



National  
Inpatient  
Experience  
Survey

# National Inpatient Experience Survey 2024

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## Midland Regional Hospital Portlaoise

Improving care experiences together

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An Roinn Sláinte  
Department of Health









# Survey background

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

<p><b>ADMISSIONS</b></p>  <p>Experiences in the emergency department such as waiting time before being admitted to a ward, communication with staff and respect for privacy.</p> <p><b>3 QUESTIONS</b></p>	<p><b>CARE ON THE WARD</b></p>  <p>Experiences while on the ward such as communication with hospital staff, pain management, cleanliness and food.</p> <p><b>11 QUESTIONS</b></p>	<p><b>EXAMINATIONS, DIAGNOSIS AND TREATMENT</b></p>  <p>Experiences while undergoing or receiving results of tests, treatments, operations and procedures.</p> <p><b>8 QUESTIONS</b></p>
<p><b>DISCHARGE OR TRANSFER</b></p>  <p>Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.</p> <p><b>8 QUESTIONS</b></p>	<p><b>OTHER ASPECTS OF CARE</b></p>  <p>Other, more general care experiences such as opportunities for family to communicate with staff, and trust and confidence in hospital staff.</p> <p><b>4 QUESTIONS</b></p>	<p><b>PATIENT SAFETY</b></p>  <p>Experiences relating to patient safety culture and patient safety incidents.</p> <p><b>5 QUESTIONS</b></p>

- Inclusion and exclusion criteria:

<p><b>INCLUSION CRITERIA</b></p> 	<p><b>16+</b></p> <p>16 years of age or older</p>	<p><b>24</b></p> <p>Spent 24 hours or more in a public acute hospital</p>	<p><b>MAY</b></p> <p>Discharged in May 2024 (the survey month)</p>
	<p>Held a <b>postal address</b> in the Republic of Ireland at the time of the survey</p> 	<p>Attended one of the 40 participating hospitals</p> 	
<p><b>EXCLUSION CRITERIA</b></p> 	<p>Patients receiving services such as day care, maternity, psychiatric, paediatric and some other <b>specialist services</b></p> 		<p>Patients receiving care in <b>private hospitals</b></p> 

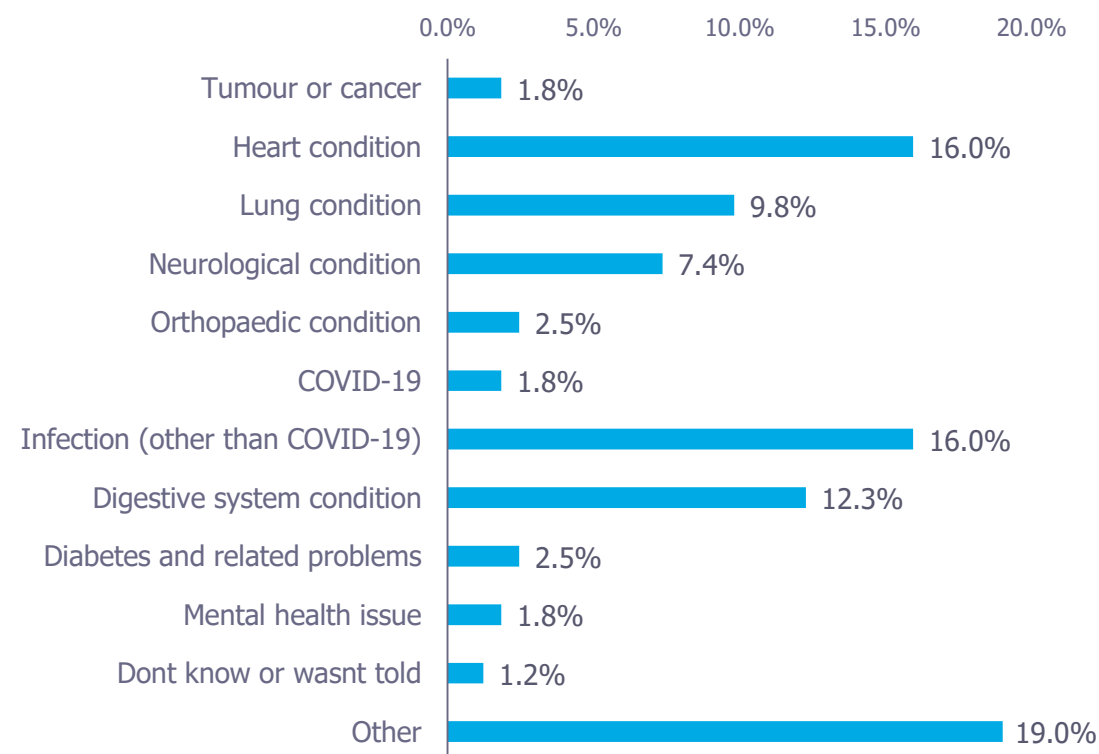
# Participants

- 472 people who were admitted to Midland Regional Hospital Portlaoise were invited.
- 165 took part (35%), compared to 41% nationally.
- 53% (88) completed the survey online, while 47% (77) completed the paper survey.

## Characteristics of participants

Age category	Number	%
16 to 35 years	21	12.7
36 to 50 years	19	11.5
51 to 65 years	32	19.4
66 to 80 years	60	36.4
81 years or older	33	20
Sex		
Male	73	44.2
Female	92	55.8
Admission route		
Emergency	162	98.2
Non-emergency	3	1.8

## Reason for admission



## Areas of good experience



### Emergency department waiting times | Q6

Of the 141 people who answered this question, 74% (104) waited less than 12 hours in the emergency department before being admitted to a ward.

### Cleanliness of hospital | Q7

Of the 148 people who answered this question, 77% (114) said that the hospital room or ward they stayed in was 'very clean'.

### Food rating | Q10

Of the 146 people who answered this question, 82% (119) rated the food they received in hospital as 'good' or 'very good'.

*These questions scored significantly above national average.*

## Comments from patients

"I was treated for most of the time in A&E (early morning). The care I received there was prompt and thorough. When assessed and stabilised, I was admitted in the pm to a ward for one night."

"The food was very good and often".

"The professional and friendly attitude of ALL staff involved in my hospital stay. Despite the actual problem - it was an easy and comfortable experience."

## Areas needing improvement



### Clear answers from a doctor | Q13

Of the 147 people who answered this question, 9% (12) said that they did not get answers they could understand when they had important questions to ask a doctor.

### Clear explanation of diagnosis | Q19

Of the 147 people who answered this question, 14% (21) said that their diagnosis was not explained to them in a way they could understand.

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

## Comments from patients

“Doctors need to start listening to patients and explain themselves more thoroughly”

“Doctors spoke to me as if I wasn't there. Speaking at me rather than to me... I also did not (and still don't) feel informed about why I was on antibiotics if I didn't have an infection and what was actually going on with me, a huge lack of communication.”

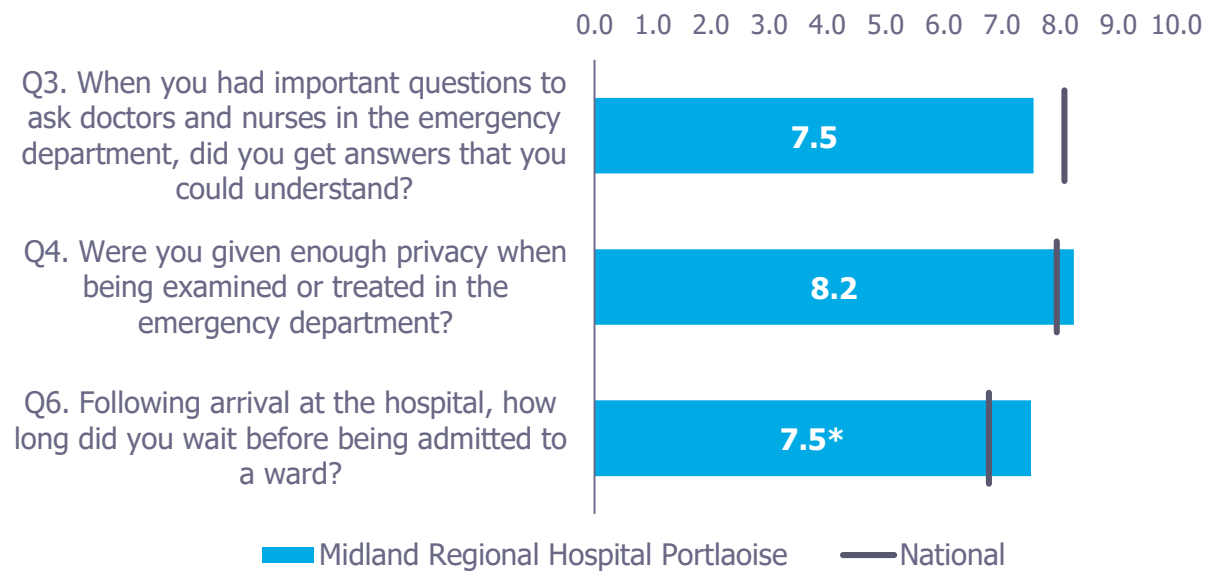


# Admissions

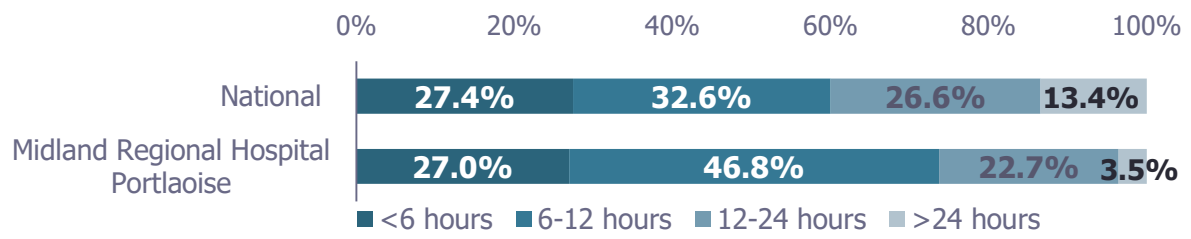


- Highest-scoring question:**
  - 71% of people (112 of 157) said that they were given enough privacy when being examined or treated in the emergency department.
- Lowest-scoring question:**
  - 8% of people (12 of 143) said that they did not get answers they could understand from doctors and nurses in the emergency department.

## Average scores for questions on 'admissions'



## Emergency department waiting times



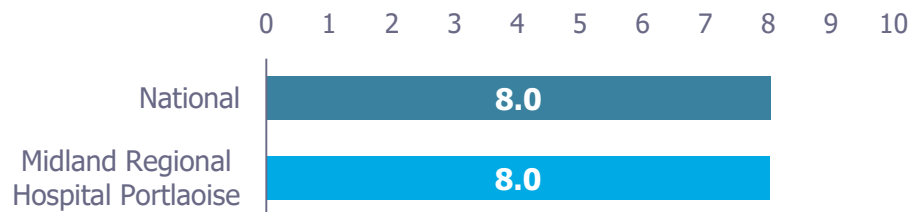
\* Denotes statistically significant difference from the national average.



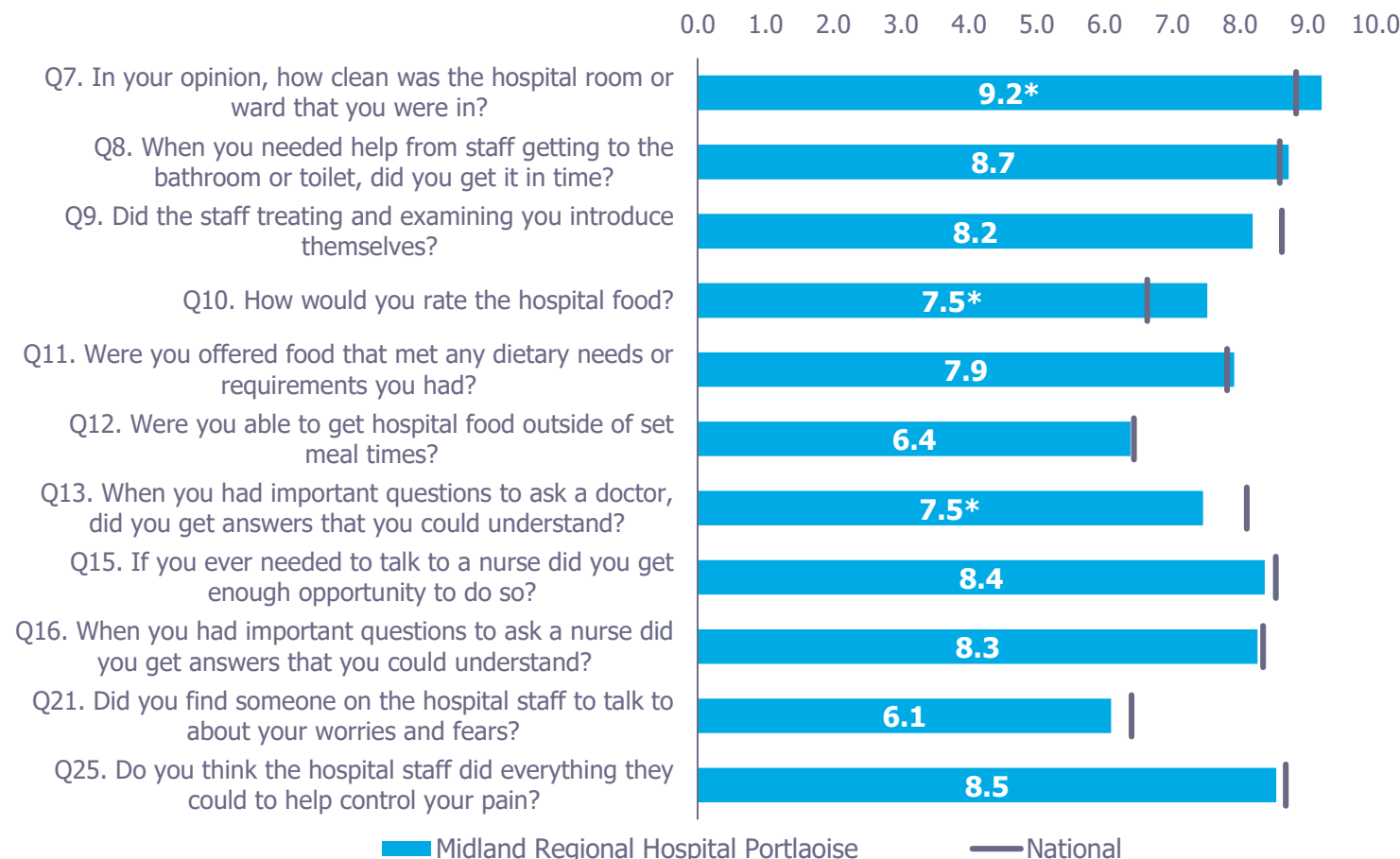
# Care on the ward

- Highest-scoring question:
  - 77% of people (114 of 148) thought the hospital was “very clean”.
- Lowest-scoring question:
  - 24% of people (24 of 99) said 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'



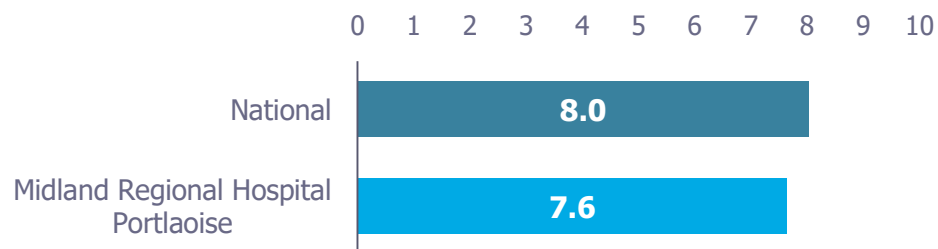
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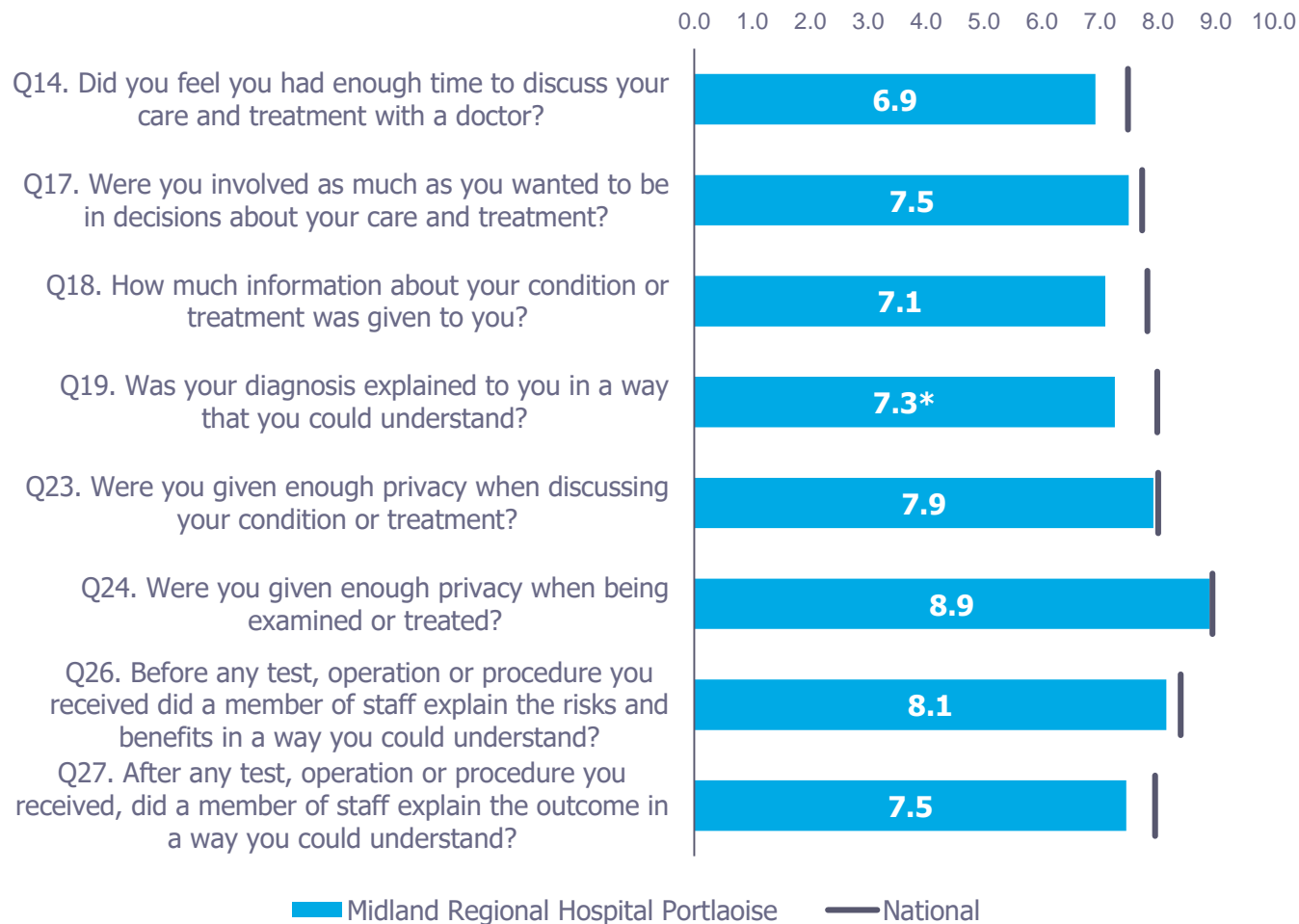
# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 82% of people (121 of 148) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 15% of people (22 of 148) said 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'



\* Denotes statistically significant differences from the national average.

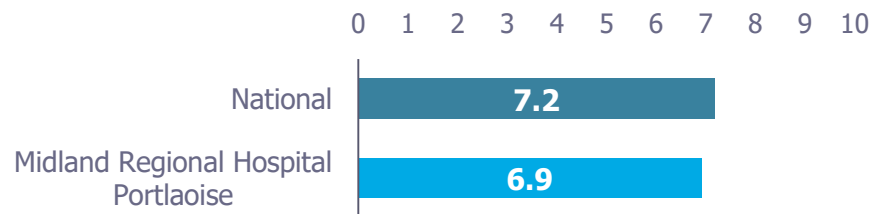




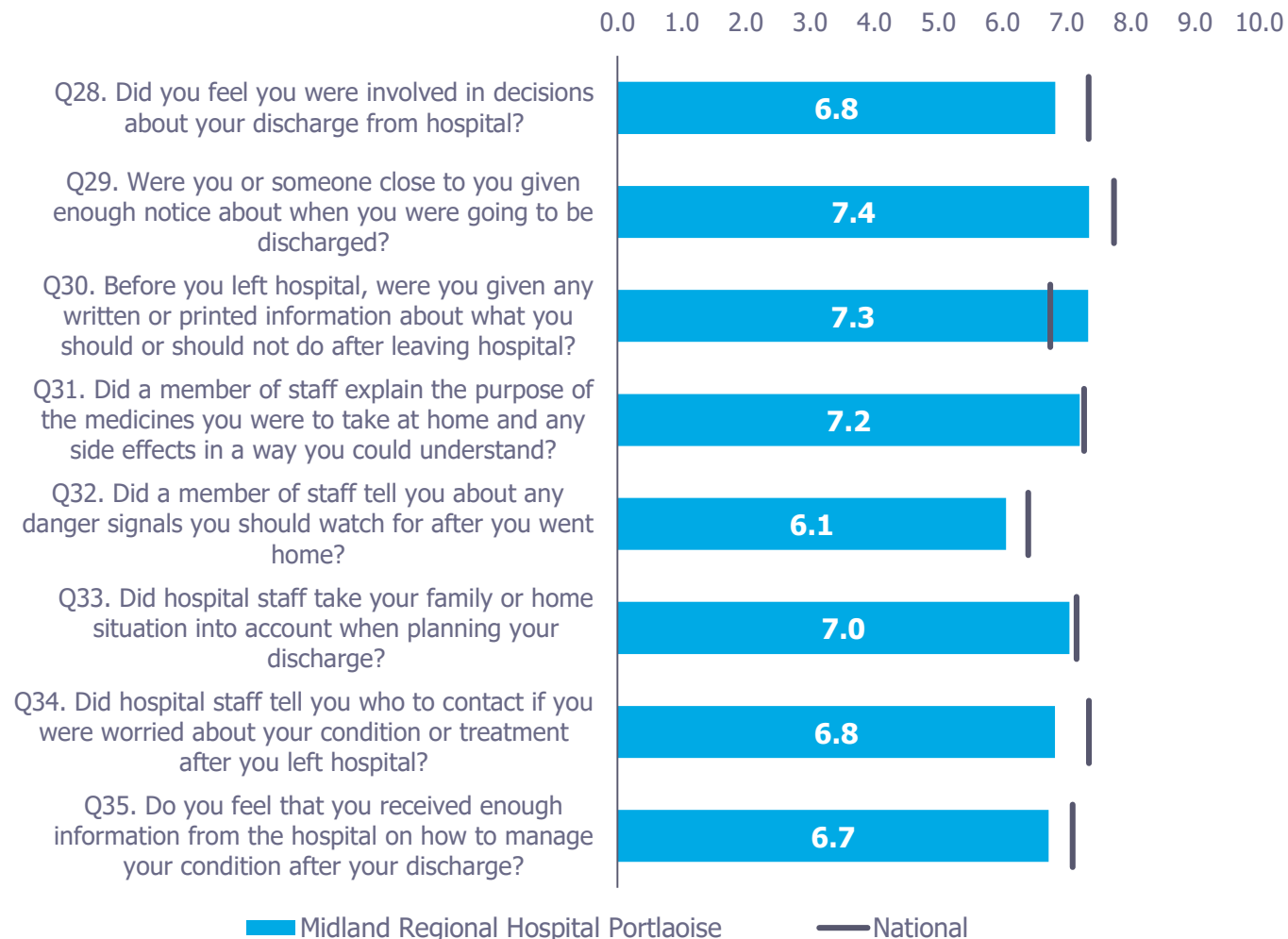
# Discharge or transfer

- Highest-scoring question:
  - 63% of people (91 of 145) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
  - 32% of people (35 of 111) 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'

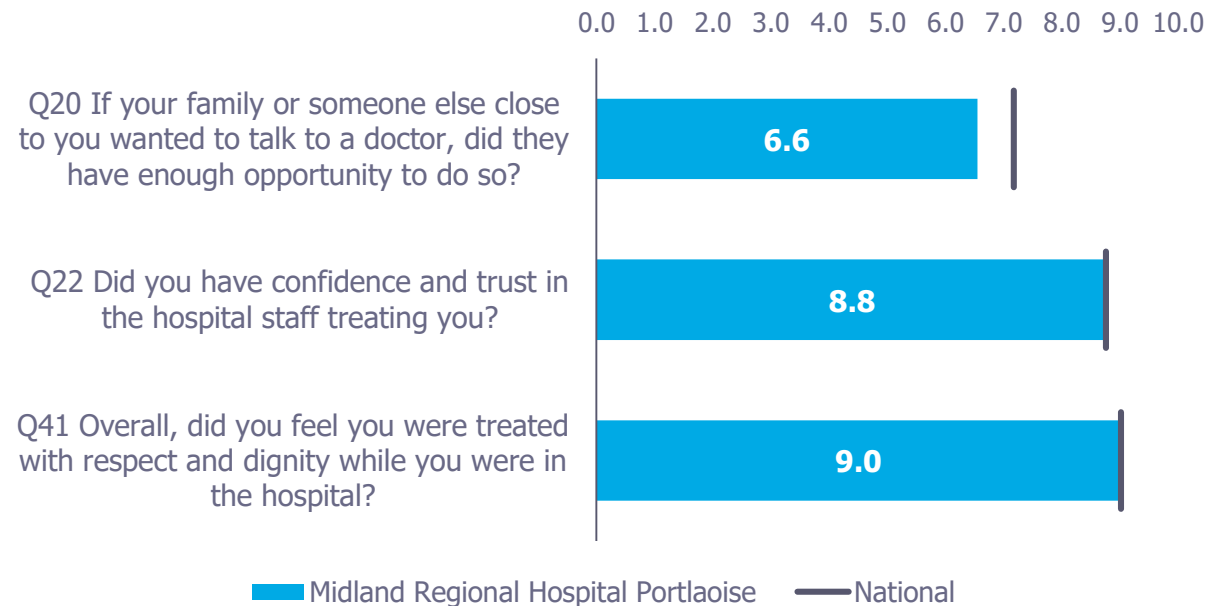


## Other aspects of care



- Highest-scoring question:
  - 83% of people (121 of 146) felt that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
  - 21% of people (22 of 104) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 53% of people (52 of 98) who wanted to give feedback or make a complaint knew how and where to do so, while 47% (46 people) did not.

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



## Patient safety



- 12% of people (17 of 144) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced by people was a healthcare-associated infection.
- Highest-scoring question:
  - 79% of people (117 of 148) definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
  - 13% of people (18 of 139) did not feel that there was good communication about their care and treatment between hospital staff.

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

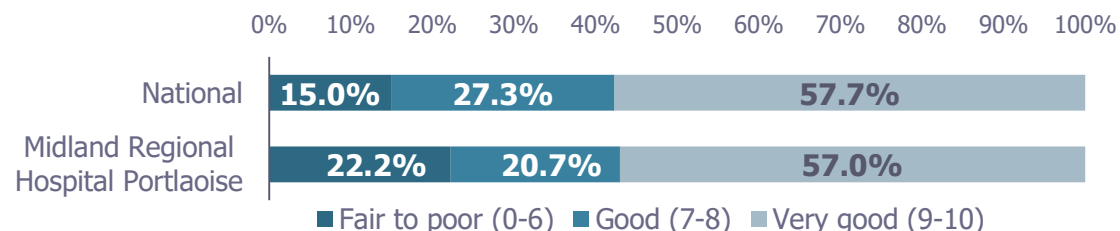




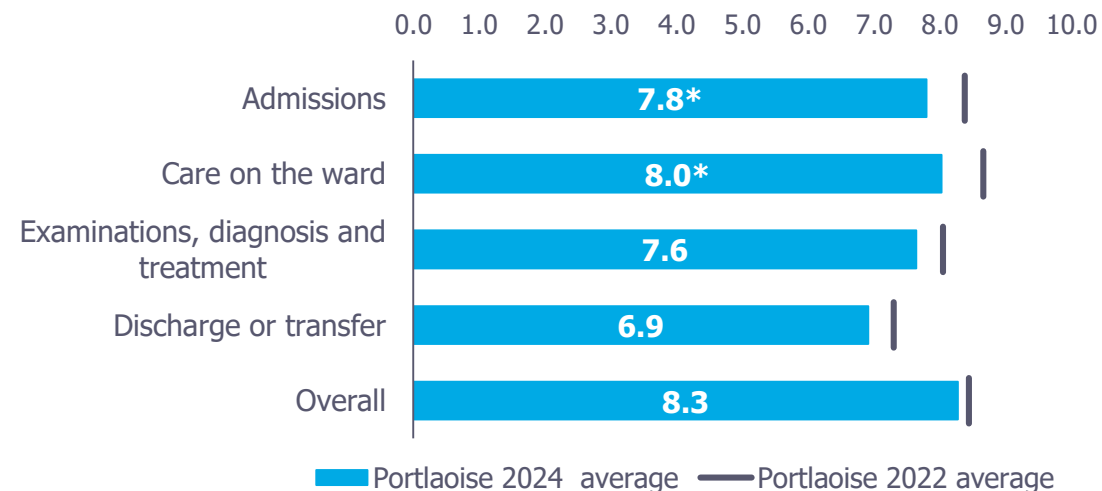
# Overall experience

- 78% of survey participants who were admitted to Midland Regional Hospital Portlaoise said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for 'Admissions' and 'Care on the ward' stages were significantly lower in 2024 compared to scores in 2022, but this may be due to changes to the questions for these stages in the 2024 survey.

## Overall experience of care



## Scores for stages of care and overall experience



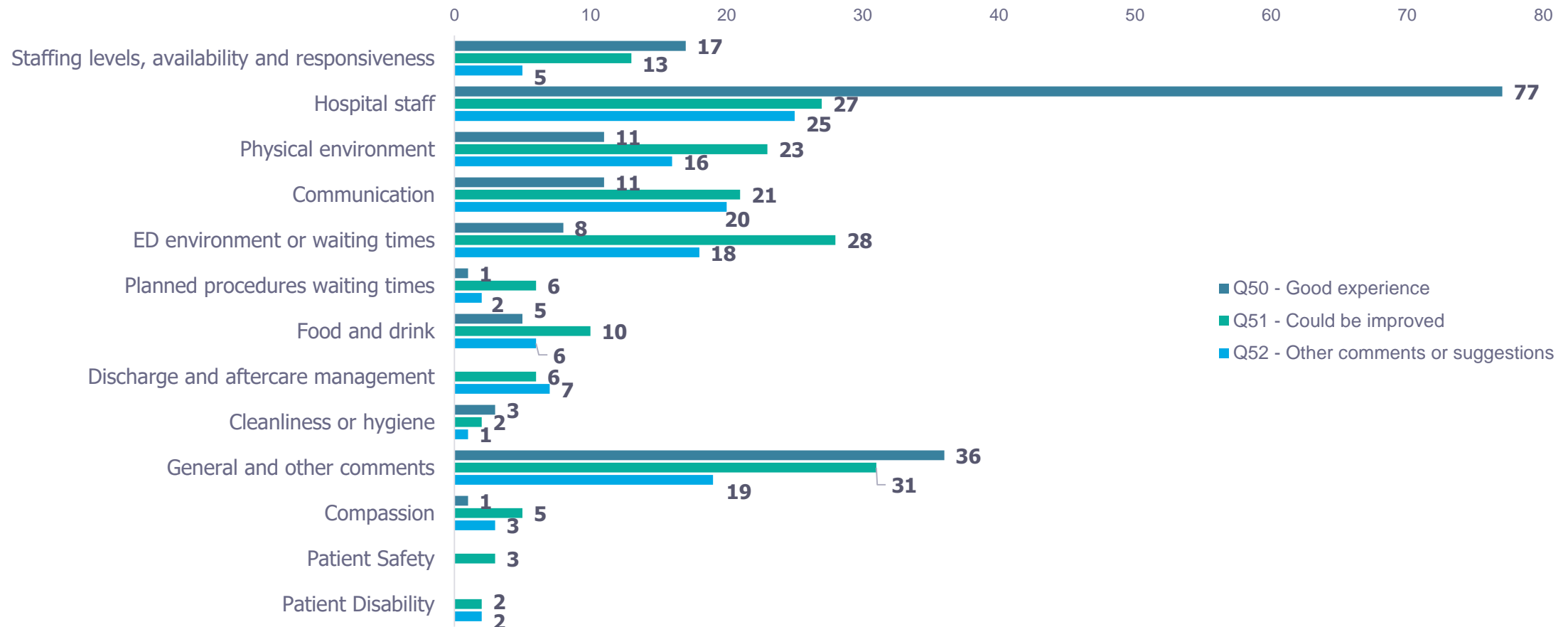
\* Denotes statistically significant differences.

## Overall experience of care scores for hospitals in the HSE Dublin and Midlands 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).
- 254 comments were received from patients admitted to Midland Regional Hospital Portlaoise. Comments were coded using the categories below.



## Conclusion



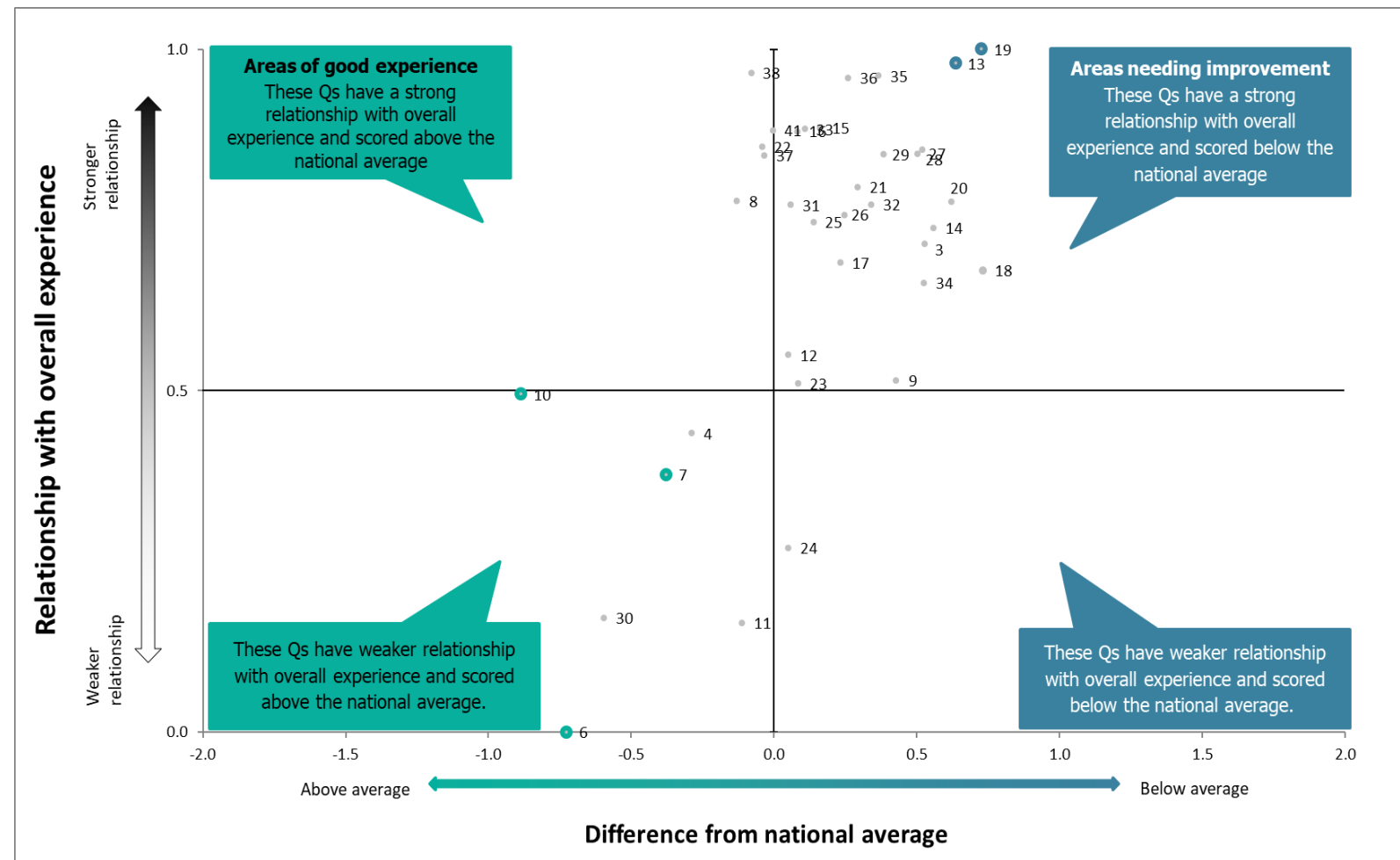
- Areas of good experience at Midland Regional Hospital Portlaoise included emergency department waiting times, the cleanliness of the hospital, and the food received during hospital stay.
- Areas for improvement included clear answers to patients' questions and clear explanations of a diagnosis.
- 'Care on the ward' was the stage of care with the highest score.
- 'Discharge or transfer' was the stage of care with the lowest scores.
- 78% of survey participants at Midland Regional Hospital Portlaoise said they had a good to very good overall experience, compared to 85% nationally.
- Scores for 'Admissions' and 'Care on the ward' stages were significantly lower in 2024 compared to scores in 2022, but this may be due to changes to the questions for these stages in the 2024 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](http://www.yourexperience.ie).

Improvement map Midland Regional Hospital Portlaoise





Suirbhé  
Náisiúnta ar  
Eispéireas Othar  
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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](#))

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