



National  
Inpatient  
Experience  
Survey

# National Inpatient Experience Survey 2024

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## Midland Regional Hospital Tullamore

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> 

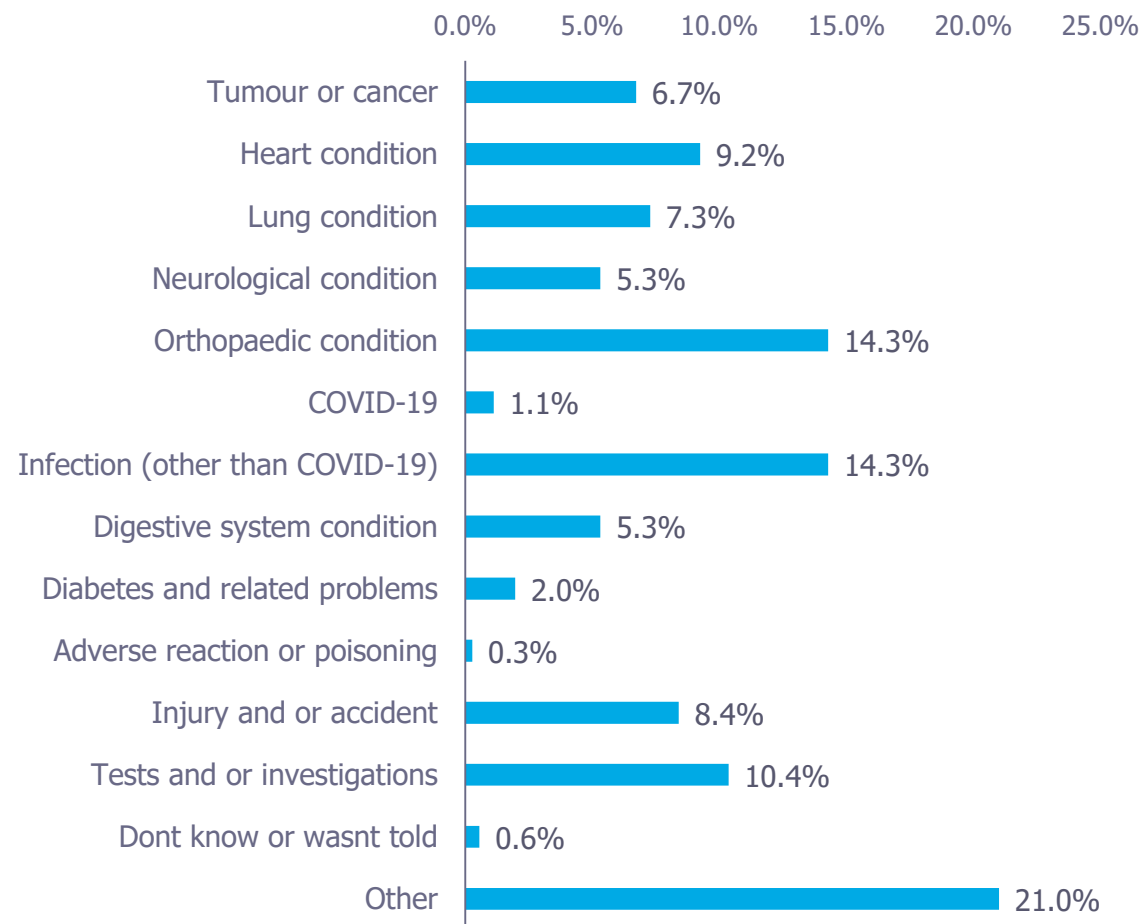
# Participants

- 904 people who were admitted to Midland Regional Hospital Tullamore were invited.
- 361 took part (40%), compared to 41% nationally.
- 52% (189) completed the survey online, while 48% (172) completed the paper survey.

## Characteristics of participants

Age category	Number	%
16 to 35 years	28	7.8
36 to 50 years	41	11.4
51 to 65 years	91	25.2
66 to 80 years	139	38.5
81 years or older	62	17.2
Sex		
Male	191	52.9
Female	170	47.1
Admission route		
Emergency	296	82
Non-emergency	65	18

## Reason for admission



## Areas of good experience



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

Of the 274 people who answered this question, 74% (203) said that they were definitely given enough privacy while being examined or treated in the emergency department.

### Cleanliness of hospital | Q7

Of the 344 people who answered this question, 81% (278) said that the hospital room or ward they stayed in was 'very clean'.

### Food rating | Q10

Of the 335 people who answered this question, 83% (278) rated the food they received in hospital as 'good' or 'very good'.

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

## Comments from patients

"Excellent care, respect and great amount of dignity shown in the ER dept."

I was looked after very well in the Tullamore hospital. I found the staff very helpful, the doctors and nurses helped me a lot. Very clean hospital."

"I hadn't expected that the food would be so good. It was always hot and fresh."

## 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

“Make sure the patient has a prescription for necessary medication before being discharged.”

“I had a period of time where I was in a lot of pain, as the anaesthetic was wearing off. While I did inform nursing staff that I was starting to feel sensation/pain, I feel that they could have administered pain relief in a more timely fashion so as to avoid a patient being in severe pain after a surgery.”

“Do not put incontinence wear on a gentleman who is able to go to the bathroom with a little assistance. Respect and dignity is as important as medical attention.”

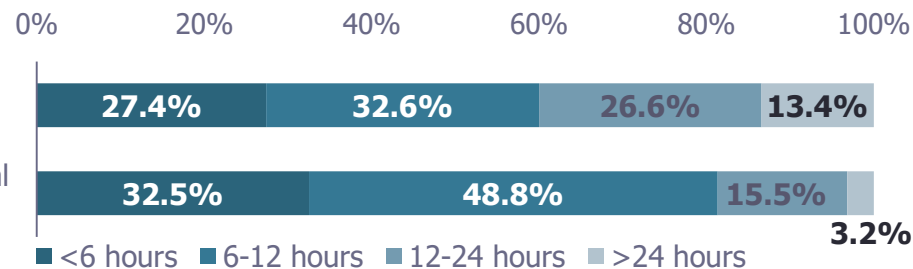


# Admissions

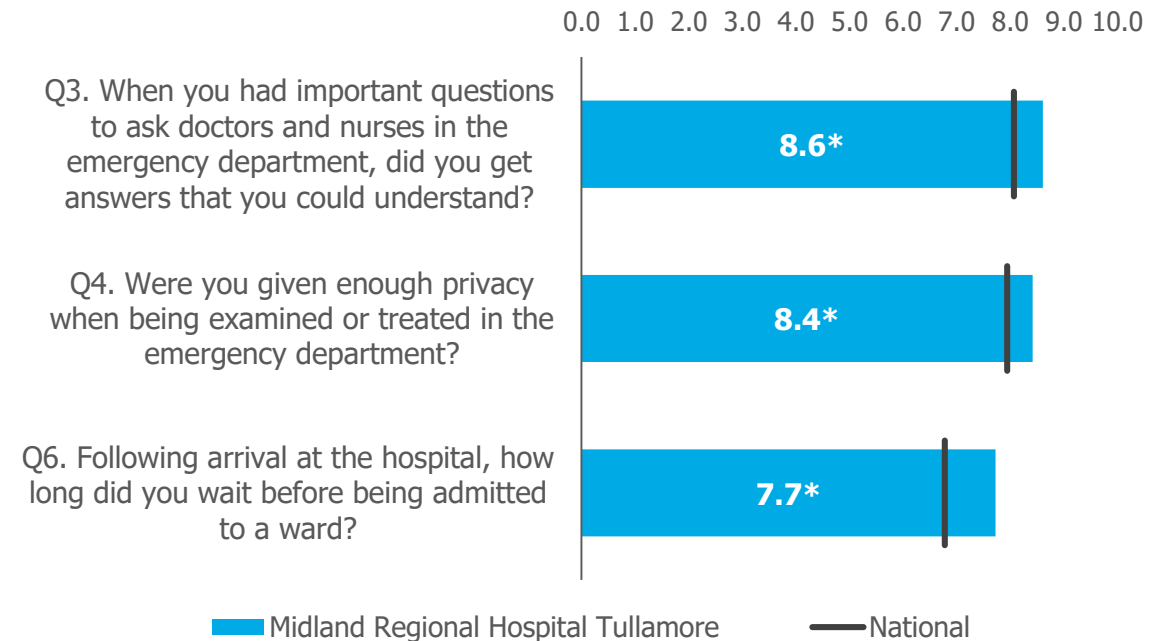


- Highest-scoring question:
  - 76% of people (195 of 258) said that they always got clear answers to their questions from doctors and nurses in the emergency department.
- Lowest-scoring question:
  - 3% of people (8 of 252) waited more than 24 hours in the emergency department before they were admitted to a ward.

## Emergency department waiting times



## Average scores for questions on 'admissions'



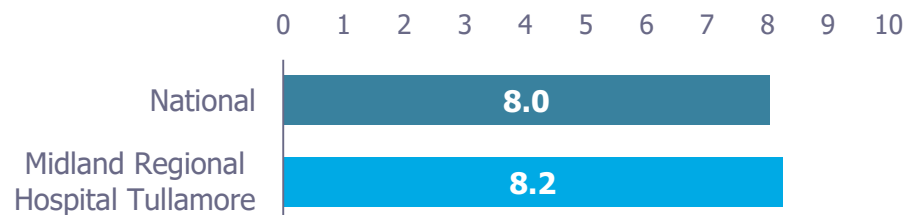
\* Denotes statistically significant difference from the national average.



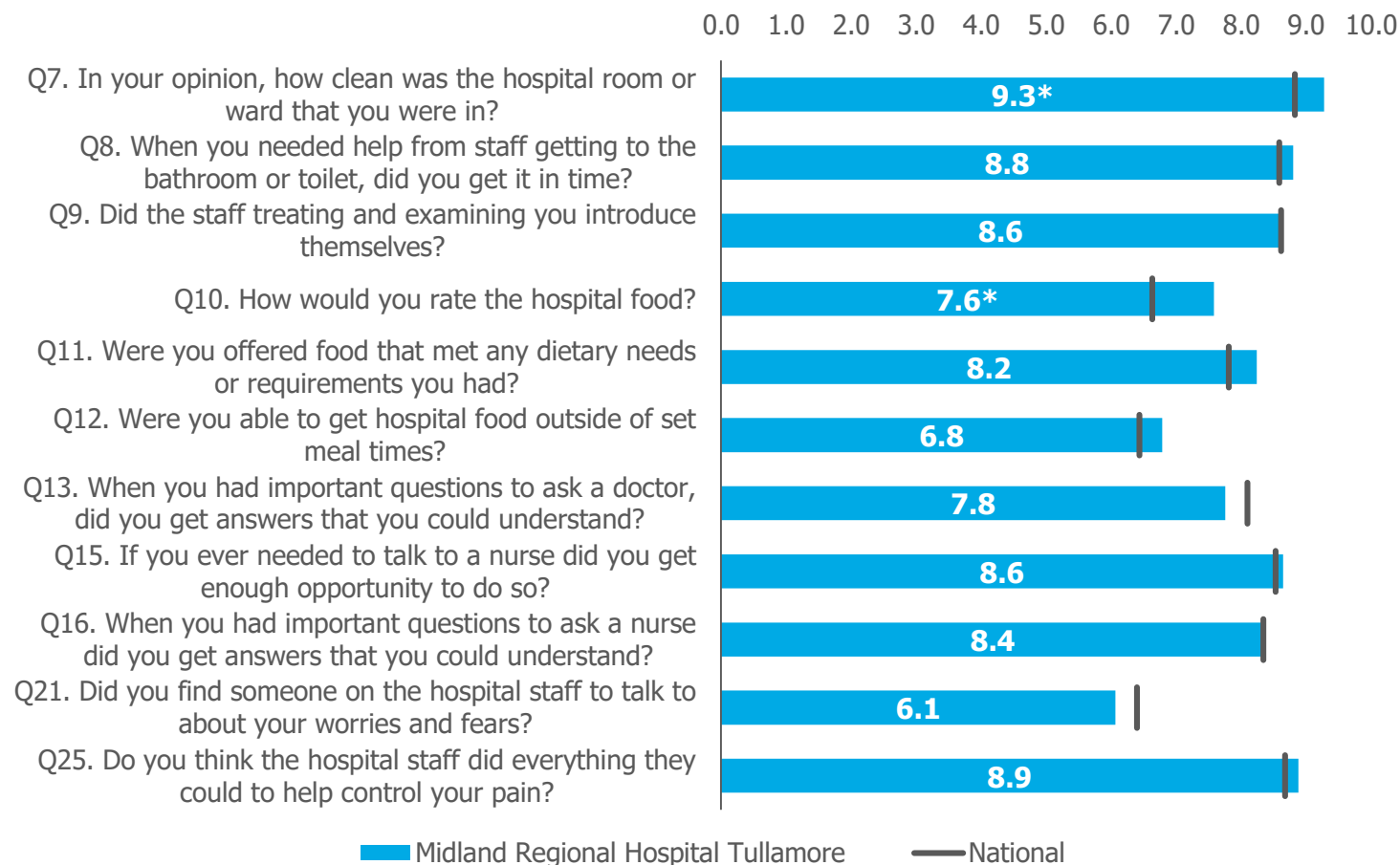
# Care on the ward

- Highest-scoring question:
  - 81% of people (278 of 344) thought the hospital was “very clean”.
- Lowest-scoring question:
  - 24% of people (51 of 210) 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'



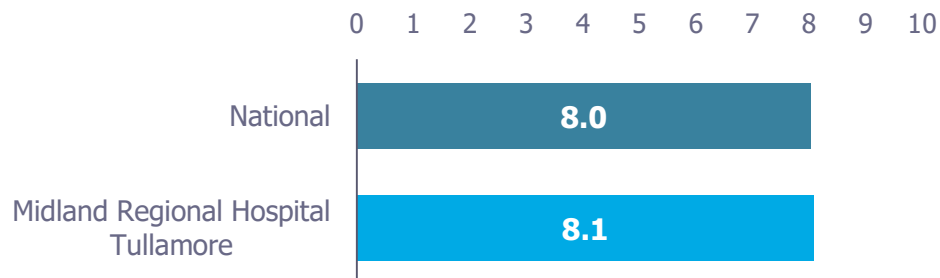
\* Denotes statistically significant differences from the national average.



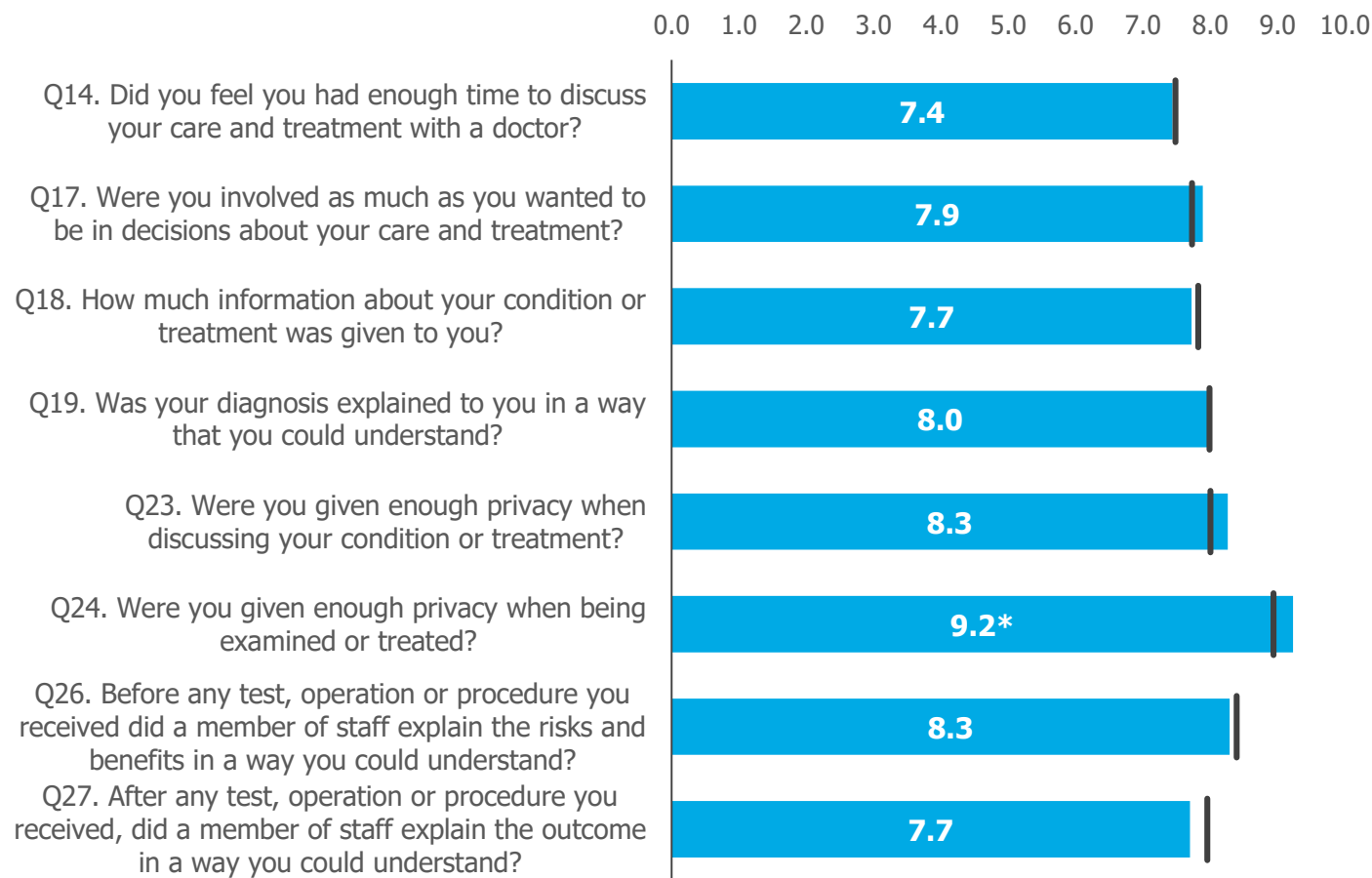
# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 87% of people (302 of 347) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 10% of people (36 of 347) felt 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'



■ Midland Regional Hospital Tullamore — National

\* Denotes statistically significant differences from the national average.

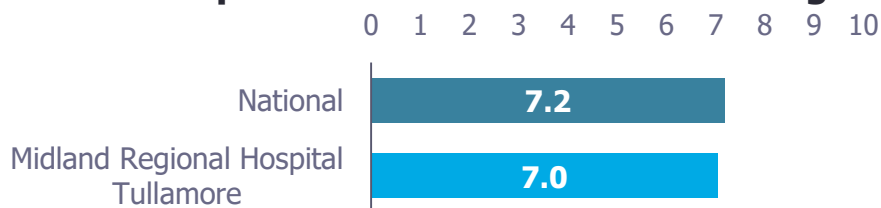




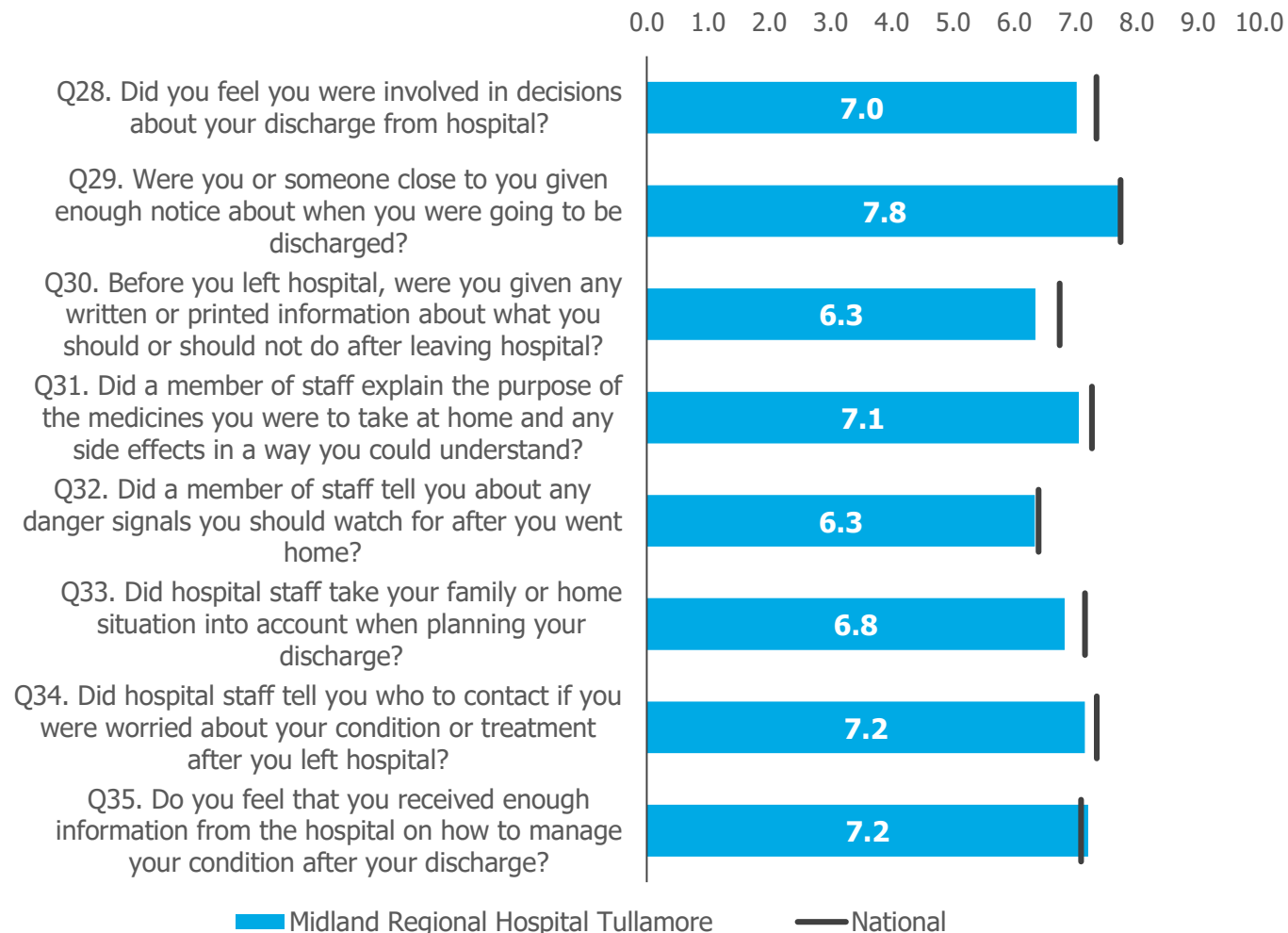
# Discharge or transfer

- Highest-scoring question:
  - 67% of people (229 of 344) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring questions:
  - 37% of people (107 of 288) said that they were not given written or printed information when leaving hospital.
  - 23% of people (65 of 279) 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'

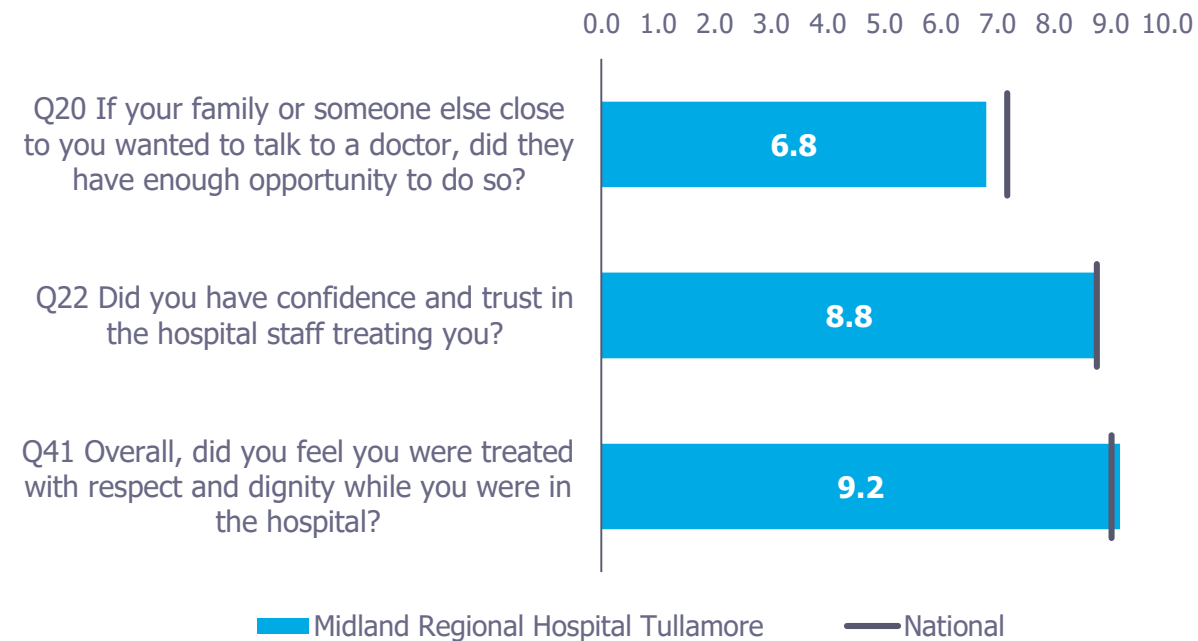


## Other aspects of care



- Highest-scoring question:
  - 86% of people (295 of 344) felt that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
  - 18% of people (42 of 240) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 59% of people (131 of 224) who wanted to give feedback or make a complaint knew how and where to do so, while 42% (93 people) did not.

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

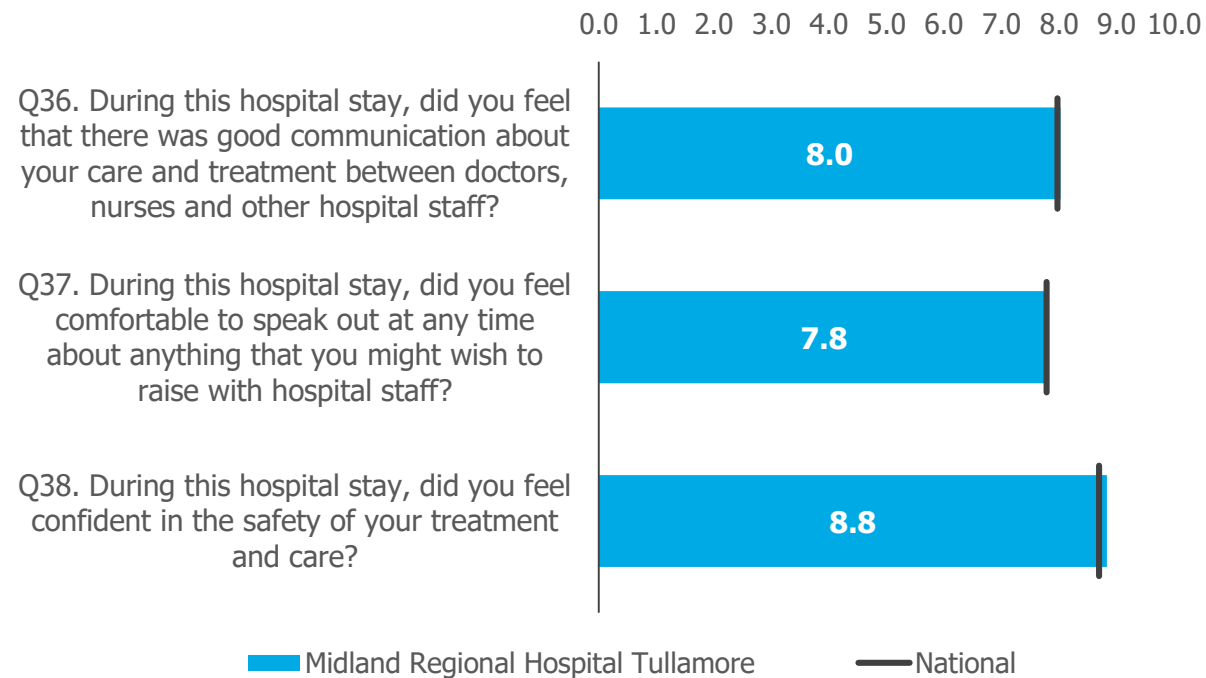


## Patient safety



- 10% of people (35 of 344) 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 (277 of 341) definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
  - 10% of people (30 of 298) did not feel comfortable to speak out at any time about anything they wished to raise with hospital staff.

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

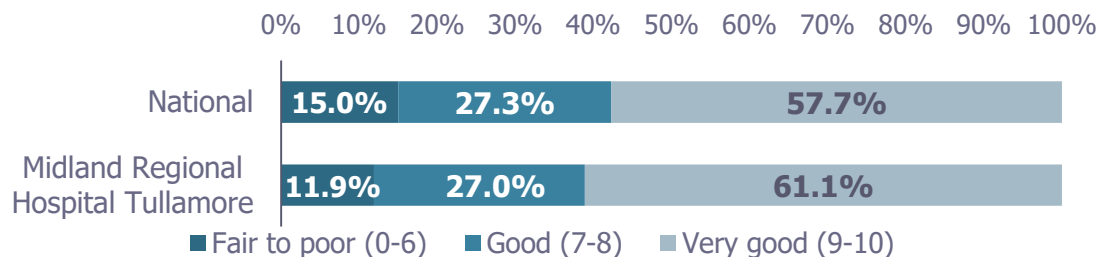




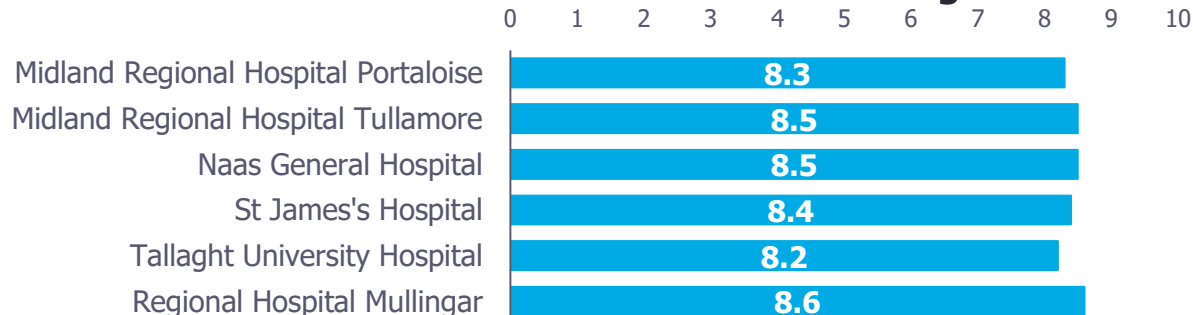
# Overall experience

- 88% of survey participants who were admitted to Midland Regional Hospital Tullamore 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 were significantly higher in 2024 compared to scores in 2022.

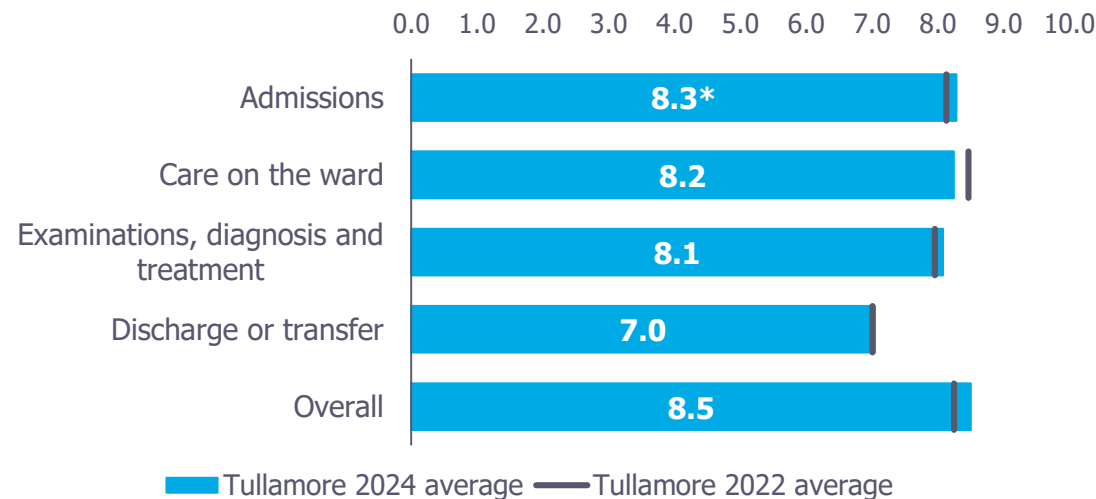
## Overall experience of care



## Overall experience of care scores for hospitals in the HSE Dublin and Midlands health region



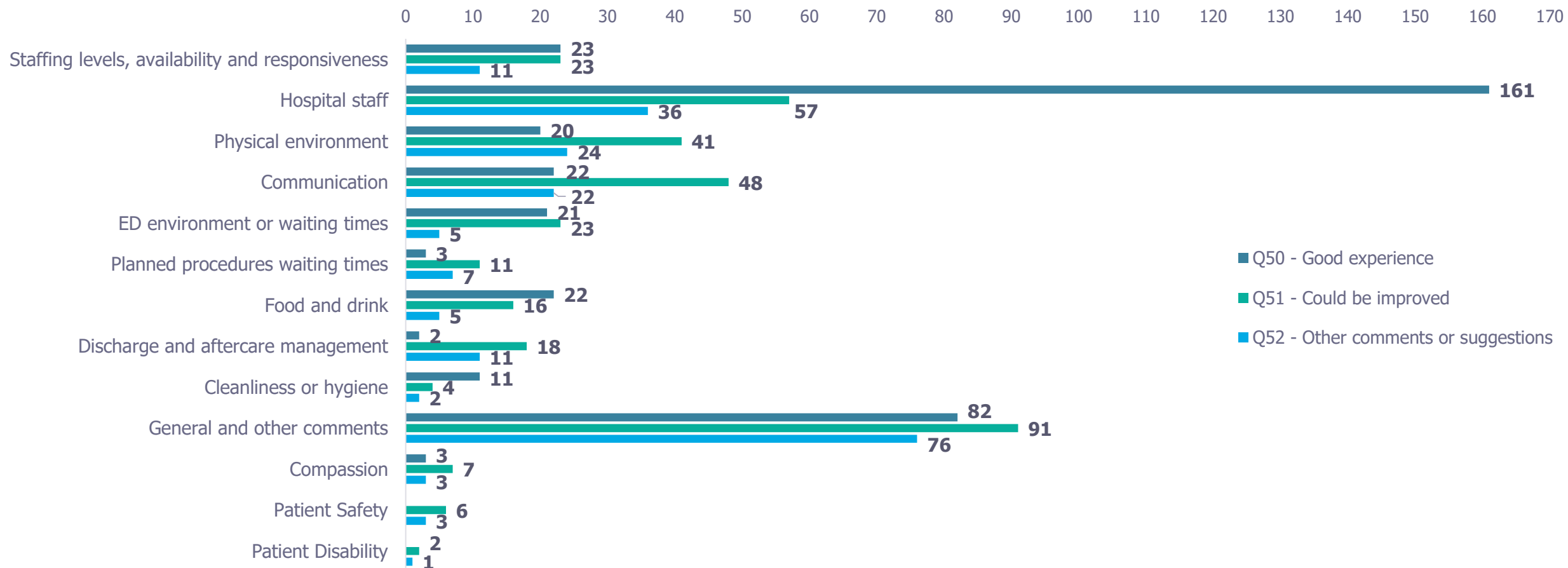
## Scores for stages of care, patient safety and overall experience



\* 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 comments or suggestions (Q52).
- 510 comments were received from patients admitted to Midland Regional Hospital Tullamore. Comments were coded using the categories below.



## Conclusion



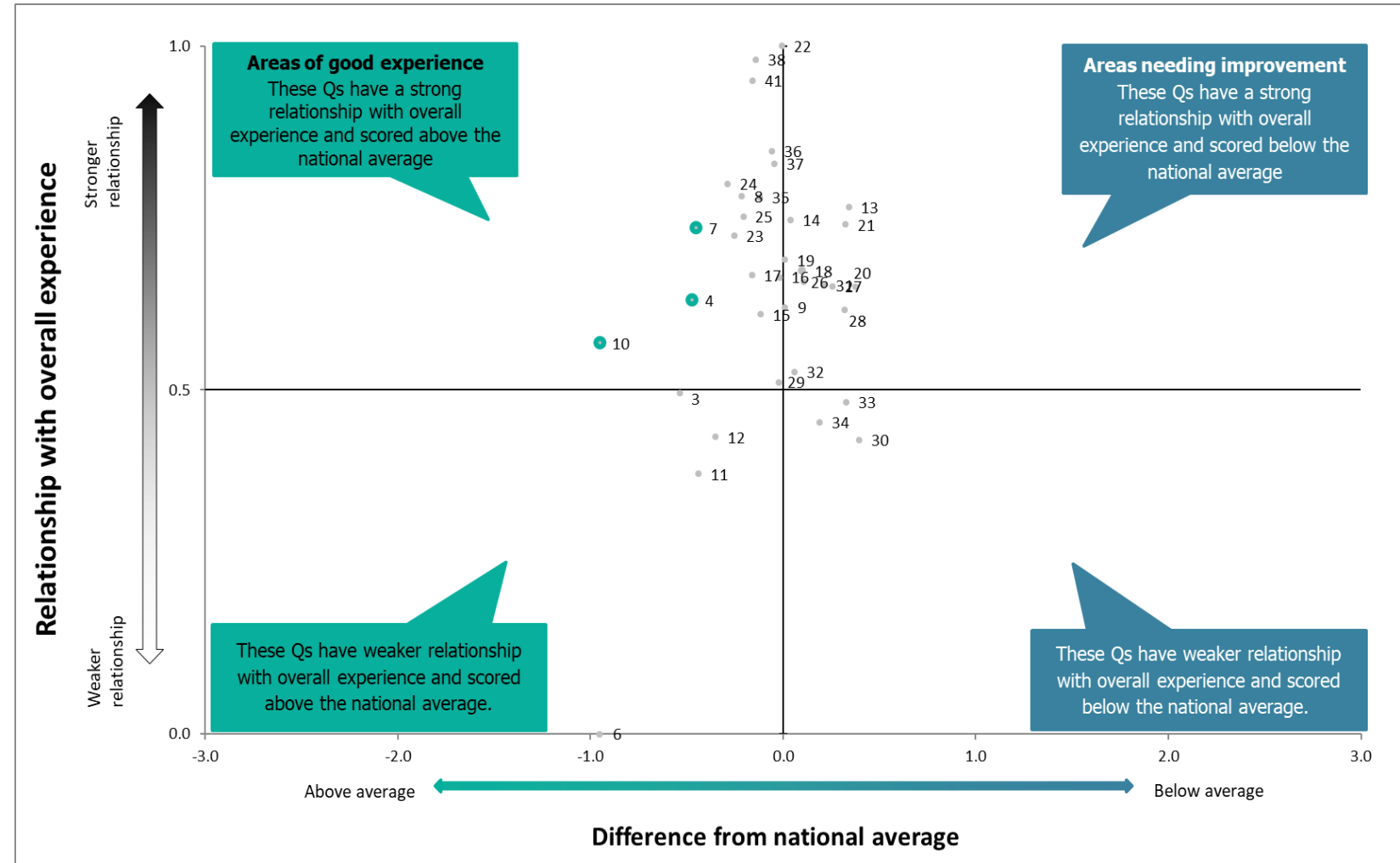
- Areas of good experience at Midland Regional Hospital Tullamore related to privacy when being examined or treated in the emergency department, cleanliness of the hospital and hospital food.
- The hospital's lowest-scoring questions related to finding a staff member to talk to about worries and fears, written or printed information on discharge and information about dangers signals to watch for after going home.
- 'Admissions' was the stage of care with the highest score, and the score for this stage of care in 2024 is significantly higher compared to 2022.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 88% of survey participants at Midland Regional Hospital Tullamore said they had a good to very good overall experience, compared to 85% nationally.

## Appendix 1

# Areas of good experience and areas needing improvement

### Improvement map Midland Regional Hospital Tullamore

- 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).





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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