



National  
Inpatient  
Experience  
Survey

# National Inpatient Experience Survey 2024

## Kilcreene 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**



<b>16+</b> 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 <b>postal address</b> 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 <b>specialist services</b>	 Patients receiving care in <b>private hospitals</b>
---	--

# Participants

- 90 people who were admitted to Kilcreene Orthopaedic Hospital were invited.
- 67 took part (74%), compared to 41% nationally.
- 58% (39) completed the survey online, while 42% (28) completed the paper survey.
- All survey participants were admitted due to an orthopaedic condition.

## Characteristics of participants

Age category	Number	%
16 to 35 years	-	-
36 to 50 years	2	3
51 to 65 years	28	41.8
66 to 80 years	33	49.3
81 years or older	4	6
Sex		
Male	29	43.3
Female	38	56.7
Admission route		
Emergency	5	7.5
Non-emergency	62	92.5

## Areas of good experience



### **Someone to talk to about worries and fears | Q21**

85% of people (28 of 33) said they definitely found someone on the hospital staff to talk to about their worries and fears.

### **Privacy when discussing condition or treatment | Q23**

94% of people (61 of 65) said they were always given enough privacy when discussing their condition or treatment.

### **Information on how to manage a condition | Q35**

92% of people (59 of 64) said they definitely received enough information from the hospital about how to manage their condition after leaving hospital.

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

## Comments from patients

“My experience with the staff was so reassuring; from my first interaction with admissions to the pre assessment team and on to the surgical team and staff on the ward. I am forever grateful to them all as they treated me with dignity, respect, empathy and compassion.”

“I was very impressed with the care and information I was given at all times by all the staff I came into contact with.”

“All staff were very caring and friendly, no matter how busy they were. After surgery I received the best of attention re. comfort and pain control. Getting back on my feet again was done with great attention to safely doing all exercises in preparation for going home.”

## 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

"The food wasn't very nice. Preheated and not very hot. No fruit or snacks except a biscuit with tea in the evening. Dining ladies were lovely though."

"On discharge some additional advice could be given on medicines - perhaps a chart. One can be confused after the medical procedure."

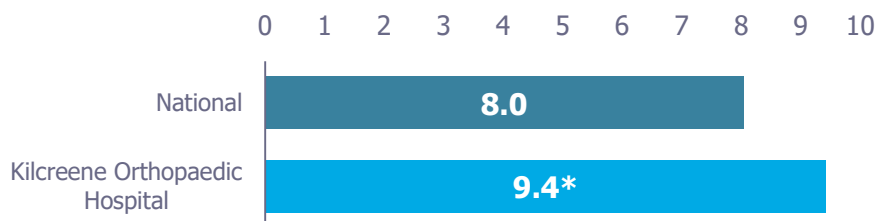
"Patients coming in for elective surgery, at pre assessment should be advised regarding bowel elimination before said surgery (unless otherwise indicated) as this can become an issue post op. It would be beneficial for patients to be given their crutches at pre assessment. The patient can get used to the feel of them while still in full health. First use post op it is so difficult... Overall it is essential, as patients are having shorter hospital stays, that their recovery is aided by as much pre op advice as possible and where applicable."



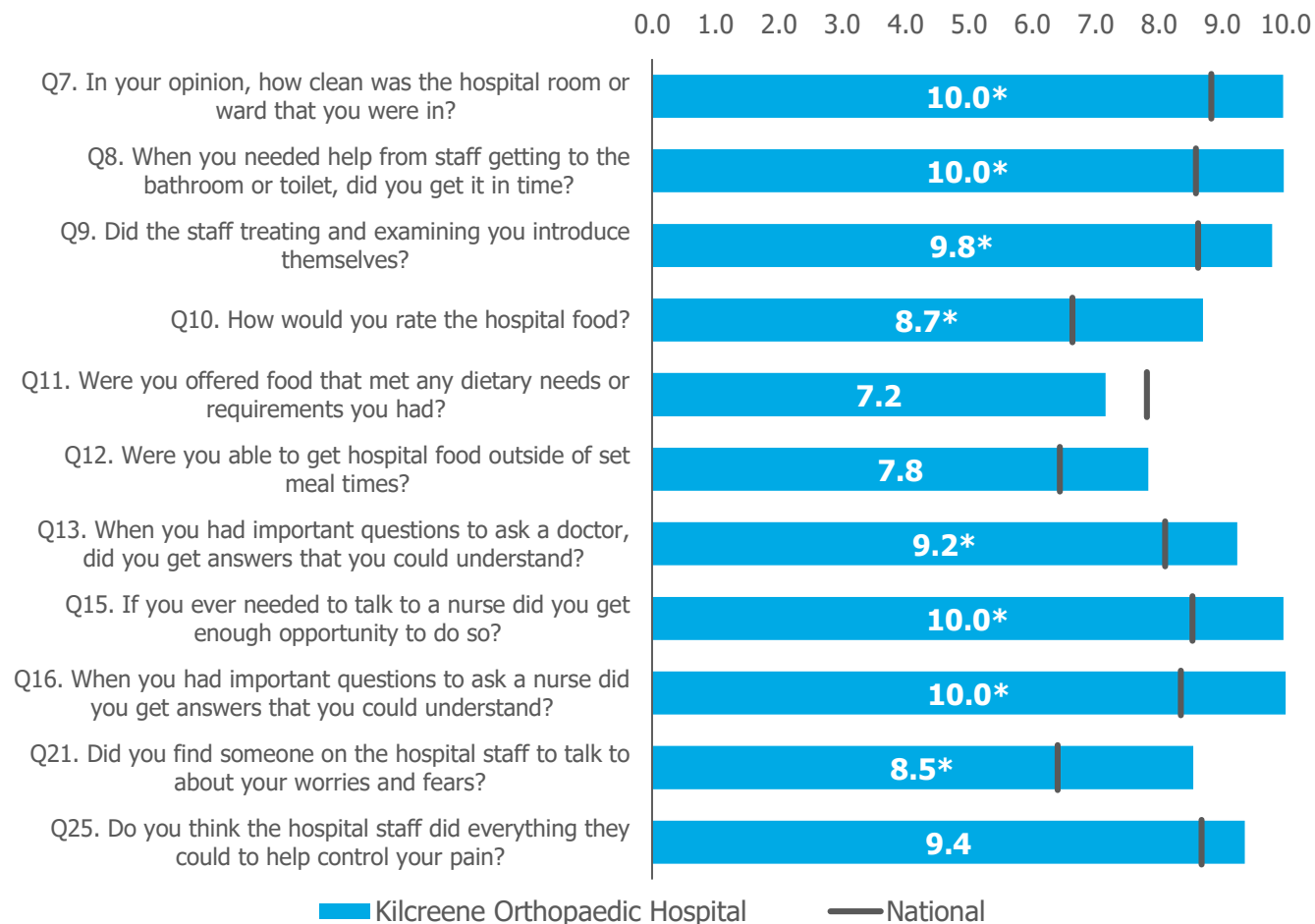
# Care on the ward

- Highest-scoring questions:
  - 97% of people (64 of 66) said their hospital room or ward was 'very clean'.
  - 99% of people (64 of 65) said they always got help from staff getting to the bathroom when needed.
  - 98% of people (62 of 63) said they always got the opportunity to talk to a nurse when needed.
  - 100% of people (59 of 59) said they always got clear answers to their questions from a nurse.
- Lowest-scoring question:
  - 17% of people (4 of 23) with dietary needs or requirements said they were not offered food that met their needs.

## Comparison with the national average



## Average scores for questions on 'care on the ward'



\* Denotes statistically significant differences from the national average.

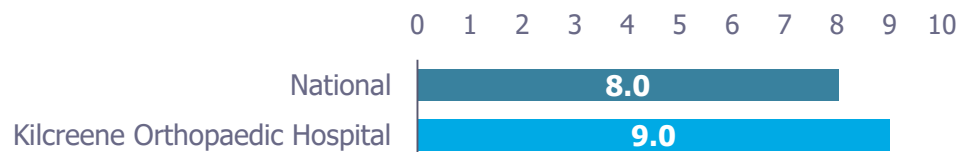




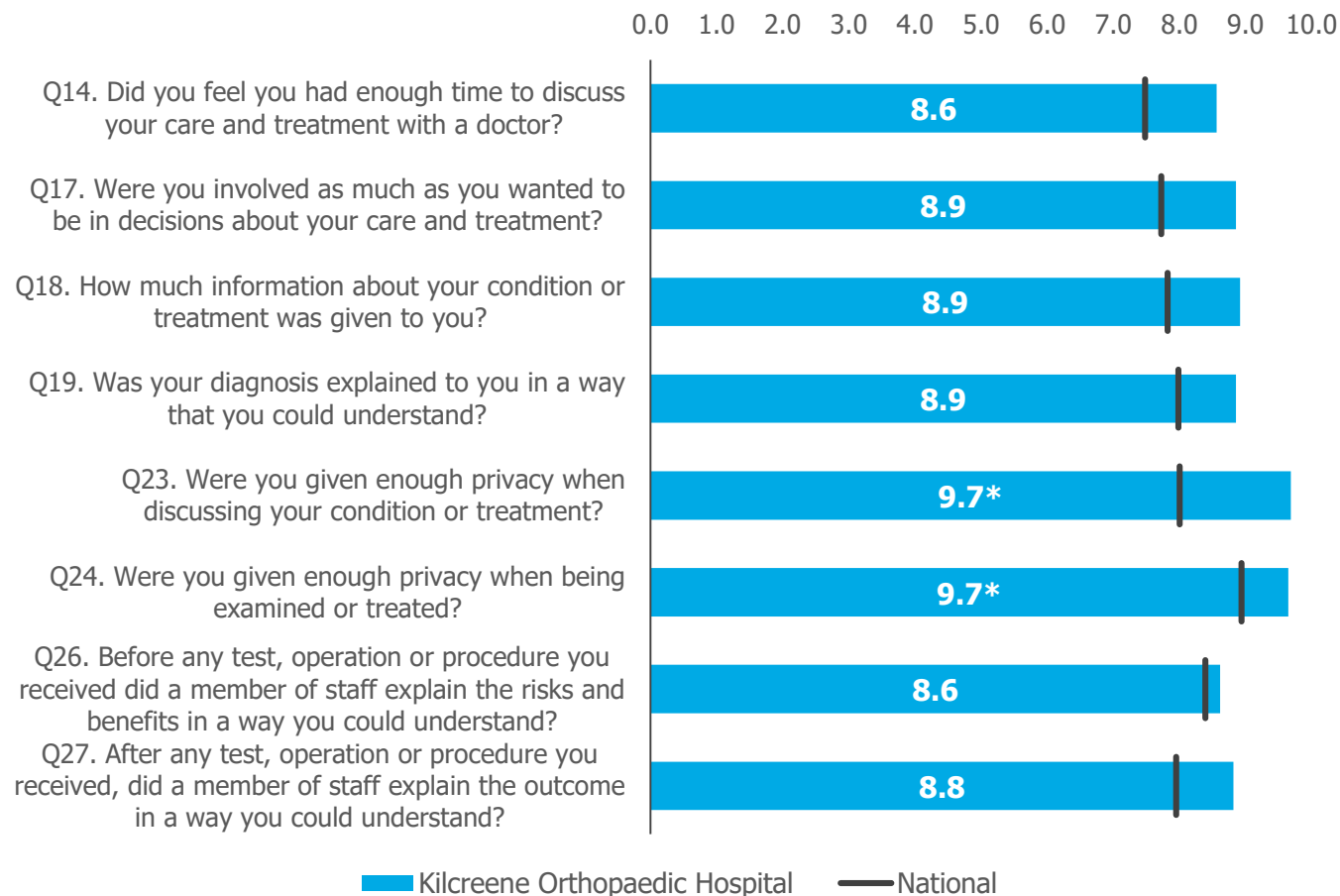
# Examinations, diagnosis and treatment

- Highest-scoring questions:
  - 94% of people (61 of 65) said they were always given enough privacy when discussing their condition or treatment.
  - 94% of people (60 of 64) said they were always given enough privacy when being examined or treated.
- Lowest-scoring questions:
  - 3% of people (2 of 64) said they did not have enough time to discuss their care and treatment with a doctor.
  - 2% of people (1 of 62) said that staff did not explain the risks and benefits before any medical procedures in a way they could understand.

## Comparison with the national average



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



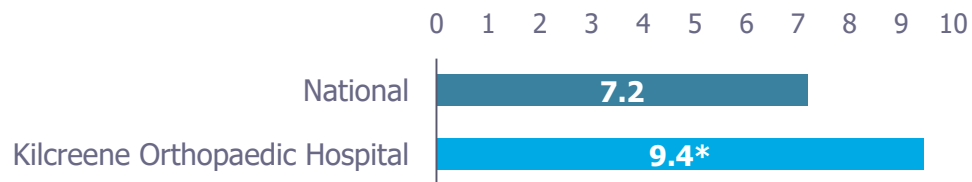
\* Denotes statistically significant difference from the national average.



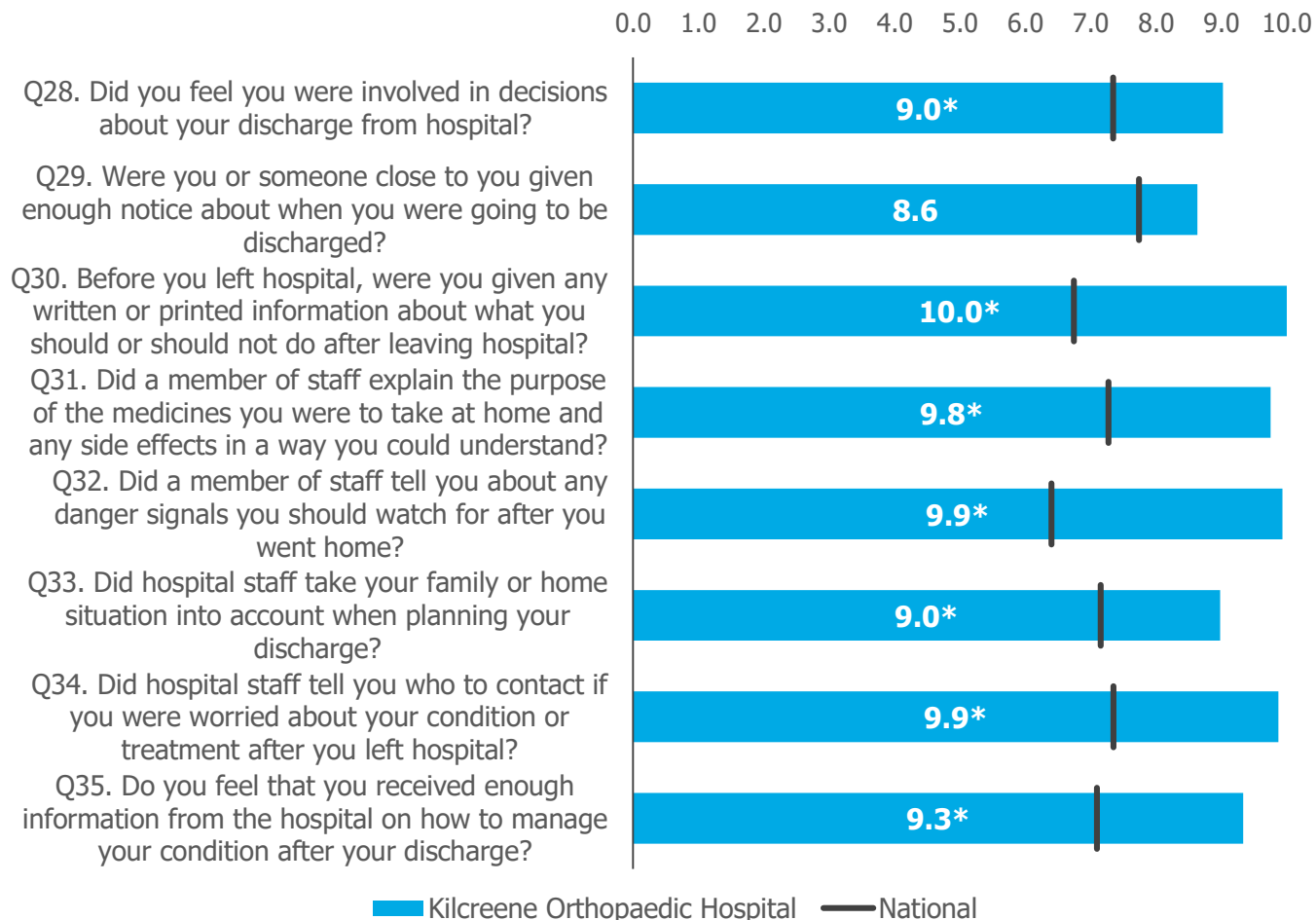
# Discharge or transfer

- Highest-scoring question:
  - 100% of people (66 of 66) said they were given written or printed information about what they should or should not do after leaving hospital.
- Lowest-scoring question:
  - 8% of people (5 of 66) said that they were given enough notice about their discharge 'to some extent' and 2% (1) said they were not given enough notice.

## Comparison with the national average



## Average scores for questions on 'discharge or transfer'



\* Denotes statistically significant difference from the national average.

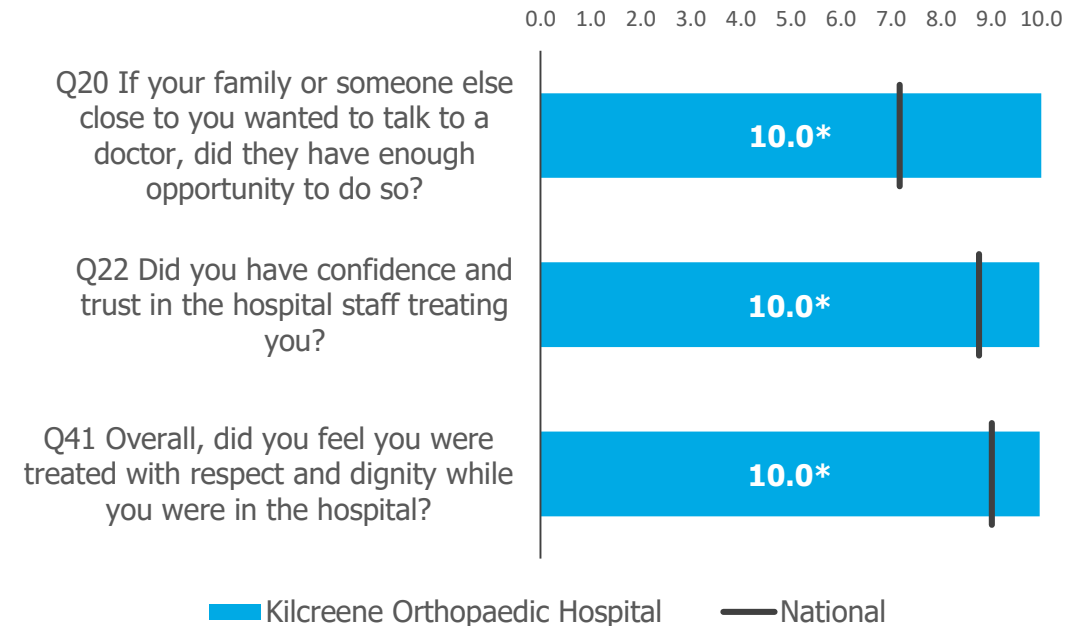


## Other aspects of care



- All questions in this section had the same scores:
  - 100% of people (27 of 27) said that their family or someone else close to them definitely had enough opportunity to talk to a doctor.
  - 99% of people (64 of 65) always had confidence and trust in the hospital staff.
  - 99% of people (66 of 67) felt they were treated with respect and dignity while they were in hospital.
- 89% of people (33 of 37) who wanted to give feedback or make a complaint knew how and where to do so, while 11% (4 people) did not.

### Average scores for questions on 'other aspects of care'



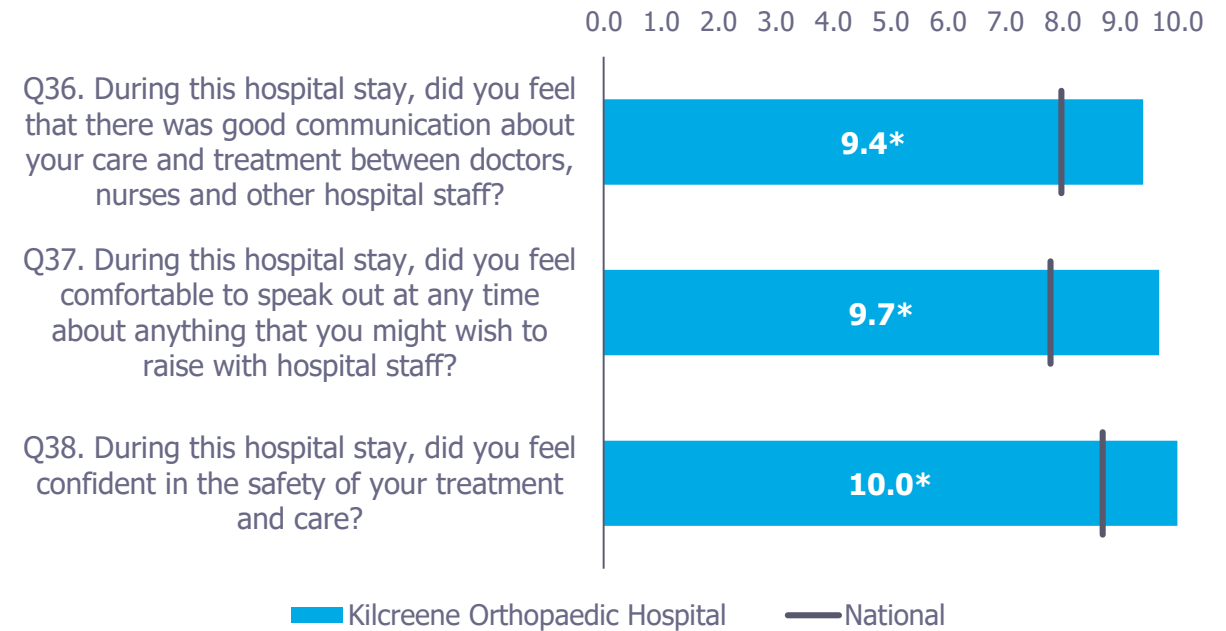
\* Denotes statistically significant difference from the national average.

## Patient safety



- 3% of people (2 of 66) indicated they had a patient safety incident during their hospital stay.
- Highest-scoring question:
  - 100% of people (67 of 67) said they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
  - 5% of people (3 of 65) said there was 'sometimes' good communication about their care and treatment between hospital staff.

### Average scores for questions on 'patient safety'



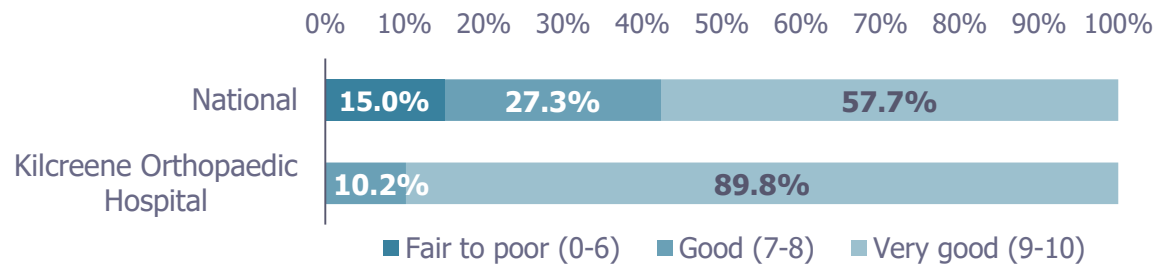
\* Denotes statistically significant difference from the national average.



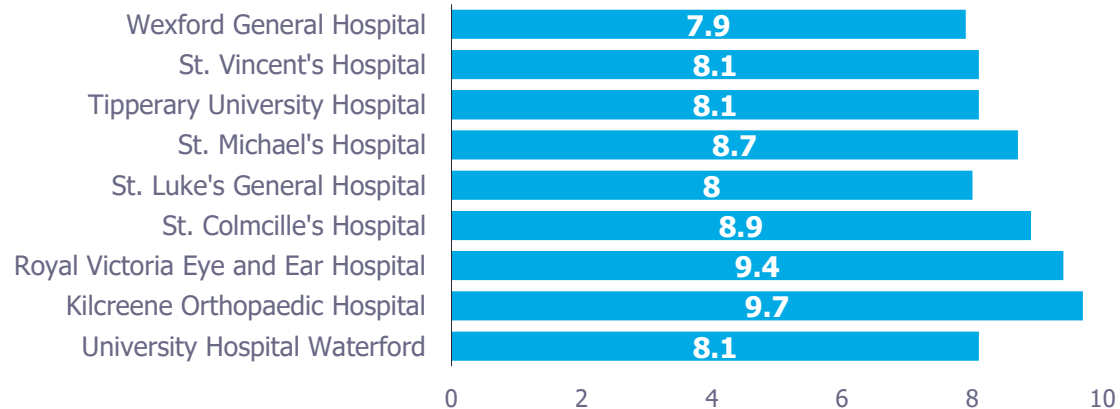
# Overall experience

- 100% of survey participants who were admitted to Kilcreene Orthopaedic Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of experience at Kilcreene Orthopaedic was significantly higher than the national average.

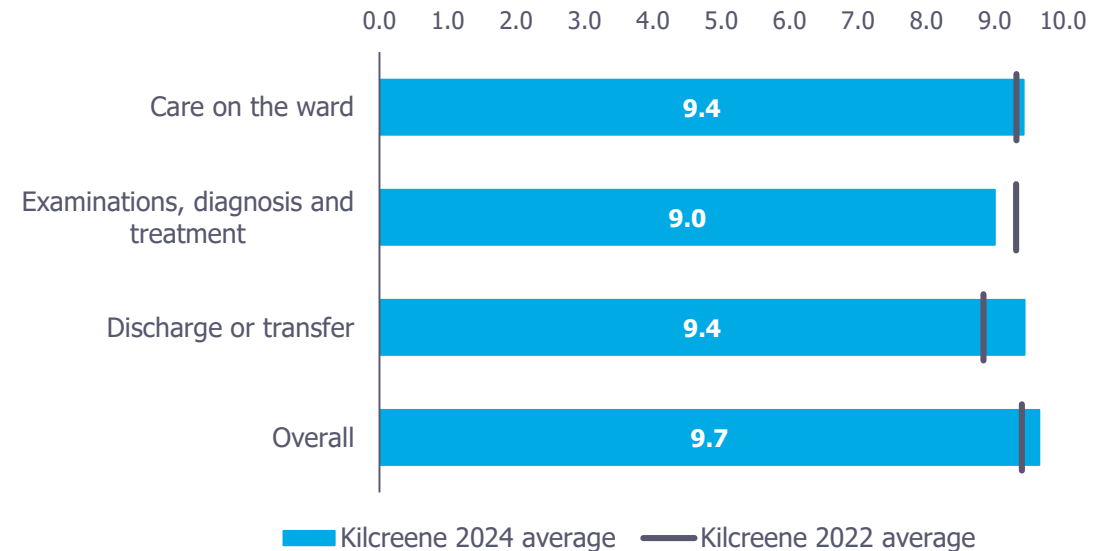
## Overall experience of care



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

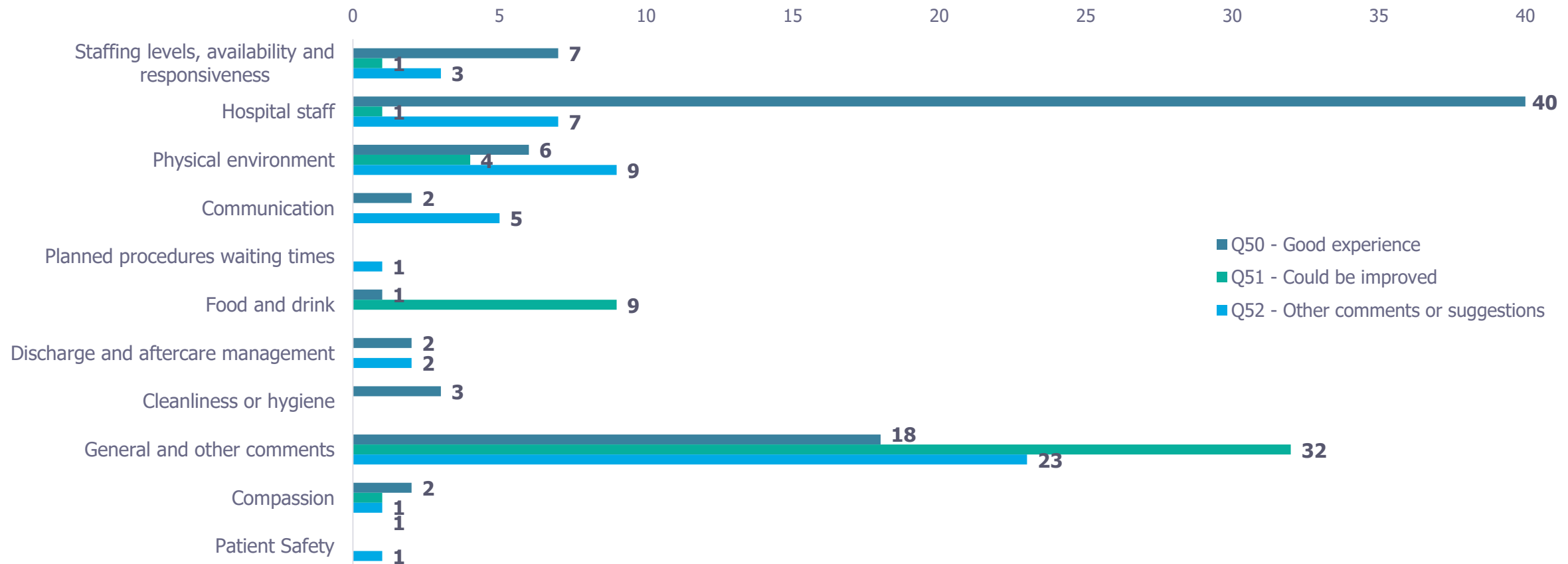


## Scores for stages of care and overall experience



# 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).
- 110 comments were received from patients admitted to Kilcreene Orthopaedic Hospital. Comments were coded using the categories below.



## Conclusion



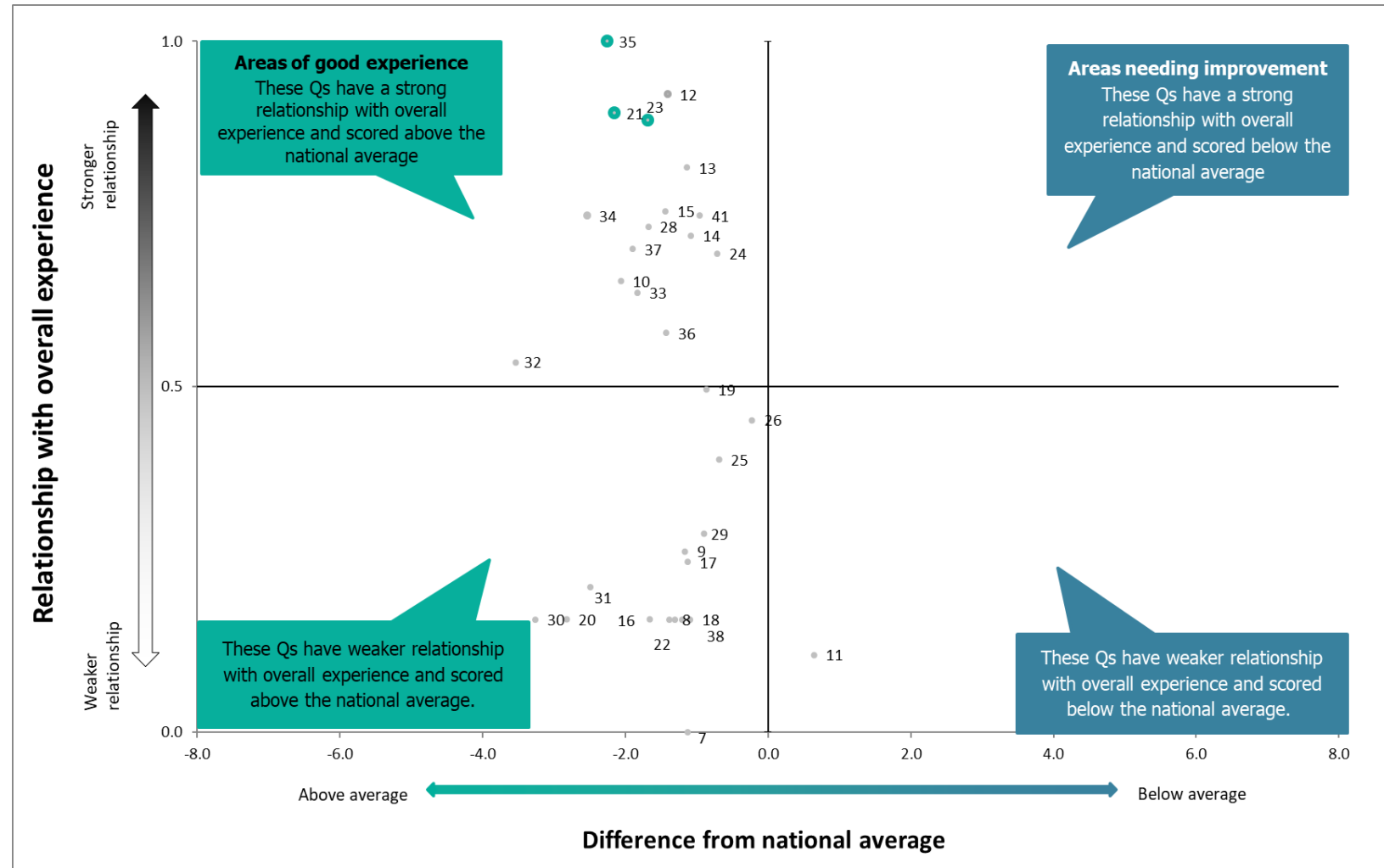
- Areas of good experience at Kilcreene Orthopaedic Hospital related to finding someone on the hospital staff to talk to about worries and fears, privacy for the patient when discussing their condition or treatment, and being given enough information about how to manage a condition after leaving hospital.
- The lowest scoring questions in the survey related to food that meets dietary needs and requirements, and food outside of set meal times.
- 'Care on the ward' and 'discharge or transfer' were the stages of care with the highest scores.
- 'Examinations, diagnosis and treatment' was the stage of care with the lowest score.
- 100% of survey participants at Kilcreene Orthopaedic Hospital said they had a good to very good overall experience, compared to 85% nationally.
- The overall rating of care experience at Kilcreene Orthopaedic Hospital was significantly higher than the national average.

## Appendix 1

# Areas of good experience and areas needing improvement

### Improvement map Kilcreene Orthopaedic 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.
- 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](http://www.yourexperience.ie).







Suirbhé  
Náisiúnta ar  
Eispéireas Othar  
Cónaitheach

National  
Inpatient  
Experience  
Survey

More information on the National Inpatient Experience Survey 2024 is available from [www.yourexperience.ie](http://www.yourexperience.ie):

- National results ([click here](#))
- Interactive results ([click here](#))

Follow us on:



@CareExperience



/YourInpatientExperience  
/CareExperience



@CareExperience

**Improving care experiences together**



An Roinn Sláinte  
Department of Health