



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Louth County 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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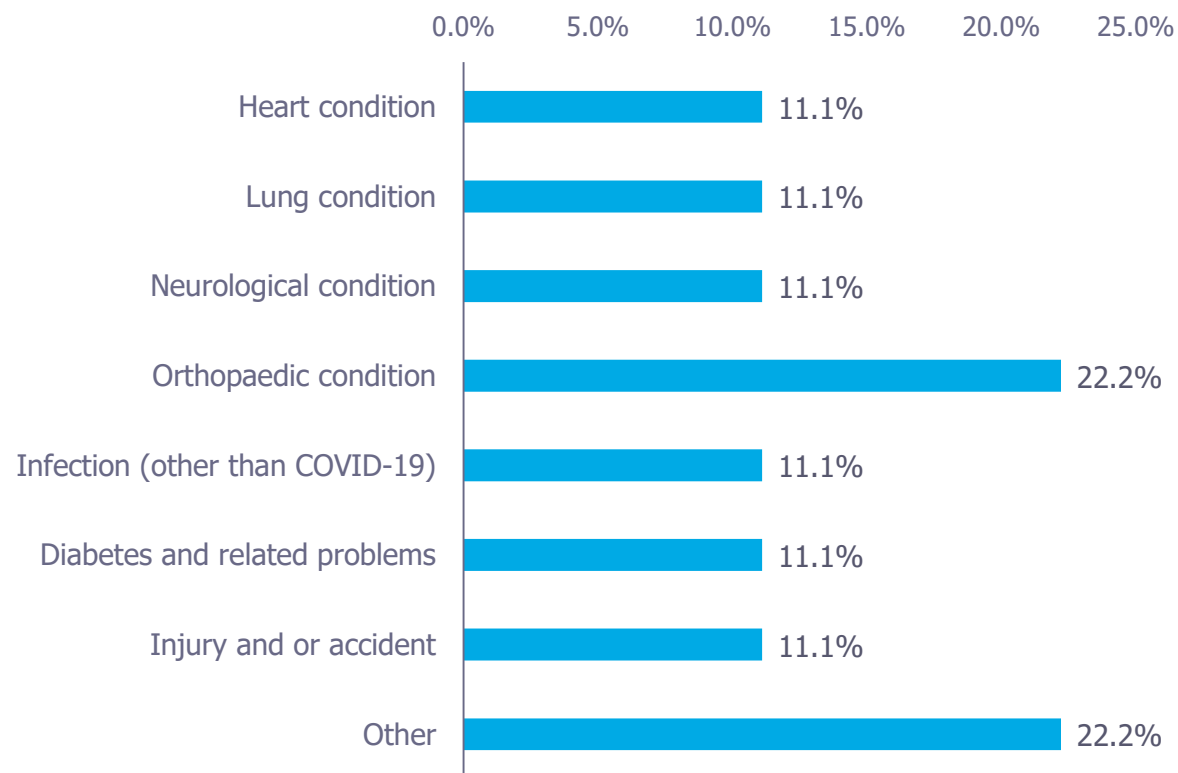
Participants

- 40 people who were admitted to Louth County Hospital were invited.
- 9 took part (23%), compared to 41% nationally.
- 56% (5) completed the survey online, while 44% (4) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	-	-
36 to 50 years	-	-
51 to 65 years	-	-
66 to 80 years	5	55.6
81 years or older	4	44.4
Sex		
Male	5	55.6
Female	4	44.4
Admission route		
Emergency	2	22.2
Non-emergency	7	77.8

Reason for admission





Comments about good experiences of care

"All the staff in Louth County Hospital, Medical 1, were absolutely fantastic. They treated me with the upmost care, compassion and dignity. They always had a friendly smile and were always ready to chat."

"The medical care was first class."

"Staff friendly and caring, physiotherapist extremely good at his job and helpful."

"My Dad's care was excellent. He got great care and kindness. When we visited nearly every day, the staff were so nice and helpful to us the family. They were NEVER rude or cross and had such patience with everybody. My father could not get over how wonderful the Louth County Hospital was."



Comments about areas for improvement

"The rooms are very, very warm and you cannot turn down the radiators."

"Some carers could be nice and patient, some shouted at patients, particularly at bedtime. Some days, staff didn't have time to wash patients- even hands or face."

"A quicker decision to a stepdown facility particularly near family home."

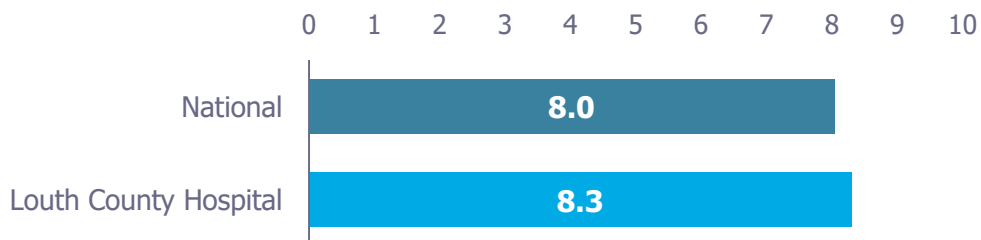
"The bathroom needs a makeover."



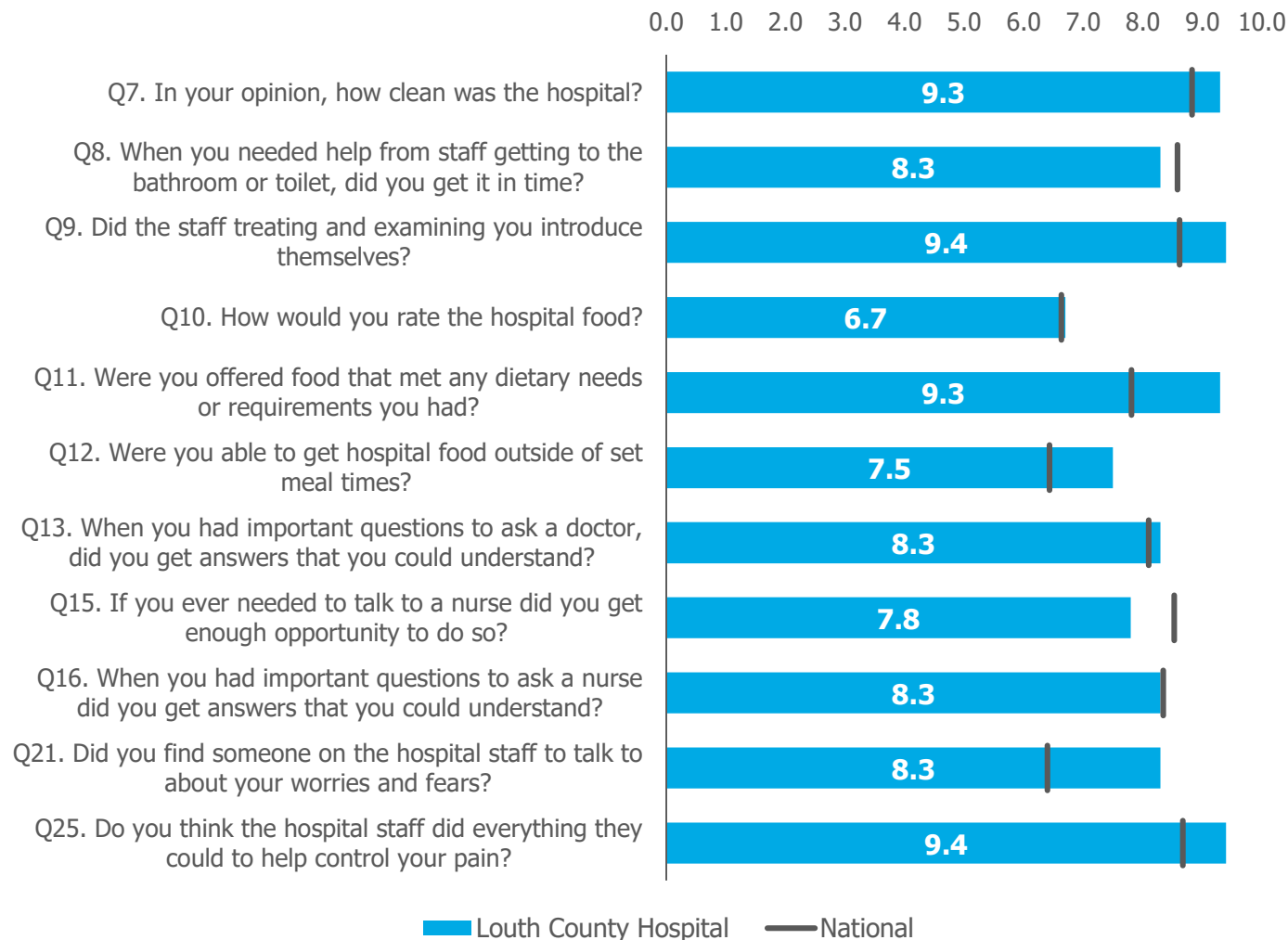
Care on the ward

- Highest-scoring questions:
 - 88% of people (7 of 8) said that the staff treating and examining them always introduced themselves.
 - 88% of people (7 of 8) thought that hospital staff definitely did everything they could to help control their pain.
- Lowest-scoring question:
 - 44% of people (4 of 9) rated the hospital food as "fair" or "poor".

Comparison with the national average



Average scores for questions on 'care on the ward'

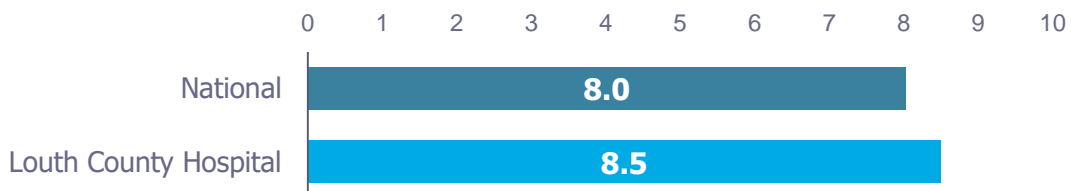




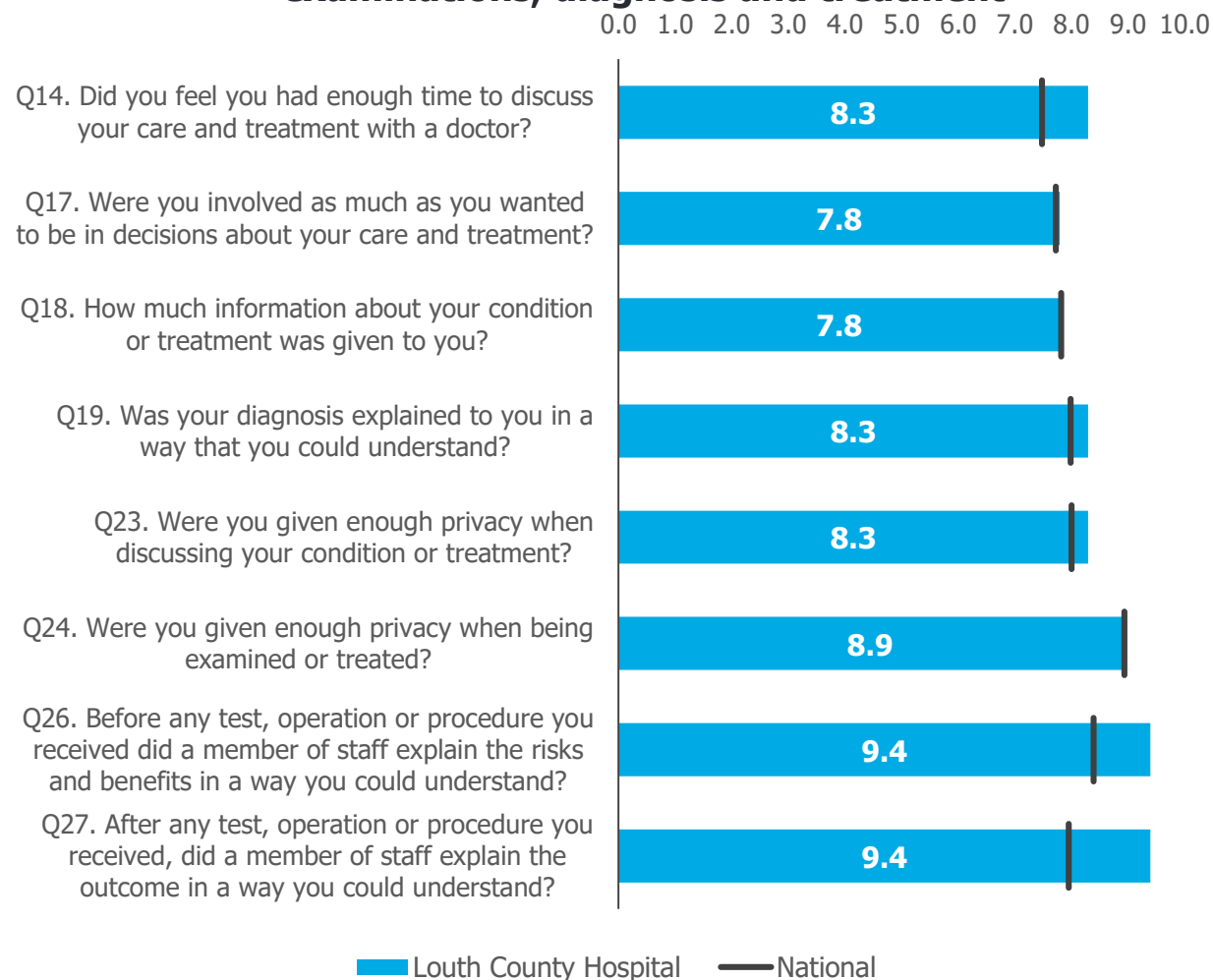
Examinations, diagnosis and treatment

- Highest-scoring questions:
 - 89% of people (8 of 9) said that before any procedure, staff completely explained the risks and benefits in a way they could understand.
 - 89% of people (8 of 9) said that after any procedure, staff completely explained the outcome in a way they could understand.
- Lowest-scoring questions:
 - 11% of people (1 of 9) said that they were not involved as much as they wanted to be in decisions about their care and treatment.
 - 22% of people (2 of 9) said that not enough information was given to them about their condition or treatment.

Comparison with the national average



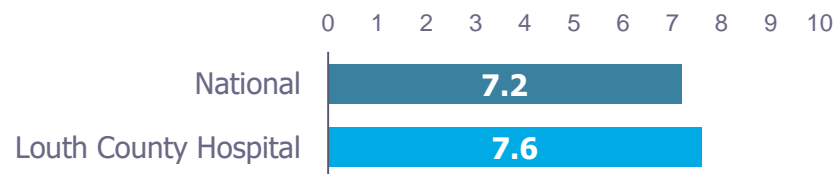
Average scores for questions on 'examinations, diagnosis and treatment'



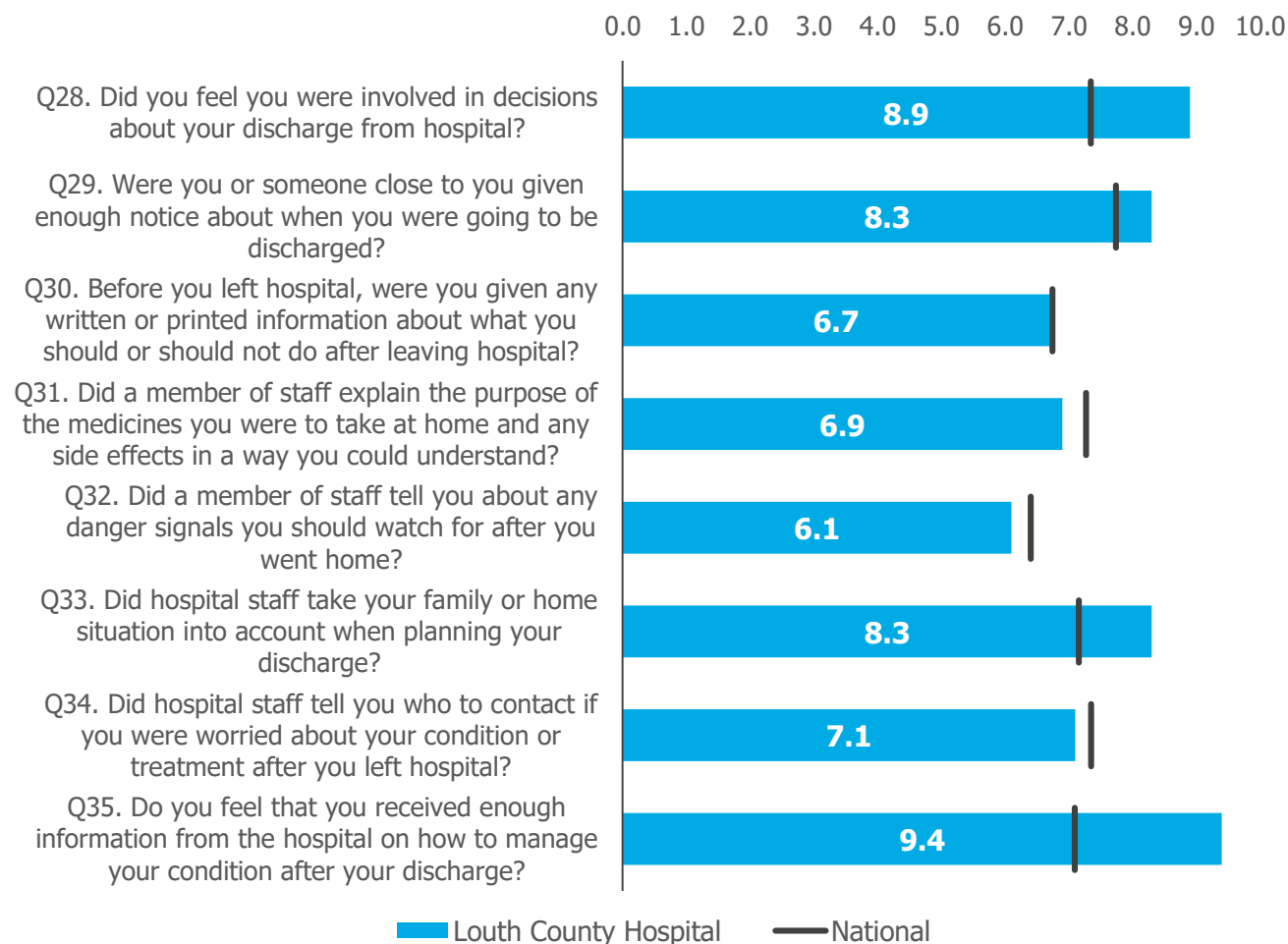
Discharge or transfer

- Highest-scoring question:
 - 89% of people (8 of 9) felt that they definitely received enough information from the hospital on how to manage their condition after discharge.
- Lowest-scoring question:
 - 33% of people (3 of 9) said that a member of staff did not tell them about any danger signals they should watch out for after they went home.

Comparison with the national average



Average scores for questions on 'discharge or transfer'

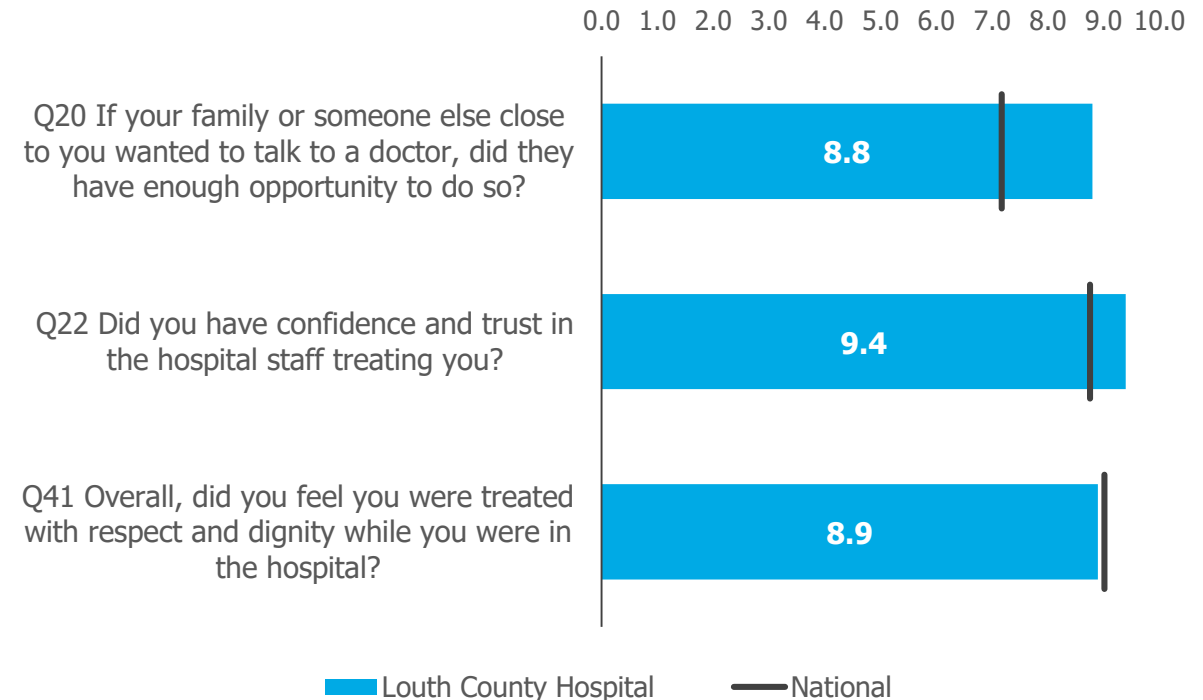


Other aspects of care



- Highest-scoring question:
 - 89% of people (8 of 9) said they always had confidence and trust in the hospital staff treating them.
- Lowest-scoring question:
 - 25% of people (2 of 8) said that 'to some extent' their family or someone else close to them had enough opportunity to talk to a doctor.
- 83% of people (5 of 6) who wanted to give feedback or make a complaint, knew how and where to do so, while 17% (1 person) did not.

Average scores for questions on 'other aspects of care'

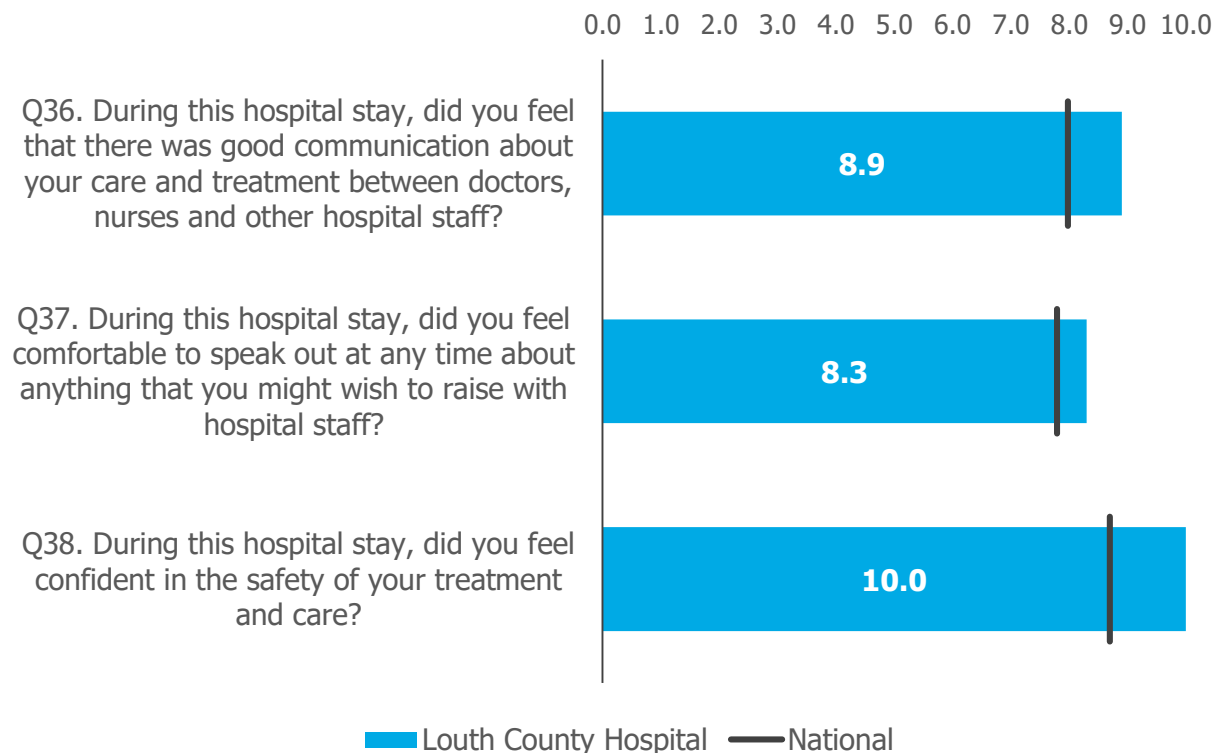


Patient safety



- 22% of people (2 of 9) indicated they had a patient safety incident during their hospital stay. The patient safety incidents experienced were patient falls.
- Highest-scoring question:
 - 100% of people (9 of 9) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 11% of people (1 of 9) 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'



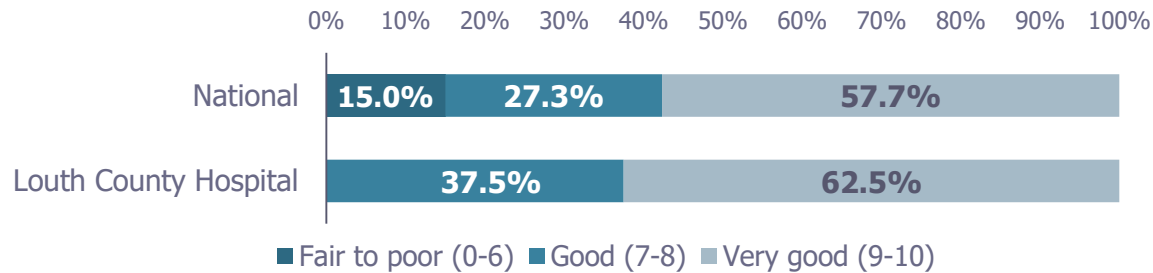


Overall experience

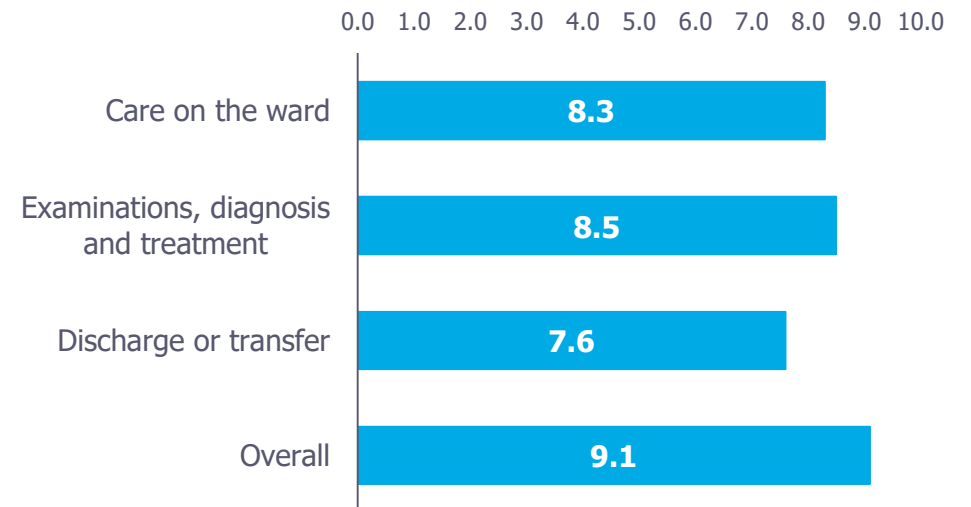


- 100% of survey participants who were admitted to Louth County Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).

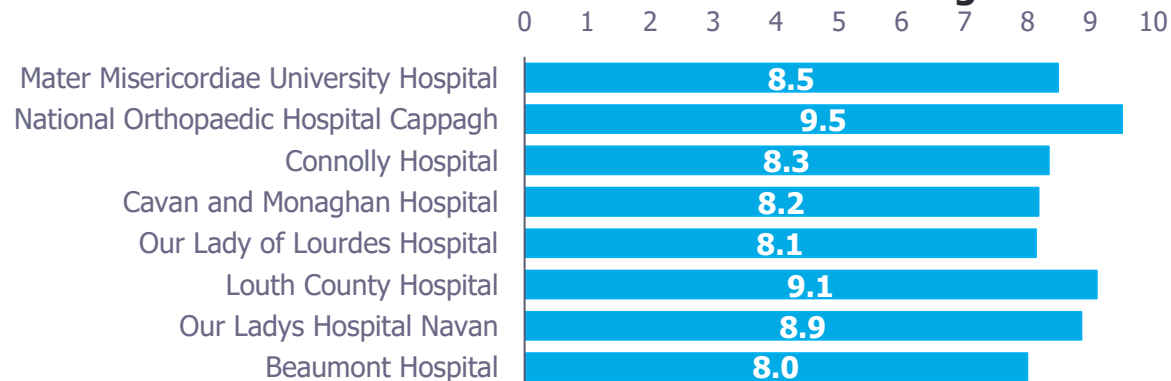
Overall experience of care



Scores for stages of care and overall experience



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



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).
- 15 comments were received from patients admitted to Louth County Hospital. Comments were coded using the categories below.



Conclusion



- The higher-scoring questions at Louth County Hospital related to pain management, clear explanations about the risks, benefits and outcomes of medical procedures, and patient confidence and trust in hospital staff.
- The hospital's lower-scoring questions related to the food rating, the provision of written or printed information at discharge, and patients being told about danger signals to watch out for when they go home.
- '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.
- 100% of survey participants at Louth County Hospital said they had a good to very good overall experience, compared to 85% nationally.



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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