



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Ennis Hospital

Improving care experiences together

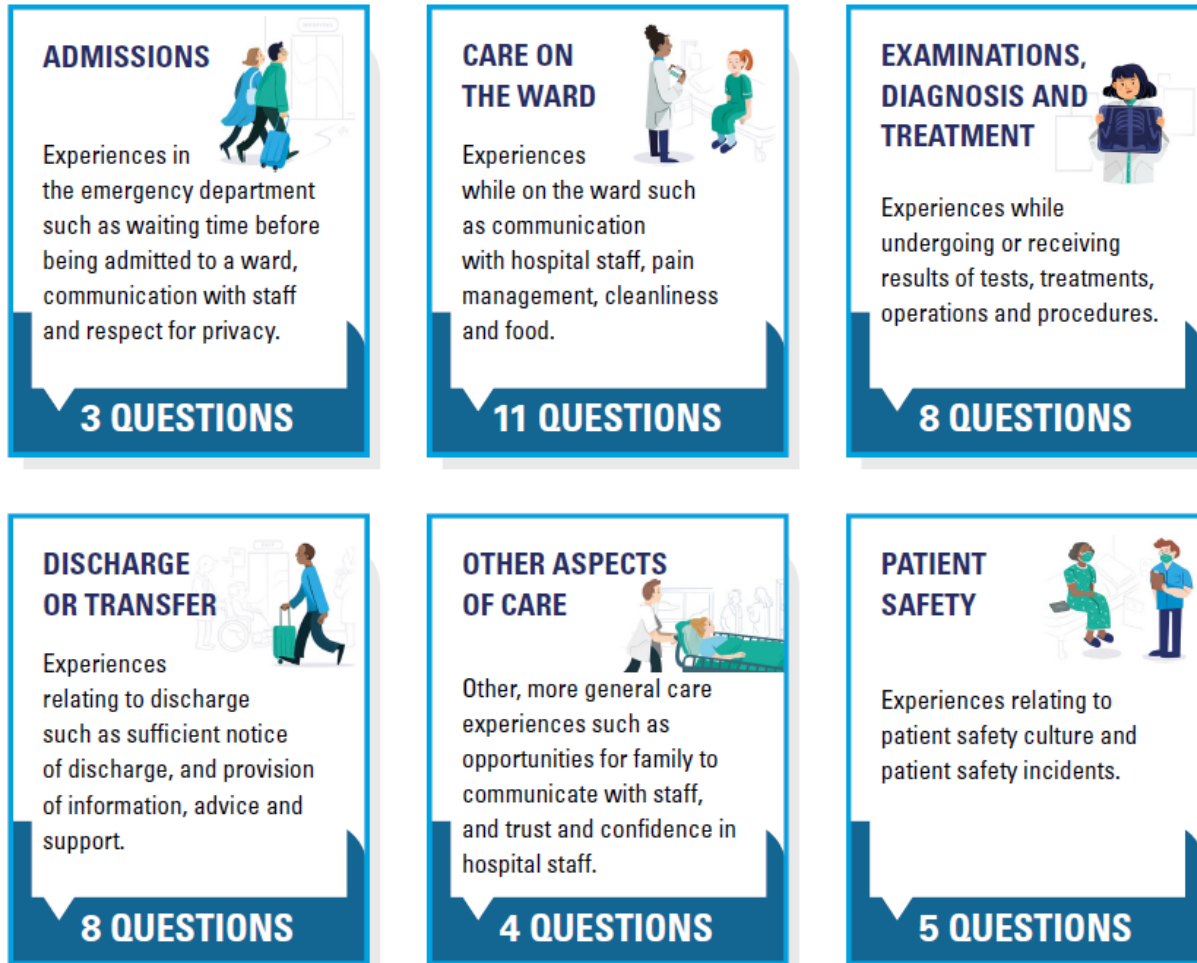


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Department of Health

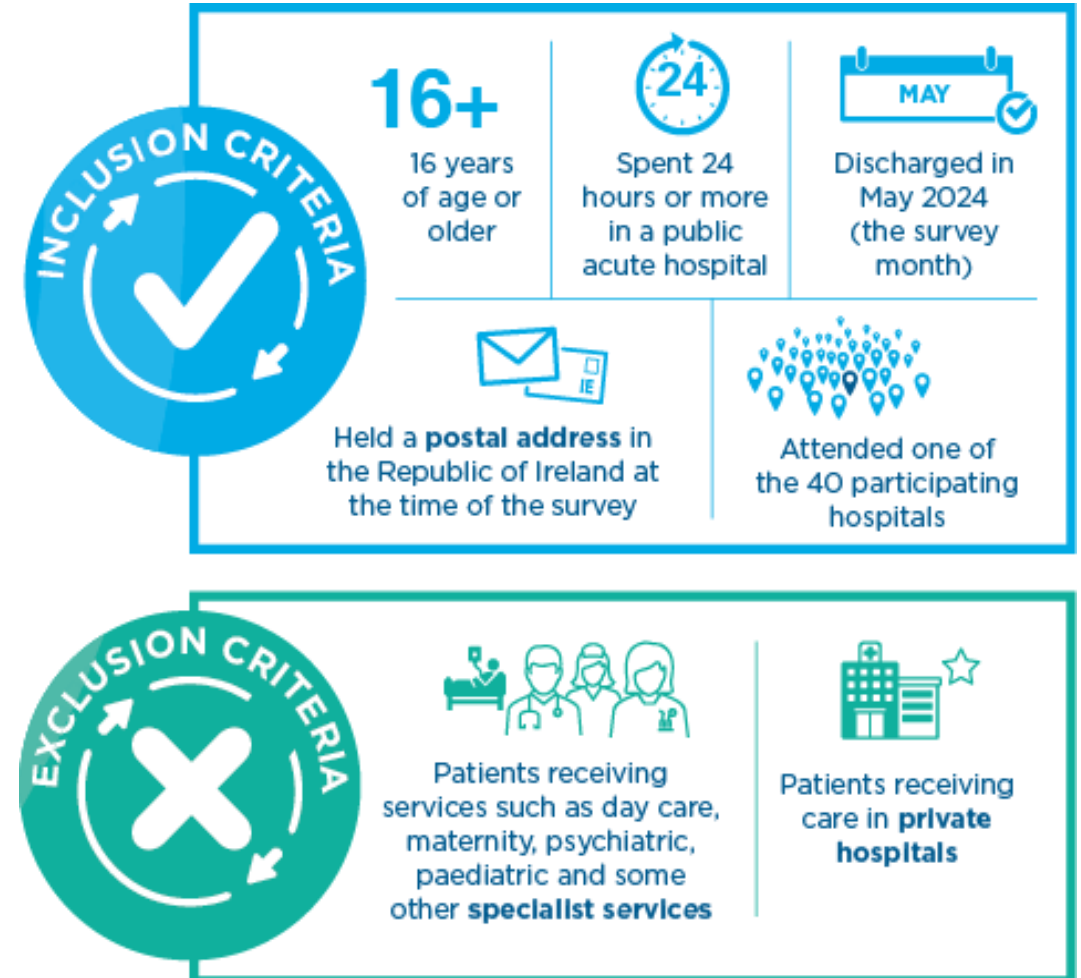


Survey background

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



- Inclusion and exclusion criteria:



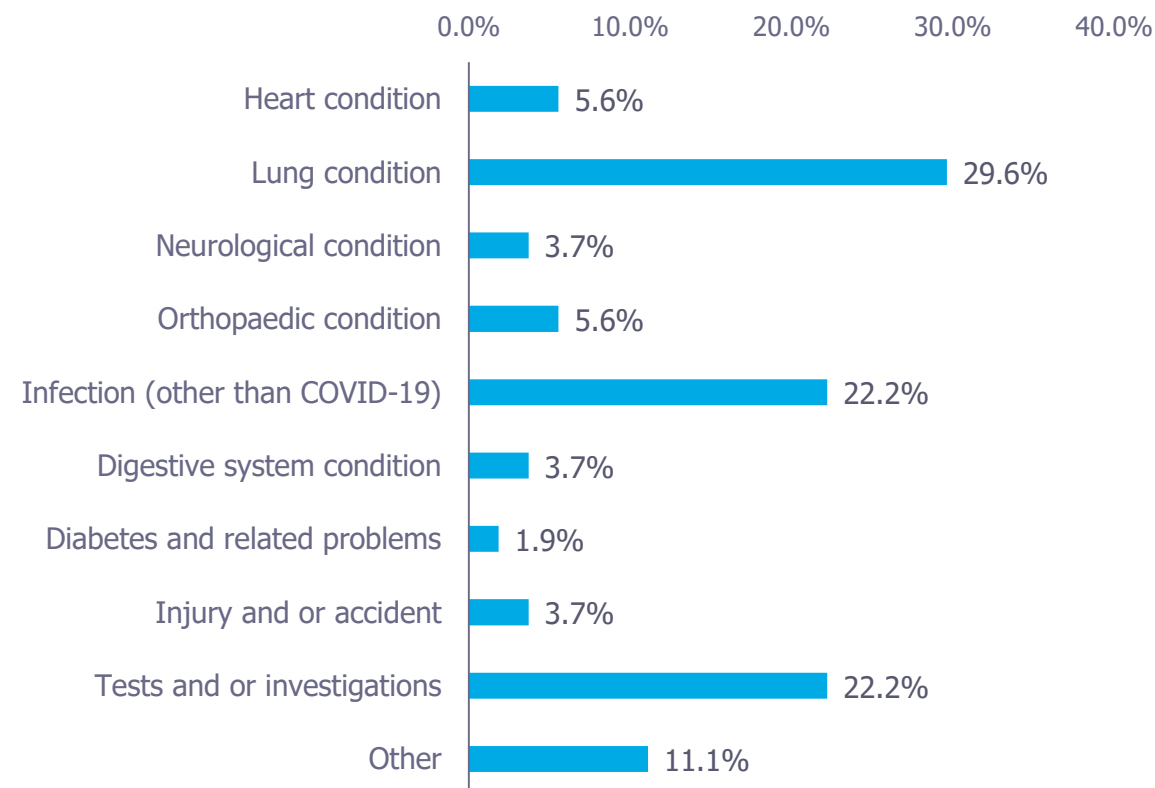
Participants

- 177 people who were admitted to Ennis Hospital were invited.
- 55 took part (31%), compared to 41% nationally.
- 53% (29) completed the survey online, while 47% (26) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	3	5.5
36 to 50 years	2	3.6
51 to 65 years	5	9.1
66 to 80 years	28	50.9
81 years or older	17	30.9
Sex		
Male	26	47.3
Female	29	52.7
Admission route		
Emergency	36	65.5
Non-emergency	19	34.5

Reason for admission



Areas of good experience



Someone to talk to about worries and fears | Q21

59% of people (20 of 34) said they definitely found someone on the hospital staff to talk to about their worries and fears.

Confidence and trust in hospital staff | Q22

87% of people (45 of 52) said that they always had confidence and trust in the hospital staff treating them.

Confidence in safety of treatment and care | Q38

90% of people (46 of 51) 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 liked the doctor's precision in relation to the examination to discover my problem".

"Caring staff. Even if busy, stopped to listen."

"The attention and care of the staff in the Medical Assessment Unit and also when admitted to the general ward was excellent. When admitted to ward the room provided was very comfortable".

Areas needing improvement



Information on support services after discharge | Q34

44% of people (19 of 43) said that hospital staff did not tell them who to contact if they were worried about their condition or treatment after leaving hospital.

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

A selection of comments highlighting areas needing improvement is provided below.

Comments from patients

“To be referred by medical staff in EGH for follow up treatment, e.g., orthopaedics in UHL. And not have to go to my GP to get this done.”

“The nurses were too busy, they could do with more help.”

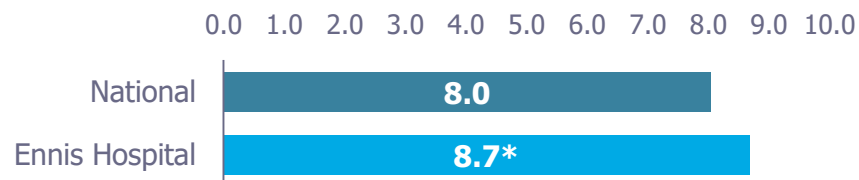
“I felt cold and cramped in the bed for the most part. A lot of noise even late at night.”



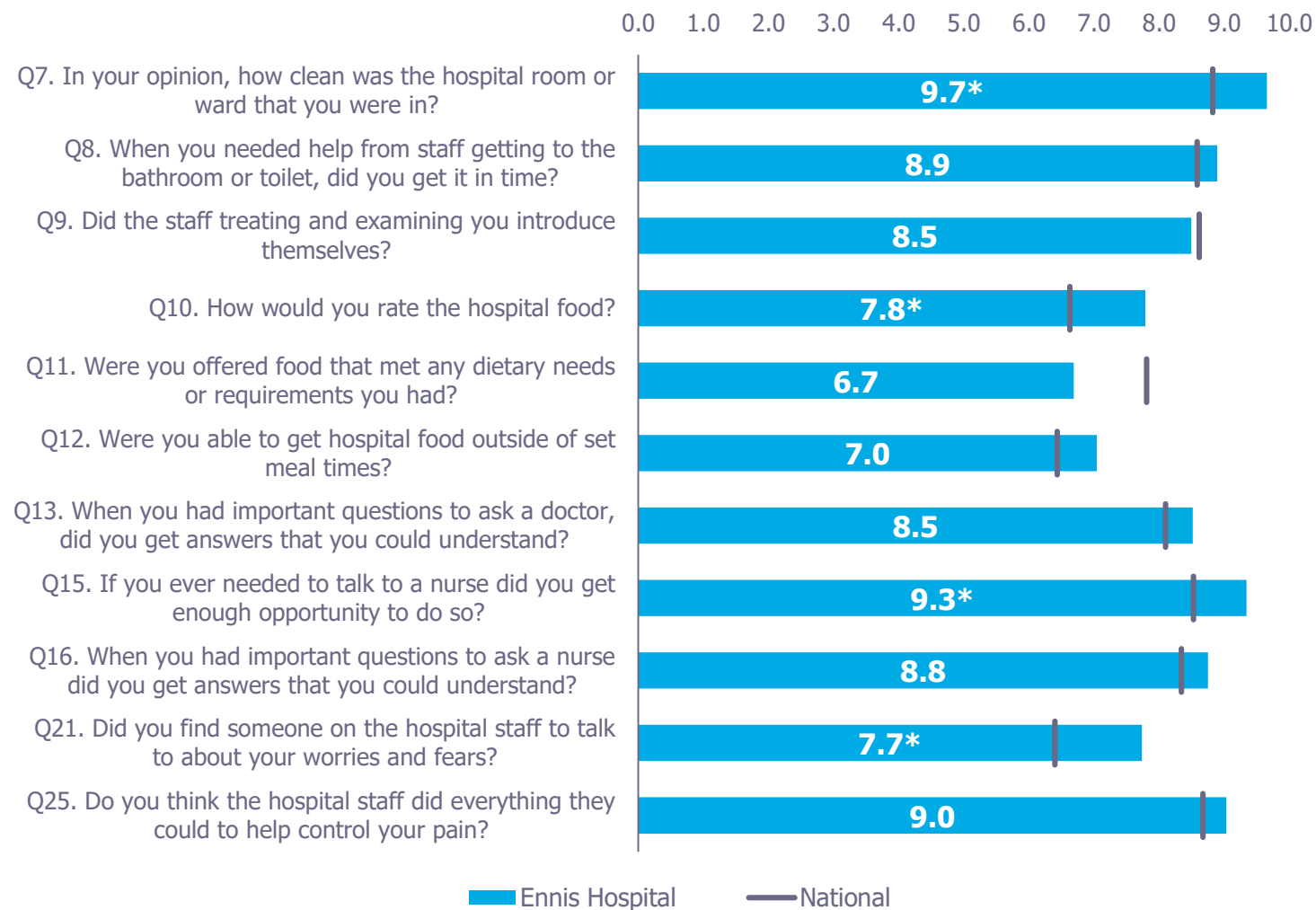
Care on the ward

- Highest-scoring question:
 - 90% of people (47 of 52) said the hospital was 'very clean'.
- Lowest-scoring question:
 - 26% of people (8 of 31) with dietary needs or requirements said they were not offered food that met these needs.

Comparison with the national average



Average scores for questions on 'care on the ward'



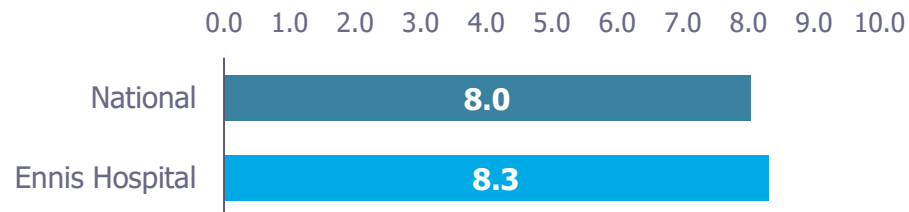
* Denotes statistically significant difference from the national average.



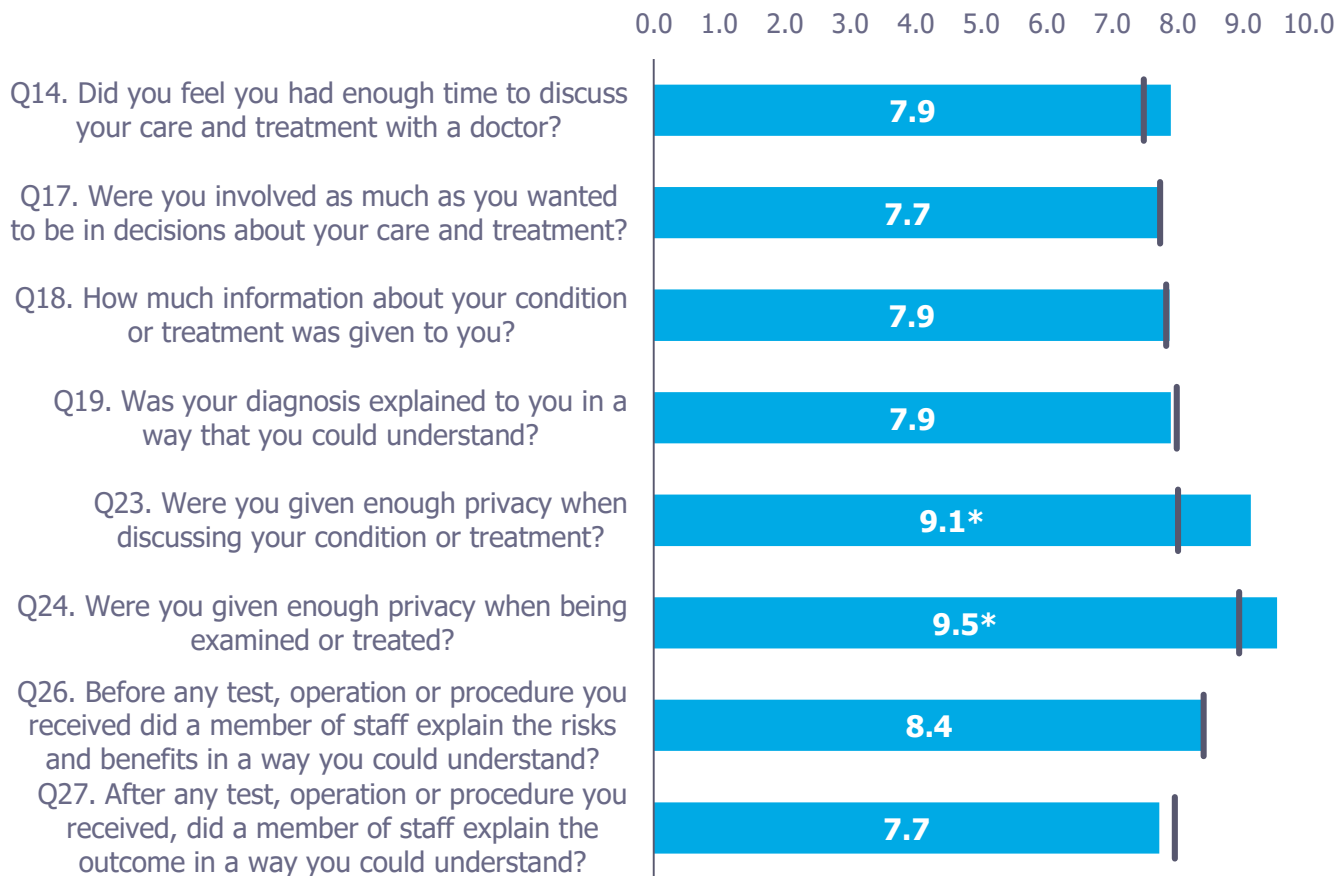
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 90% of people (47 of 52) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring questions:
 - 8% of people (4 of 52) said they were not involved as much as they wanted to be in decisions about their care and treatment.
 - 5% of people (2 of 37) said that after tests, operations or procedures, staff did not explain the outcomes in a way they could understand.

Comparison with the national average



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



■ Ennis Hospital — National

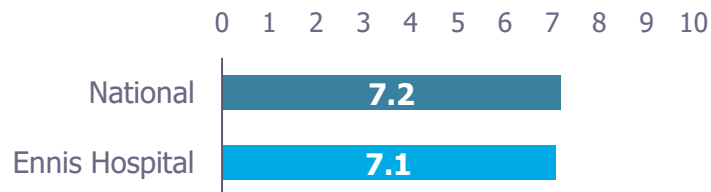
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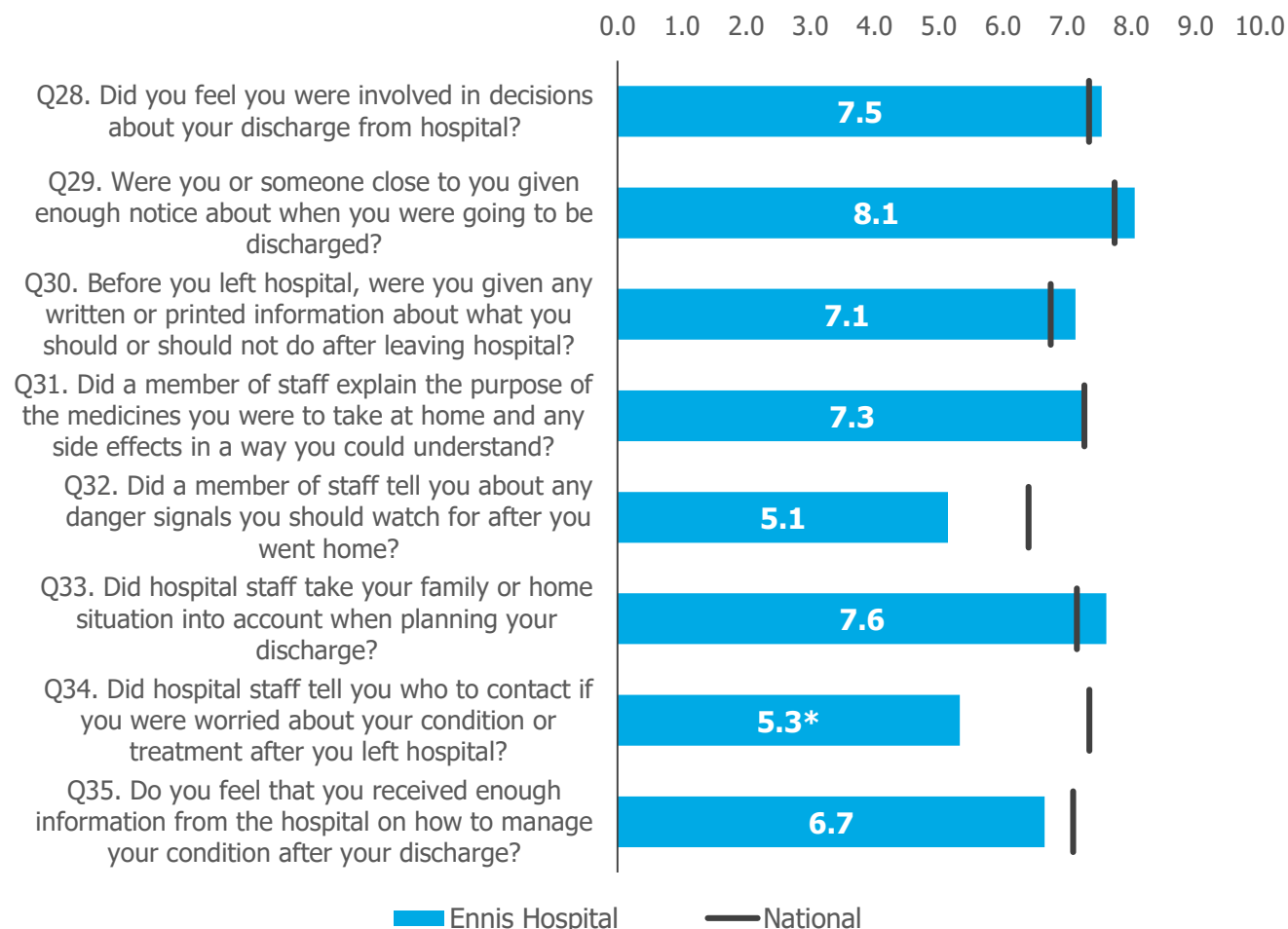
Discharge or transfer

- Highest-scoring question:
 - 72% of people (38 of 53) said they were given enough notice about their discharge from hospital.
- Lowest-scoring question:
 - 41% of people (14 of 34) said that a member of staff did not tell them about any danger signals they should watch for after discharge.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



* Denotes statistically significant difference from the national average.

Other aspects of care



- Highest-scoring question:
 - 87% of people (45 of 52) said that they always had confidence and trust in the hospital staff treating them.
- Lowest-scoring question:
 - 14% of people (5 of 37) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 56% of people (14 of 25) who wanted to give feedback or make a complaint knew how and where to do so, while 44% (11 people) did not.

Average scores for questions on 'other aspects of care'



* Denotes statistically significant difference from the national average.

Patient safety



- 6% of people (3 of 52) indicated they had a patient safety incident during their hospital stay.
- Highest-scoring question:
 - 90% of people (46 of 51) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 11% of people (5 of 47) 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'



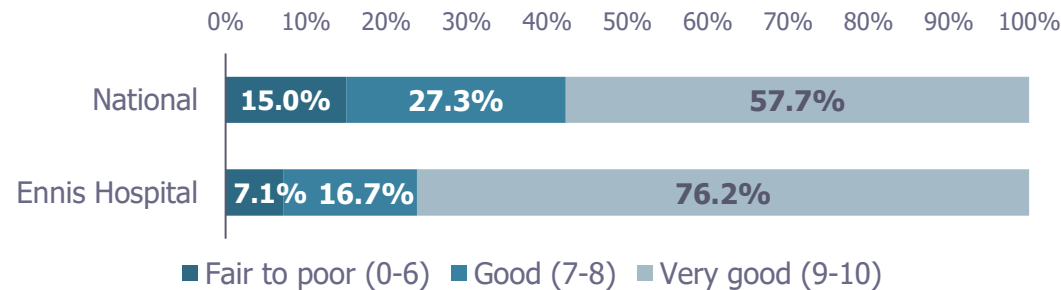
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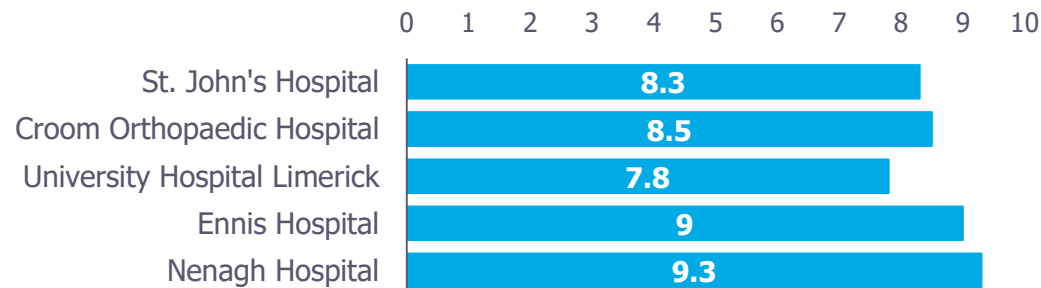
Overall experience

- 93% of survey participants who were admitted to Ennis Hospital said that they had a good to very good experience (overall rating between 7 and 10).
- The overall rating of care experience at Ennis Hospital was significantly higher than the national average.
- Scores for all stages of care were about the same as the 2022 survey.

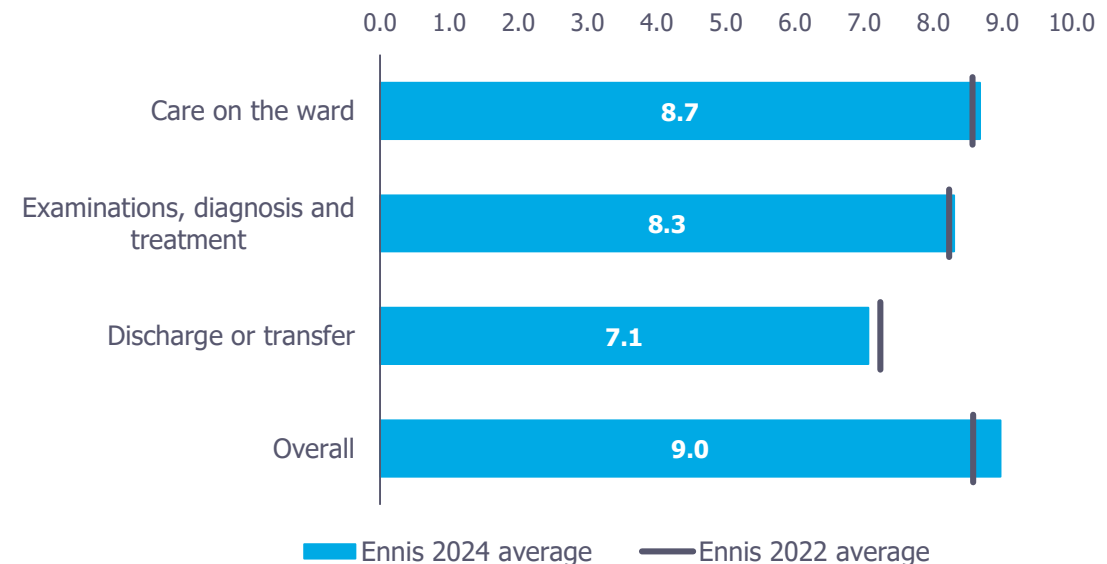
Overall experience of care



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

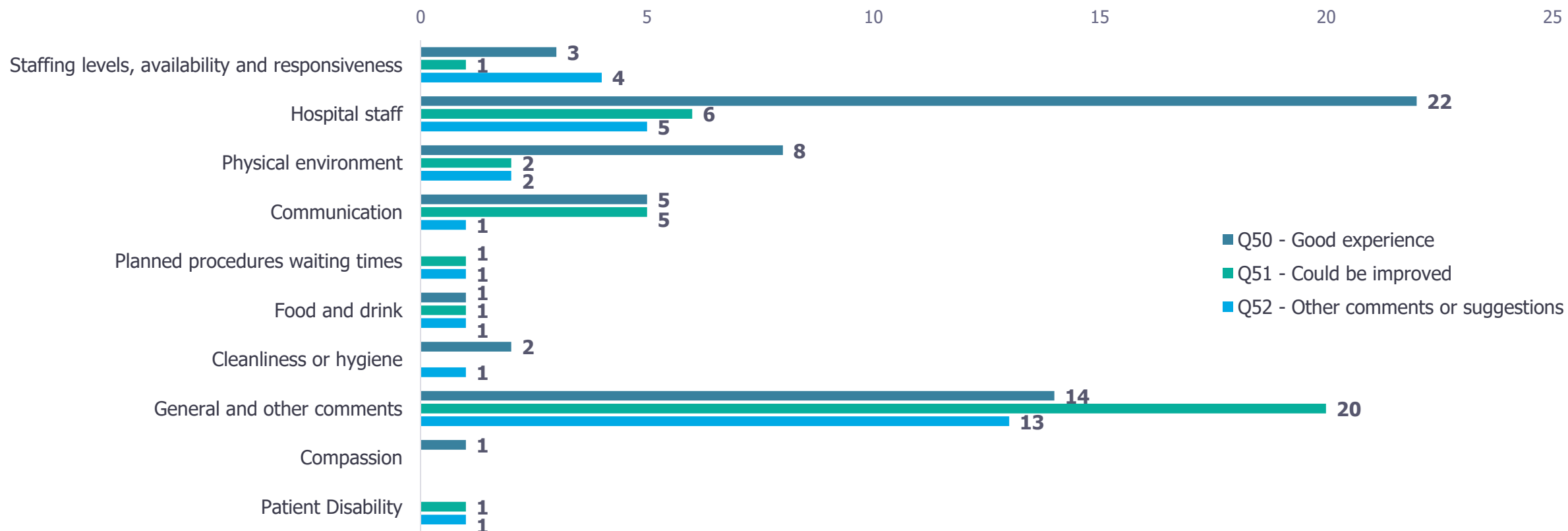


Scores for stages of care and overall experience



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).
- 70 comments were received from patients admitted to Ennis Hospital. Comments were coded using the categories below.



Conclusion



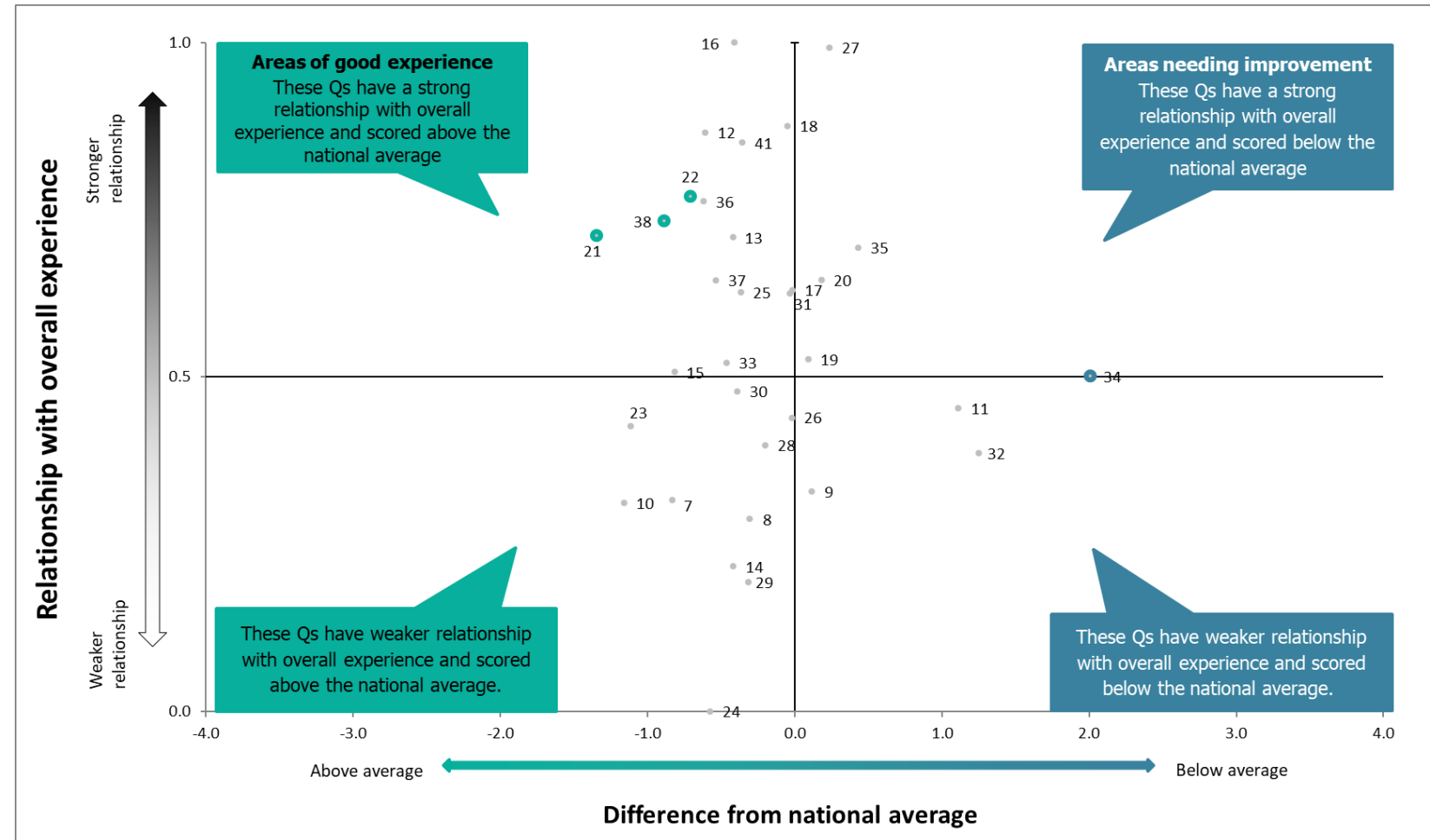
- Areas of good experience at Ennis Hospital related to having someone on the hospital staff to talk to about worries and fears, confidence and trust in hospital staff, and confidence in the safety of treatment and care.
- Areas needing improvement included the provision of information about support services after leaving hospital.
- 'Care on the ward' was the stage of care with the highest score.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 93% of survey participants said they had a good to very good overall experience at Ennis Hospital, compared to 85% nationally.
- The overall rating of experience at Ennis Hospital was significantly higher than the national average.
- Scores for all stages of care were about the same as 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.
- 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 Ennis Hospital





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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