



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Cork University Hospital

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> 

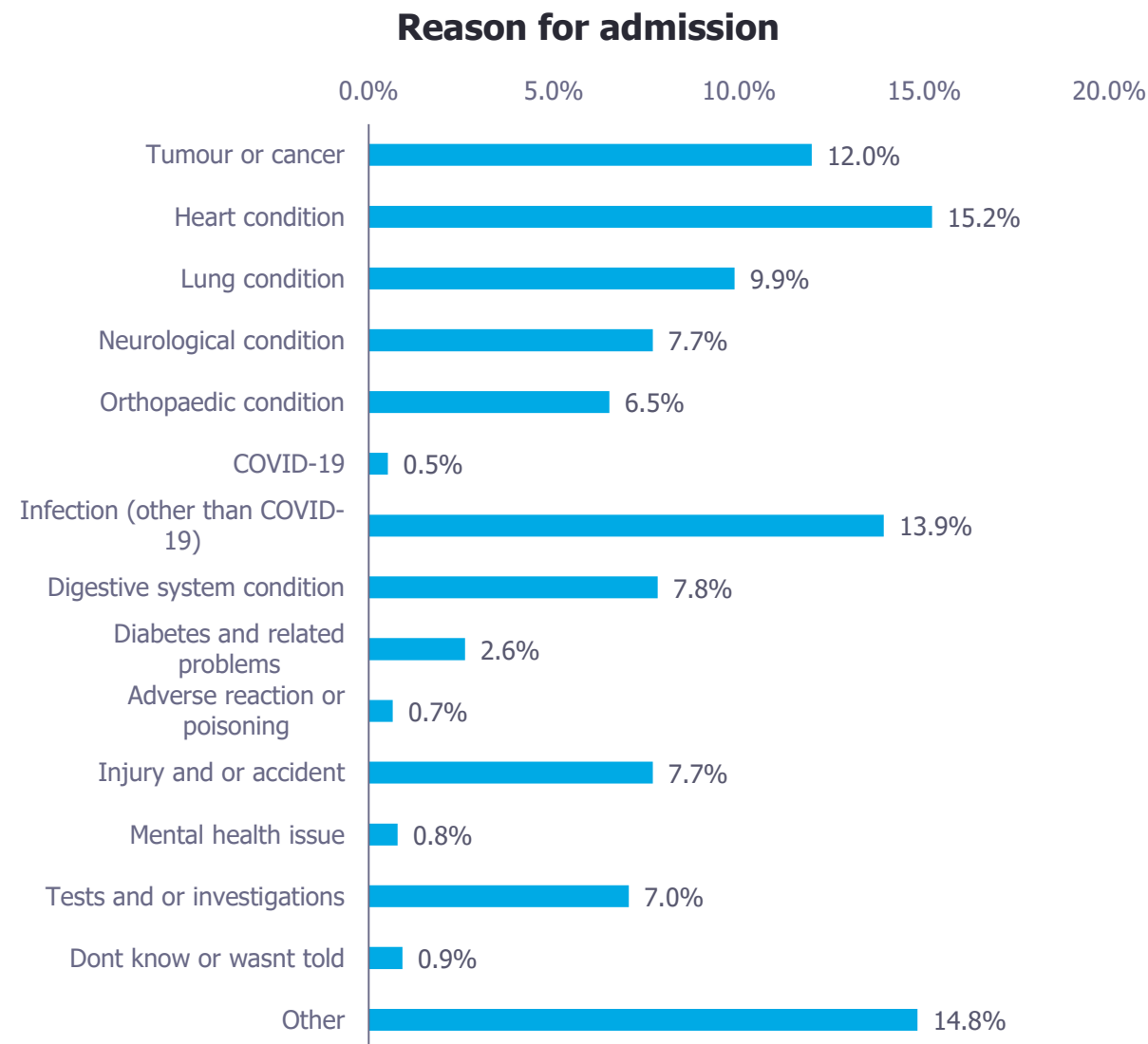


Participants

- 1,777 people who were admitted to Cork University Hospital were invited.
- 780 took part (44%), compared to 41% nationally.
- 57% (447) completed the survey online, while 43% (333) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	74	9.5
36 to 50 years	114	14.6
51 to 65 years	207	26.5
66 to 80 years	262	33.6
81 years or older	123	15.8
Gender		
Male	413	52.9
Female	367	47.1
Admission type		
Emergency	604	77.4
Non-emergency	176	22.6



Areas of good experience



Clear answers from a doctor or nurse in the emergency department | Q3

Of the 482 people who answered this question, 72% (345) said that when they had important questions to ask a doctor or nurse in the emergency department, they always got answers that they could understand.

Clear answers from a doctor | Q13

Of the 698 people who answered this question, 72% (503) said that when they had important questions to ask a doctor during their hospital stay, they always got answers that they could understand.

Time to discuss care and treatment with a doctor | Q14

Of the 717 people who answered this question, 64% (460) said that they definitely had enough time to discuss their care and treatment with a doctor.

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

Comments from patients

"I was seen very quickly in the A and E. The nurses were kind and did everything they could to make me feel at ease."

"I found the doctor very helpful. He explained everything to me. And all of the nurses treated me very well. "

"My surgeon, who is very busy, always had time to sit and discuss my care."

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

“Would have liked to have received a better discharge. Got no discharge papers, no information on discharge medications, when to take same. Also no information on what to do if symptoms were to worsen if I was to get sicker.”

“It was a long time in A&E but it was extremely busy at the hospital.”

“Wish the doctors would listen to their patients more and talk to other clinics more often to help patients [get] better.”

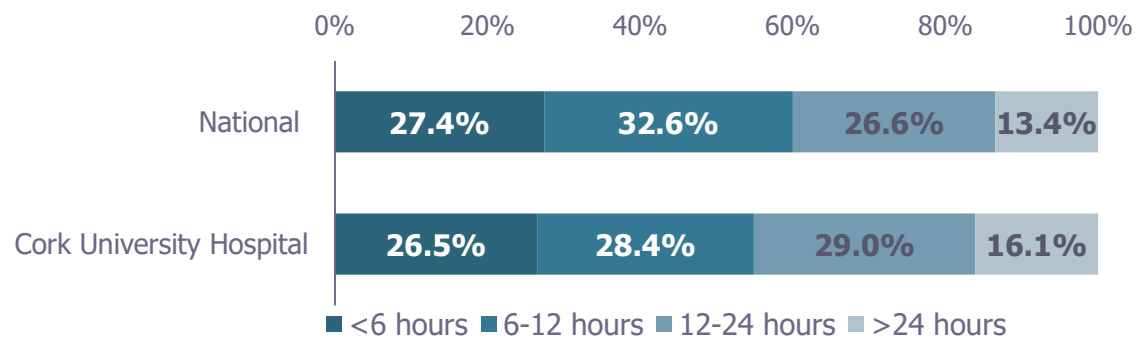


Admissions

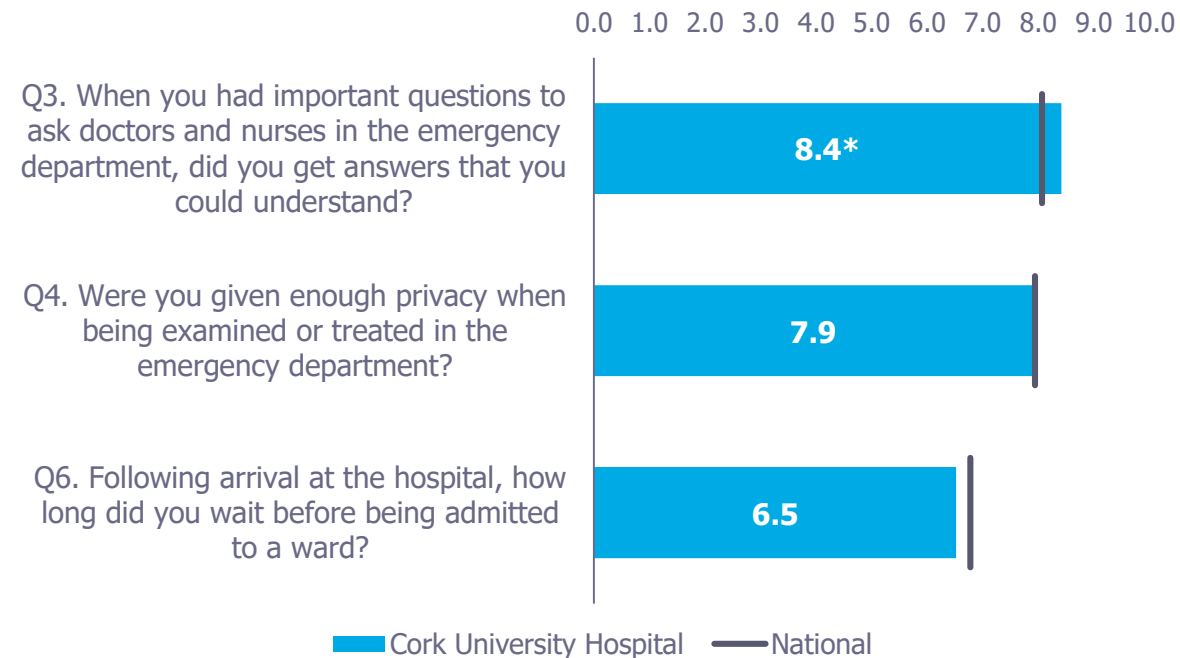


- Highest-scoring question:
 - 72% of people (345 of 482) said that when they had important questions to ask doctors and nurses in the emergency department, they always got answers that they could understand.
- Lowest-scoring question:
 - 16% of people (77 of 479) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



* Denotes statistically significant differences from the national average.

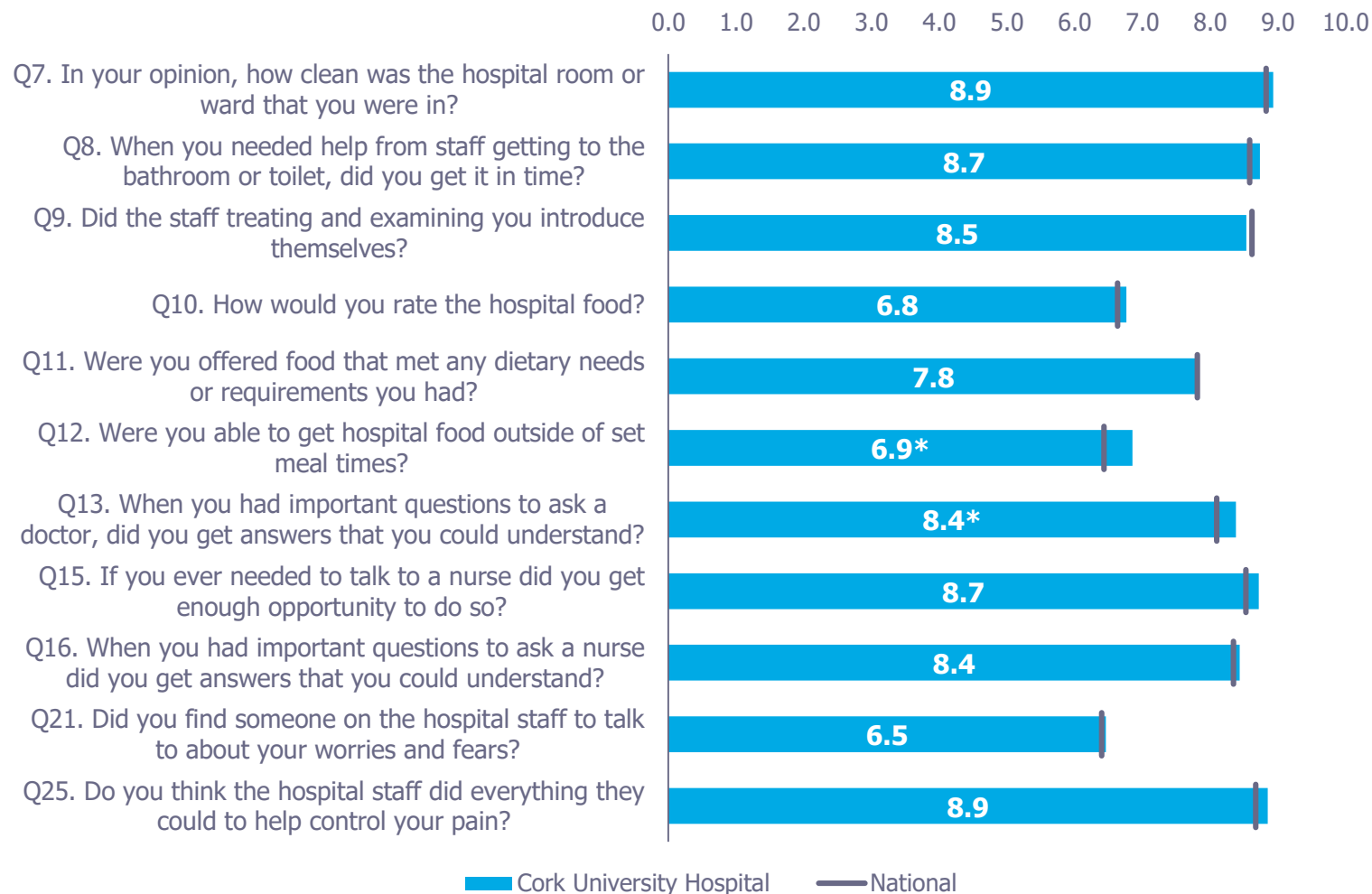
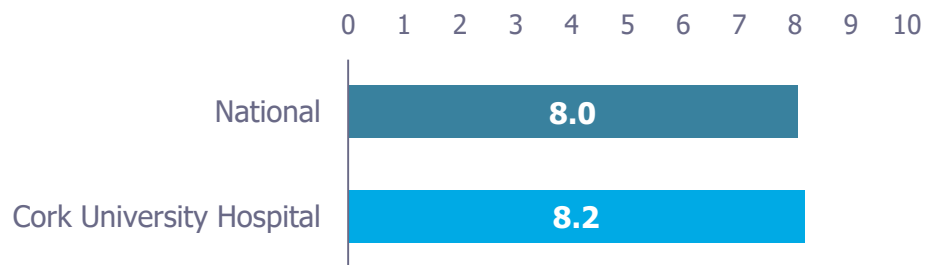


Care on the ward

Average scores for questions on 'care on the ward'

- Highest-scoring questions:
 - 72% of people (517 of 719) said that the hospital was 'very clean'.
 - 81% of people (509 of 631) said that hospital staff definitely did everything they could to manage their pain.
- Lowest-scoring question:
 - 19% of people (92 of 494) said that they could not find someone to talk to about their worries and fears.

Comparison with the national average



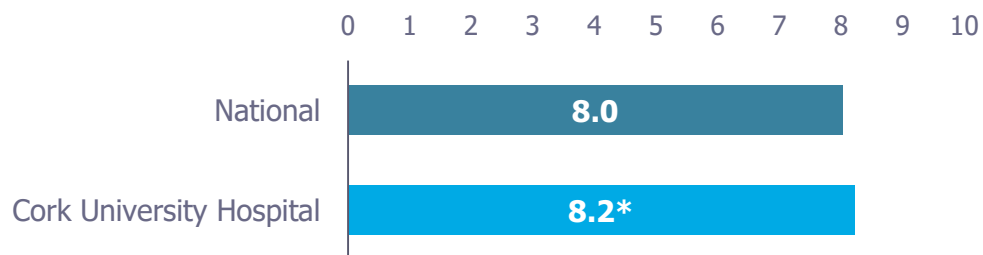
* Denotes statistically significant differences from the national average.



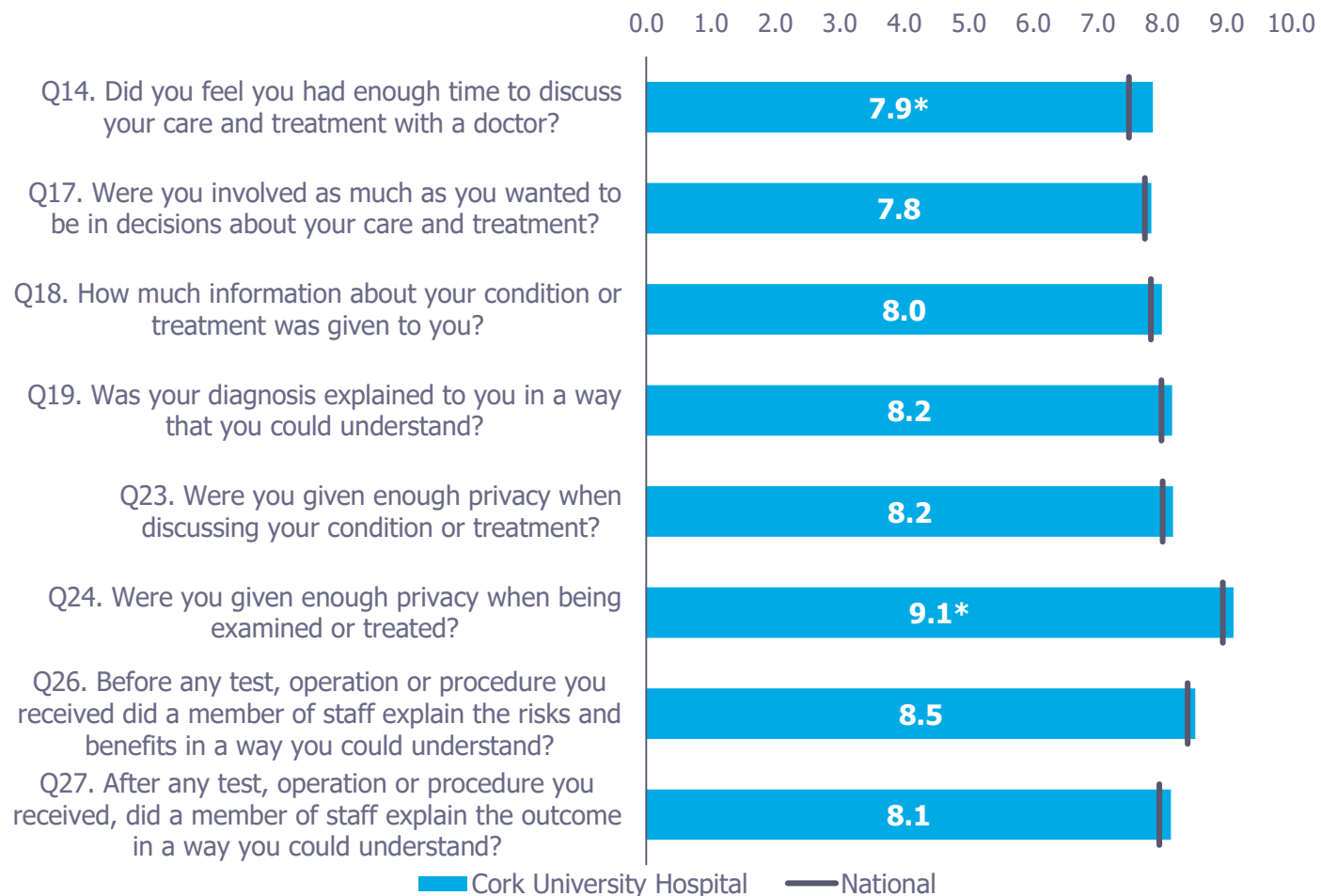
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 84% of people (603 of 720) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 8% of people (53 of 711) said that they were not as involved as they wanted to be in decisions about their care and treatment.

Comparison with the national average



Average scores for questions on 'examinations, diagnosis and treatment'



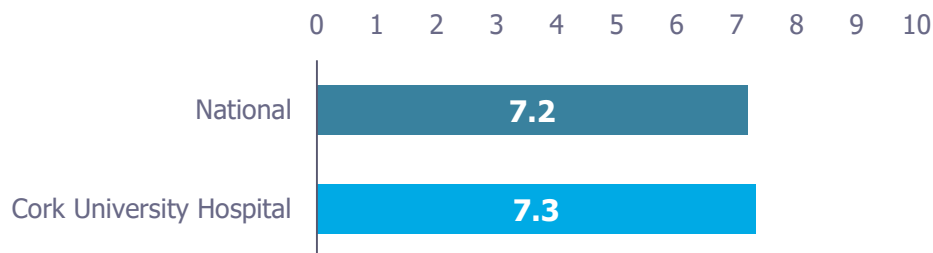
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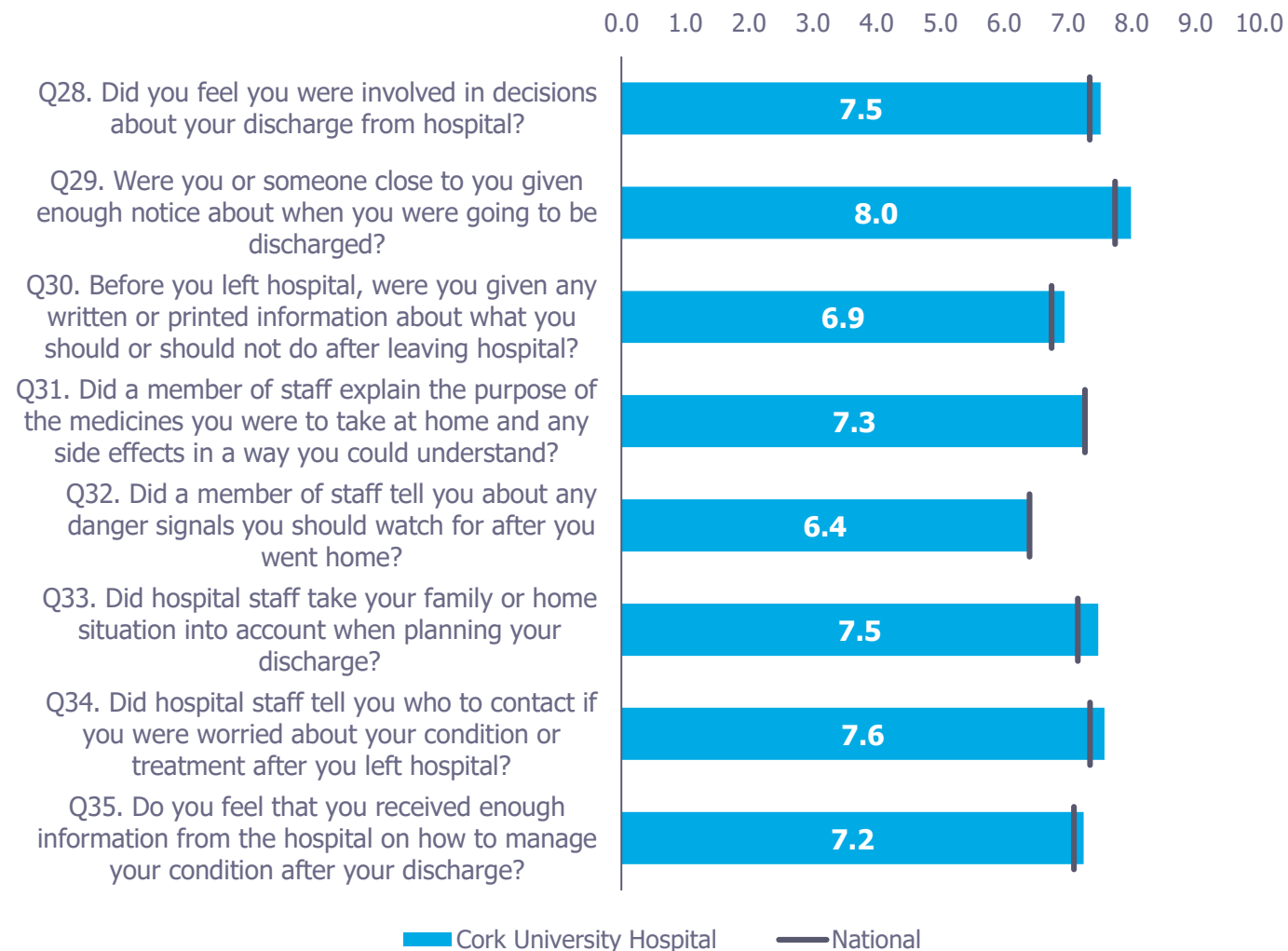
Discharge or transfer

- Highest-scoring question:
 - 69% of people (485 of 701) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 25% of people (148 of 605) said that they were not told about any danger signals to watch for after they went home.

Comparison with the national average



Average scores for questions on 'discharge or transfer'

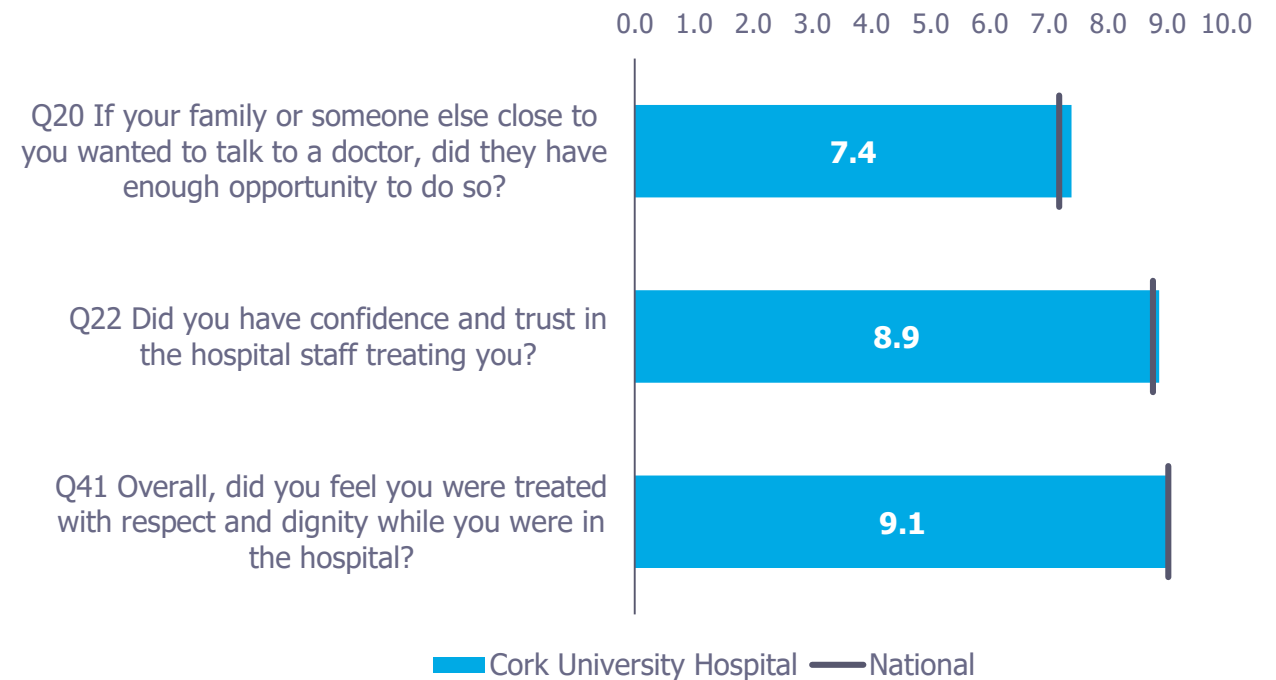


Other aspects of care



- Highest-scoring question:
 - 83% of people (601 of 722) said that they always felt treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 11% of people (55 of 517) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 50% of people (228 of 460) who wanted to give feedback or make a complaint, knew how and where to do so, while 50% (232 people) did not.

Average scores for questions on 'other aspects of care'

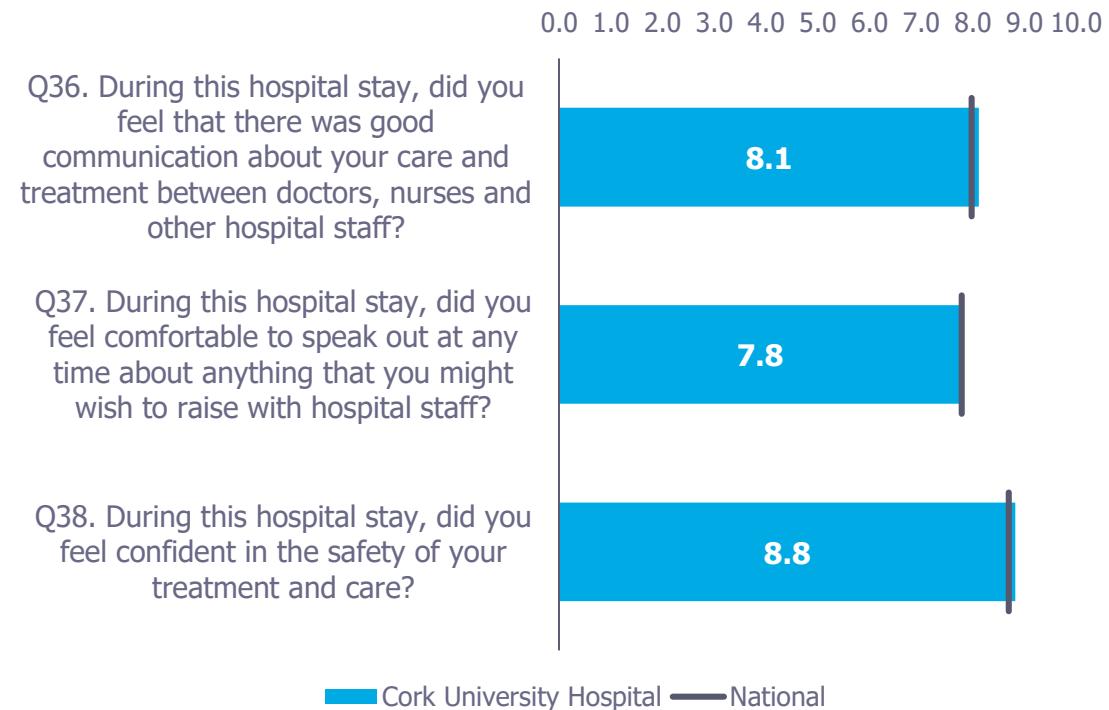


Patient safety

- 10% of people (71 of 715) 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:
 - 80% of people (580 of 722) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 12% of people (71 of 613) 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'

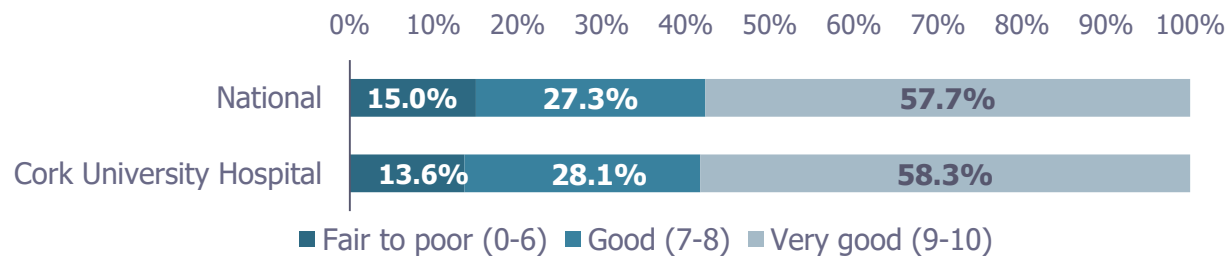


Overall experience

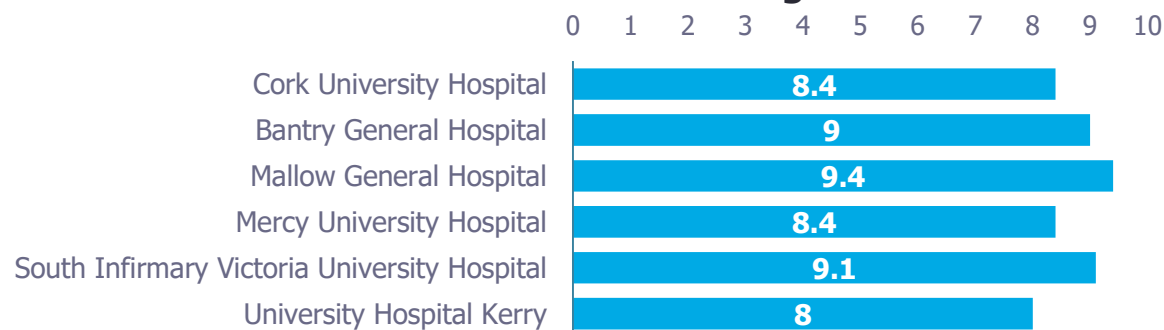


- 86% of survey participants at Cork University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for the 'Admissions' stage of care and for the overall care experience were significantly higher in 2024 compared to scores in 2022.

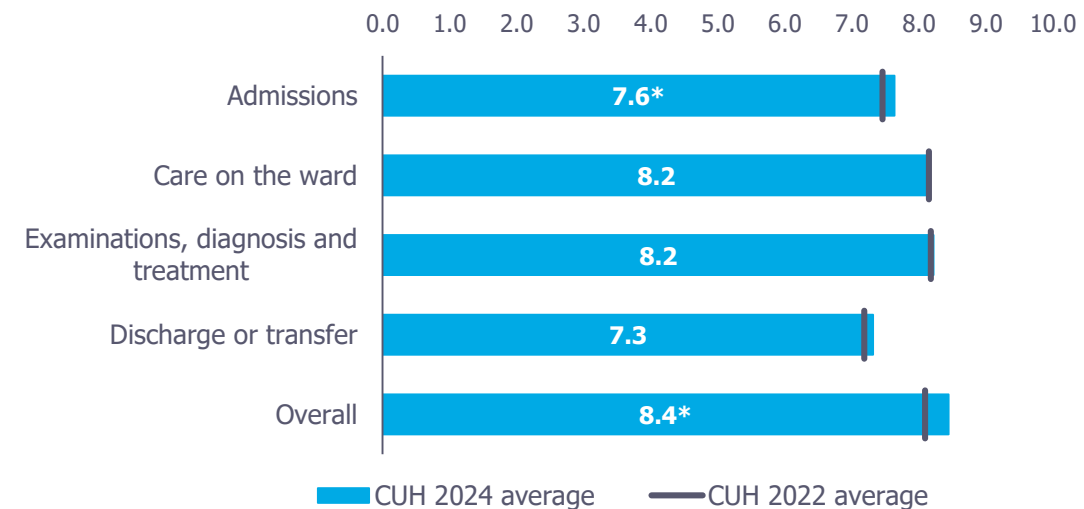
Overall experience of care



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



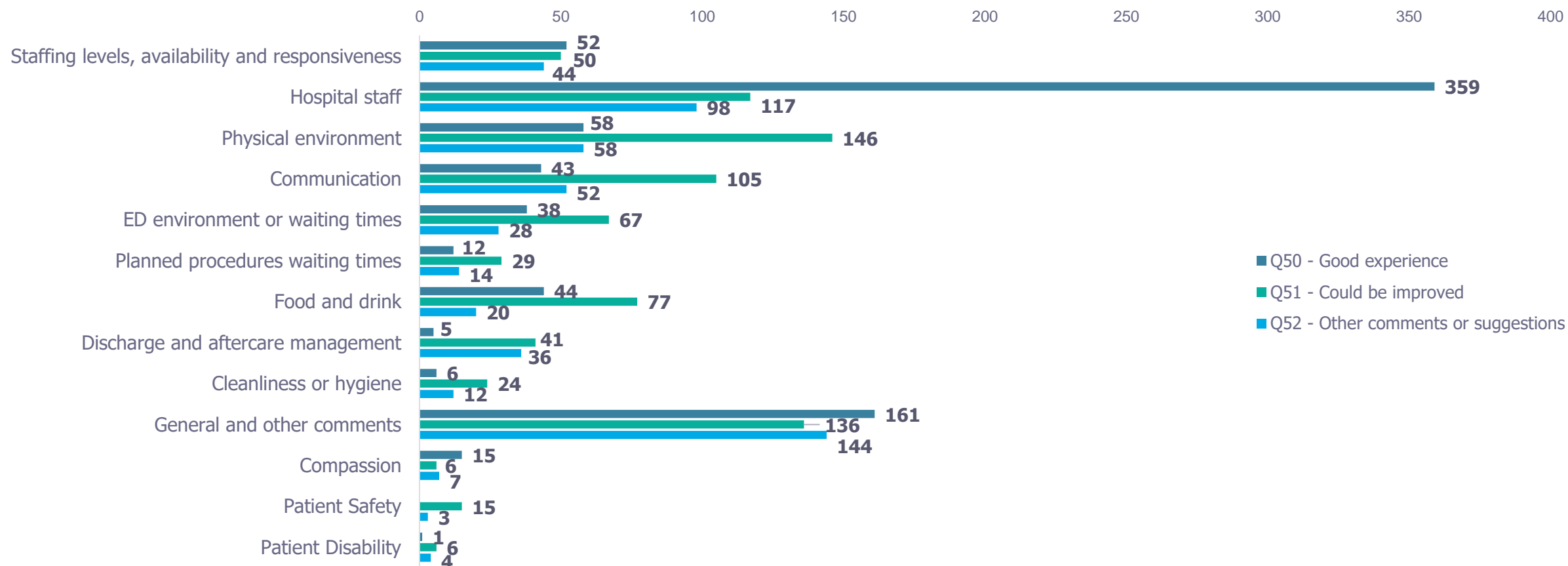
Scores for stages of care and overall experience



* Denotes statistically significant differences.

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).
- 1,223 comments were received from patients admitted to Cork University Hospital. Comments were coded using the categories below.



Conclusion



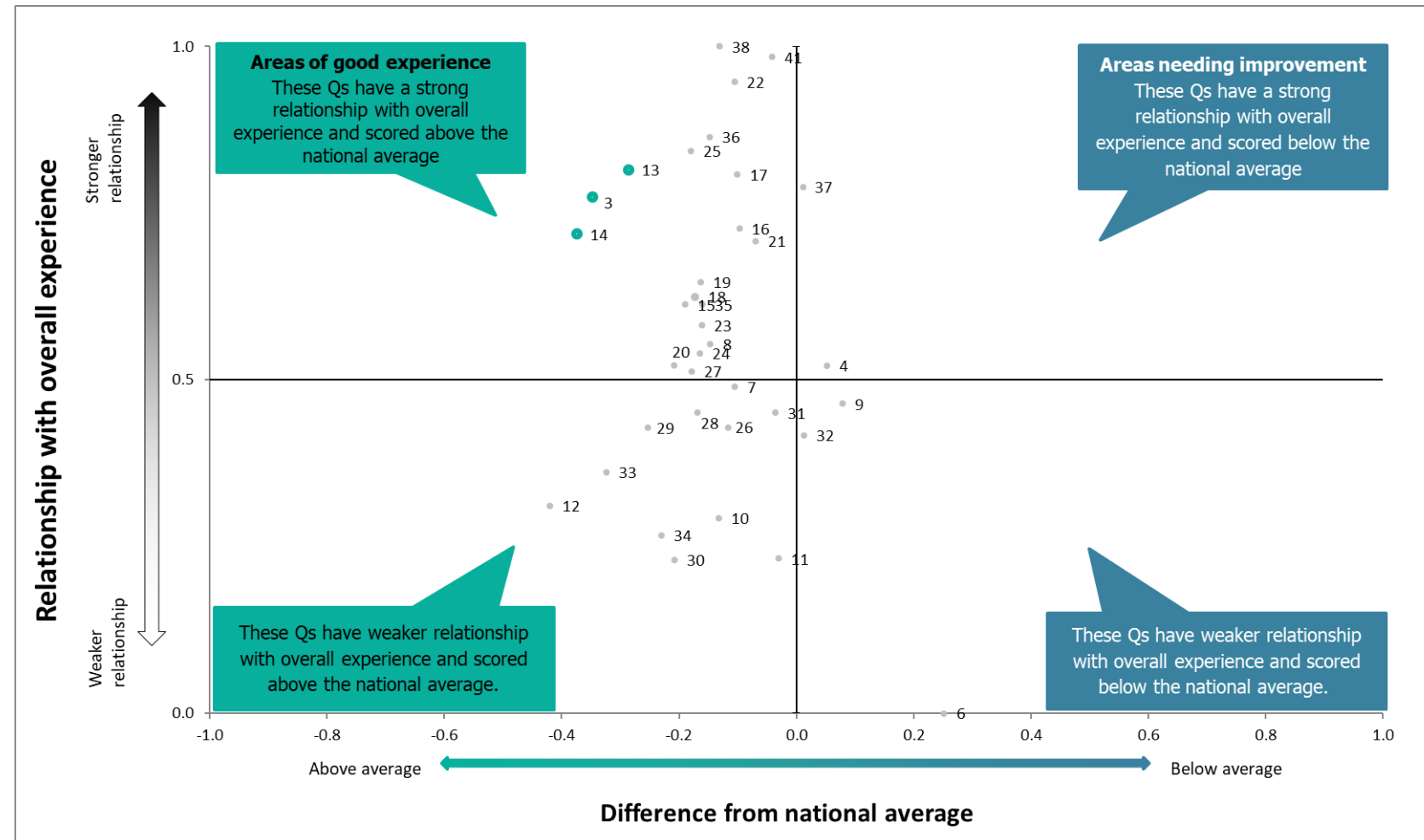
- Areas of good experience at Cork University Hospital included getting clear answers to questions in the emergency department and across the hospital, and having enough time to discuss care and treatment with a doctor.
- Lower-scoring questions related to the wait before being admitted to a ward, having someone on the hospital staff to talk to about worries and fears, and information on discharge about danger signals to watch out for.
- '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.
- 86% of survey participants at Cork University Hospital said they had a good to very good overall experience, compared to 85% nationally.
- Scores for 'Admissions' and for overall care experience were significantly higher at Cork University Hospital in 2024 than those in the 2022 survey.

Appendix 1

Areas of good experience and areas needing improvement

Improvement map Cork University 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

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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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