



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Mayo University Hospital

Improving care experiences together

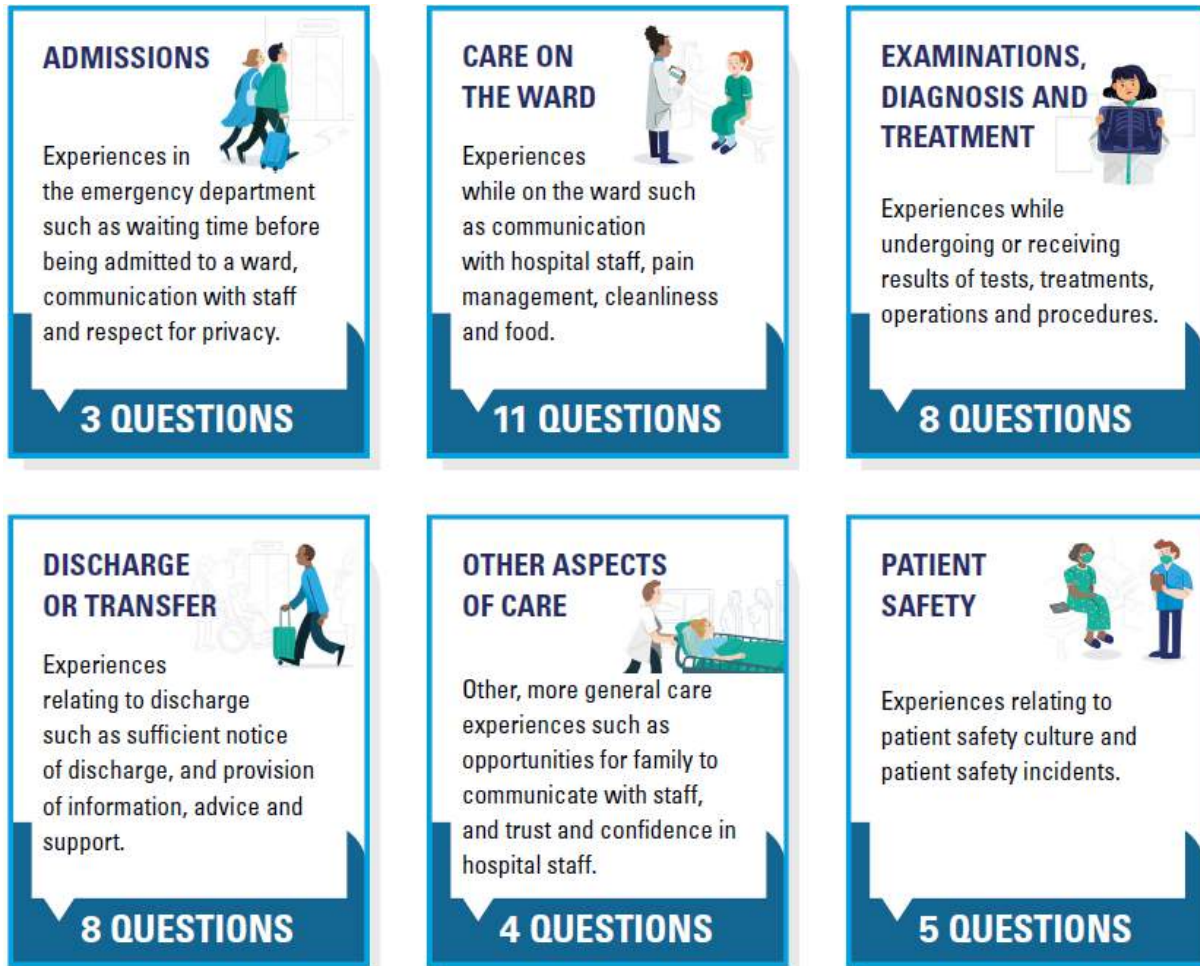


An Roinn Sláinte
Department of Health

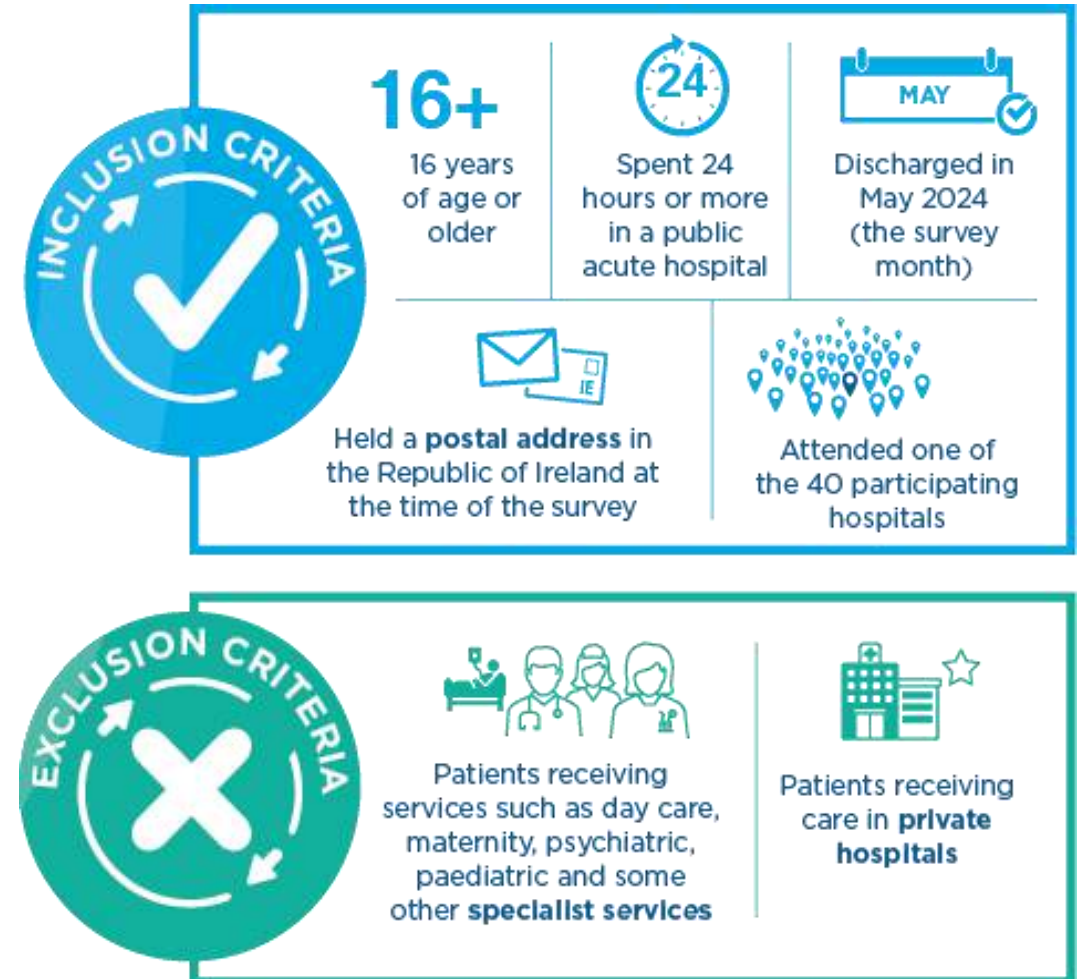


Survey background

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



- Inclusion and exclusion criteria:





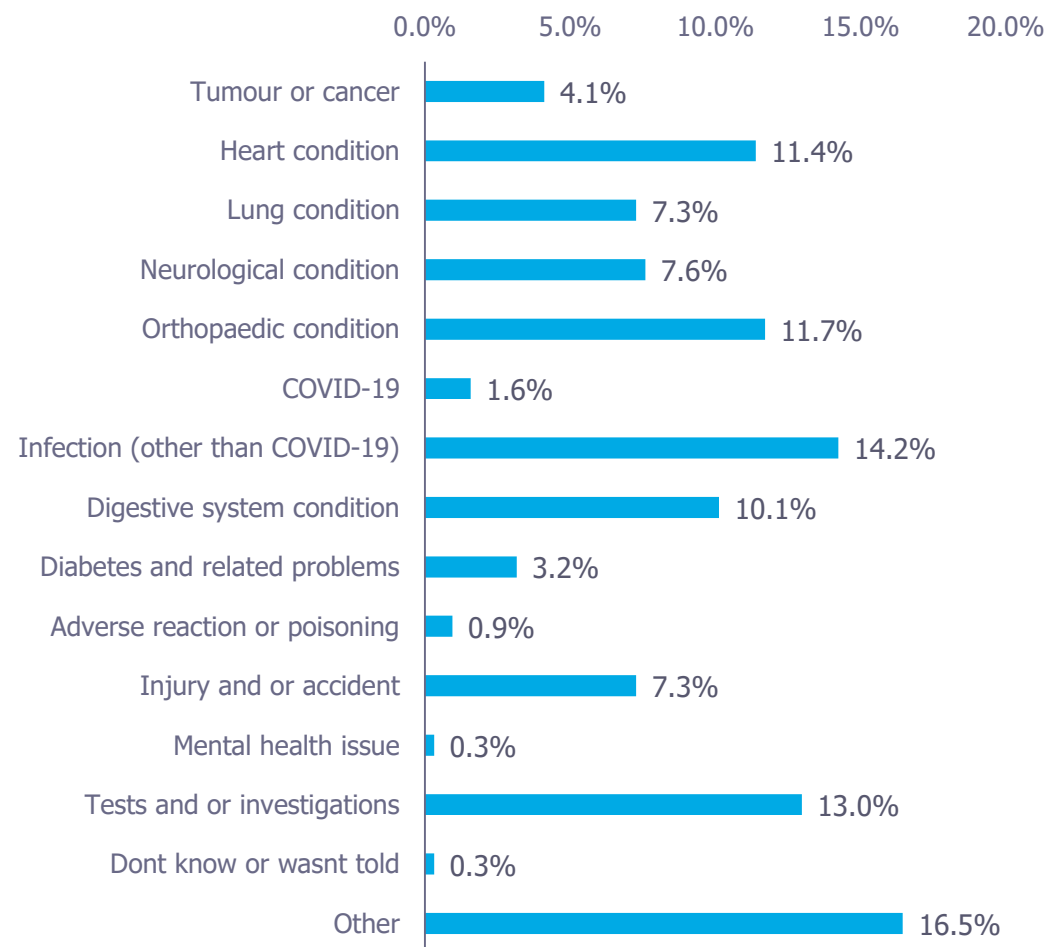
Participants

- 864 people who were admitted to Mayo University Hospital were invited.
- 319 took part (37%), compared to 41% nationally.
- 50% (160) completed the survey online, while the other 50% completed the paper survey (159).

Characteristics of participants

Age category	Number	%
16 to 35 years	31	9.7
36 to 50 years	38	11.9
51 to 65 years	55	17.2
66 to 80 years	135	42.3
81 years or older	60	18.8
Sex		
Male	135	42.3
Female	184	57.7
Admission route		
Emergency	265	83.1
Non-emergency	54	16.9

Reason for admission



Areas of good experience



Emergency department waiting times | Q6

Of the 244 people who answered this question, 73% (179) said they waited less than 12 hours before being admitted to a ward.

Offered food that met dietary needs | Q11

Of the 164 people with dietary needs or requirements, 76% (125) said that they were always offered food that met their needs.

These questions scored significantly above national average.

Comments from patients

"The processing speed was very good. From entry at A & E to admission to a ward was approx. 4 hours. Care and attention of all staff was excellent throughout my admission and stay."

"Staff were very nice, patient and kind. Really liked quality of food and choices available."

"When I arrived in on Sunday evening the doctors were waiting for me and proceeded straight away with necessary tests. My care continued right up to my discharge and I genuinely have no complaints."

Areas needing improvement



Privacy while being examined or treated in the emergency department | Q4*

Of the 256 people who answered this question, 11% (28) said that they were not given enough privacy when being examined or treated in the emergency department.

Written or printed information | Q30

Of the 262 people who answered this question, 44% (116) said that they were not given any written or printed information about what they should or should not do after leaving hospital.

Information on how to manage a condition | Q35*

Of the 273 people who answered this question, 21% (56) said that they did not receive enough information from the hospital on how to manage their condition after discharge.

These questions scored significantly above national average.

**These questions have a stronger relationship with overall experience.*

Comments from patients

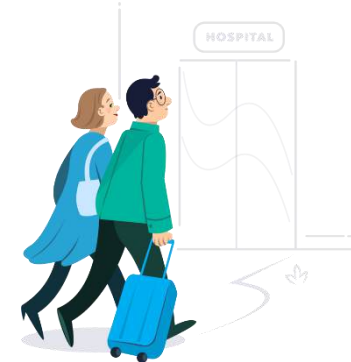
"More space in A&E required as those on trolleys needs more privacy for assessment and information being provided about their care."

"Discharge was extremely unplanned and while I was delighted to be going home, in hindsight it left me with some unanswered questions as the whole process was very hurried and we were very unprepared for this."

"I would like to have been given a full written report of my treatment, although all was explained in full detail what had been done, I was really not able to retain the information after being discharged."

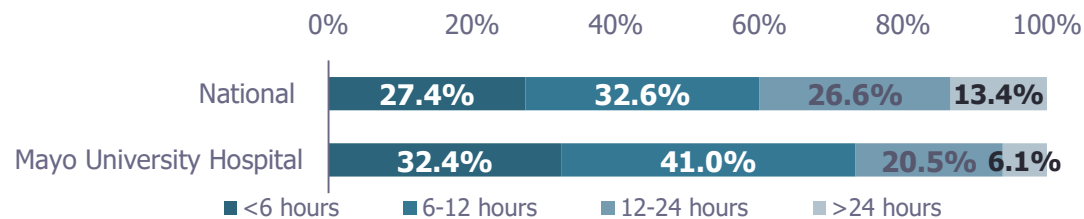


Admissions

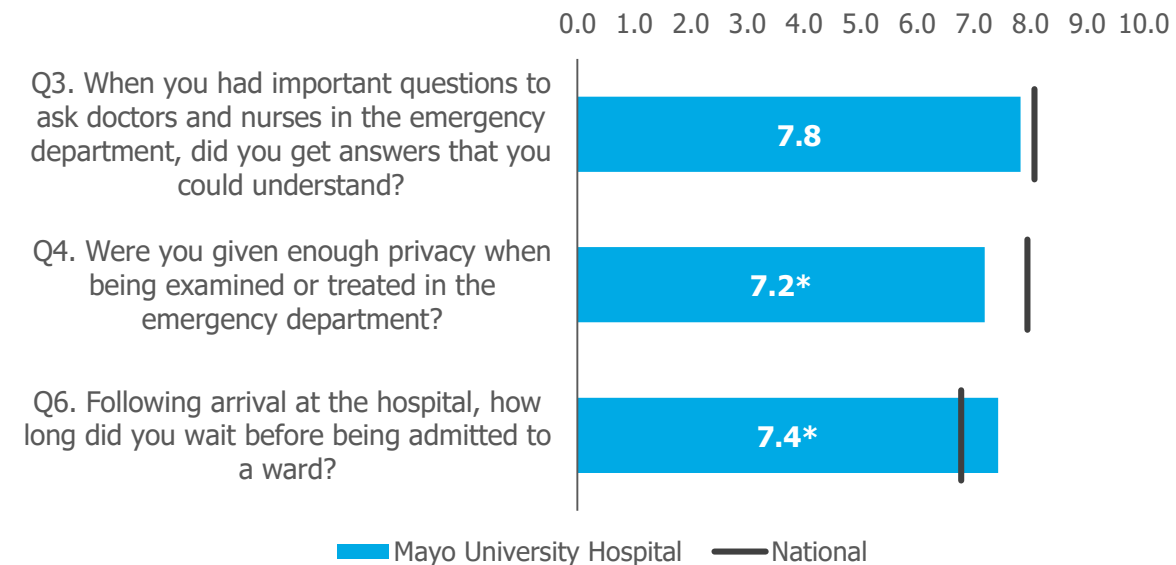


- Highest-scoring question:
 - 64% of people (143 of 223) said that when they had important questions to ask doctors and nurses in the emergency department, they always got answers that they could understand.
- Lowest-scoring question:
 - 11% of people (28 of 256) said that they were not given enough privacy when being examined or treated in the emergency department.

Emergency department waiting times



Average scores for questions on 'admissions'



* Denotes statistically significant difference from the national average.

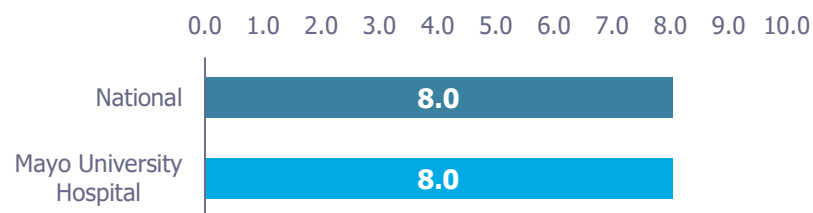


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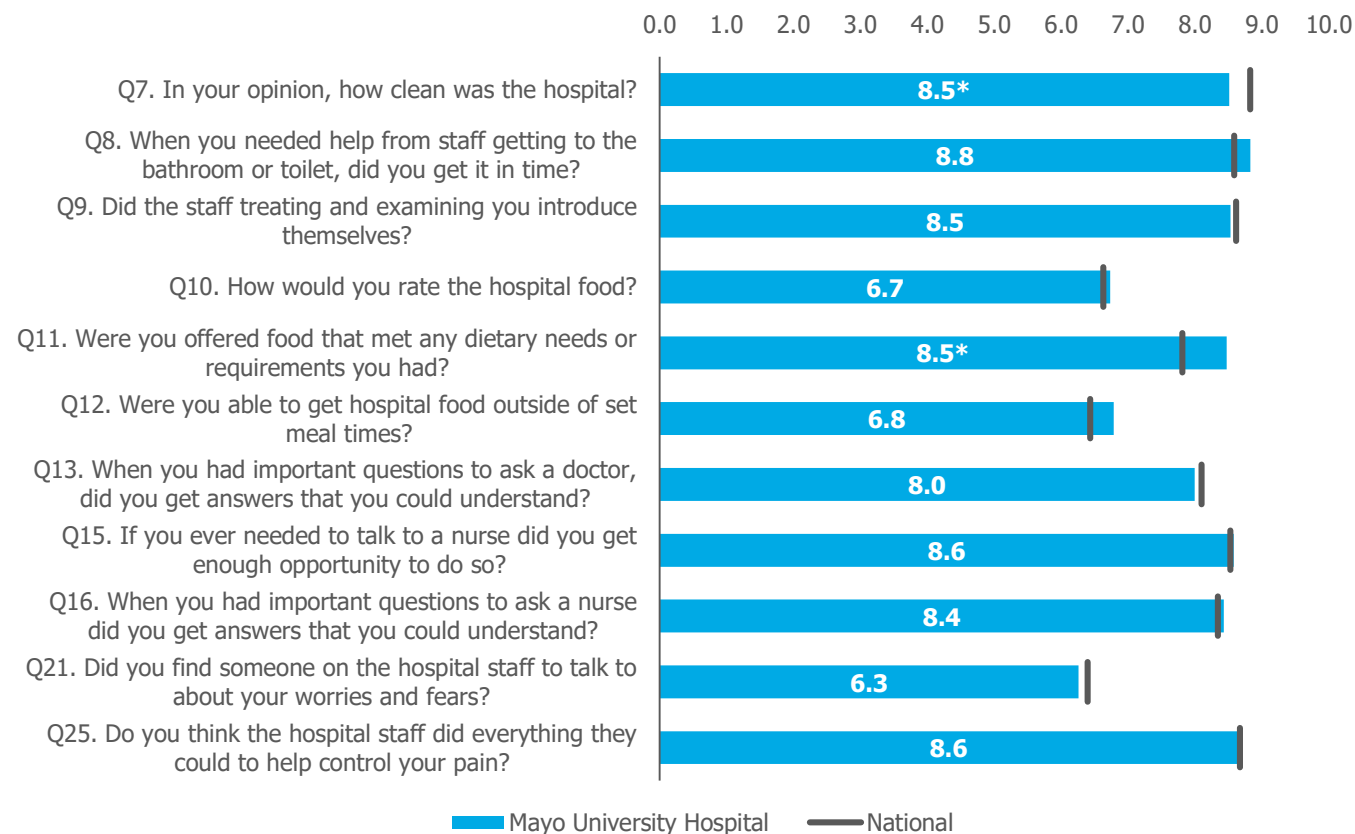
Care on the ward

- Highest-scoring question:
 - 77% of people (162 of 210) said that they always received help from staff, when needed, to get to the bathroom or toilet.
- Lowest-scoring question:
 - 21% of people (42 of 204) 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'



* Denotes statistically significant difference from the national average.

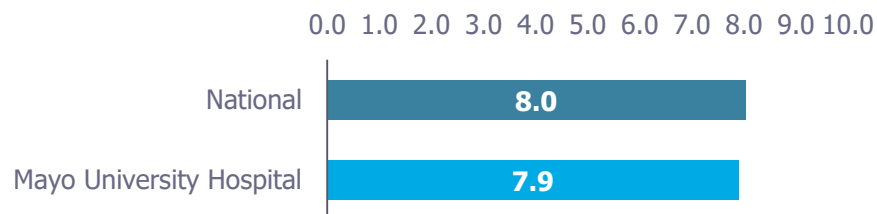


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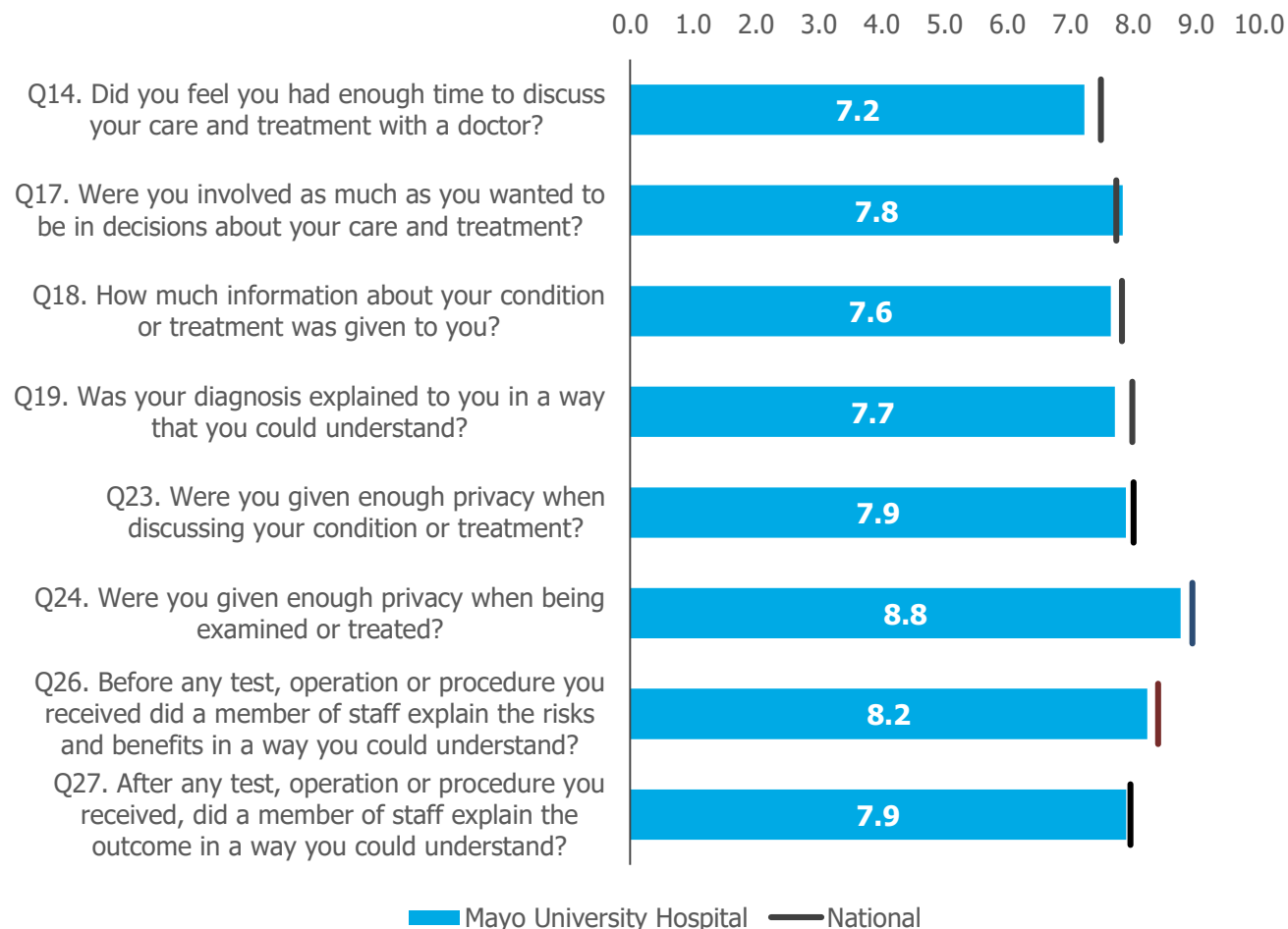
Examinations, diagnosis and treatment

- Highest-scoring question:**
 - 79% of people (243 of 307) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:**
 - 10% of people (31 of 307) 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'

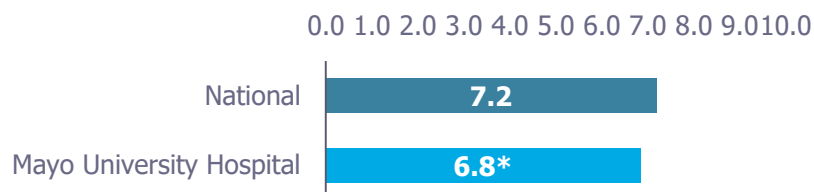




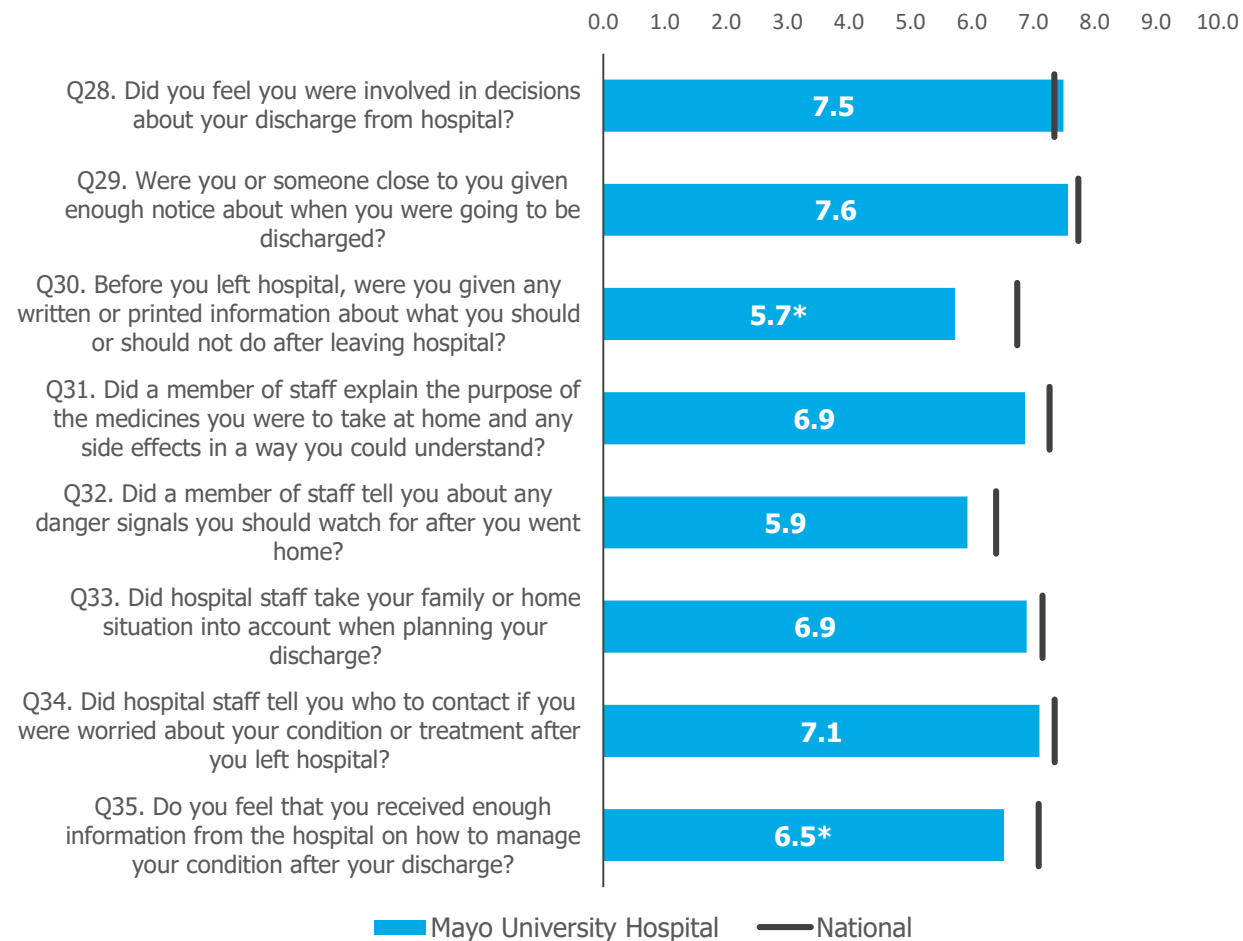
Discharge or transfer

- Highest-scoring question:
 - 64% of people (193 of 304) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 44% of people (116 of 262) said that before they left hospital, they were not given any written or printed information about what they should or should not do after leaving hospital.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



* Denotes statistically significant differences from the national average.



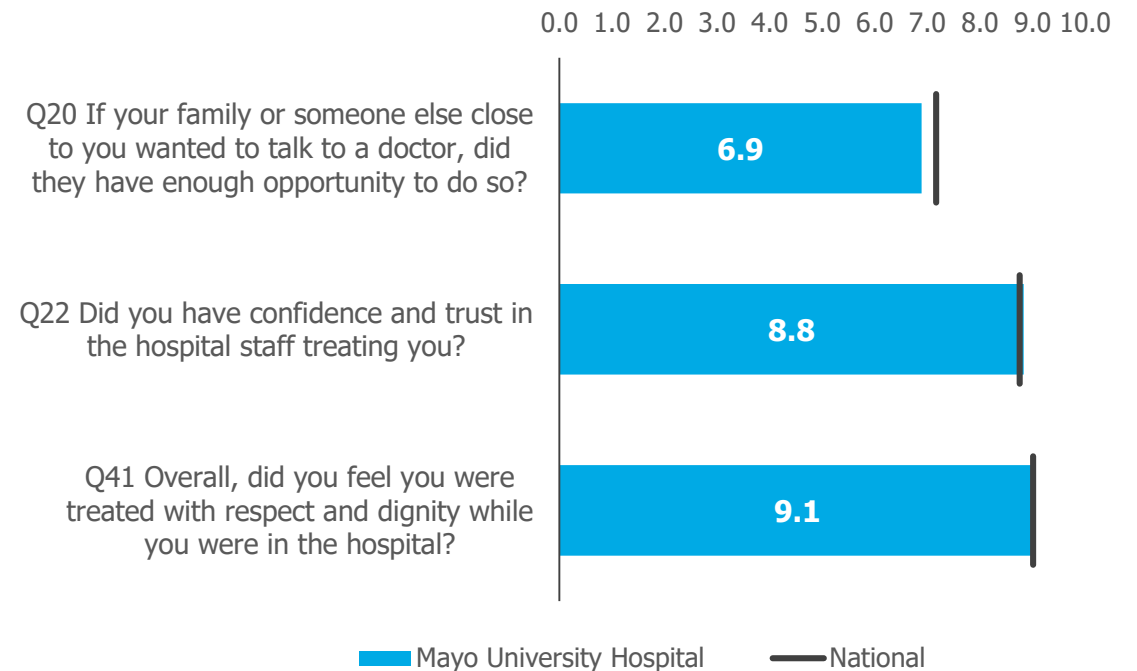
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Other aspects of care



- Highest-scoring question:
 - 82% of people (253 of 307) said that they always felt treated with respect and dignity in hospital.
- Lowest-scoring question:
 - 15% of people (32 of 216) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 51% of people (92 of 182) who wanted to give feedback or make a complaint, knew how and where to do so, while 49% (90 people) did not.

Average scores for questions on 'other aspects of care'

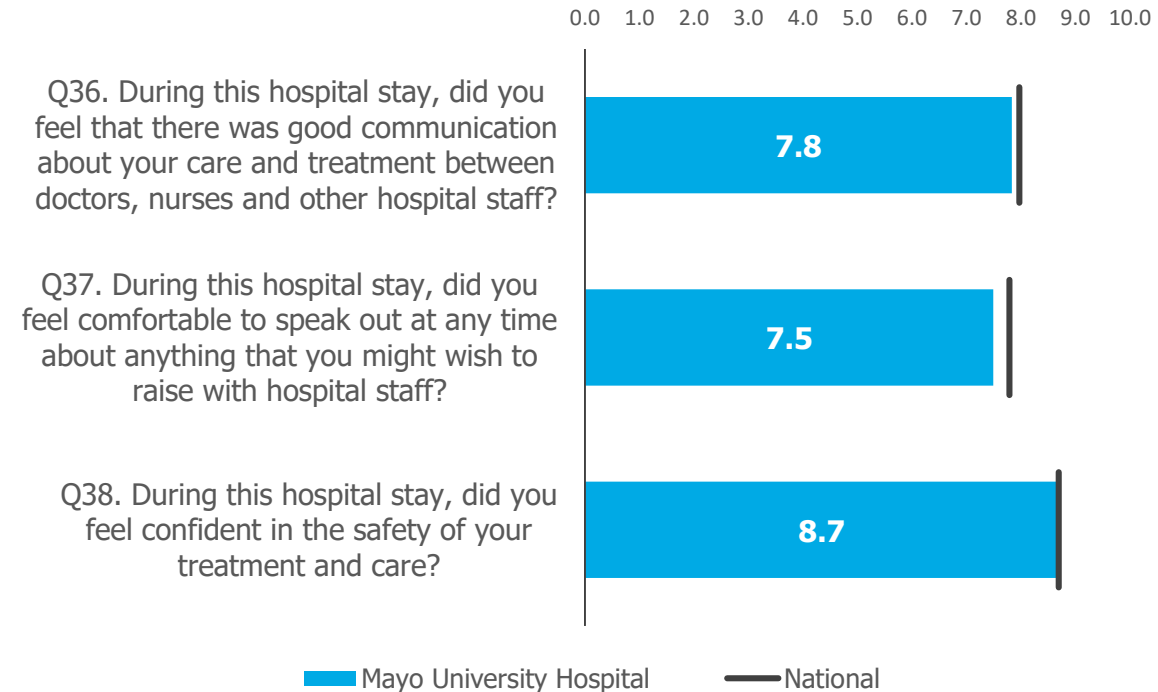


Patient safety

- 13% of people (38 of 302) 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:
 - 77% of people (238 of 308) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 11% of people (29 of 265) 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'



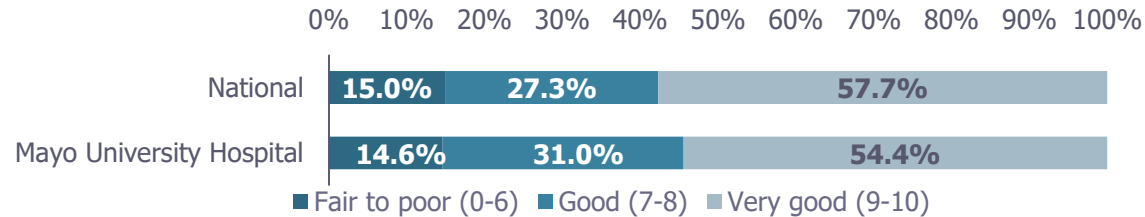


Overall experience

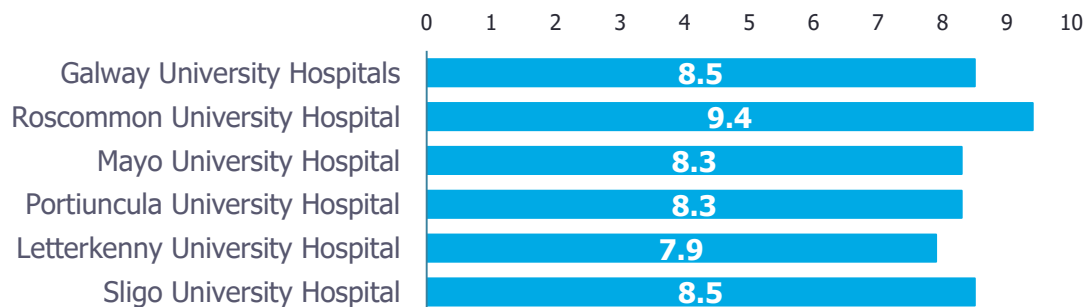


- 85% of survey participants who were admitted to Mayo University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for the 'Admissions' stage of care and the overall care experience were significantly higher in 2024 than in the 2022 survey.

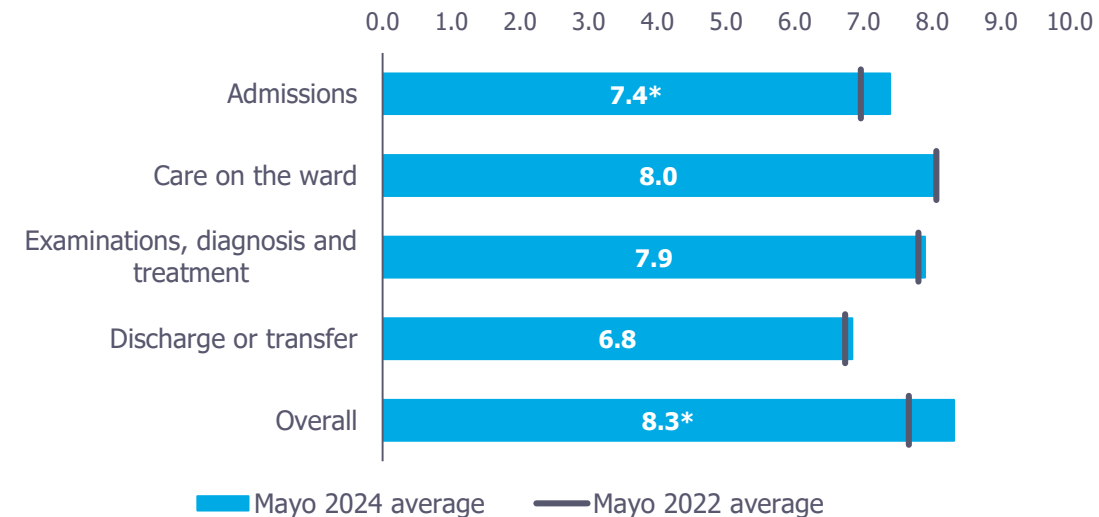
Overall experience of care



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



Scores for stages of care and overall experience

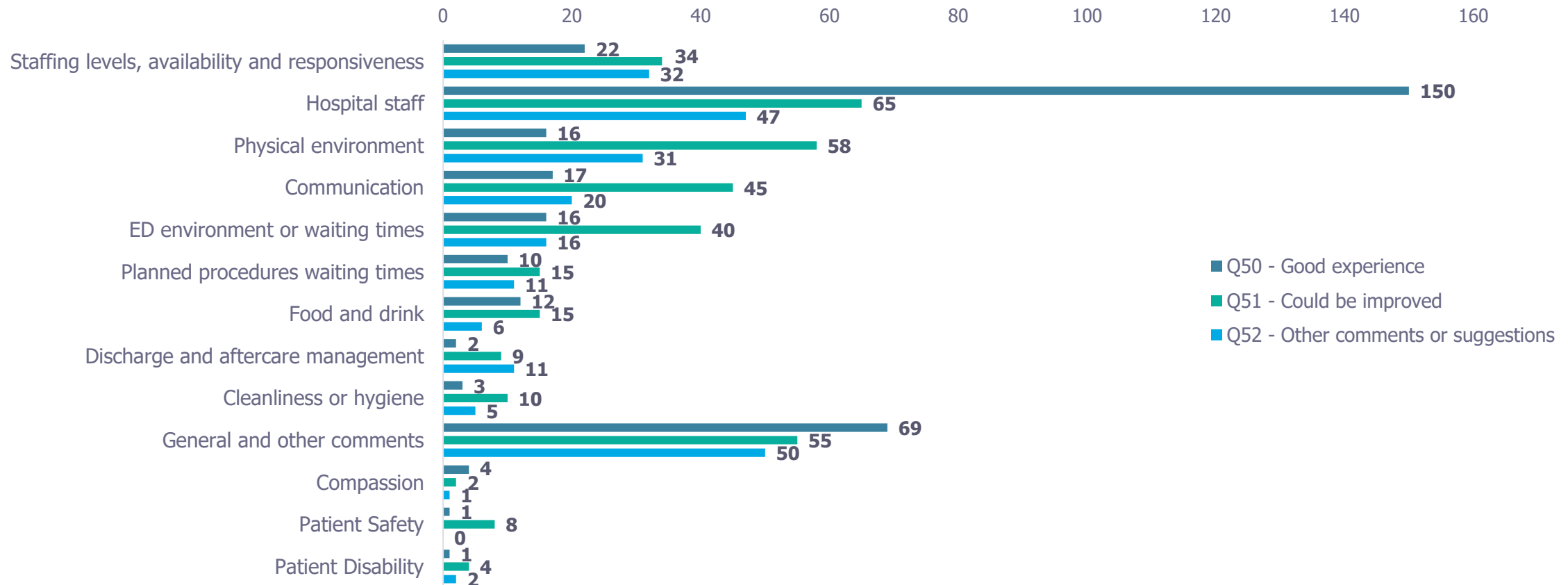


* Denotes statistically significant differences.



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



Conclusion



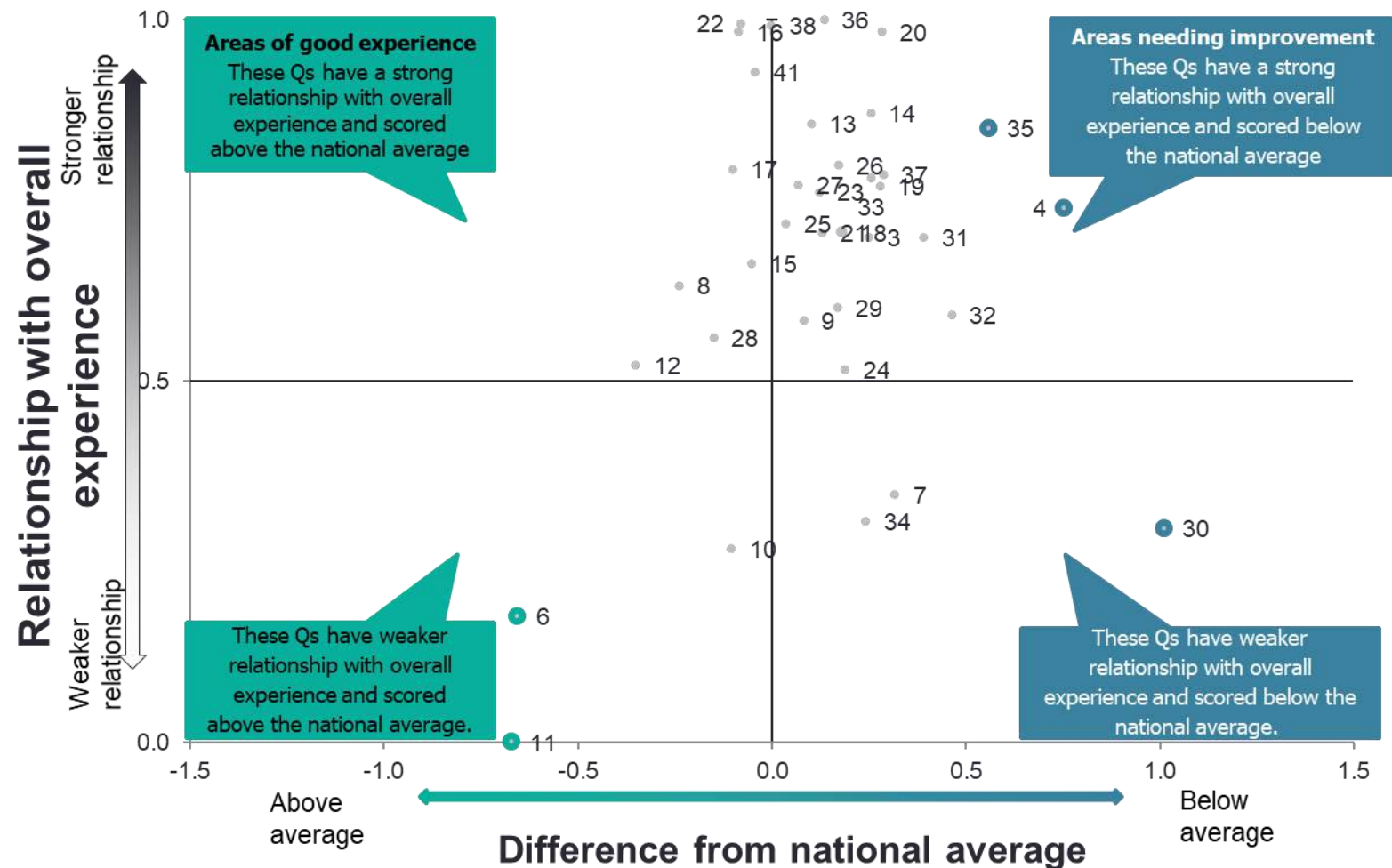
- Areas of good experience at Mayo University Hospital included waiting times in the emergency department, and patients being offered food that met their dietary needs.
- Areas for improvement included privacy while being examined or treated in the emergency department, written or printed information when leaving hospital, and information on how to manage a condition on discharge.
- 'Care on the ward' was the stage of care with the highest scores.
- 'Discharge or transfer' was the stage of care with the lowest scores.
- 85% of survey participants at Mayo University Hospital said that they had a good to very good overall experience (85% nationally).
- Scores for 'Admissions' and overall experience of care at Mayo University Hospital were significantly higher in 2024 compared to 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.
- More information on the science behind the improvement map is available at www.yourexperience.ie.

Improvement map Mayo University 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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