



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Mercy University Hospital

Improving care experiences together

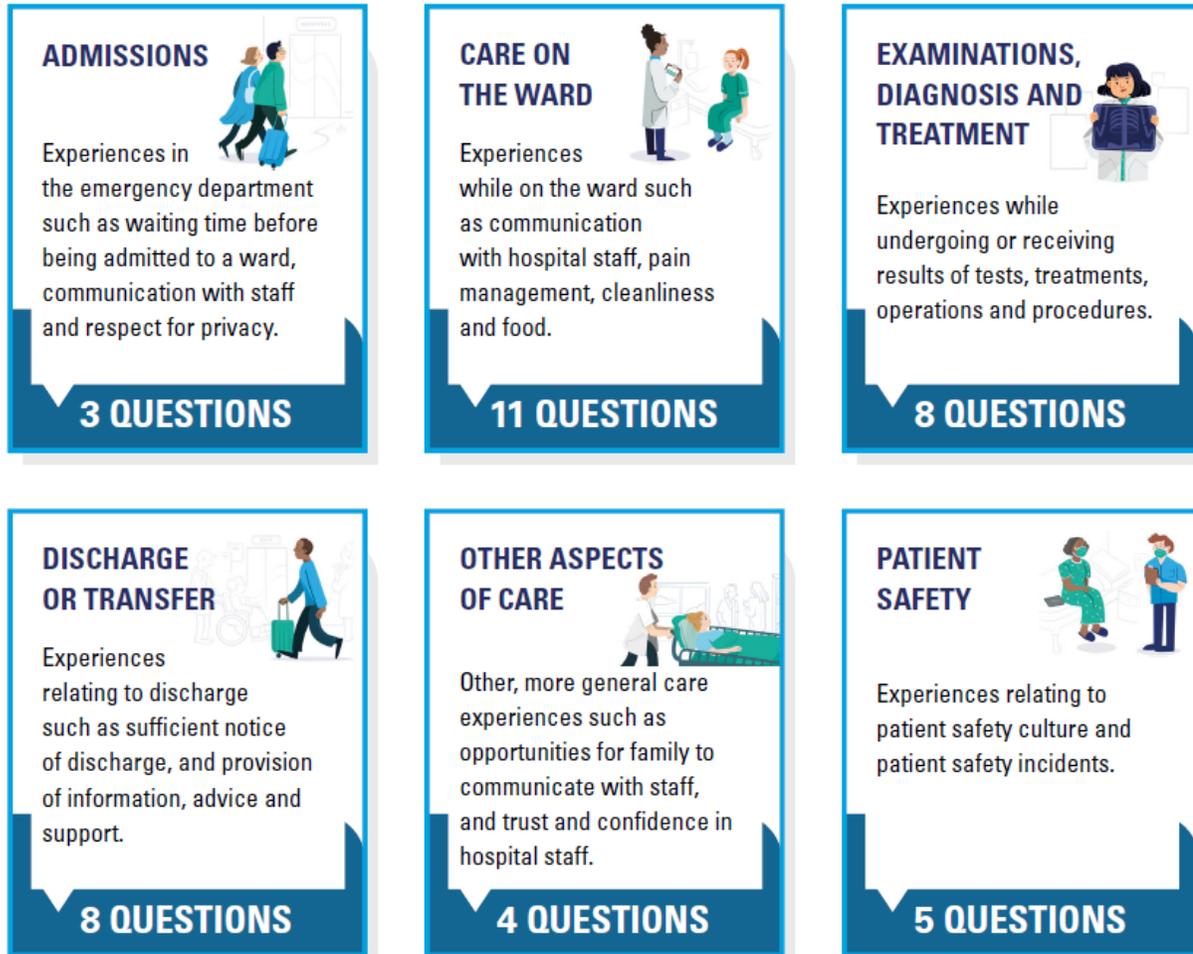


An Roinn Sláinte
Department of Health

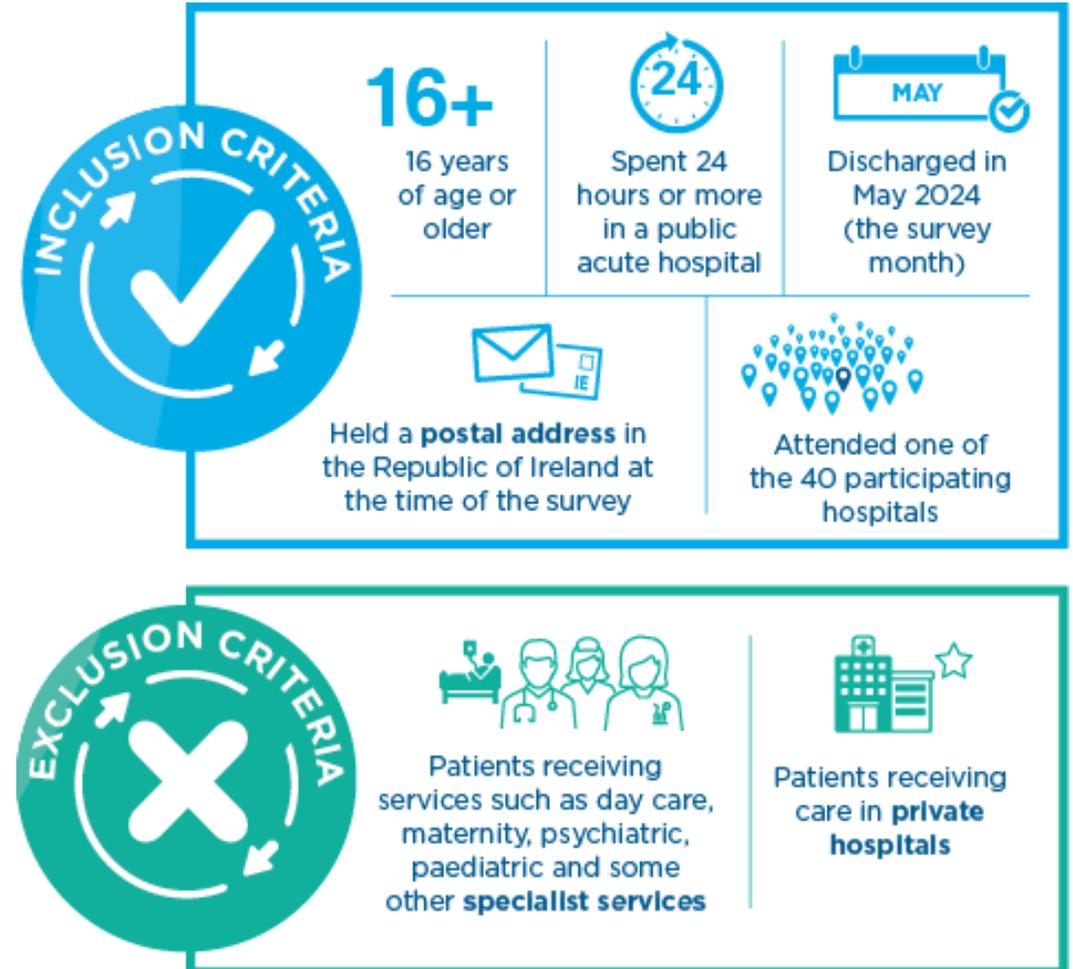


Survey background

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



- Inclusion and exclusion criteria:



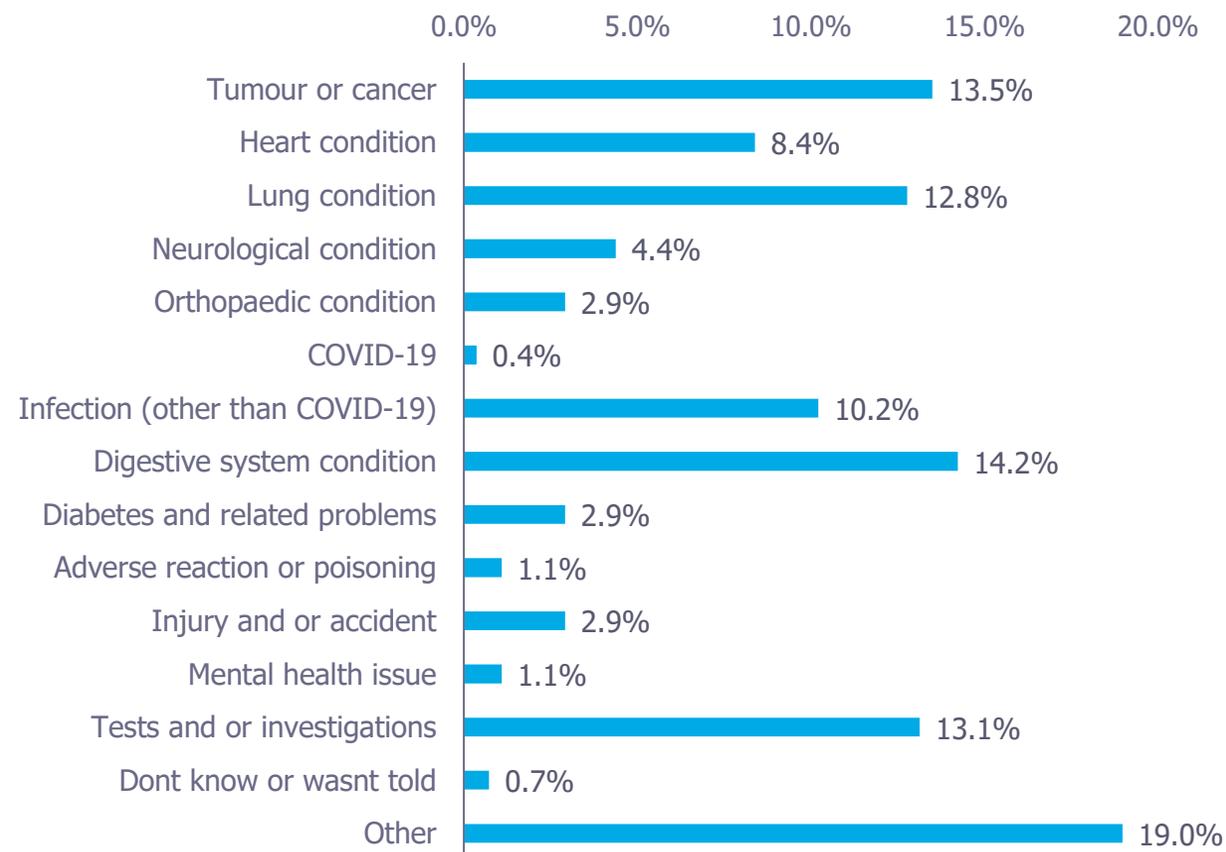
Participants

- 742 people who were admitted to Mercy University Hospital were invited.
- 280 took part (38%), compared to 41% nationally.
- 48% (135) completed the survey online, while 52% (145) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	11	3.9
36 to 50 years	30	10.7
51 to 65 years	83	29.6
66 to 80 years	122	43.6
81 years or older	34	12.1
Gender		
Male	152	54.3
Female	128	45.7
Admission type		
Emergency	221	78.9
Non-emergency	59	21.1

Reason for admission



Areas of good experience



Food rating | Q10

Of the 265 people who answered this question, 81% (215) rated the hospital food as 'good' or 'very good'.

Danger signals to watch out for | Q32

Of the 226 people who answered this question, 62% (140) said that a member of staff told them completely about danger signals they should watch for after they went home.

Information on support services after discharge | Q34

Of the 246 people who answered this question, 84% (207) said that hospital staff told them who to contact if they were worried about their condition of treatment after they left hospital.

These questions scored significantly above national average.

Comments from patients

"Very friendly team. Detailed explanation about my condition. Food was healthy and I had plenty of options to choose."

"The care and interest shown by the doctors and nurses to me was magnificent under the extremely hard conditions they have to work in."

"One doctor in particular made a great effort to hear my whispers, as I lost my voice. The electric bed was very comfortable. The glass corridor is a great asset, a great space to walk."

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

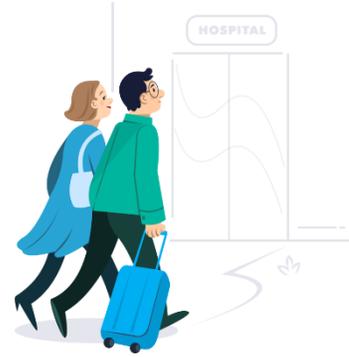
“Let a family member be present when diagnosis discussions take place due to patient not fully understanding what the doctor is saying”

“The doctors don't seem to communicate. You have to start from scratch with each doctor you meet.”

“I think the medical teams need to explain in detail all steps of a procedure, including post-op tasks (such as removal of catheter). When doing "rounds" they always seemed to be rushed in my dealings with them and happy to "box-tick" that they visited me but very keen to get away as soon as possible. Next-steps should be clearly explained at every stage of treatment.”

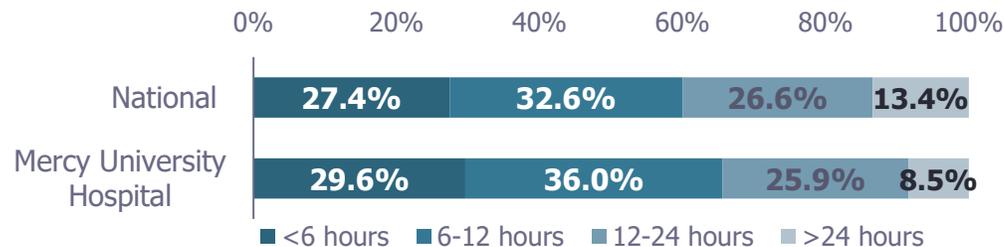


Admissions

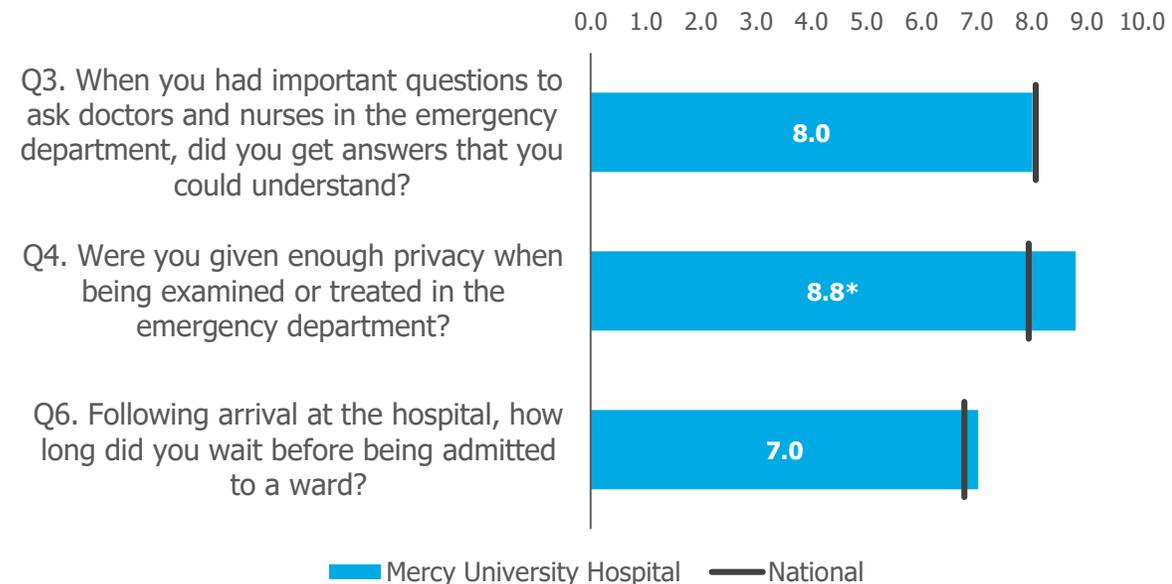


- Highest-scoring question:
 - 81% of people (165 of 205) said that they were definitely given enough privacy when being examined or treated in the emergency department.
- Lowest-scoring question:
 - 8% of people (16 of 189) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



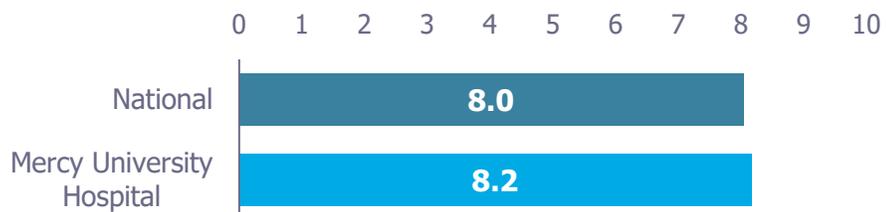
* Denotes statistically significant differences from the national average.



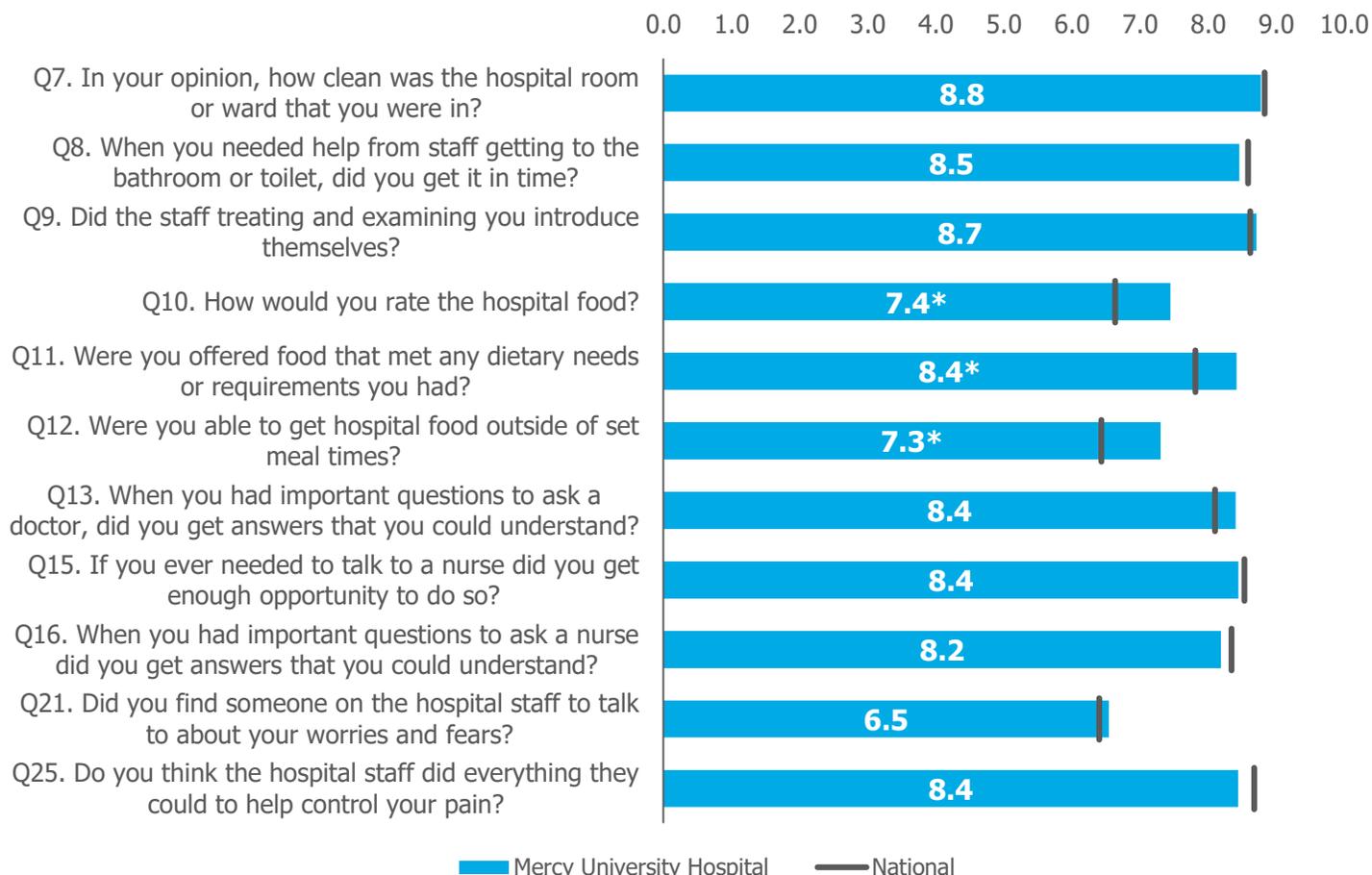
Care on the ward

- Highest-scoring question:
 - 72% of people (193 of 269) said that the hospital was 'very clean'.
- Lowest-scoring question:
 - 18% of people (35 of 192) said that they could 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'



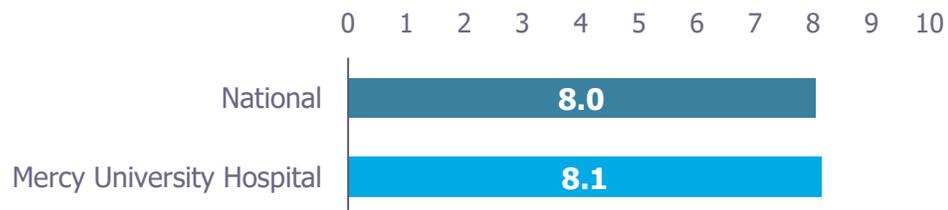
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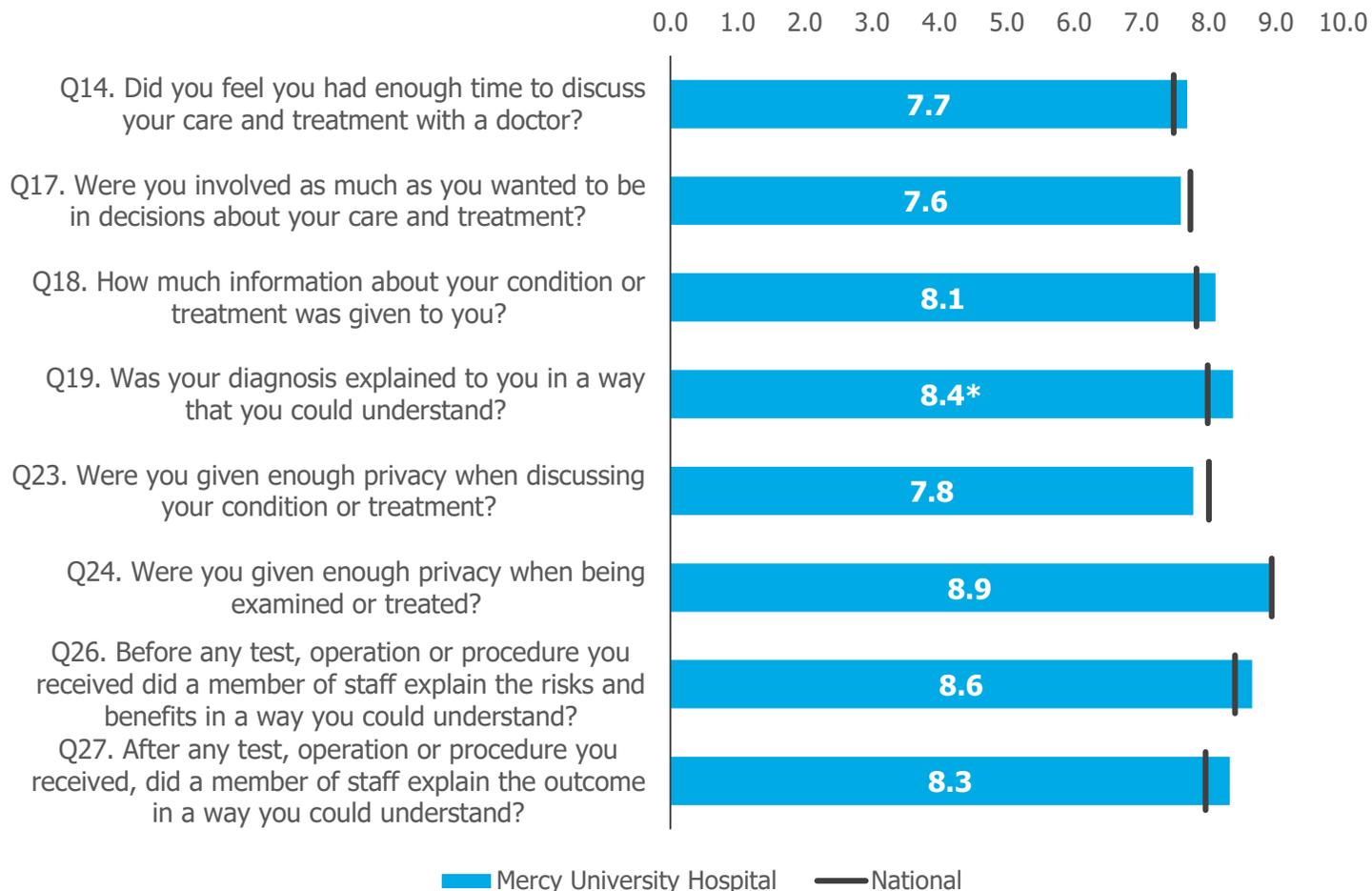
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 85% of people (230 of 270) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 6% of people (17 of 269) said that they were not as involved as they wanted to be in decisions about their care and treatment.

Comparison with the national average



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

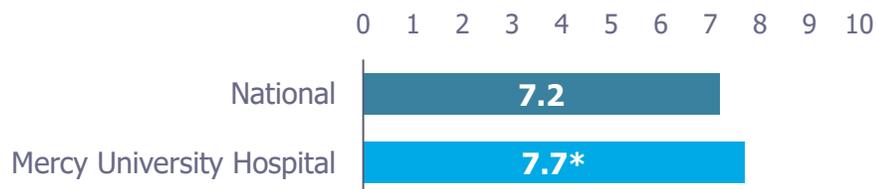


* Denotes statistically significant difference from the national average.

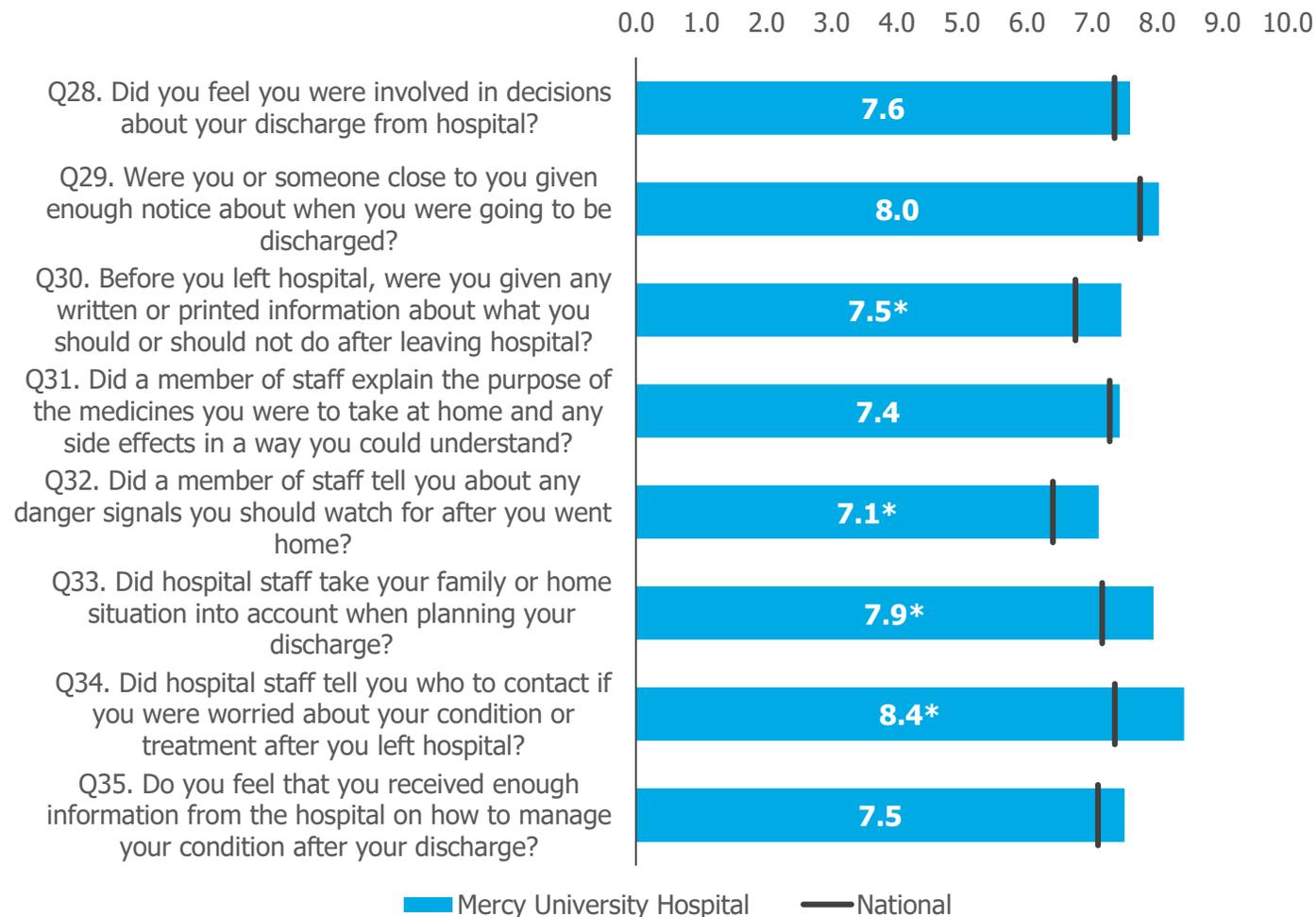
Discharge or transfer

- Highest-scoring question:
 - 84% (207 of 246) said that hospital staff told them who to contact if they were worried about their condition of treatment after they left hospital.
- Lowest-scoring question:
 - 18% of people (40 of 226) said that they were not told about any danger signals to watch for after 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:
 - 85% of people (228 of 269) said that they always felt treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 9% of people (16 of 189) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 54% of people (104 of 194) who wanted to give feedback or make a complaint, knew how and where to do so, while 46% (90 people) did not.

Average scores for questions on 'other aspects of care'



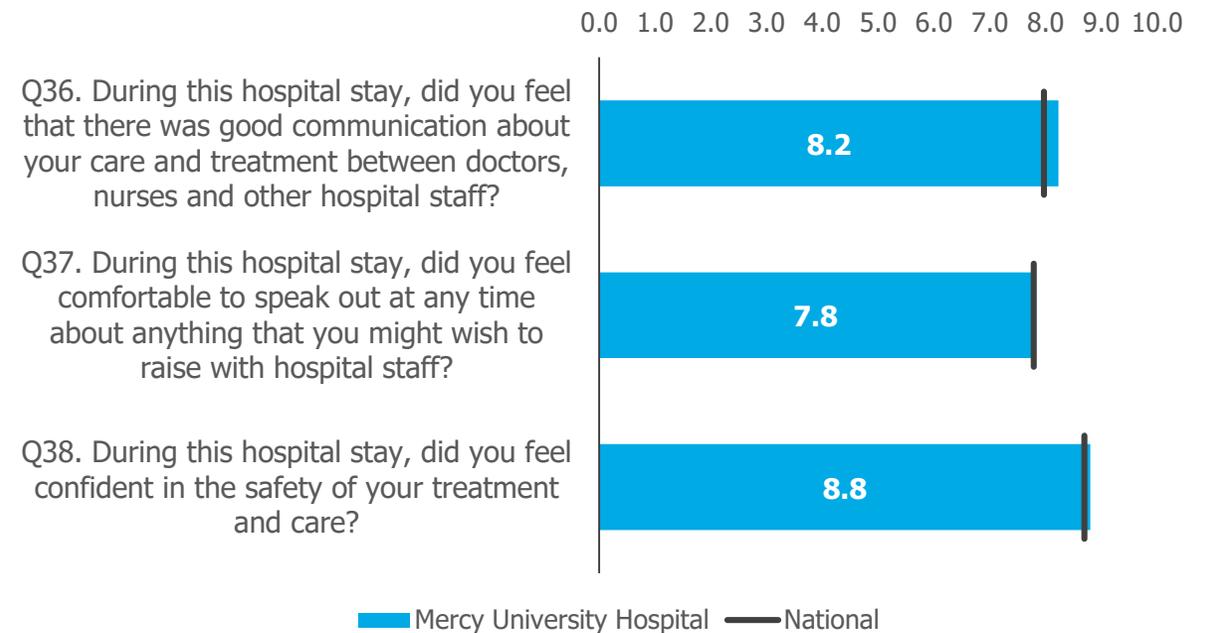
■ Mercy University Hospital — National

Patient safety



- 15% of people (39 of 260) 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:
 - 81% of people (218 of 2682) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 10% of people (23 of 243) 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'



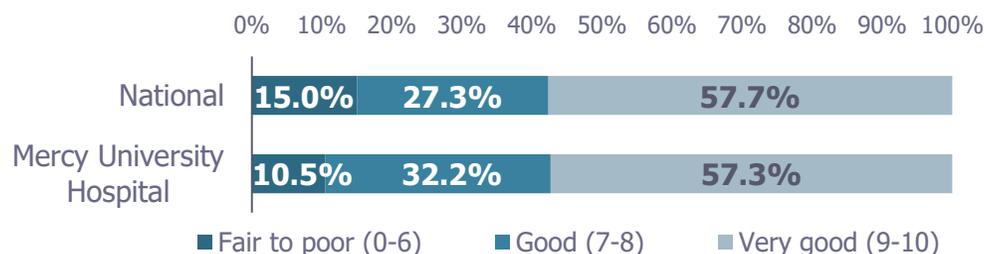


Overall experience

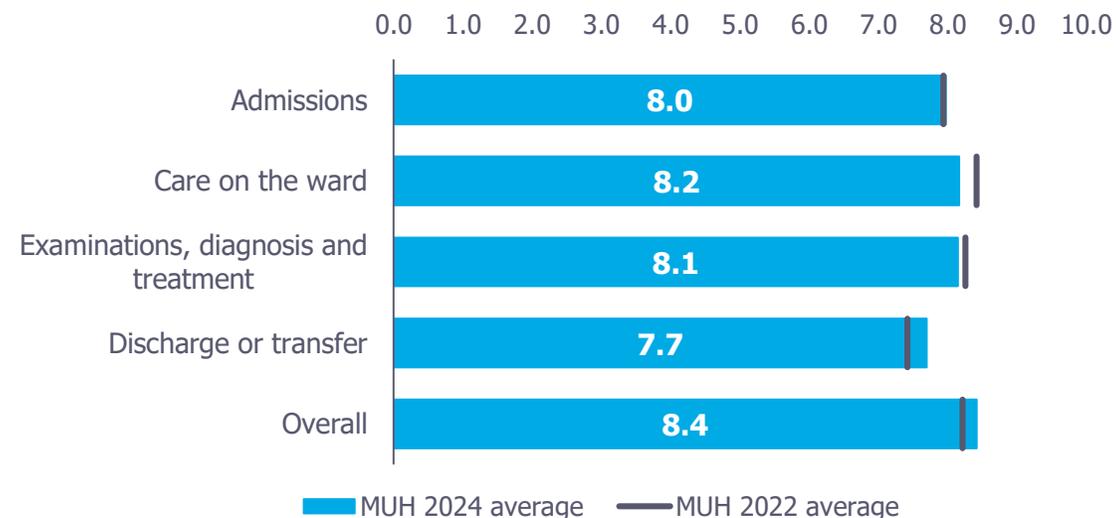


- 89% of survey participants at Mercy University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for all stages of care and for overall care experience in 2024 were about the same as scores in 2022.

Overall experience of care



Scores for stages of care and overall experience

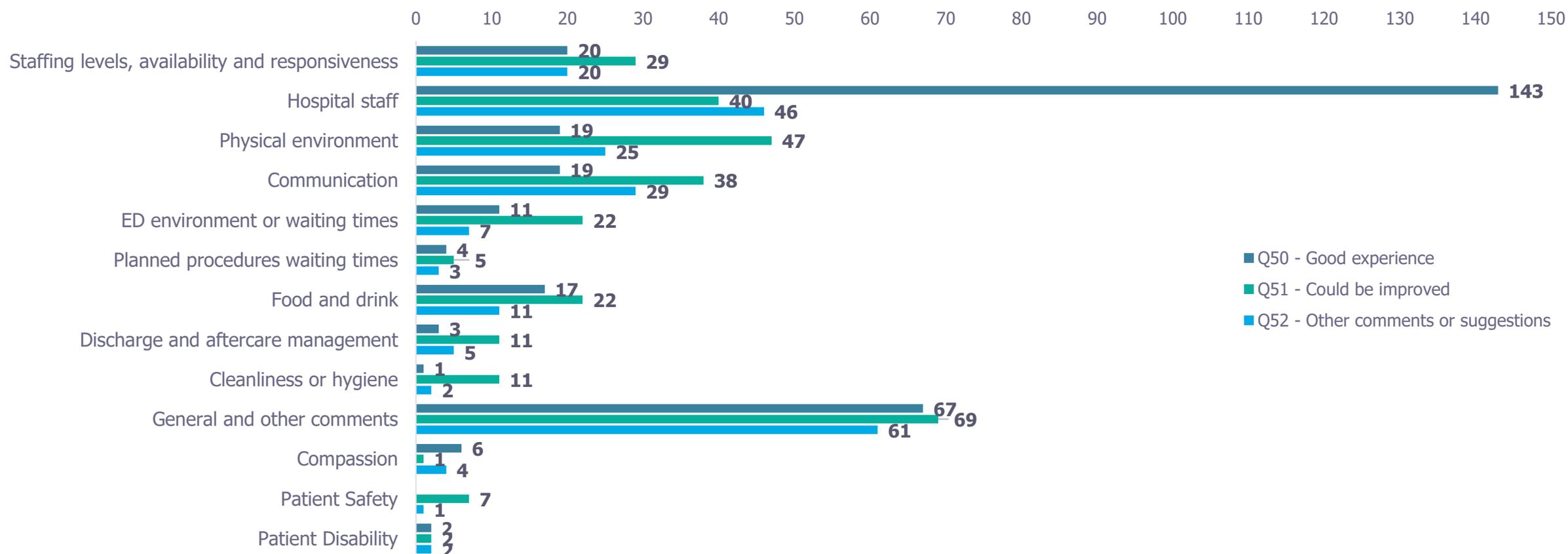


Overall experience of care scores for hospitals in the HSE South West health region



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).
- 462 comments were received from patients admitted to Mercy University Hospital. Comments were coded using the categories below.



Conclusion



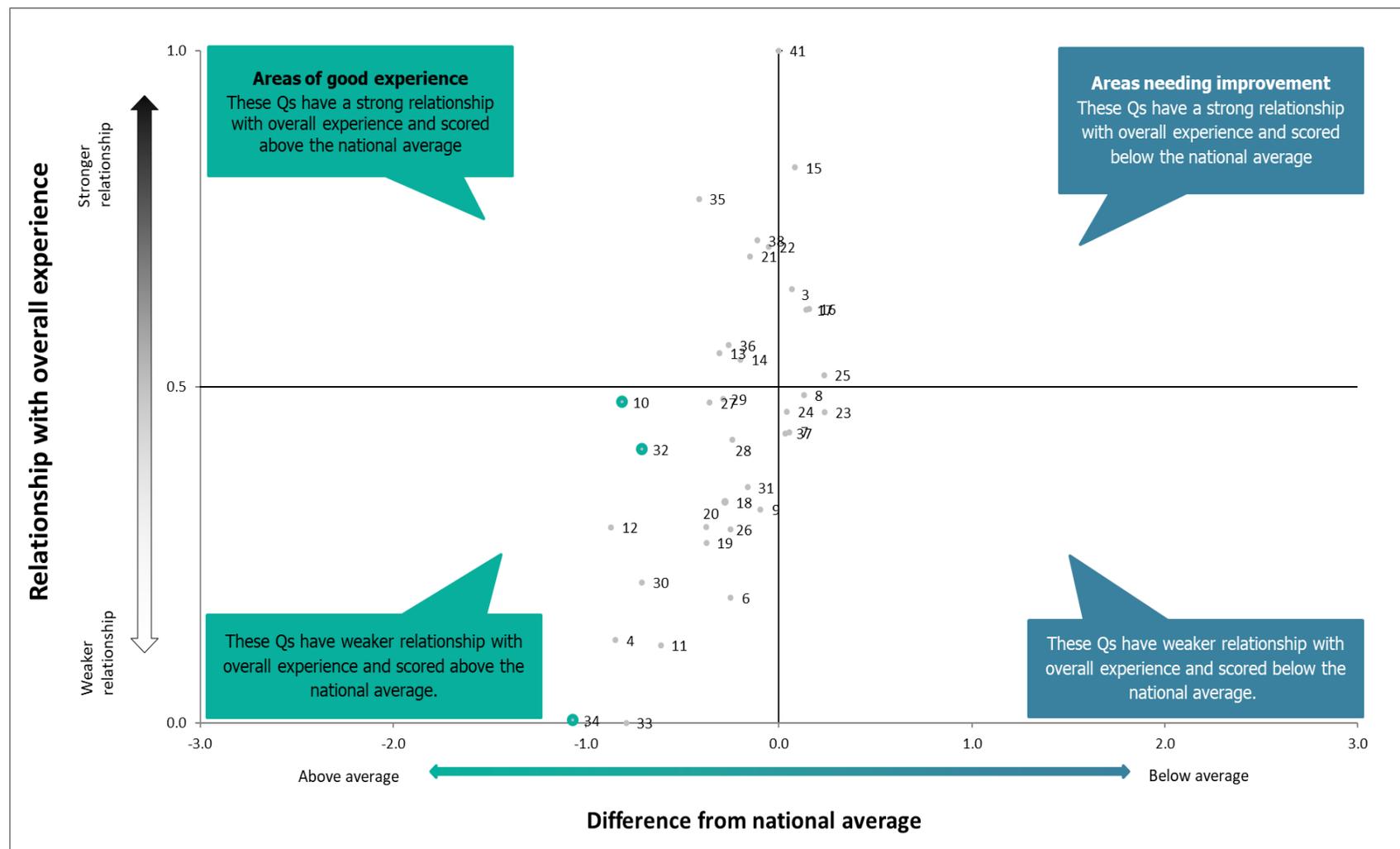
- Areas of good experience at Mercy University Hospital included the food rating and patients being told about danger signals to watch out for, and support services after discharge.
- Lower-scoring questions related to finding someone on the hospital staff to talk to about worries and fears, food outside of set meal times, and explanations about the purpose and side effects of medicines.
- '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.
- 89% of survey participants at Mercy University Hospital said they had a good to very good overall experience, compared to 85% nationally.
- Scores for all stages of care and overall care experience at Mercy University Hospital in 2024 were about the same as 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 Mercy University Hospital





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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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