



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Galway University Hospitals

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> 

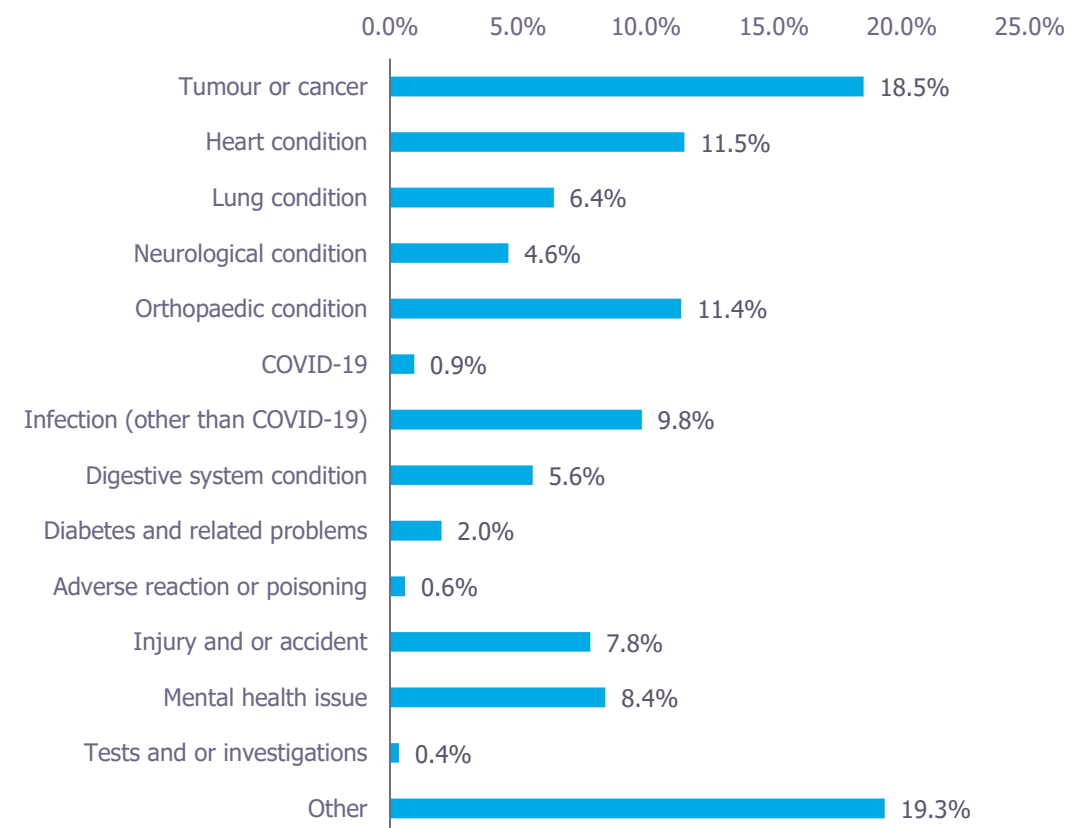
Participants

- 2,000 people who were admitted to Galway University Hospitals were invited.
- 854 took part (43%), compared to 41% nationally.
- 57% (483) completed the survey online, while 43% (371) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	69	8.1
36 to 50 years	101	11.8
51 to 65 years	223	26.1
66 to 80 years	347	40.6
81 years or older	114	13.3
Sex		
Male	432	50.6
Female	422	49.4
Admission route		
Emergency	580	67.9
Non-emergency	274	32.1

Reason for admission



Areas of good experience



Clear answers from a doctor | Q13

Of the 767 people who answered this question, 78% (595) said that when they had important questions to ask a doctor, they always got answers that they could understand.

Time to discuss care and treatment with a doctor | Q14

Of the 788 people who answered this question, 68% (537) said that they definitely felt they had enough time to discuss their care and treatment with a doctor.

Good communication between staff | Q36

Of the 773 people who answered this question, 75% (581) felt that there was always good communication about their care and treatment between hospital staff.

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

Comments from patients

"The doctors were very caring and easy to talk to, and explained answers to my questions in a manner I could understand."

"One doctor in particular very good at explaining what could be my problem and felt OK about me asking questions."

"Good communication between doctors & staff. I found it very easy to get through to consultants secretaries for information. I found my time in hospital very good."

Areas needing improvement



Emergency department waiting times | Q6

Of the 454 people who answered this question, 21% (96) said that they waited more than 24 hours before being admitted to a ward.

Food rating | Q10

Of the 760 people who answered this question, 32% (242) rated the hospital food as 'fair' or 'poor'.

These questions scored significantly below average.

Comments from patients

"The length of time I was in A&E waiting room even after being brought in by ambulance. Was there after midday and was after 9pm before I was called to be examined."

"[I] was not asked what I would like to eat on a daily basis. Only asked once a week. [I was] given food sometimes I could not eat, such as scrambled eggs in evening."

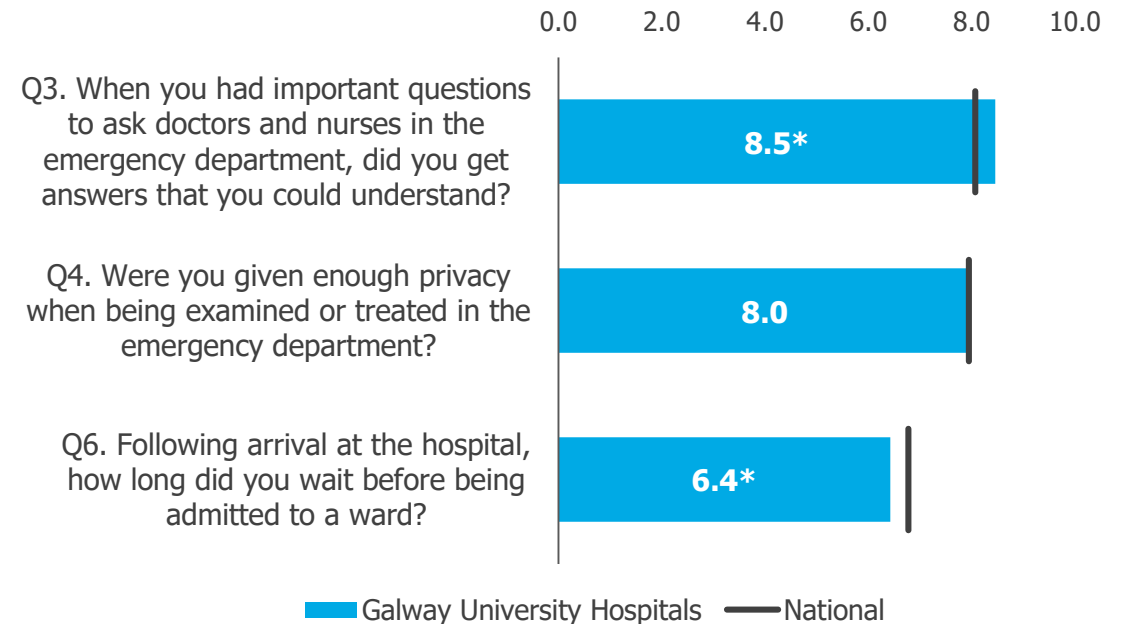


Admissions

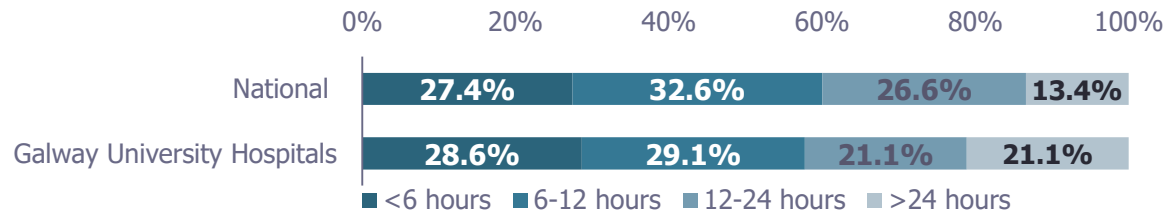


- Highest-scoring question:**
 - 72% of people (335 of 466) said that when they had important questions to ask doctors and nurses in the emergency department, they always got answers that they could understand.
- Lowest-scoring question:**
 - 21% of people (96 of 454) said that they waited more than 24 hours in the emergency department before being admitted to a ward.

Average scores for questions on 'admissions'



Emergency department waiting times



* Denotes statistically significant differences from the national average.

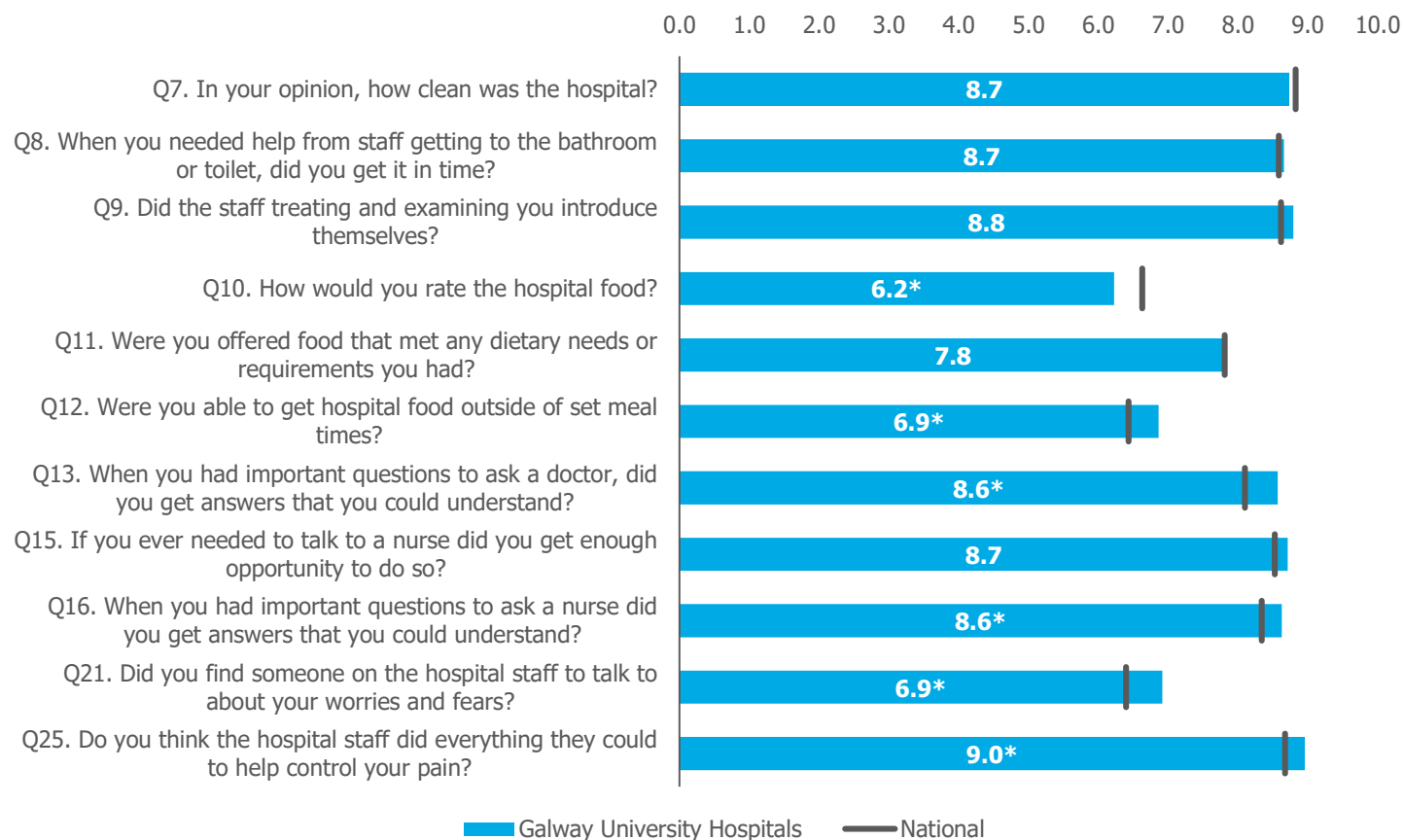
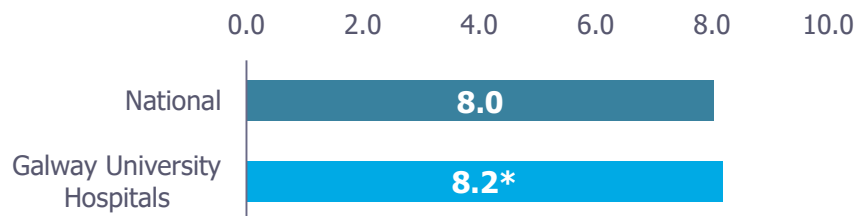


Care on the ward

Average scores for questions on 'care on the ward'

- Highest-scoring question:
 - 84% of people (594 of 708) said that staff definitely did everything they could to help control their pain.
- Lowest-scoring question:
 - 32% of people (242 of 760) rated the hospital food as 'fair' or 'poor'.

Comparison with the national average

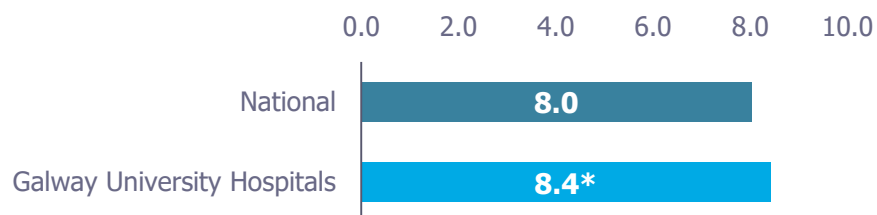


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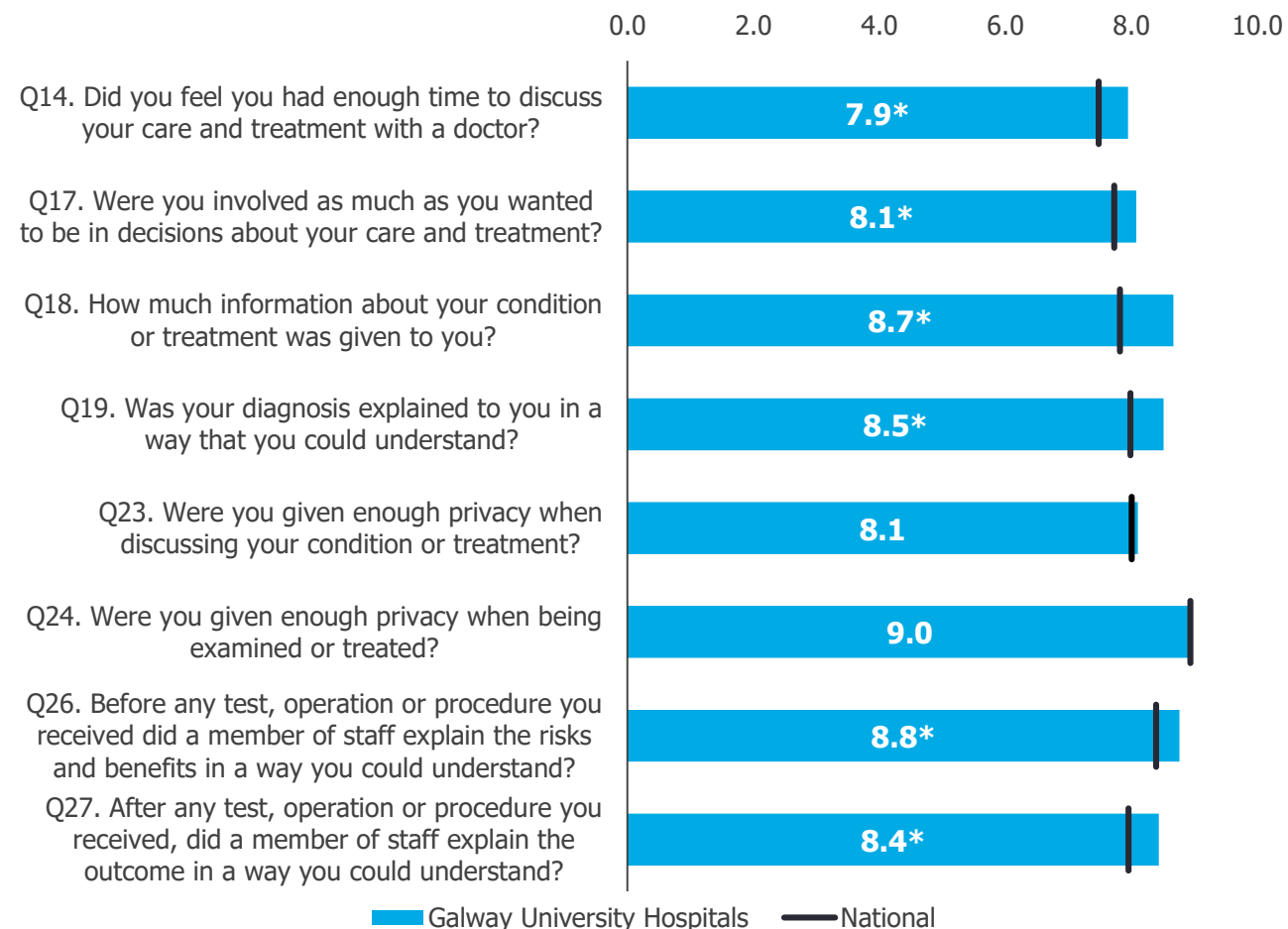
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 84% of people (664 of 791) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 7% of people (51 of 788) 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'

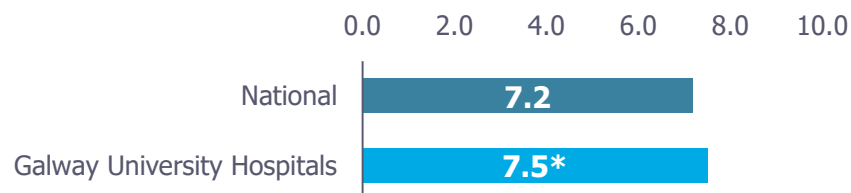


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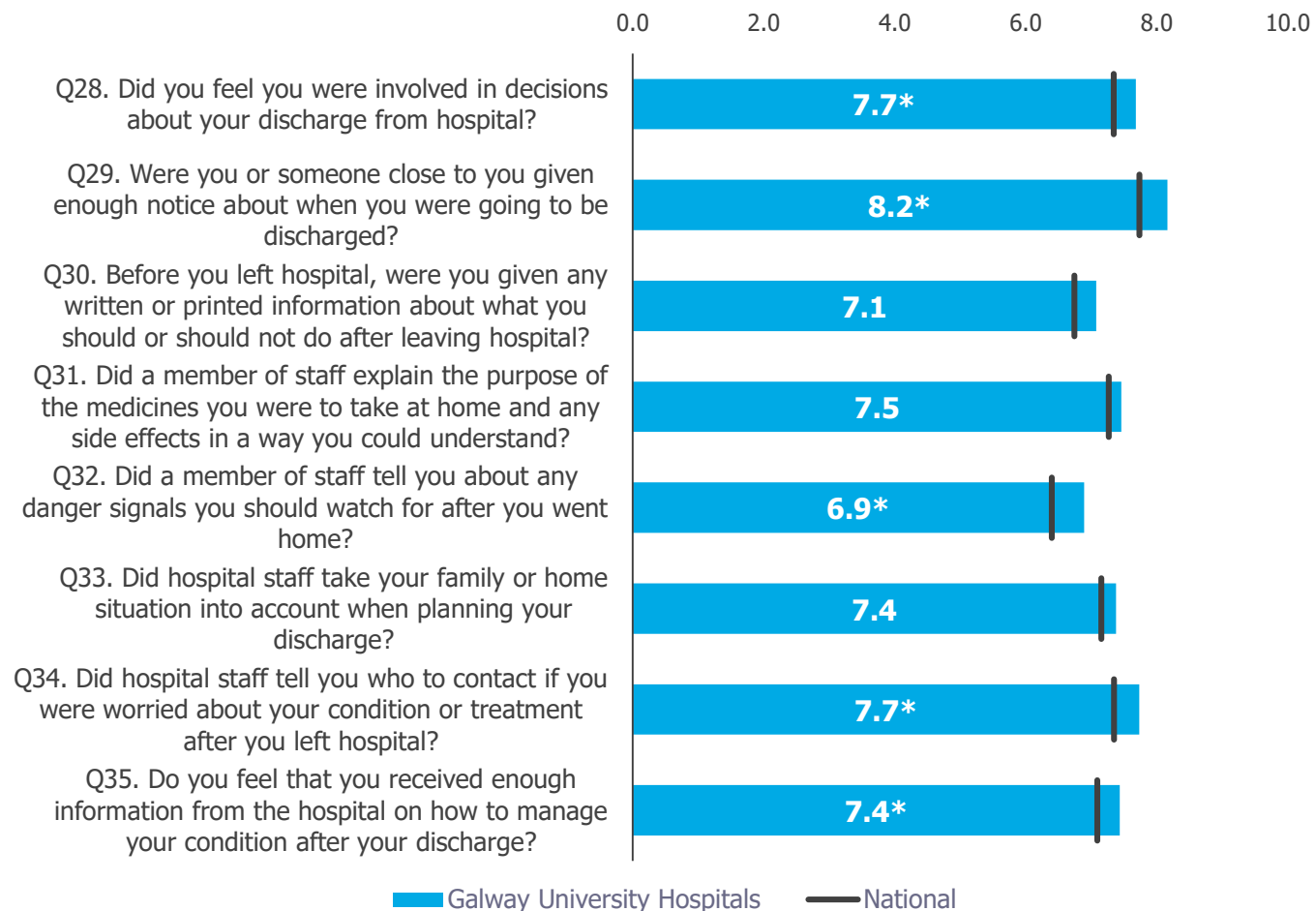
Discharge or transfer

- Highest-scoring question:
 - 73% of people (574 of 784) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 19% of people (124 of 670) 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'



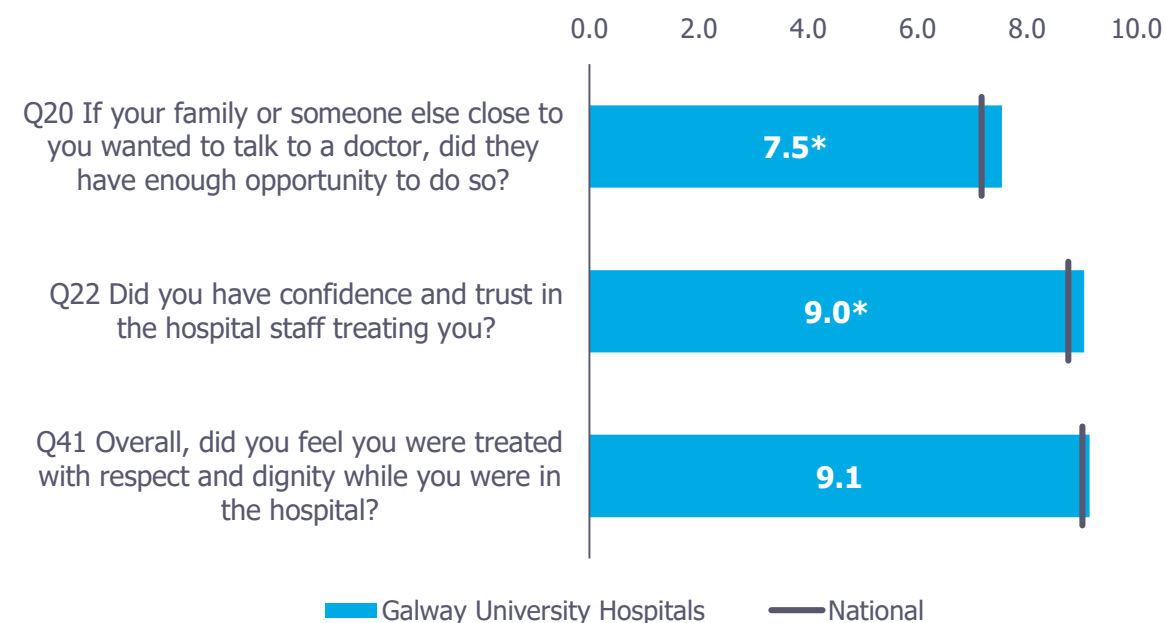
* Denotes statistically significant differences from the national average.

Other aspects of care



- Highest-scoring question:
 - 87% of people (686 of 792) said that they always felt treated with respect and dignity.
- Lowest-scoring question:
 - 9% of people (51 of 580) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 60% of people (308 of 517) who wanted to give feedback or make a complaint, knew how and where to do so, while 40% (209 people) did not.

Average scores for questions on 'other aspects of care'



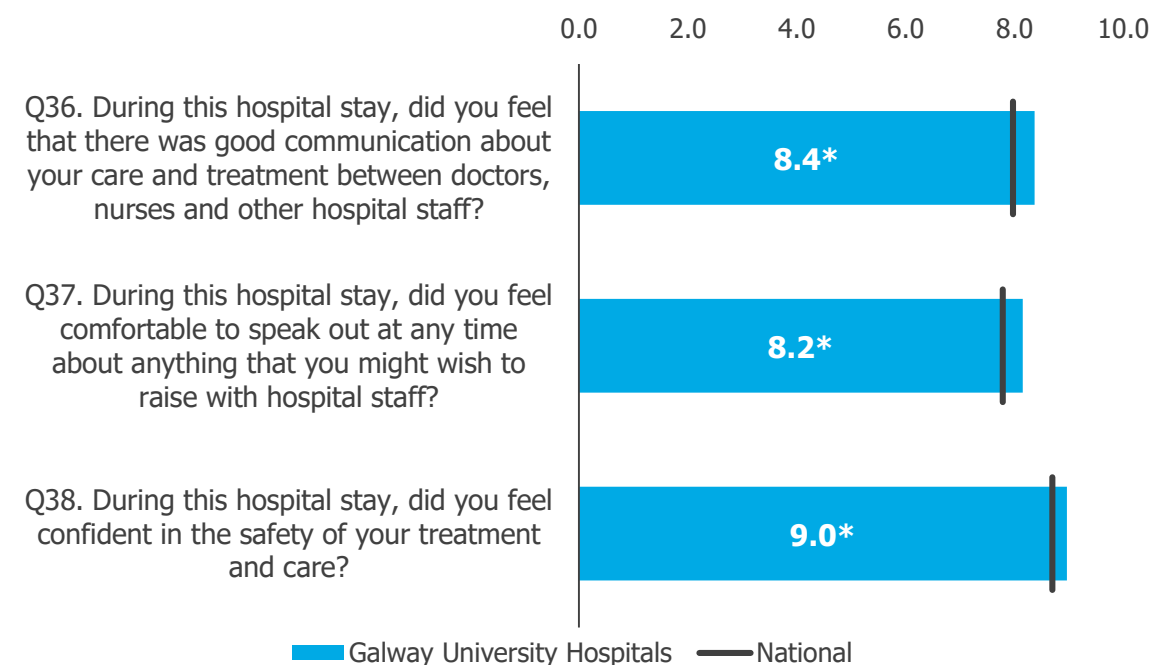
* Denotes statistically significant difference from the national average.

Patient safety



- 10% of people (79 of 787) 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:
 - 83% of people (658 of 791) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 7% of people (50 of 680) 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'



* Denotes statistically significant differences from the national average.

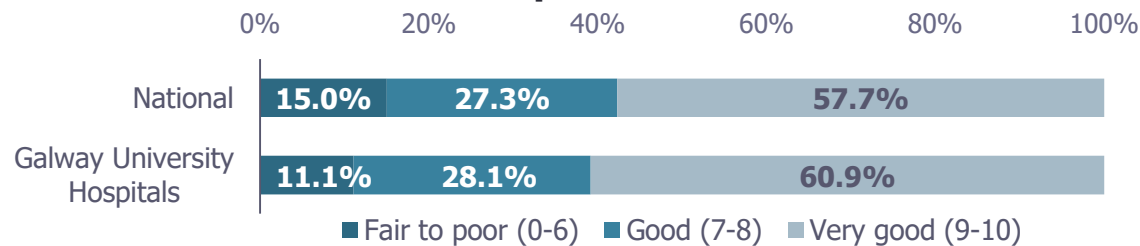


Overall experience

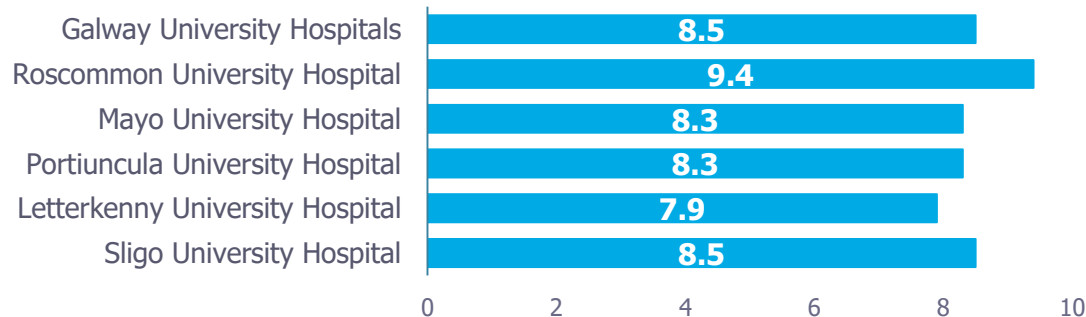


- 89% of survey participants who were admitted to Galway University Hospitals said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for 'Admissions', 'Care on the ward', and 'Examinations, diagnosis and treatment', as well as scores for overall care experience were significantly higher in 2024 than those in the 2022 survey.

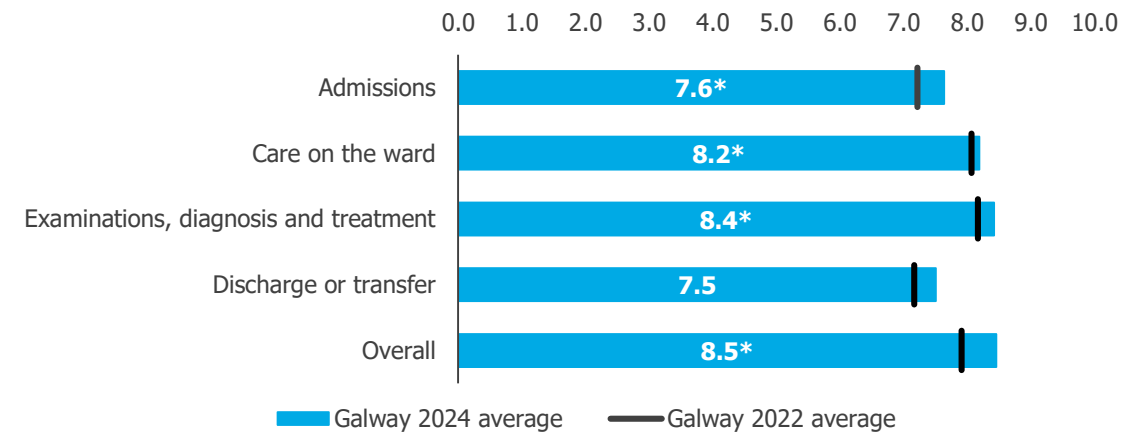
Overall experience of care



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



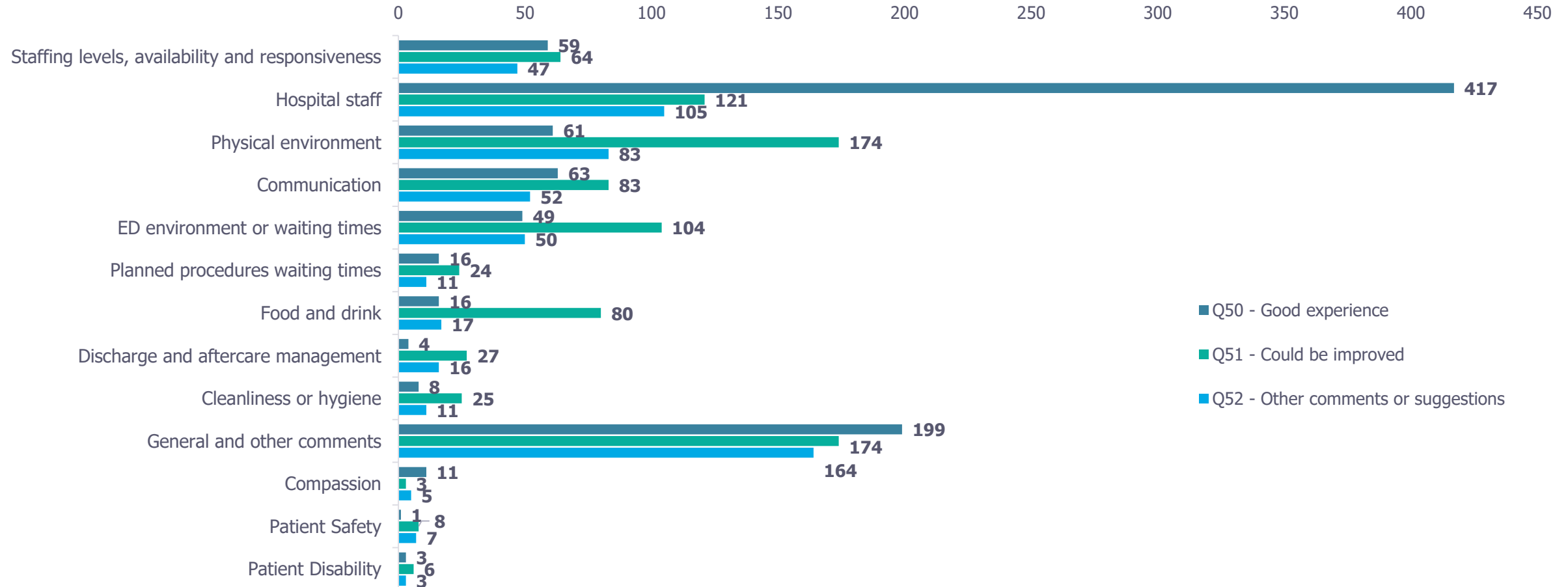
Scores for stages of care and overall experience



* 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).
- 1,374 comments were received from patients admitted to Galway University Hospitals. Comments were coded using the categories below.



Conclusion



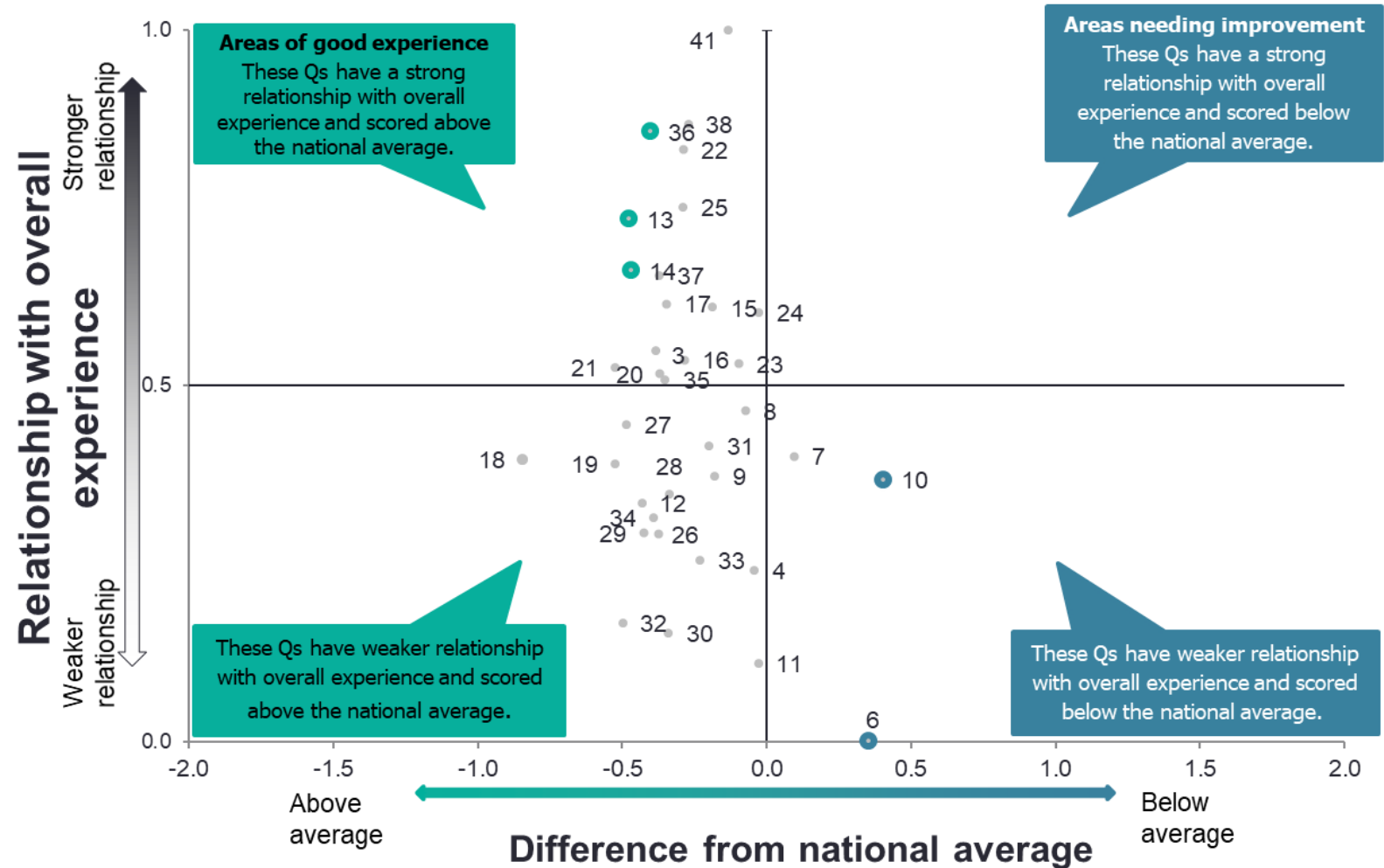
- Areas of good experience at Galway University Hospitals included good communication between medical staff about patient care and treatment; patients receiving clear answers to their questions from doctors; and enough time to discuss care and treatment with a doctor.
- Areas for improvement included the wait before being admitted to a ward and the hospital food.
- 'Examinations, diagnosis and treatment' was the stage of care with the highest score.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 89% of survey participants at Galway University Hospitals said they had a good to very good overall experience, compared to 85% nationally.
- Scores for 'Admissions', 'Care on the ward', and 'Examinations, diagnosis and treatment', as well as scores for overall care experience were significantly higher in 2024 than 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 Galway University Hospitals





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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