



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Croom Orthopaedic 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
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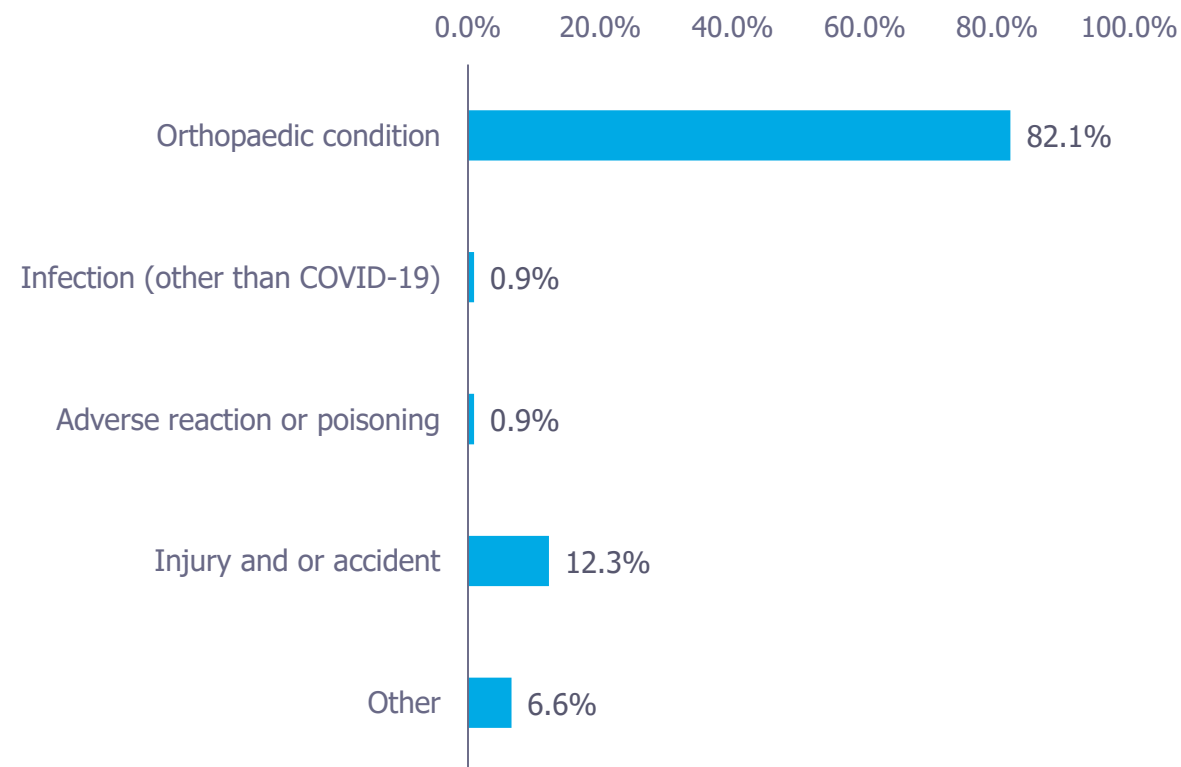
Participants

- 194 people who were admitted to Croom Orthopaedic Hospital were invited.
- 107 took part (55%), compared to 41% nationally.
- 56% (60) completed the survey online, while 44% (47) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	3	2.8
36 to 50 years	12	11.2
51 to 65 years	27	25.2
66 to 80 years	52	48.6
81 years or older	13	12.1
Sex		
Male	45	42.1
Female	62	57.9
Admission route		
Emergency	25	23.4
Non-emergency	82	76.6

Reason for admission



Areas of good experience



Information on how to manage a condition | Q35

71% of people (75 of 105) felt they definitely received enough information from the hospital on how to manage their condition after discharge.

Good communication between staff | Q36

80% of people (84 of 105) felt there was always good communication about their care and treatment between doctors, nurses and other hospital staff.

Confidence in safety of treatment and care | Q38

92% of people (97 of 106) said that they definitely felt confident in the safety of their treatment and care.

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

Comments from patients

"I felt I was in good hands at all times. I felt at ease during my stay. I can't fault the staff before and after my hip replacement".

"Was put at ease about my surgery. All my questions were answered by the doctors and nurses."

"In general, my overall care was excellent. The privacy during my stay and general room/ward conditions were good."

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

“On my discharge the nurse that was discharging me was under severe pressure, was training a young nurse and was being called continuously by other staff. She was going over the questions too fast. When explaining about the list of medication that I had to take it wasn't explained properly. I was disgusted at the way my discharge was going.”

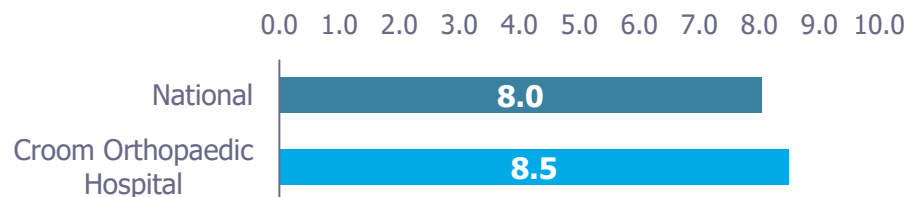
“The physio after my knee replacement was very poor. 5 minutes once a day. I think if they took maybe 6 knee patients once a day to a physio room for half an hour to do physio together intensely, it would help range of movement. It would help with knowing how to do the exercises after discharge. Just being given a leaflet and told do these exercises isn't very helpful.”



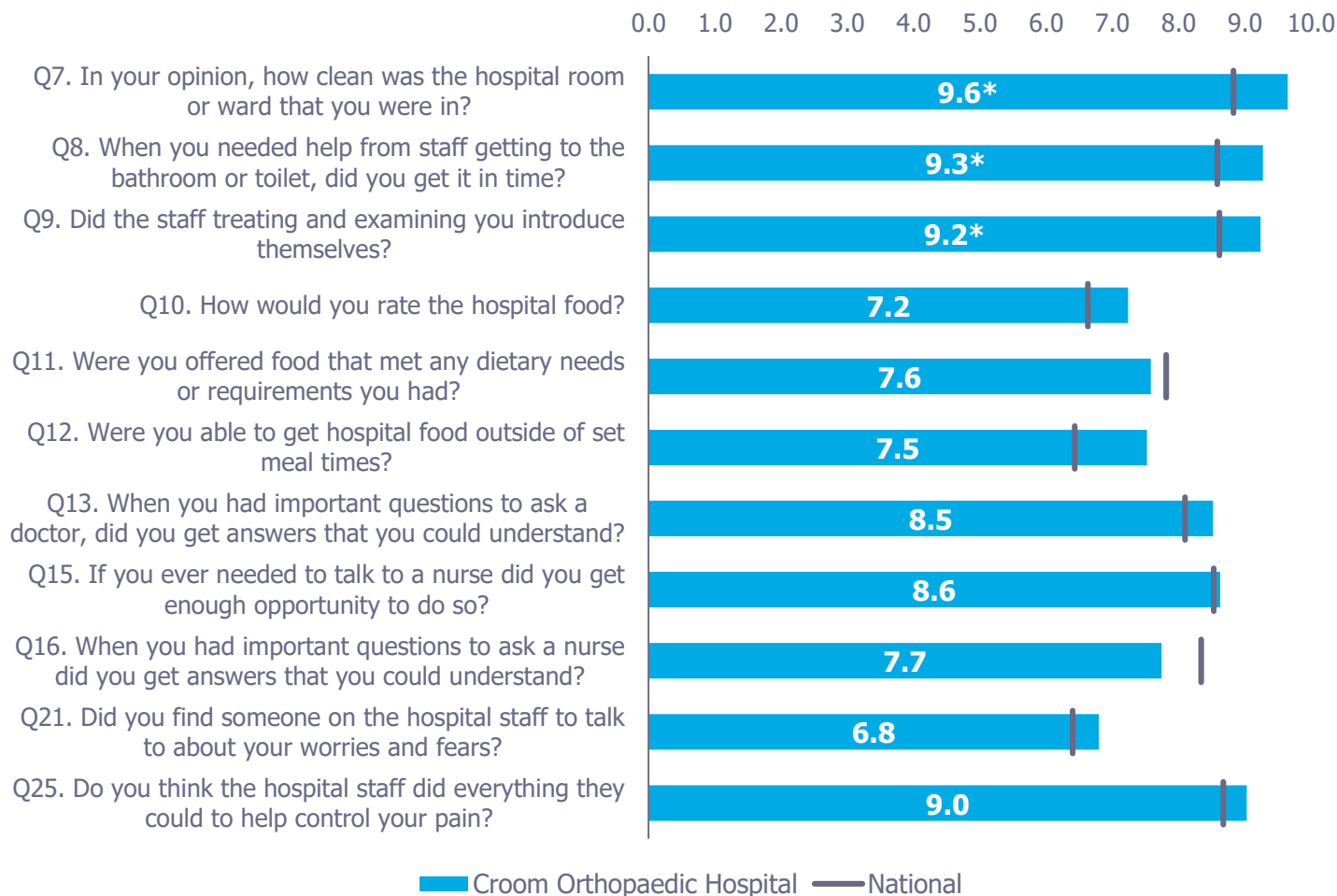
Care on the ward

- Highest-scoring question:
 - 93% of people (99 of 107) said the hospital was 'very clean' and the remaining 7% said it was 'fairly clean'.
- Lowest-scoring question:
 - 16% of people (11 of 69) said they did not find someone on the hospital staff to talk to about their worries and fears.

Comparison with the national average



Average scores for questions on 'care on the ward'

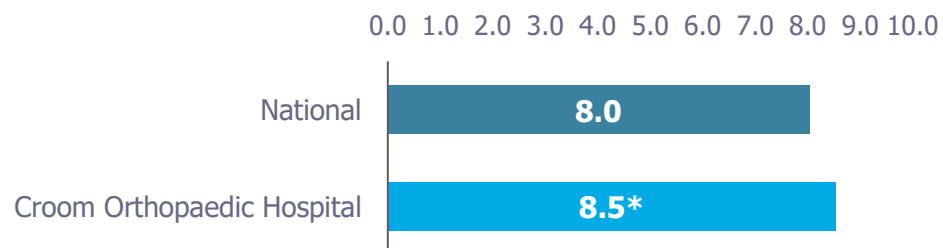


* Denotes statistically significant difference from the national average.

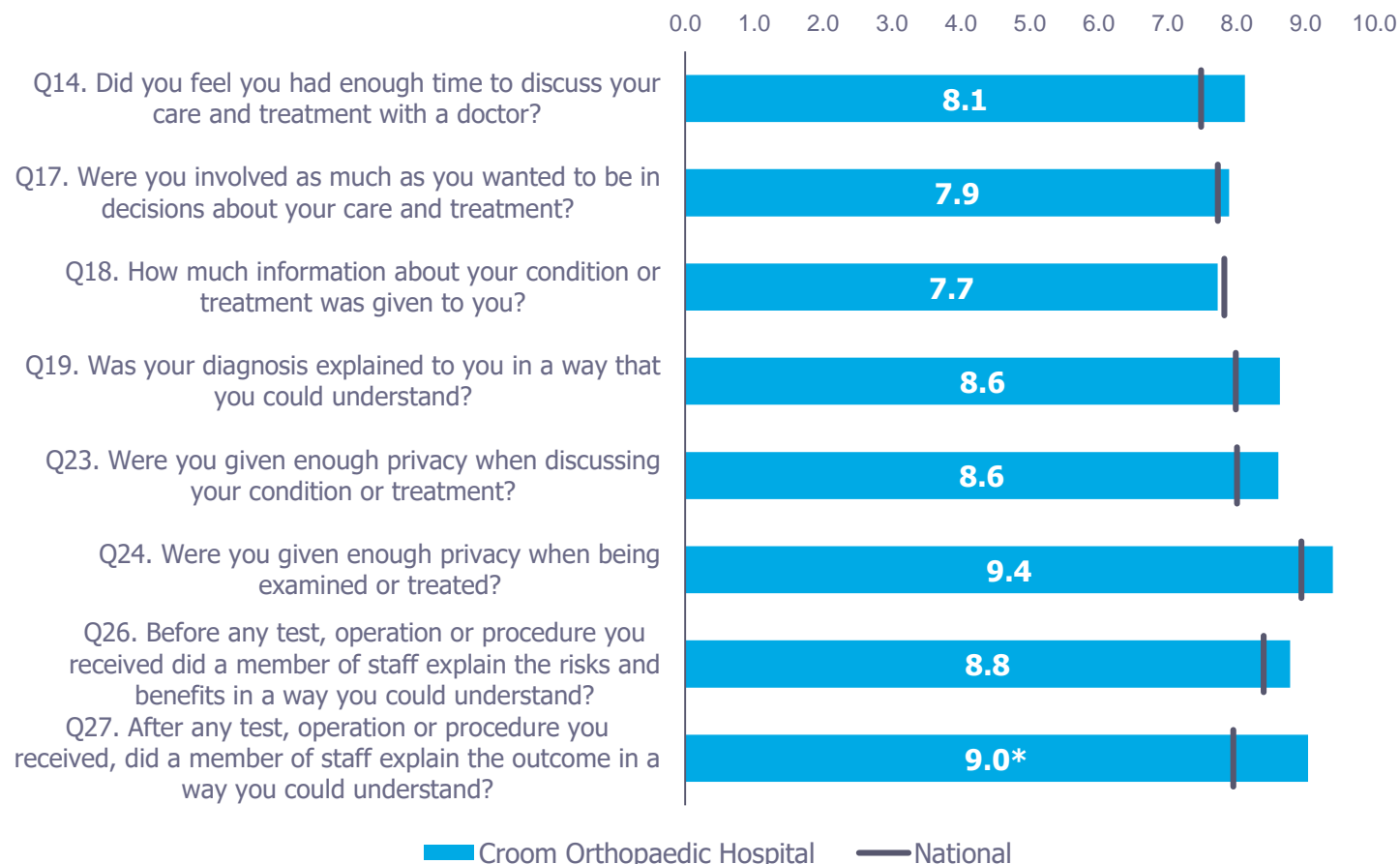
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 95% of people (101 of 106) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 17% of people (18 of 106) said they were not given enough information about their condition or treatment.

Comparison with the national average



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



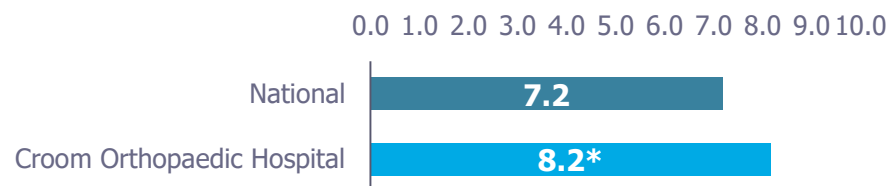
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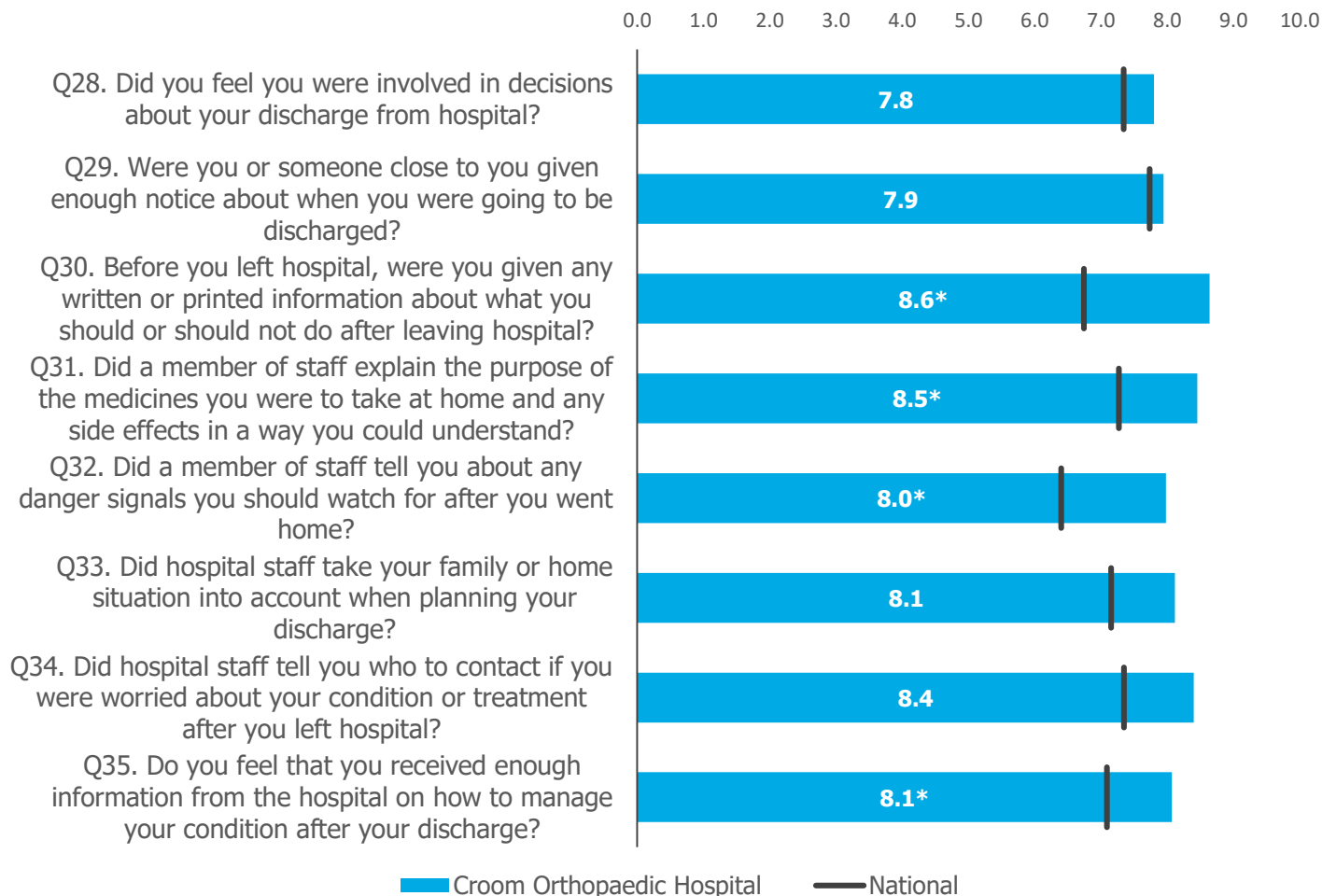
Discharge or transfer

- Highest-scoring question:
 - 92% of people (93 of 101) were given written or printed information about what they should or should not do after leaving hospital.
- Lowest-scoring question:
 - 5% of people (5 of 99) did not feel involved in decisions about their discharge from hospital.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



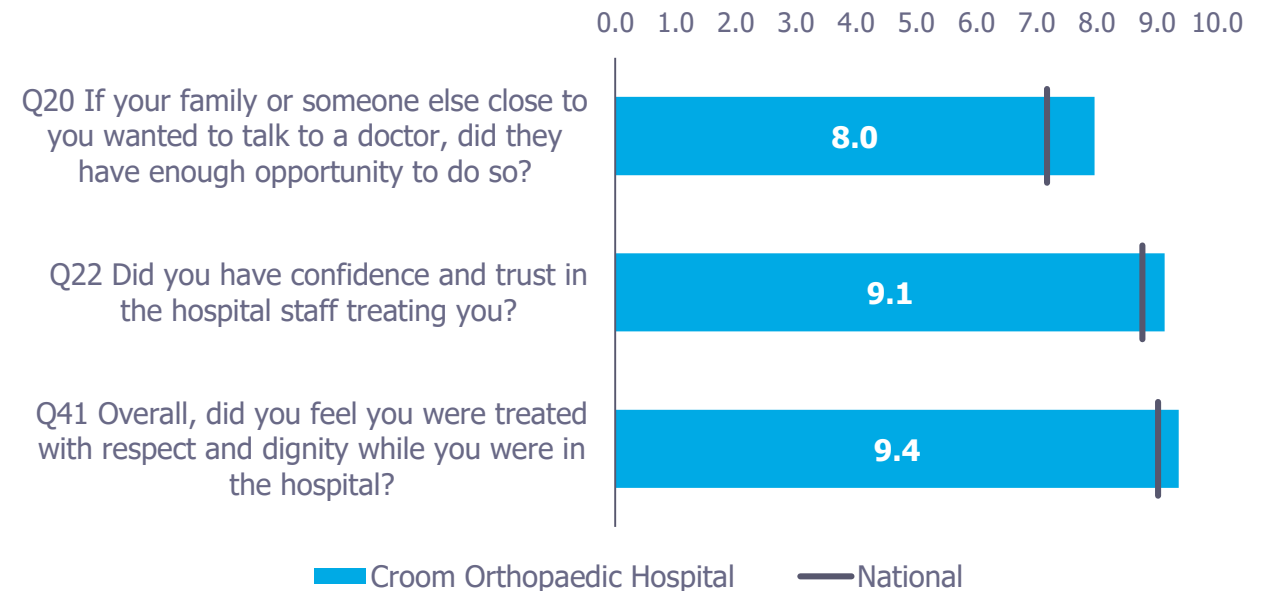
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Other aspects of care



- Highest-scoring question:
 - 96% of people (102 of 106) said that they always felt treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 6% of people (3 of 55) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 65% of people (44 of 68) who wanted to give feedback or make a complaint knew how and where to do so, while 35% (24 people) did not.

Average scores for questions on 'other aspects of care'

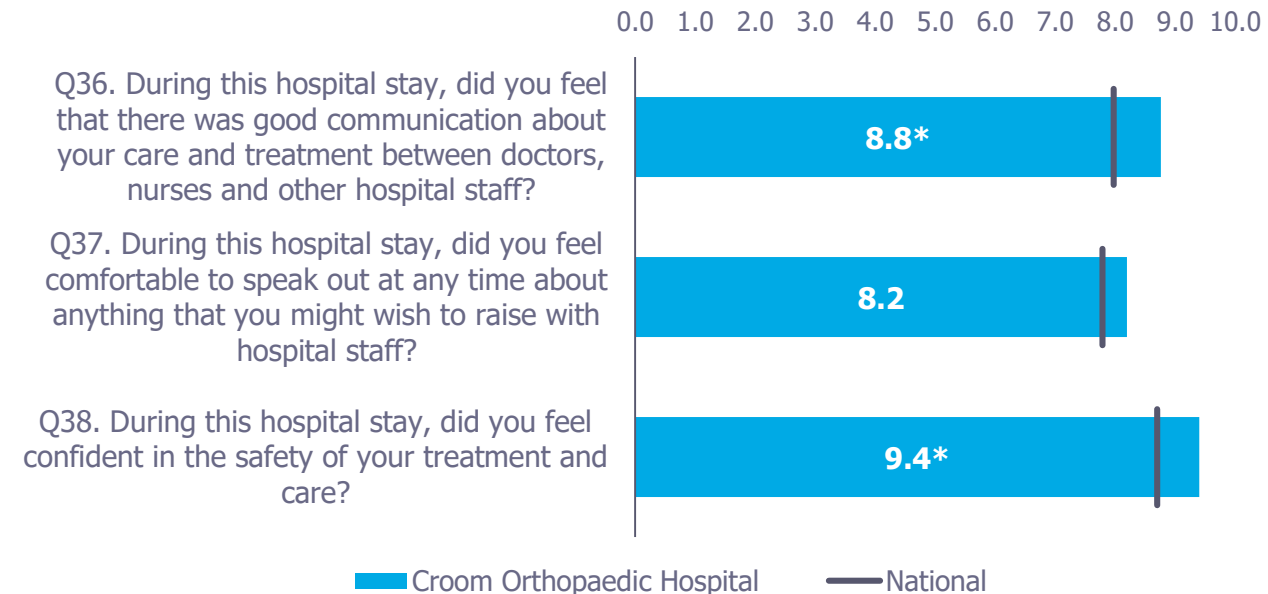


Patient safety



- 9% of people (9 of 104) 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:
 - 92% of people (97 of 106) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 5% of people (5 of 98) 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



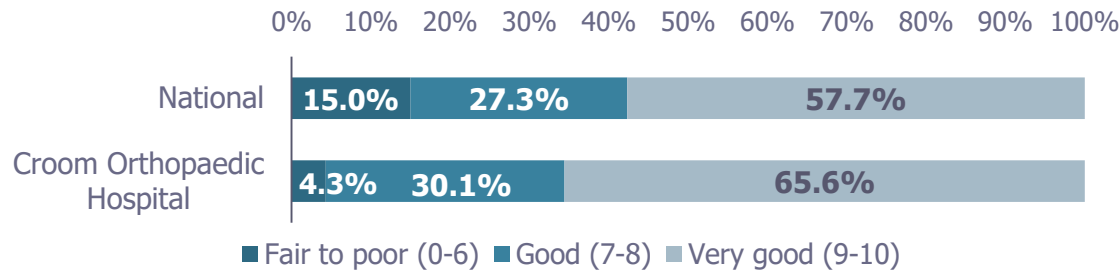
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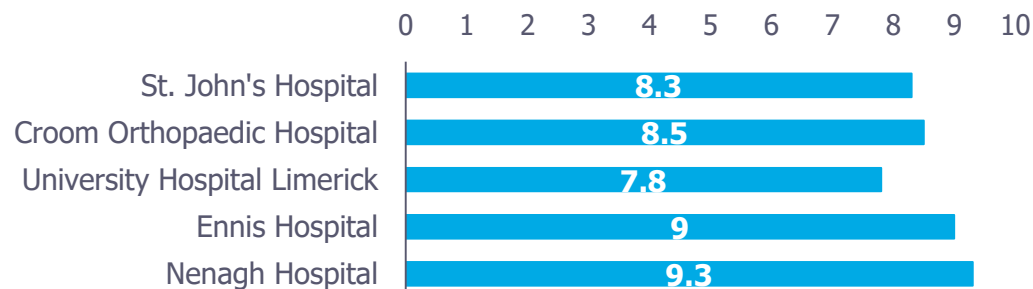
Overall experience

- 96% of survey participants who were admitted to Croom Orthopaedic Hospital 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.

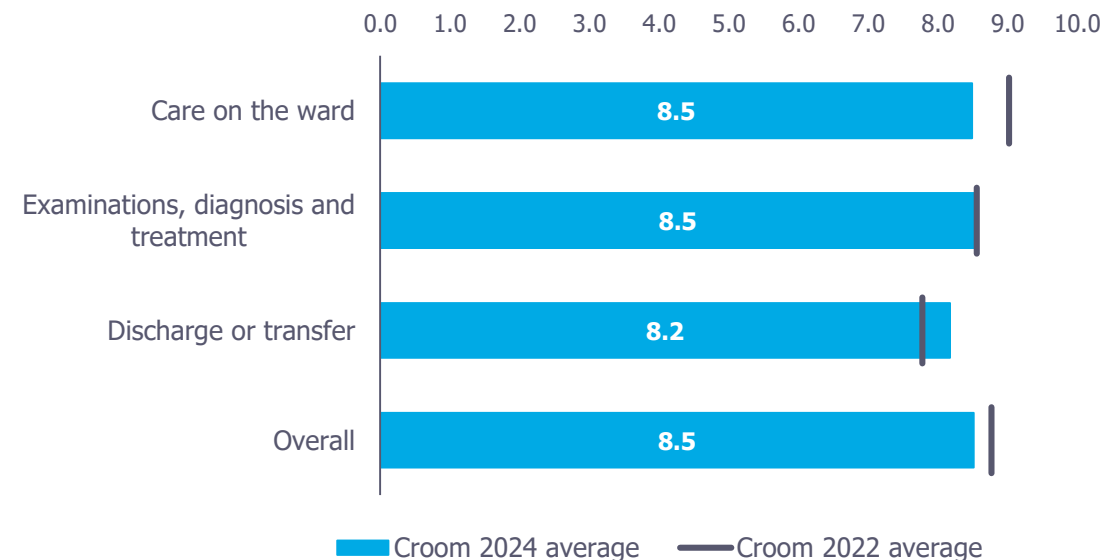
Overall experience of care



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

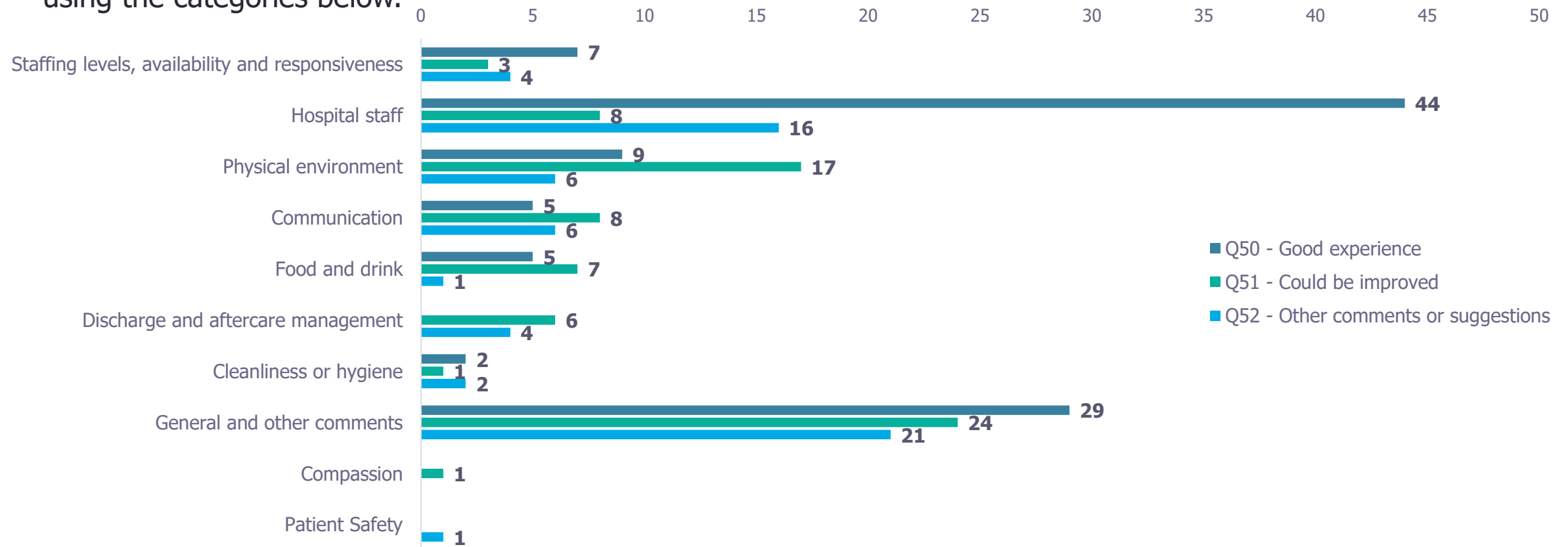


Scores for stages of care and overall experience



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).
- 148 comments were received from patients admitted to Croom Orthopaedic Hospital. Comments were coded using the categories below.



Conclusion



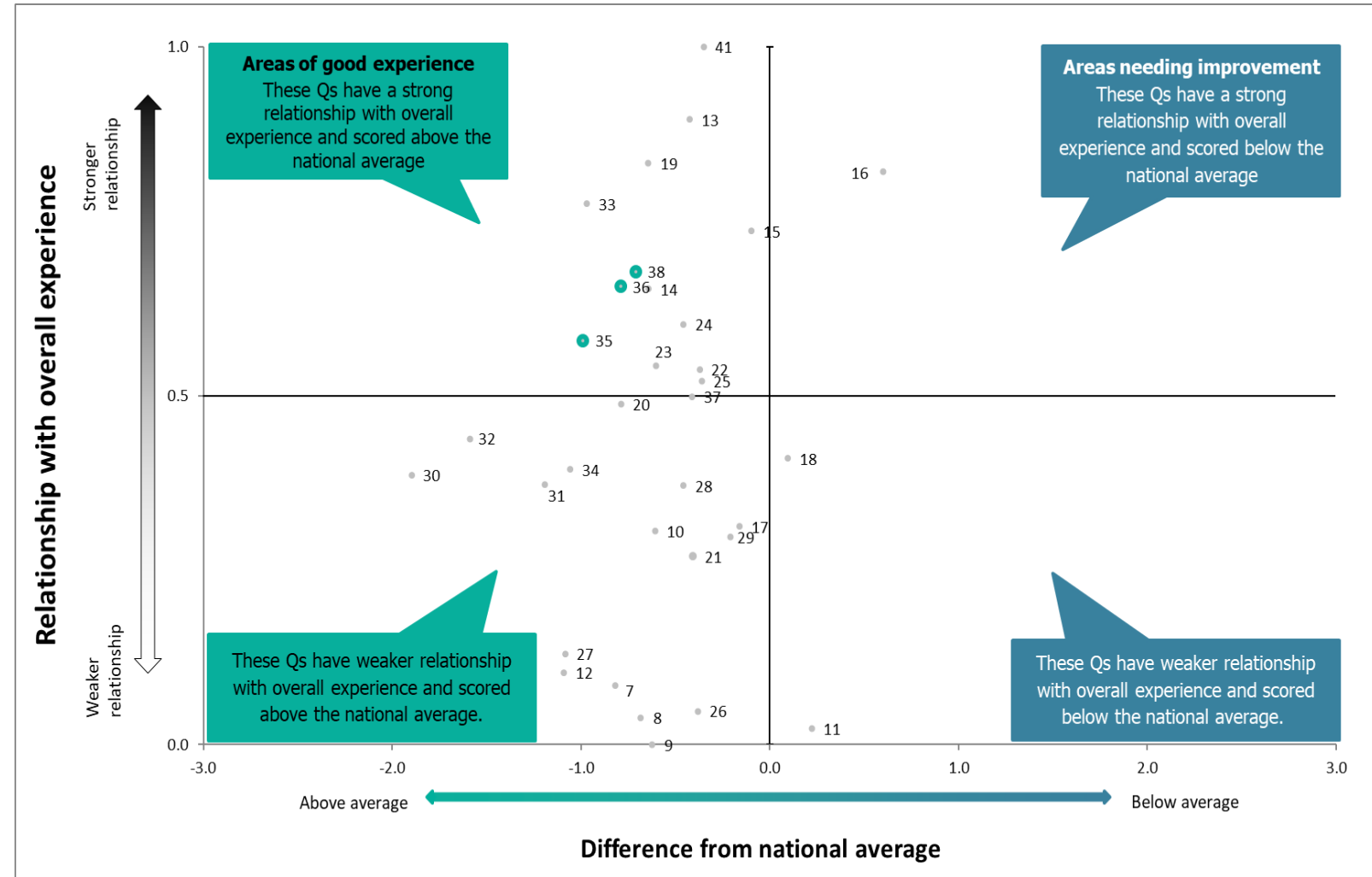
- Areas of good experience at Croom Orthopaedic Hospital related to information on how to manage a condition after discharge, good communication about care and treatment between hospital staff, and patient confidence in the safety of treatment and care.
- The hospital's lowest-scoring questions related to finding a member of staff to talk to about worries and fears, the food rating, and food outside of set meal times.
- '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 scores, though scores for this stage were higher than the national average.
- 96% of survey participants at Croom Orthopaedic Hospital said they had a good to very good overall experience, compared to 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

- 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 Croom Orthopaedic Hospital





Suirbhé
Náisiúnta ar
Eispéireas Othar
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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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