



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Letterkenny University Hospital

Improving care experiences together



An Roinn Sláinte
Department of Health





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Survey

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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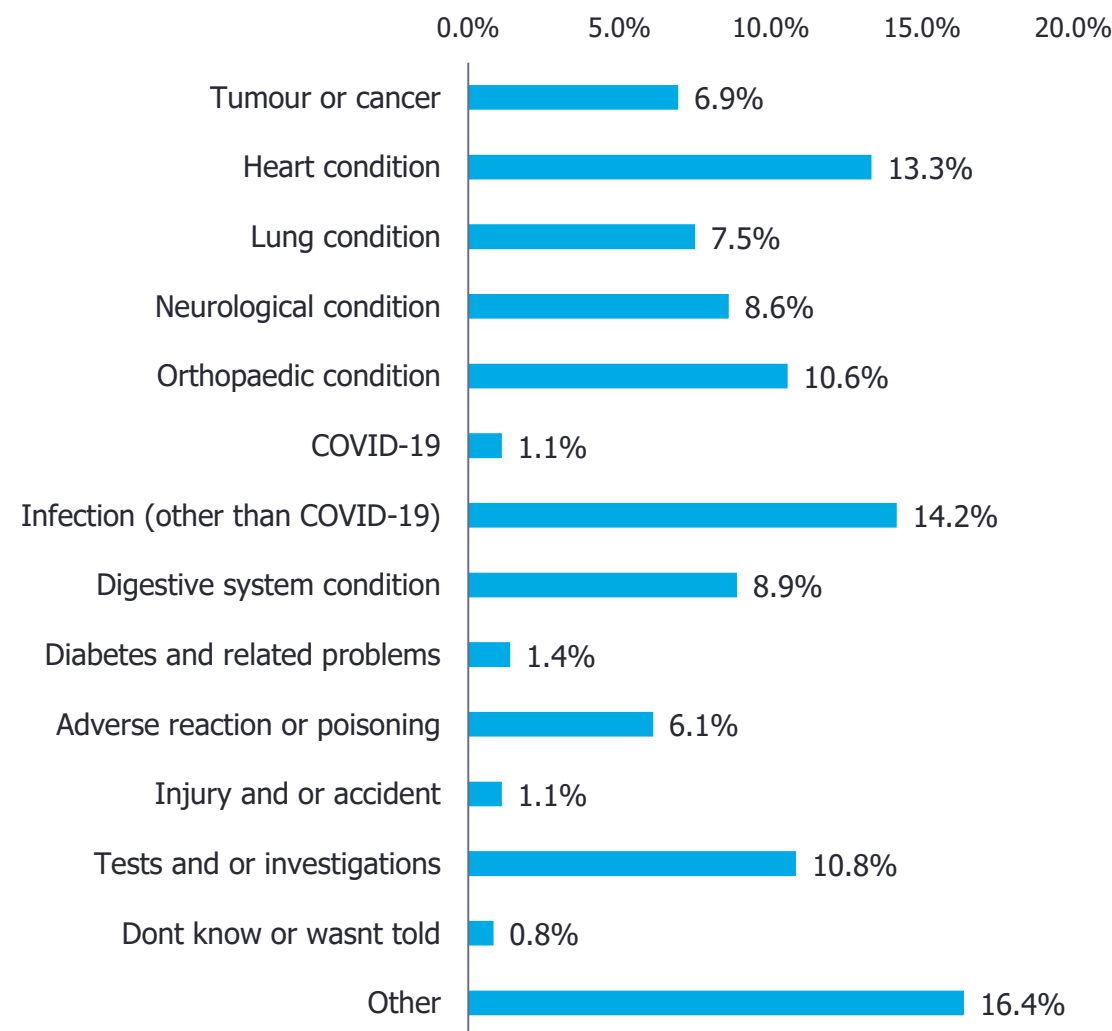
Participants

- 970 people who were admitted to Letterkenny University Hospital were invited.
- 367 took part (38%), compared to 41% nationally.
- 55% (203) completed the survey online, while 45% (164) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	25	6.8
36 to 50 years	39	10.6
51 to 65 years	93	25.3
66 to 80 years	132	36.0
81 years or older	78	21.3
Sex		
Male	182	49.6
Female	185	50.4
Admission route		
Emergency	315	85.8
Non-emergency	52	14.2

Reason for admission



Areas of good experience



Food rating | Q10

Of the 339 people who answered this question, 86% (291) rated the hospital food as 'good' or 'very good'.

This question scored significantly above national average.

Comments from patients

"The food in LUH is 1st class absolutely lovely, edible and lovely housekeeping staff."

"Great food, lovely staff, very clean hospital."

"The staff were exceptionally kind and caring, both the nurses and catering staff (as I have food allergies the woman who tended to catering was exceptionally professional about making sure I got the right food, and made sure I had enough of everything. The food is exceptionally good in Letterkenny Hospital, sometimes even better than a restaurant!"

Areas needing improvement



Clear answers in the emergency department | Q3

Of the 263 people who had important questions to ask doctors and nurses in the emergency department, 14% (38) said that they did not get answers they could understand.

Clear answers from a doctor | Q13

Of the 337 people who had important questions to ask a doctor during their hospital stay, 10% (34) said that they did not get answers they could understand.

Confidence and trust in hospital staff | Q22

Of the 353 people who answered this question, 9% (31) said that they did not have confidence and trust in the hospital staff treating them.

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

Comments from patients

"I would have liked more information about my condition medications etc. with consultant. I found the doctors hard to understand, they spoke quickly."

"Improved communication [needed] between MDT, nobody knew what each other was doing. Asked the same question 100 times."

"Communication between doctors and family, and between doctors and nurses. Numerous requests had been made to be contacted. This went on for weeks. On three occasions wrong information/conflicting information was given."

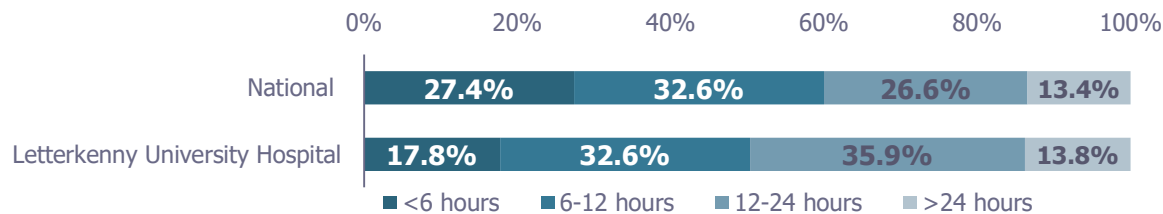


Admissions

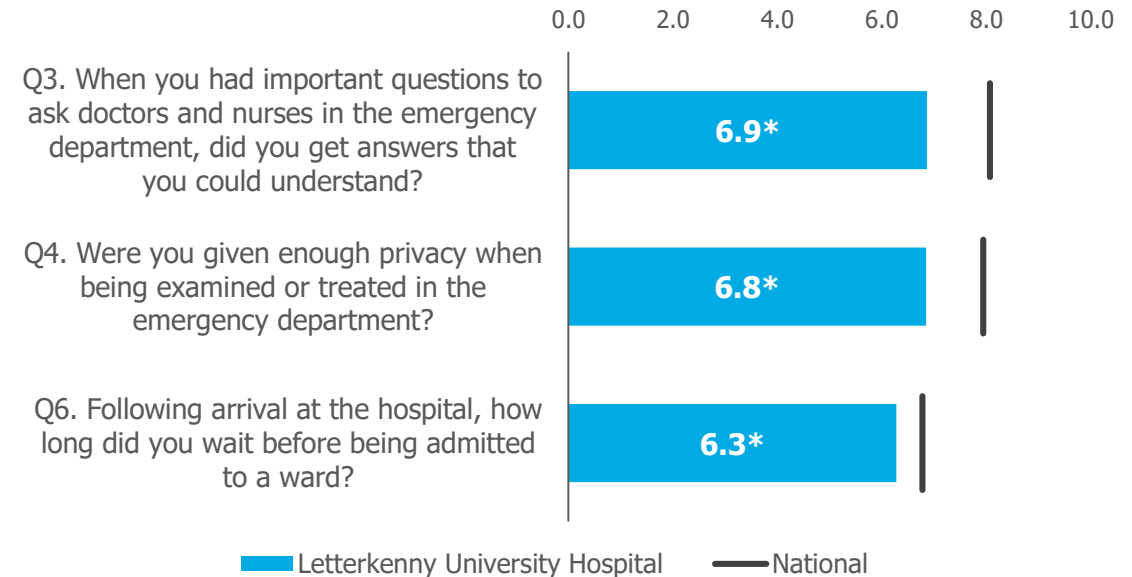


- Highest-scoring question:
 - 53% of people (140 of 263) said that when they had important questions to ask doctors and nurses in the Emergency Department, they always got answers that they could understand.
- Lowest-scoring question:
 - 14% of people (38 of 276) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



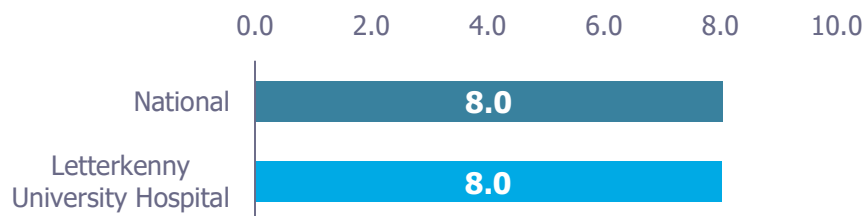
* Denotes statistically significant differences from the national average.



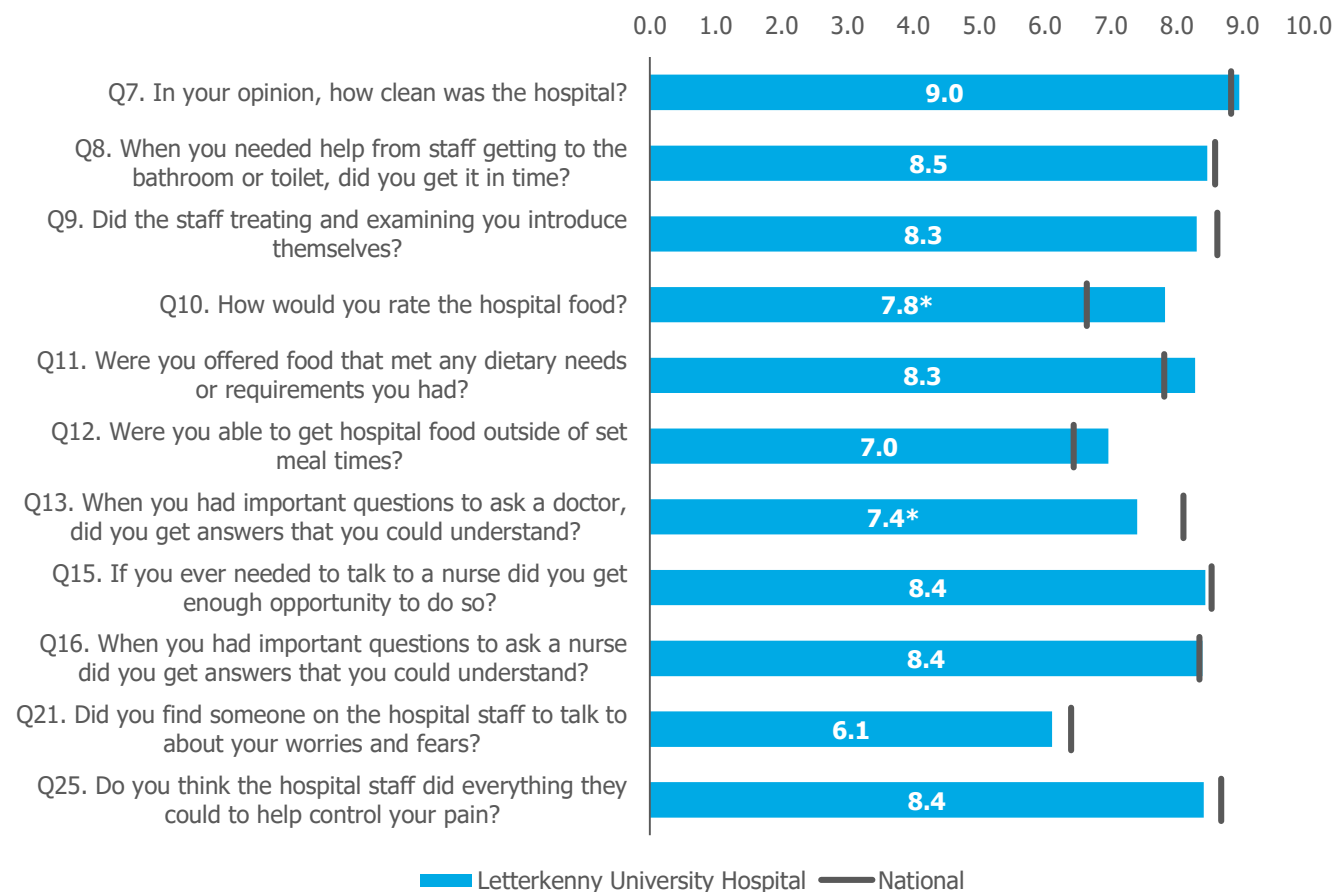
Care on the ward

- Highest-scoring question:
 - 74% of people (258 of 349) said that the hospital room or ward where they stayed was very clean.
- Lowest-scoring question:
 - 24% of people (61 of 257) 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'

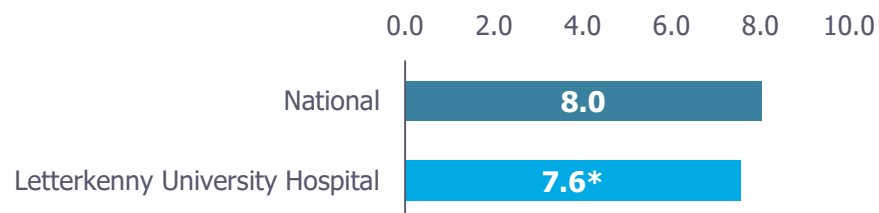


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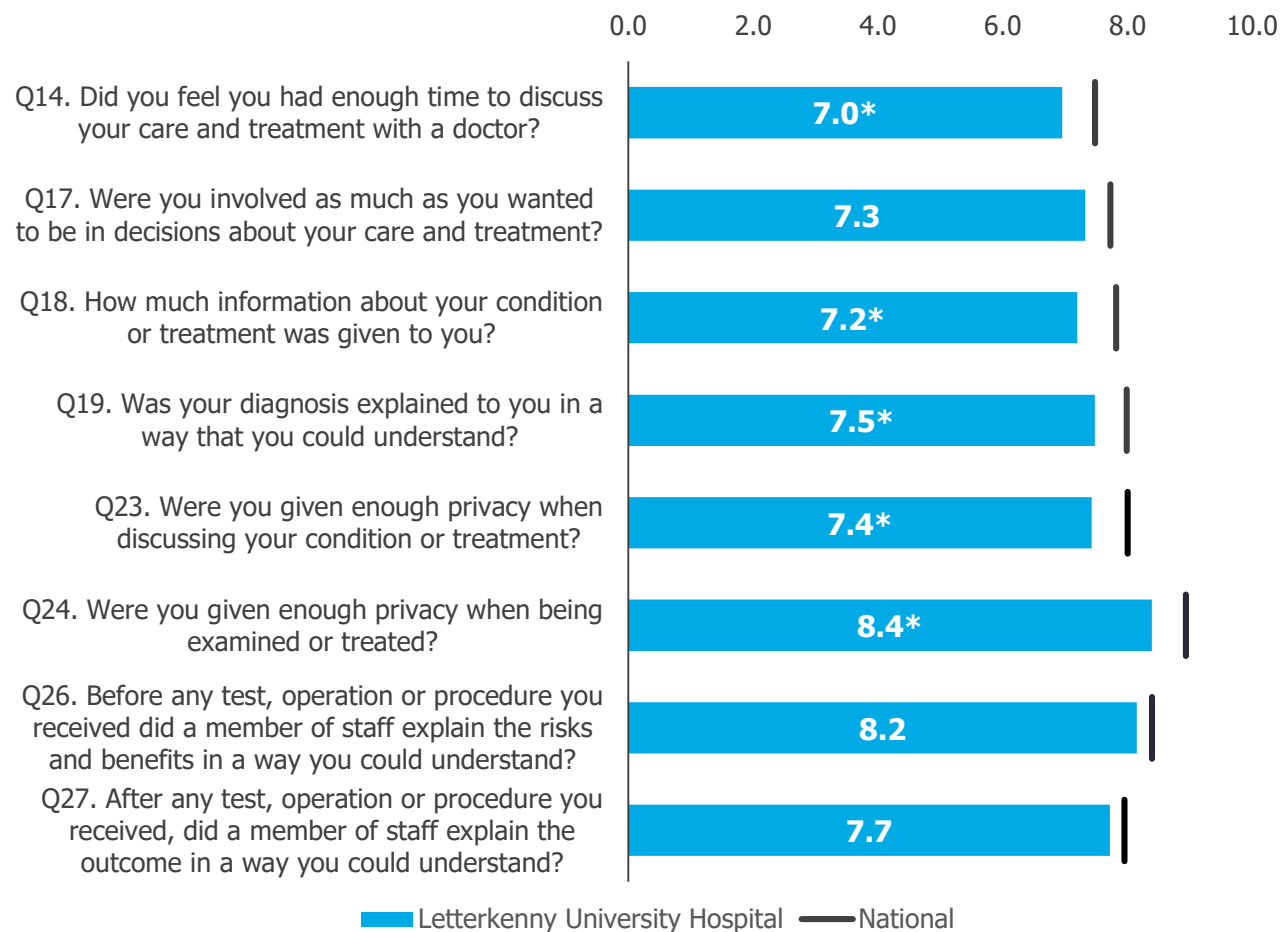
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 74% of people (262 of 353) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 14% of people (50 of 353) 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'



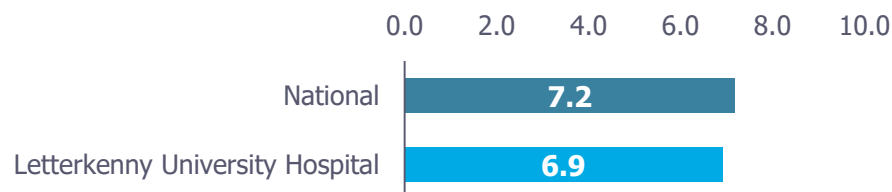
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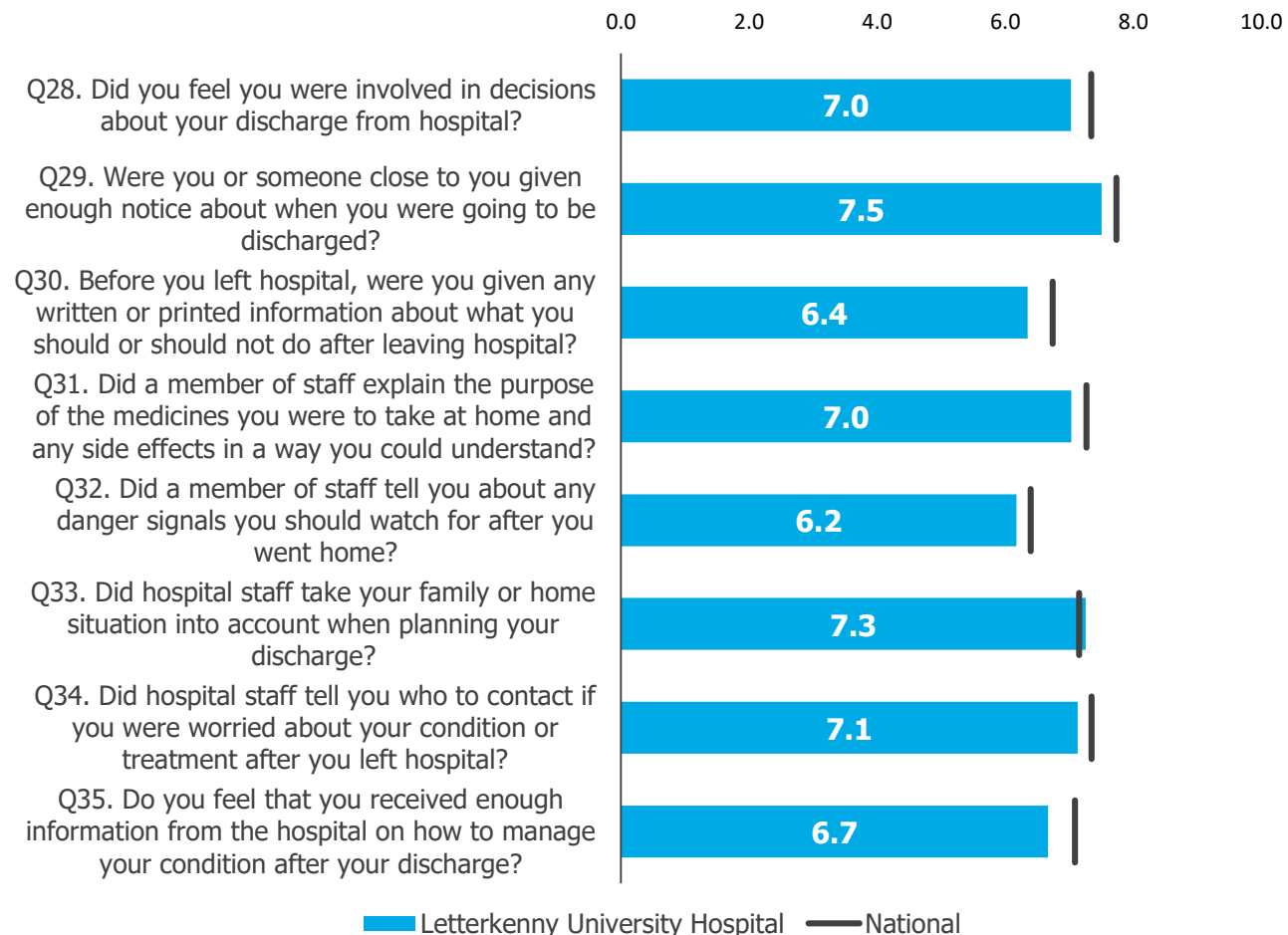
Discharge or transfer

- Highest-scoring question:
 - 62% of people (215 of 345) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 30% of people (90 of 300) 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'





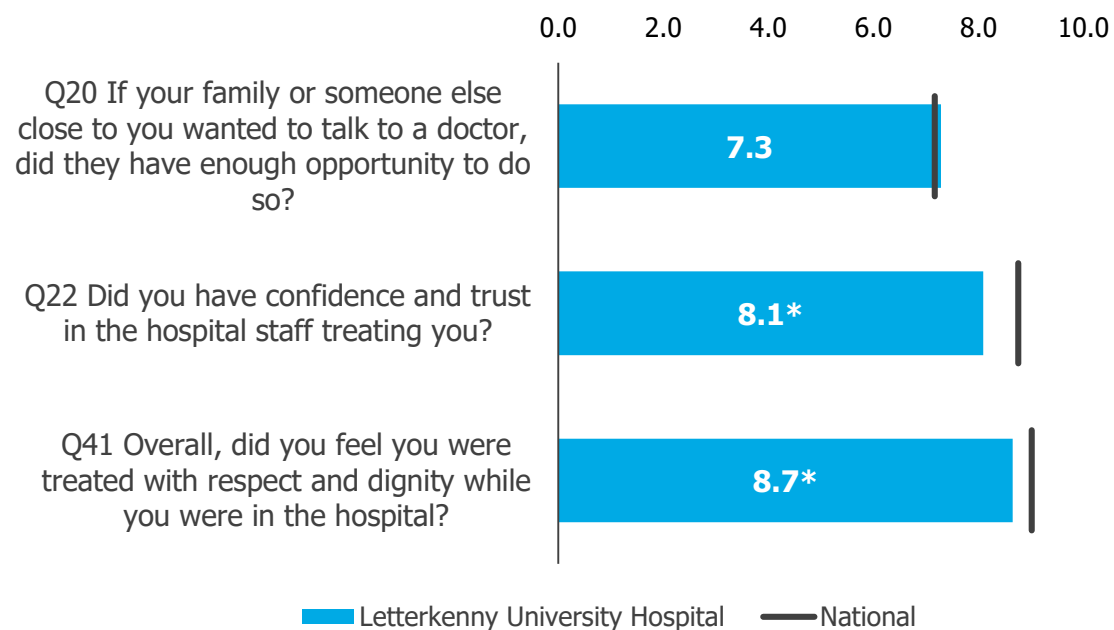
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Other aspects of care



- Highest-scoring question:
 - 77% of people (270 of 349) said that they always felt treated with respect and dignity.
- Lowest-scoring question:
 - 15% of people (40 of 262) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 53% of people (127 of 241) who wanted to give feedback or make a complaint, knew how to and where to do so, while 47% (114 people) did not.

Average scores for questions on 'other aspects of care'



* Denotes statistically significant difference from the national average.

Patient safety

- 11% of people (39 of 351) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced by people was a patient fall.
- Highest-scoring question:
 - 70% of people (247 of 352) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring questions:
 - 14% of people (48 of 344) did not feel there was good communication about their care between hospital staff.
 - 18% of people (56 of 312) 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 difference from the national average.



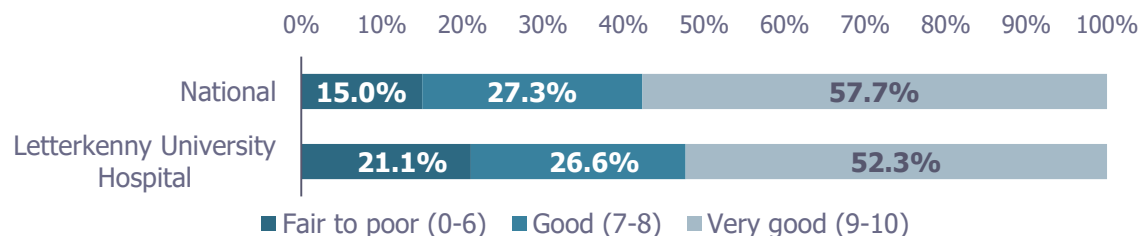
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Overall experience

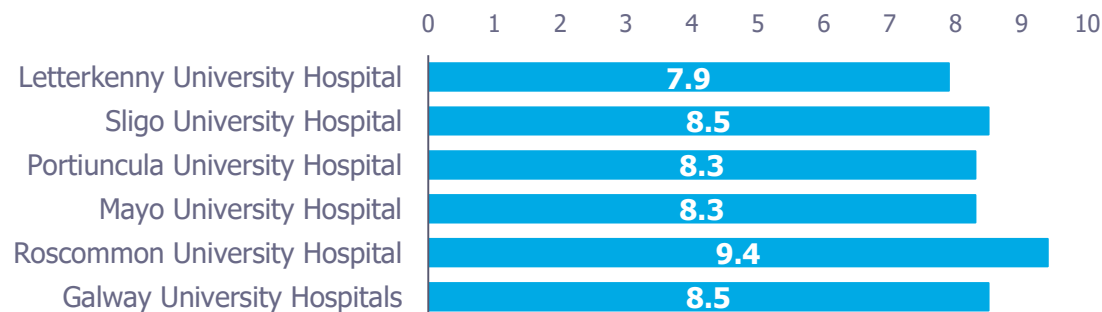


- 79% of survey participants who were admitted to Letterkenny University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of care experience for Letterkenny University Hospital was significantly lower than the national average.
- Score for 'Admissions' and overall care experience were lower in 2024 compared to scores in 2022.

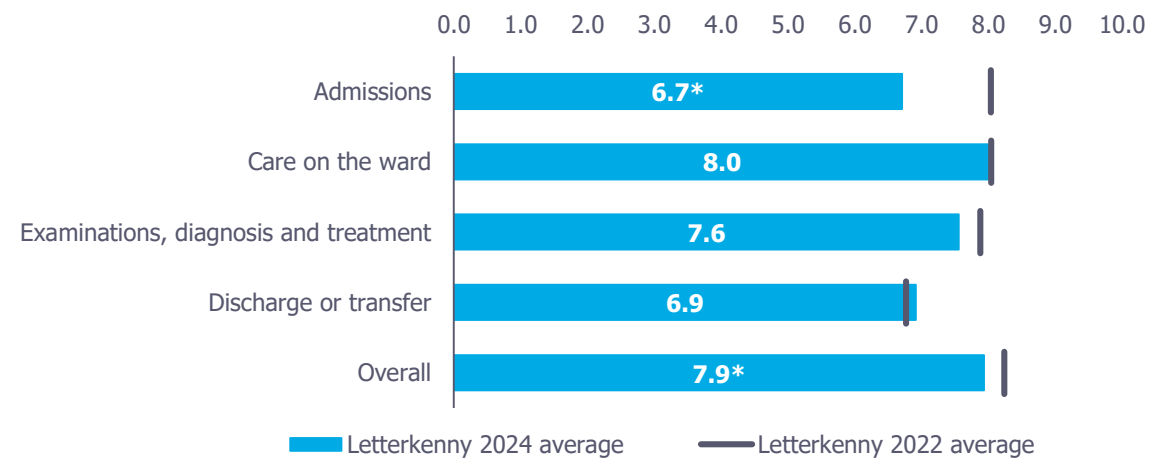
Overall experience of care



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



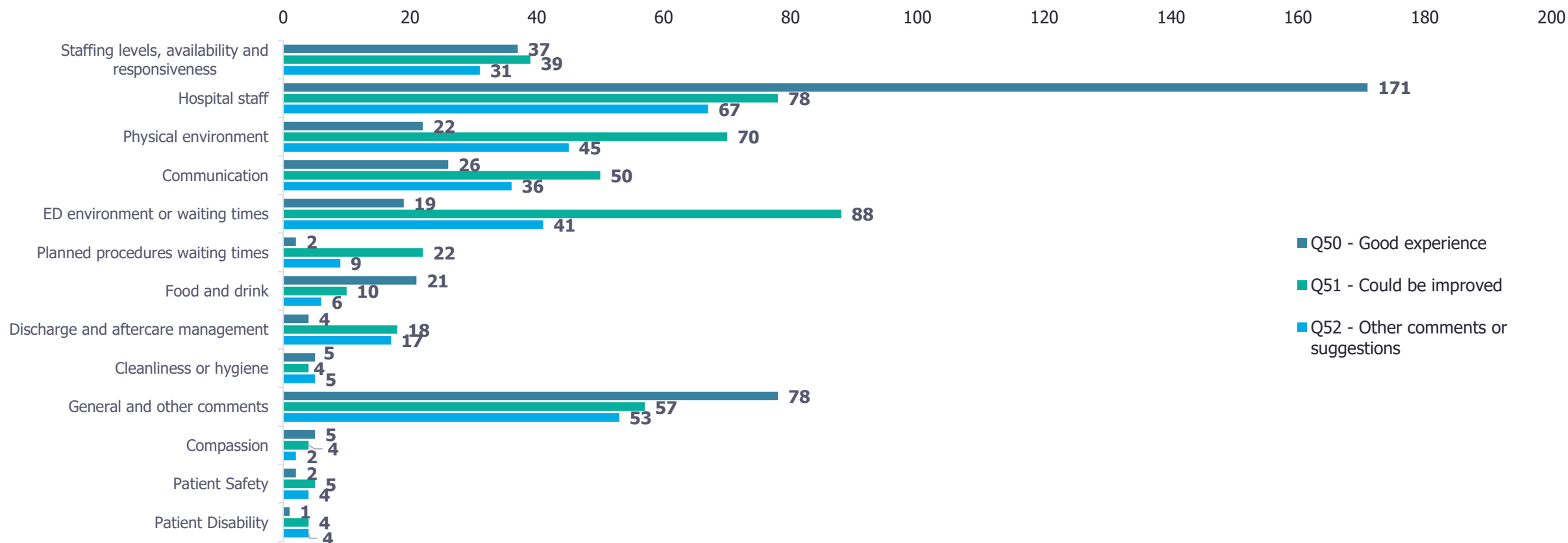
Scores for stages of care and overall experience



* 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 comment or suggestion (Q52).
- 615 comments were received from patients admitted to Letterkenny University Hospital. Comments were coded using the categories below.



Conclusion



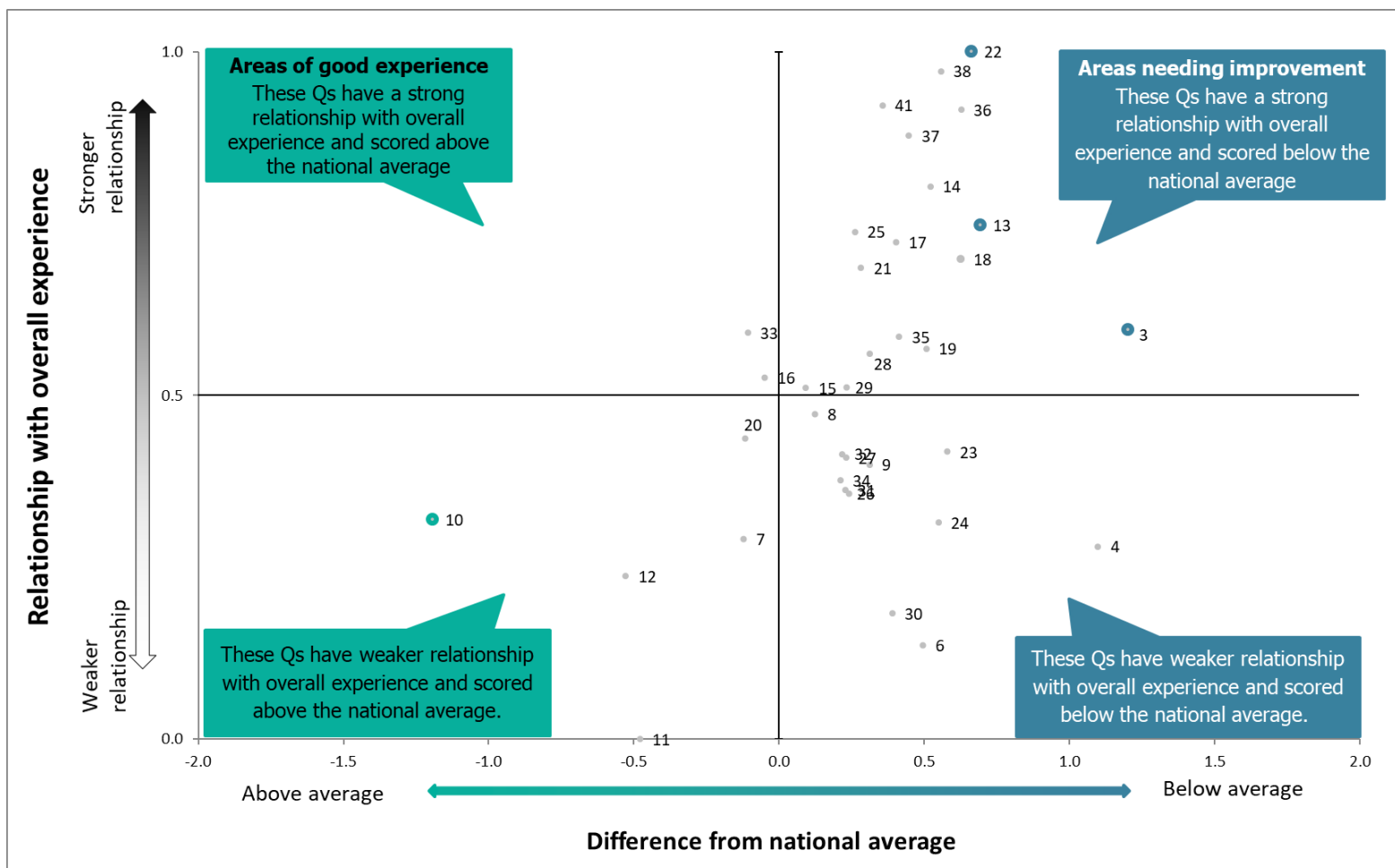
- Areas of good experience at Letterkenny University Hospital included the hospital food.
- Areas for improvement included clear answers from doctors in the emergency department and on the ward, and patient confidence and trust in hospital staff.
- 'Care on the ward' was the stage of care with the highest scores.
- 'Admissions' was the stage of care with the lowest scores.
- 79% of survey participants said they had a good to very good overall experience at Letterkenny University Hospital, compared to 85% nationally.
- The overall rating of care experience at Letterkenny University Hospital was significantly lower than the national average.
- Score for 'Admissions' were lower in 2024 compared to scores in 2022, but this may be due to changes in the questions that were asked for this stage in the 2024 survey. The score for overall care experience was also lower in 2024 compared to 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.
- More information on the science behind the improvement map is available at www.yourexperience.ie.

Improvement map Letterkenny University Hospital





Suirbhé
Náisiúnta ar
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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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