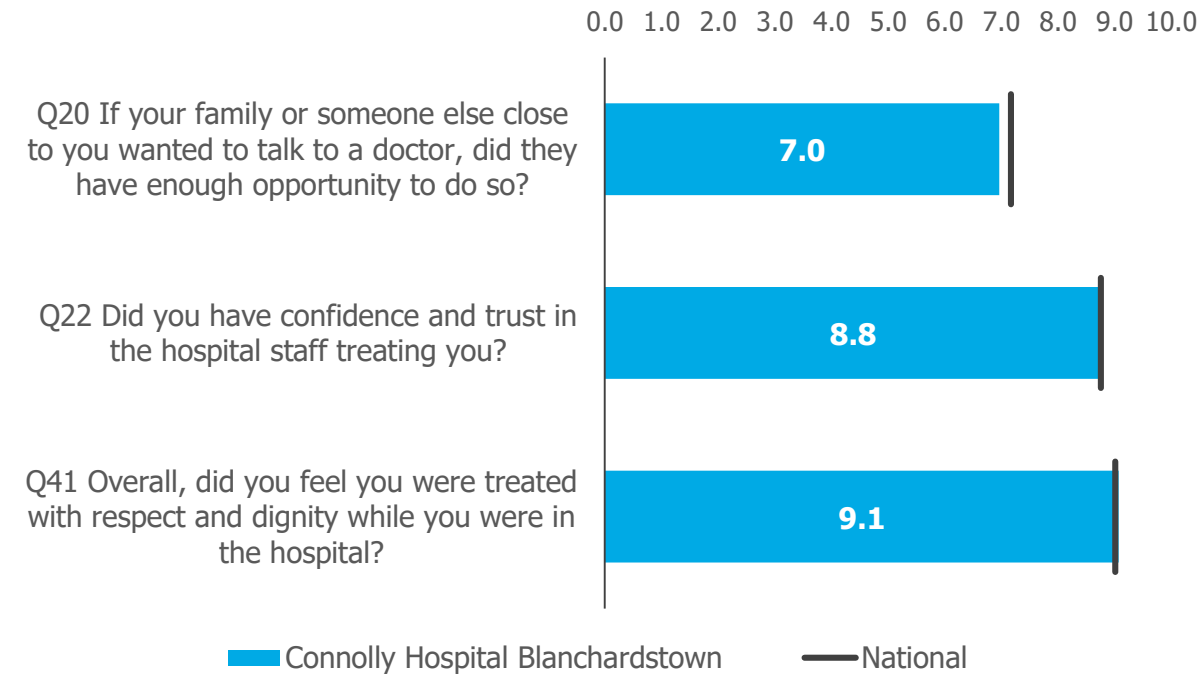
* Denotes statistically significant difference from the national average.

Other aspects of care



- Highest-scoring question:
 - 83% of people (323 of 391) said that they always felt treated with respect and dignity.
- Lowest-scoring question:
 - 16% of people (42 of 265) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 51% of people (136 of 266) who wanted to give feedback or make a complaint, knew how to and where to do so, while 49% (130 people) did not.

Average scores for questions on 'other aspects of care'



Patient safety



- 13% of people (50 of 390) 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:
 - 75% of people (296 of 394) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 13% of people (46 of 353) 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'



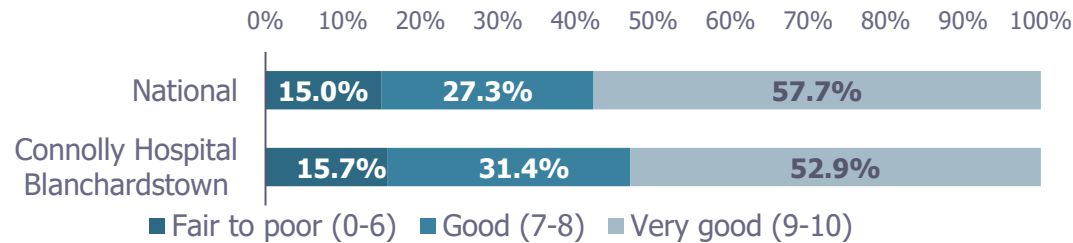


Overall experience

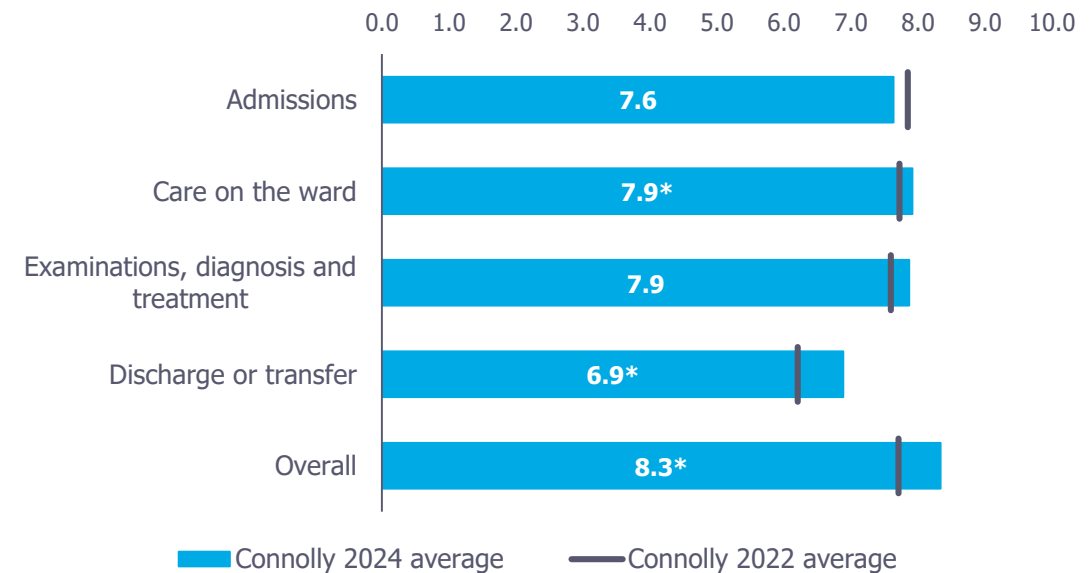


- 84% of survey participants who were admitted to Connolly Hospital Blanchardstown said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for 'Care on the ward', 'Discharge or transfer' and overall care experience were significantly higher in 2024 than in 2022.

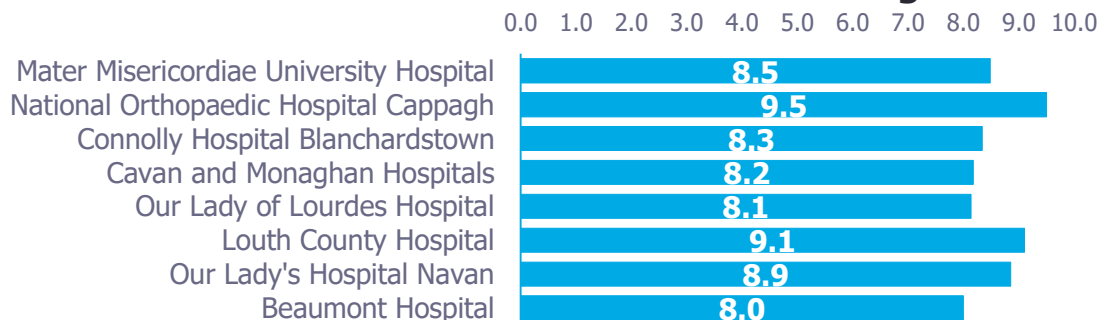
Overall experience of care



Scores for stages of care and overall experience



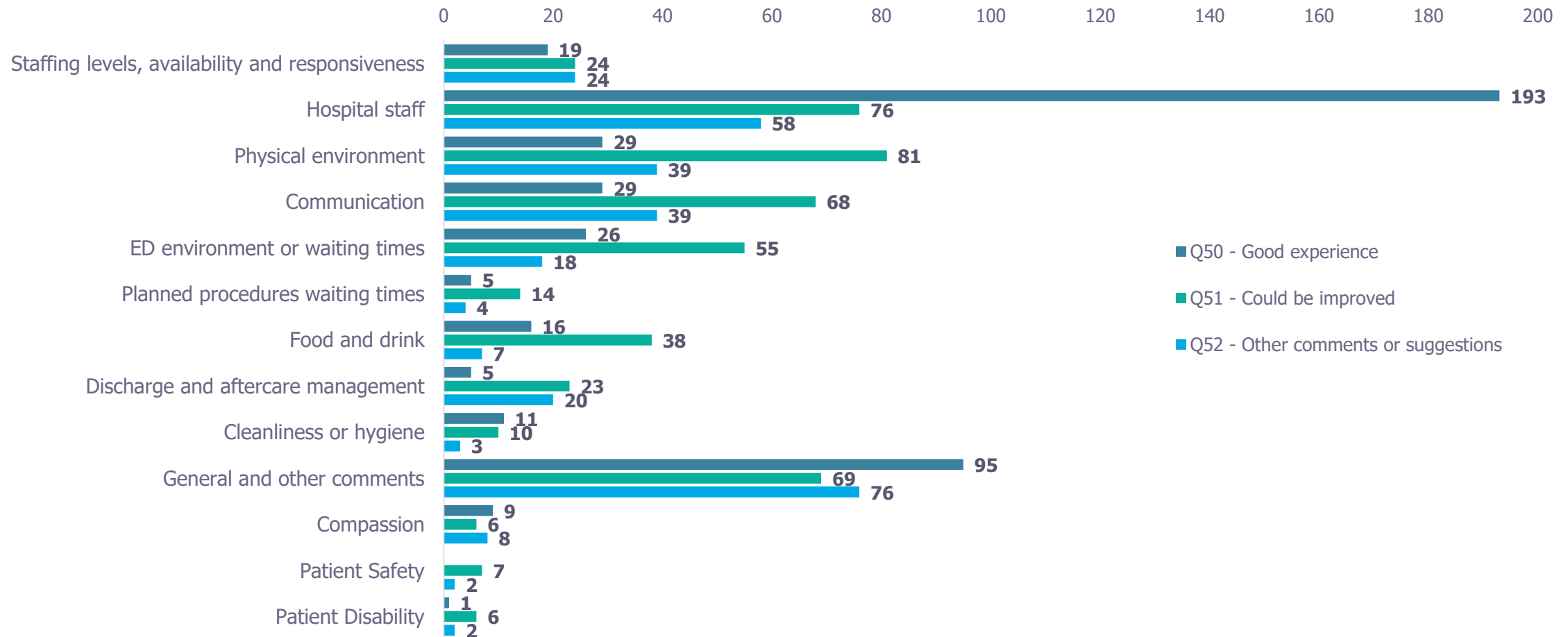
Overall experience of care scores for hospitals in the HSE Dublin and North East health region



* Denotes statistically significant difference

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).
- 687 comments were received from patients admitted to Connolly Hospital Blanchardstown. Comments were coded using the categories below.



Conclusion



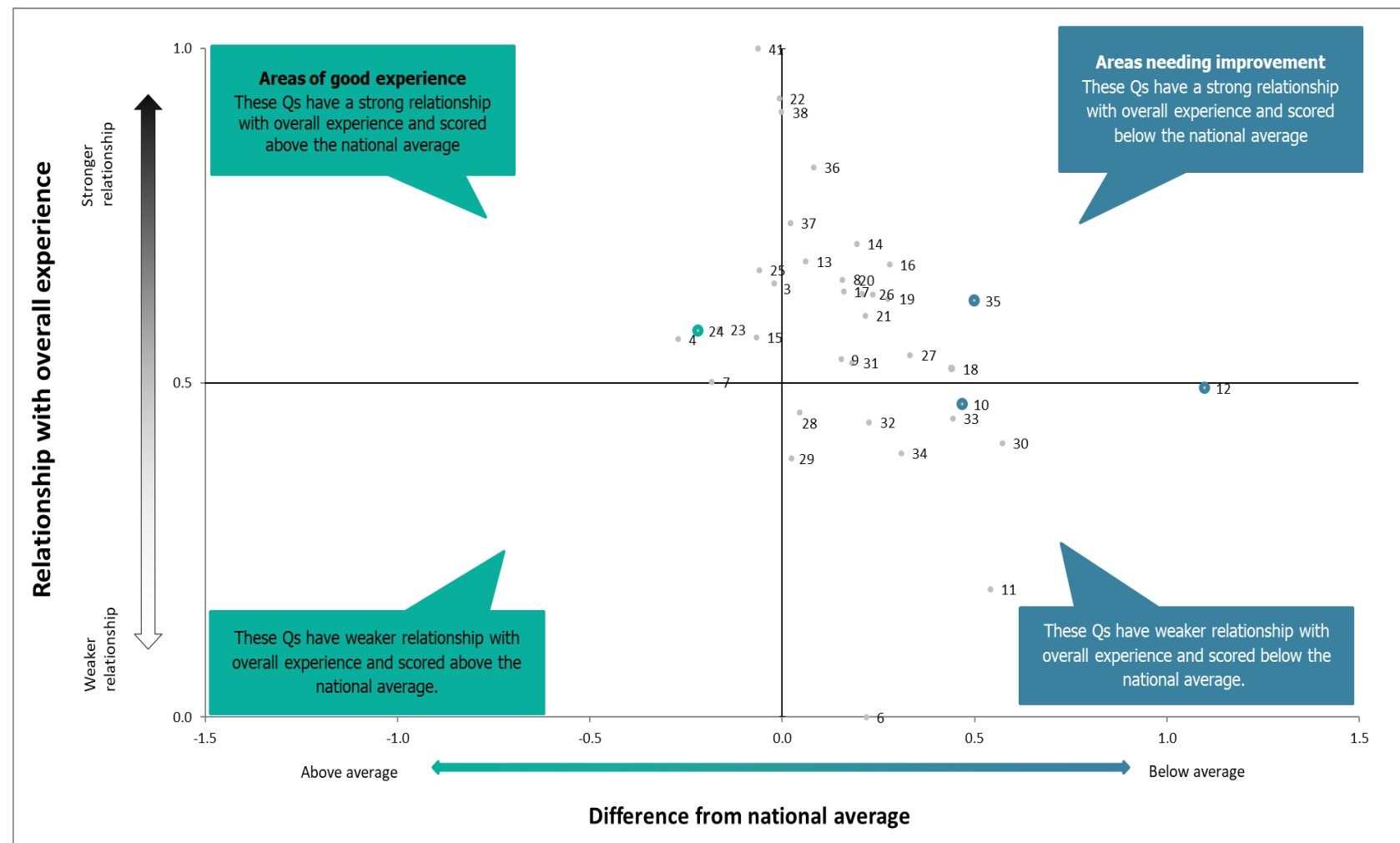
- Areas of good experience at Connolly Hospital Blanchardstown included privacy when being examined or treated.
- Areas for improvement included hospital food, availability of food outside of set mealtimes, and provision of information at discharge about how to manage a condition.
- 'Care on the ward' and 'Examinations, diagnosis and treatment' were the stages of care with the highest scores.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 84% of survey participants said they had a good to very good overall experience at Connolly Hospital Blanchardstown, compared to 85% nationally.
- Scores for 'Care on the ward' 'Discharge or transfer', and overall care experience at Connolly Hospital Blanchardstown were significantly higher in 2024 than in 2022.

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.
- Questions that scored significantly below average and had a weaker 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 Connolly Hospital Blanchardstown





Suirbhé
Náisiúnta ar
Eispéireas Othar
Cónaitheach

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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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