



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Naas General Hospital

Improving care experiences together

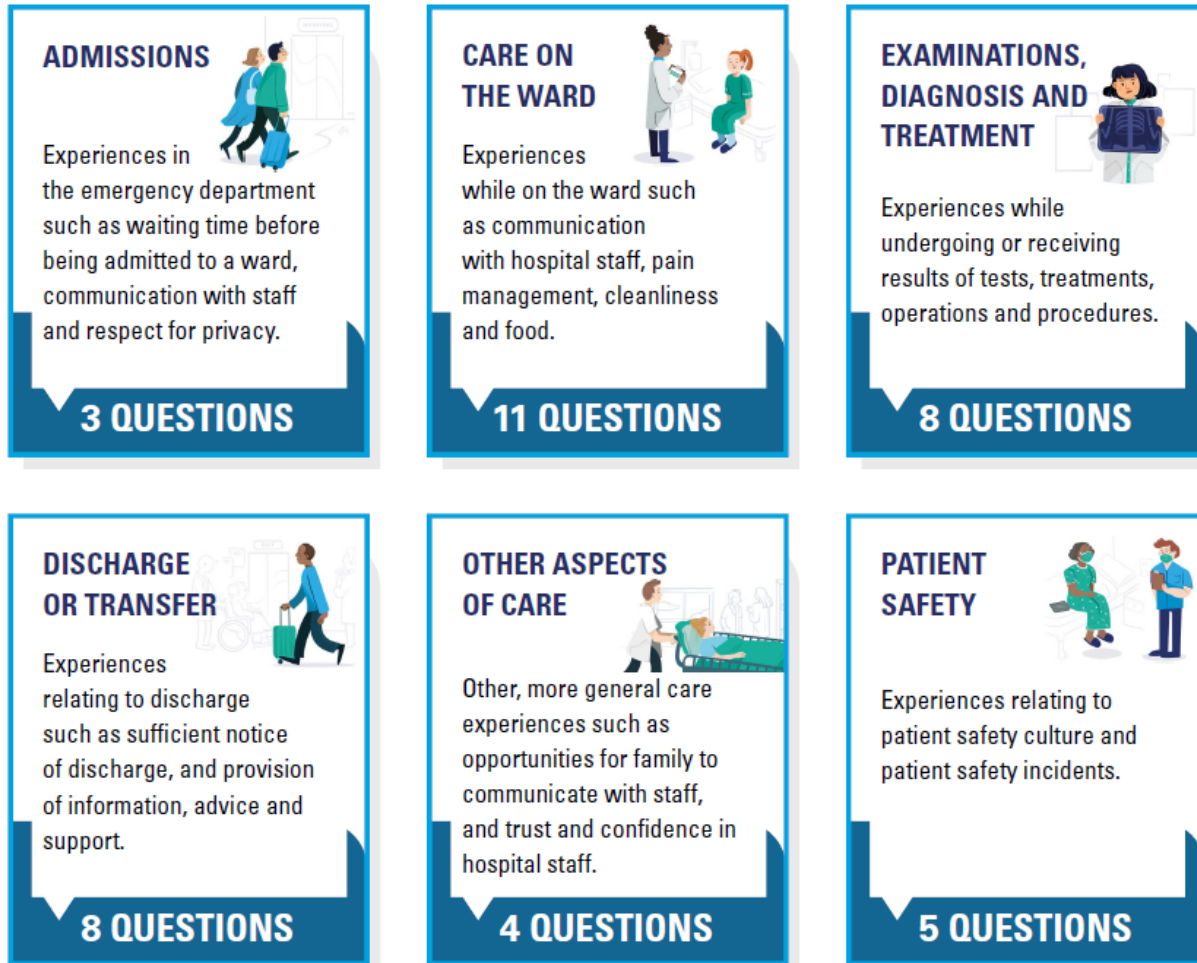


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Department of Health

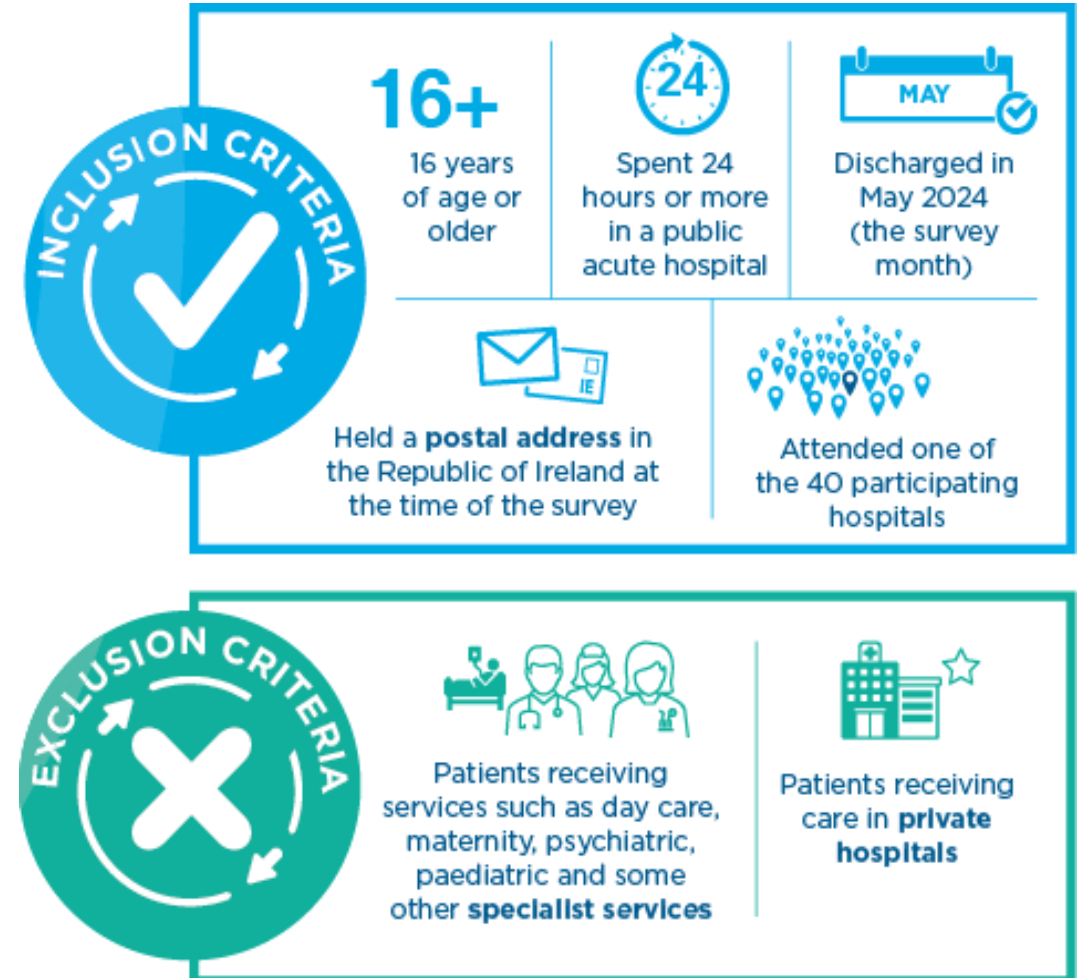


Survey background

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



- Inclusion and exclusion criteria:

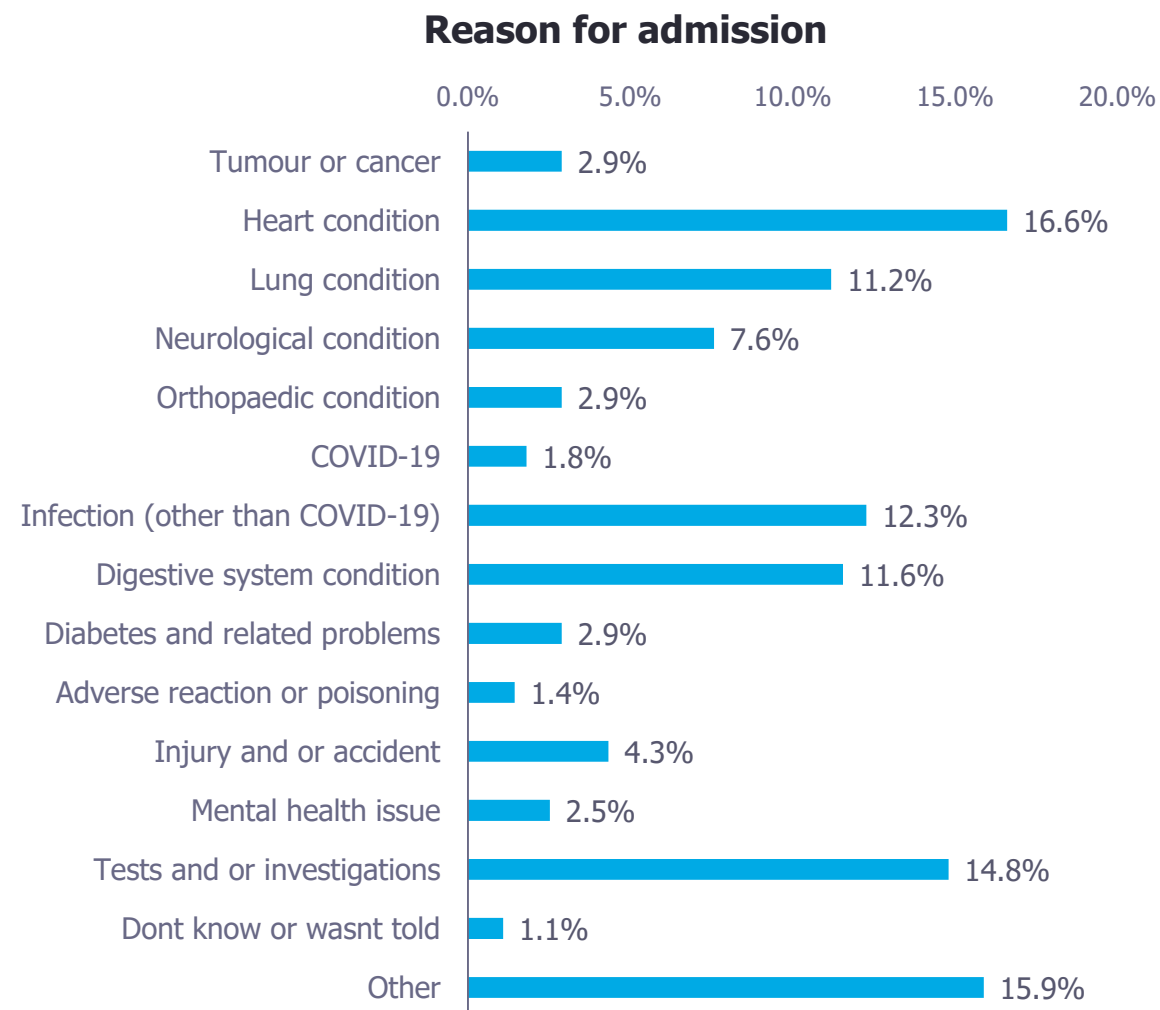


Participants

- 735 people who were admitted to Naas General Hospital were invited.
- 279 took part (38%), compared to 41% nationally.
- 58% (161) completed the survey online, while 42% (118) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	22	7.9
36 to 50 years	42	15.1
51 to 65 years	58	20.8
66 to 80 years	104	37.3
81 years or older	53	19
Sex		
Male	129	46.2
Female	150	53.8
Admission route		
Emergency	261	93.5
Non-emergency	18	6.5



Areas of good experience



Cleanliness of hospital | Q7

73% of people (193 of 265) thought the hospital room or ward they stayed in was 'very clean'.

Food rating | Q10

89% of people (232 of 261) rated the food they received in hospital as 'good' or 'very good'.

Offered food that met dietary needs | Q11

Of the 151 people who indicated they had dietary needs or requirements, 81% (122 people) said the food they received always met these needs.

These questions scored significantly above national average.

Comments from patients

"During my stay I was treated well. The food in the hospital was cooked on site and was nutritious and appetising. Much better than other hospitals with pre made/heated food. The nurses were excellent and all times my needs were (mostly) met. I was well informed."

"The hospital was really clean, made me feel comfortable."

"The food and choice of food was excellent, and in addition the catering staff made every effort to get what you would like."

Areas needing improvement



Time to discuss care and treatment with a doctor | Q14

11% of people (30 of 264) said that they did not have enough time to discuss their care and treatment with a doctor.

Clear explanation of diagnosis | Q19

11% of people (29 of 265) said that their diagnosis was not explained to them in a way they could understand.

Someone to talk to about worries and fears | Q21

28% of people (48 of 173) said that they did not find someone on the hospital staff to talk to about their worries and fears.

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

Comments from patients

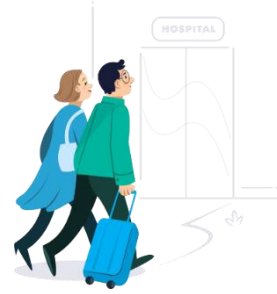
“Doctors- you would be lucky to see one around and you could forget about seeing them at weekends and most of them have poor communication skills, are very frustrating to deal with. Overall they are very poor and I think you seriously have to have a look at them as your main problem, as they should be the number one priority in any hospital, it's all left to nurses and health care assistants to explain anything.”

“Limited time to seek answers to questions re. my condition. Doctors under pressure of time.”

“Nobody ever asked how I really felt... It would have been great to have had even a little chat. The nurses took my blood pressure regularly but a little chat would have been nice.”

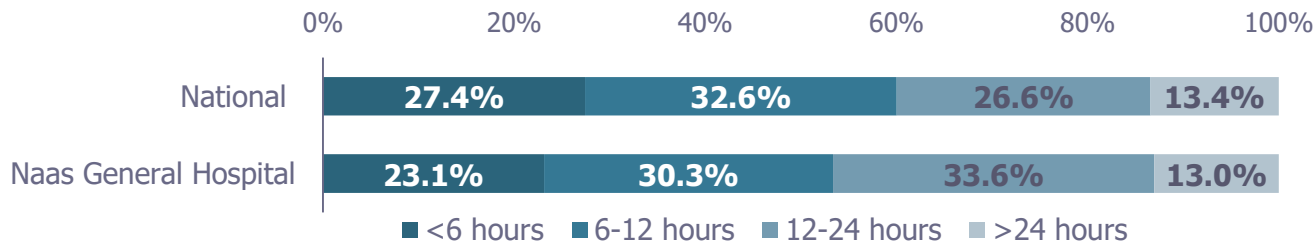


Admissions

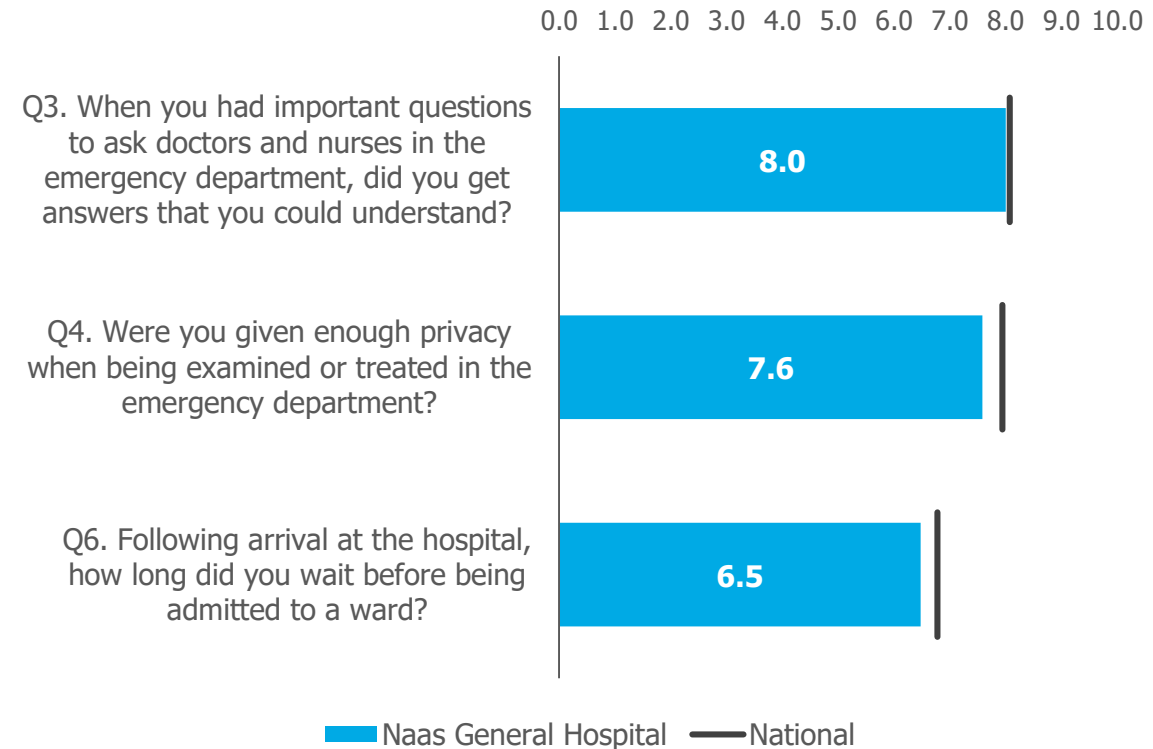


- Highest-scoring question:**
 - 67% of people (150 of 224) said that when they had important questions to ask in the emergency department, they always got answers they could understand.
- Lowest-scoring question:**
 - 13% of people (31 of 238) said that they waited more than 24 hours in the emergency department before they were admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'

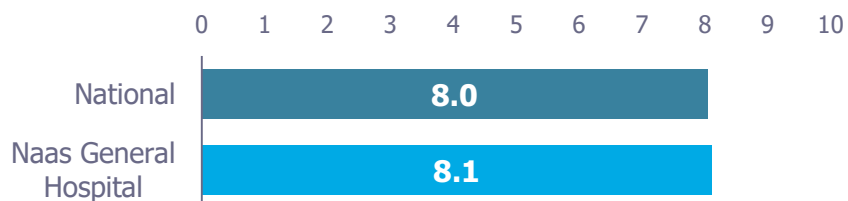




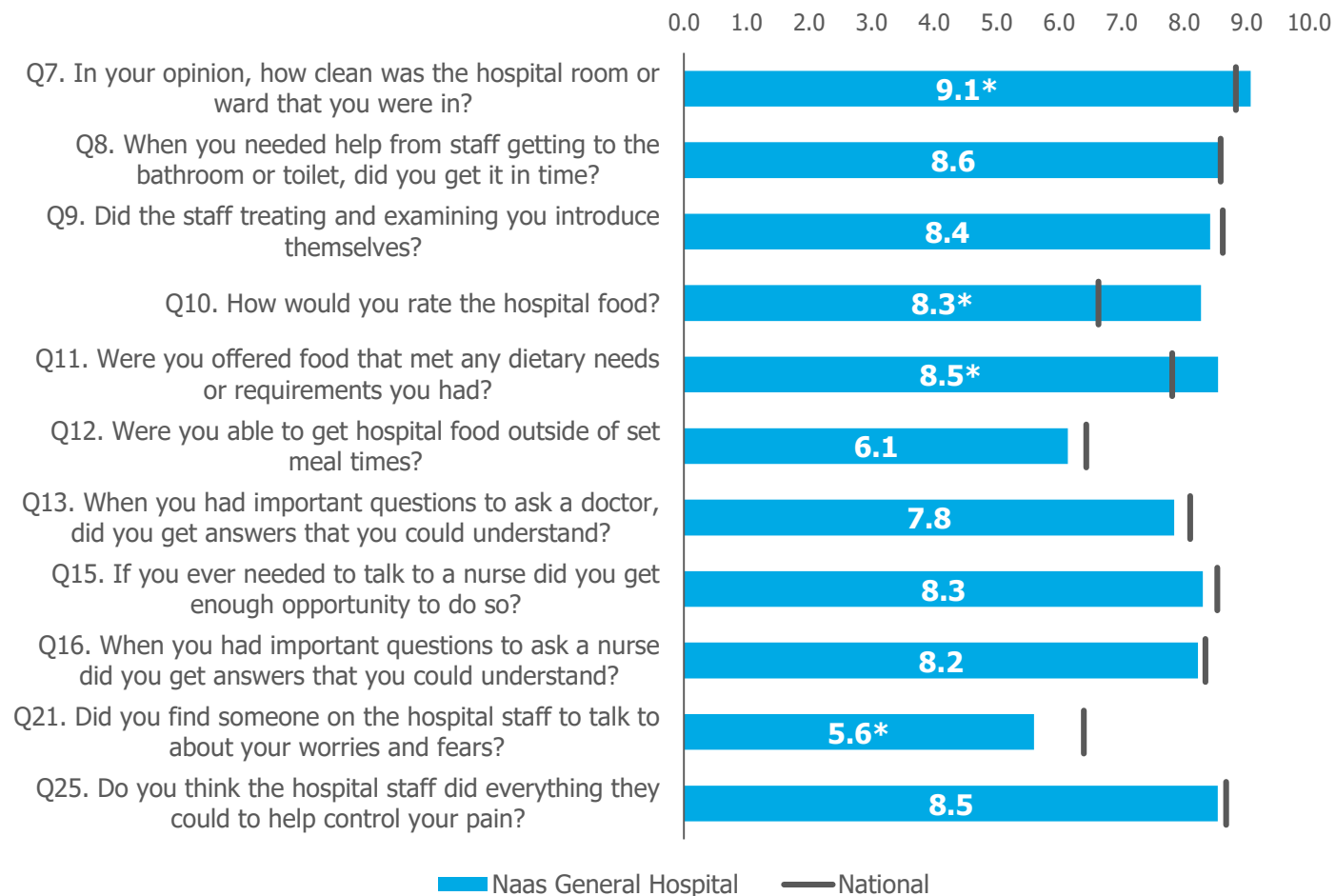
Care on the ward

- Highest-scoring question:
 - 73% of people (193 of 265) thought the hospital room or ward they stayed in was 'very clean'.
- Lowest-scoring question:
 - 28% of people (48 of 173) said that they 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'



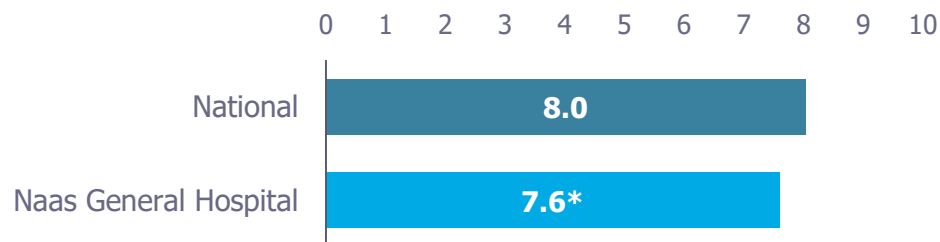
* Denotes statistically significant differences from the national average.



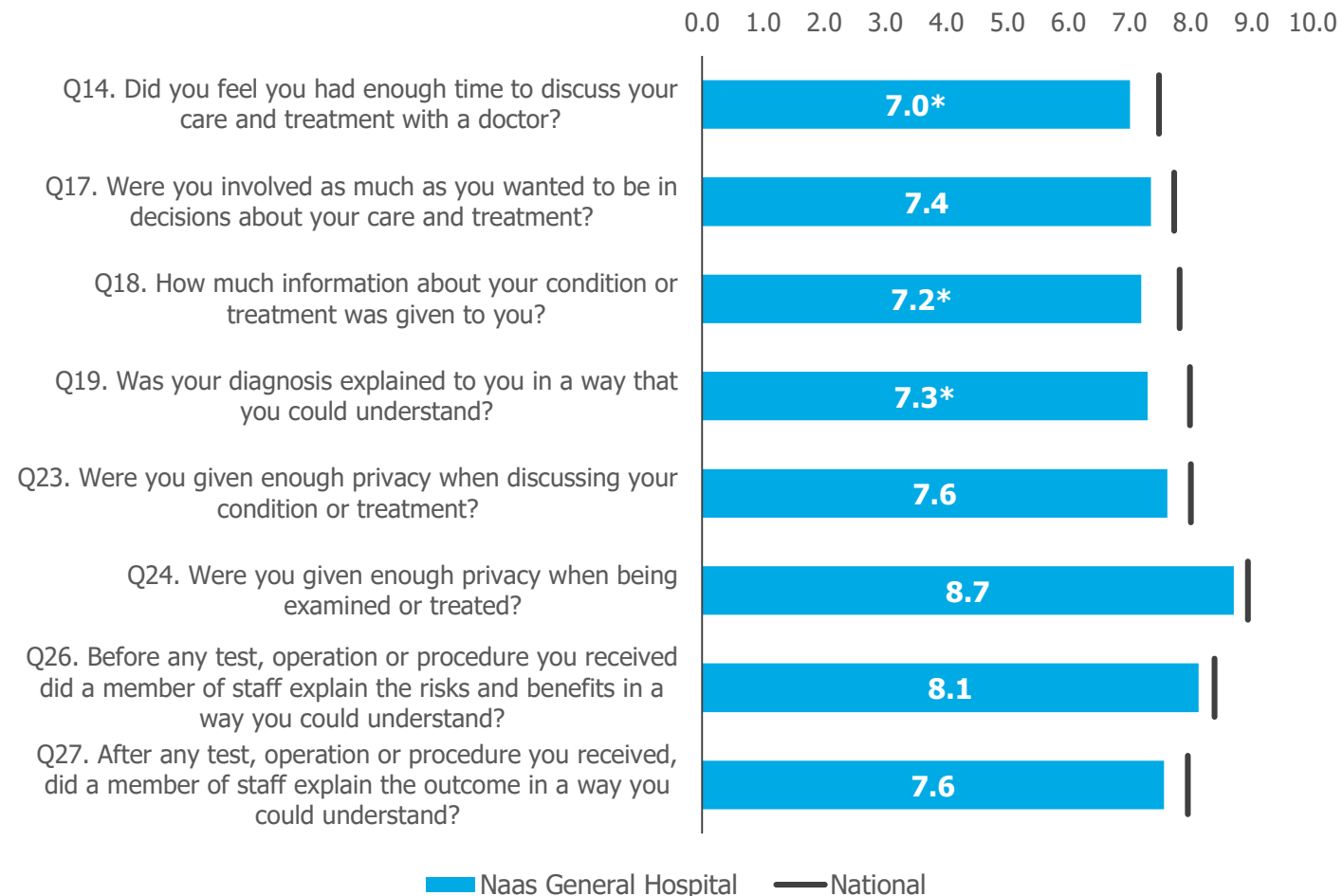
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 79% of people (210 of 265) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 29% of people (77 of 265) said that they did not receive enough information about their condition or treatment.

Comparison with the national average



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



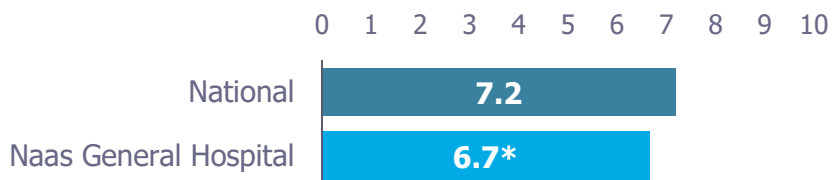
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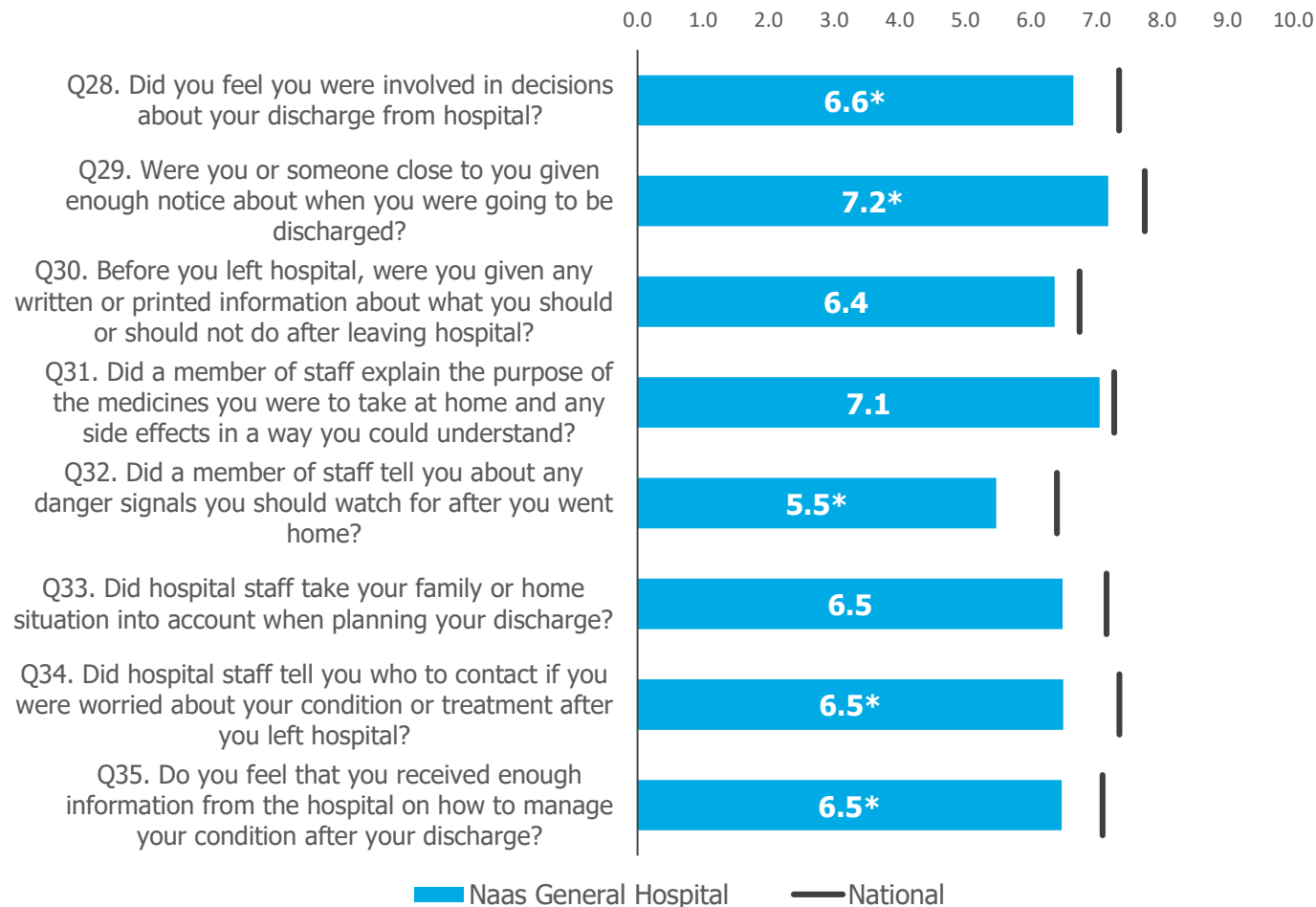
Discharge or transfer

- Highest-scoring question:
 - 60% of people (154 of 259) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 35% of people (71 of 203) said that they were not told about any danger signals to watch for when 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:
 - 83% of people (219 of 264) felt that they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 22% of people (39 of 181) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 49% of people (76 of 155) who wanted to give feedback or make a complaint knew how and where to do so, while 51% (79 people) did not.

Average scores for questions on 'other aspects of care'



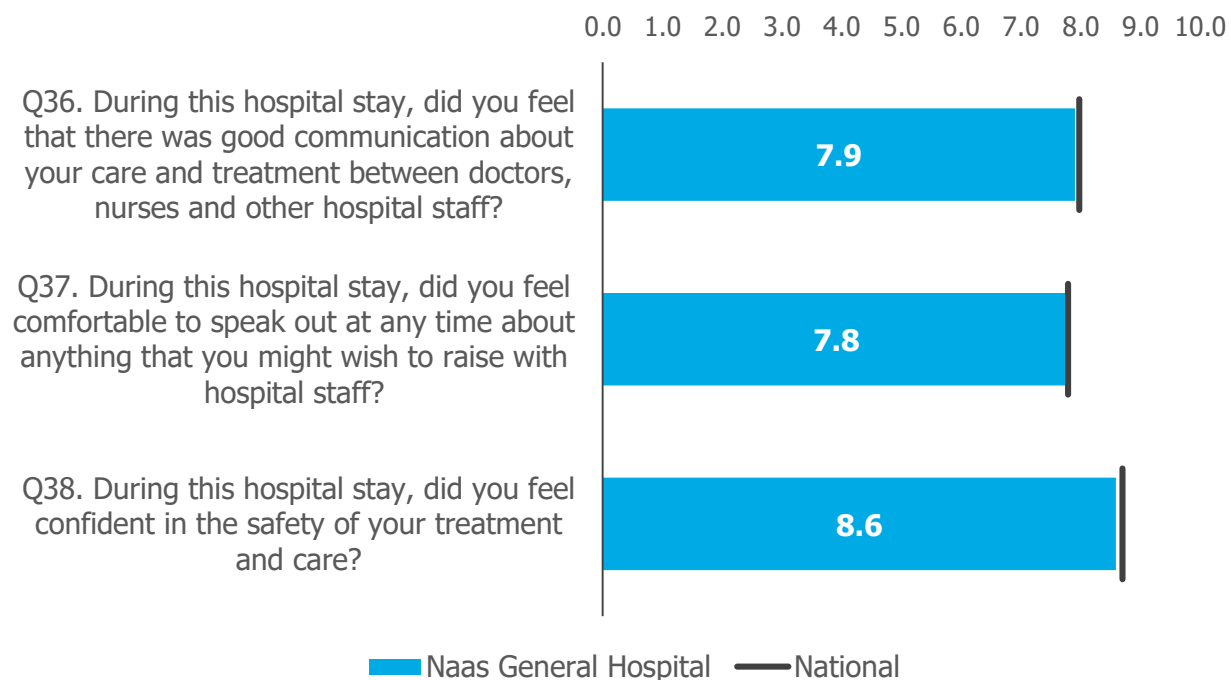
■ Naas General Hospital — National

Patient safety



- 10% of people (27 of 263) 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:
 - 75% of people (198 of 263) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 10% of people (24 of 233) said that they 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'

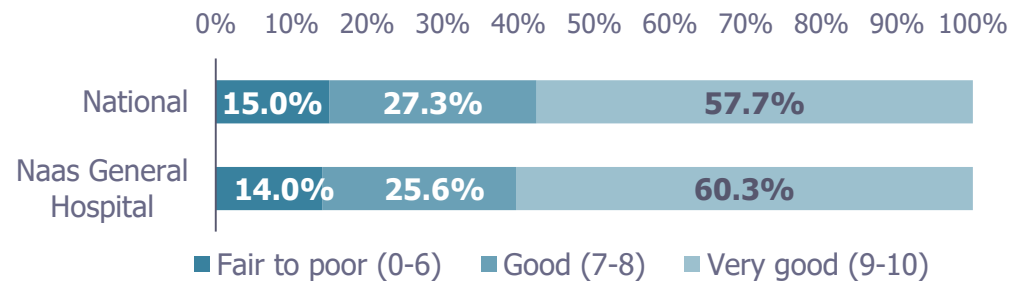




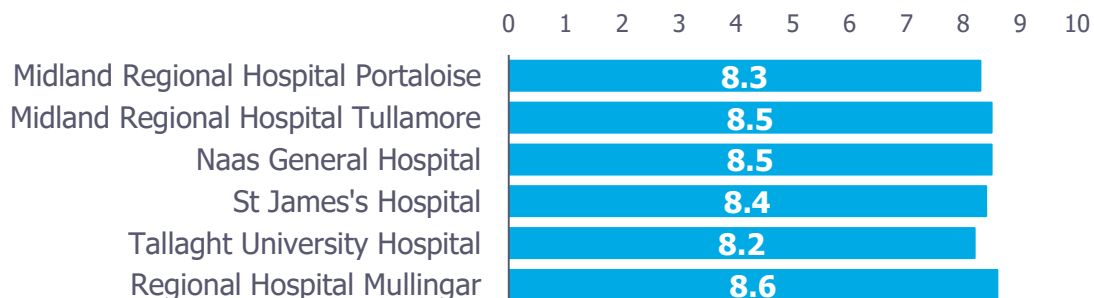
Overall experience

- 86% of survey participants who were admitted to Naas General Hospital said they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for all stages of care were similar to those in the 2022 survey.

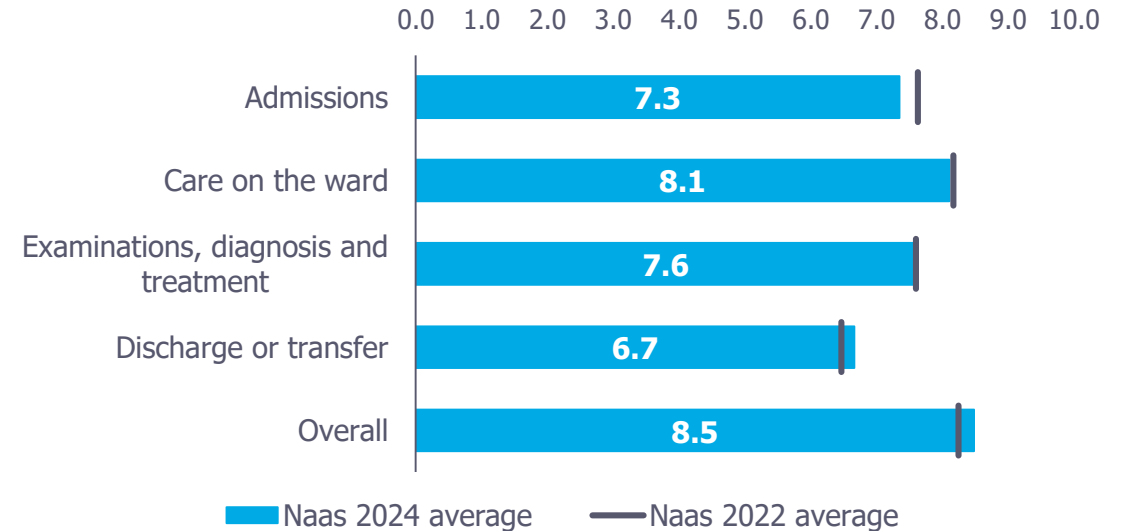
Overall experience of care



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

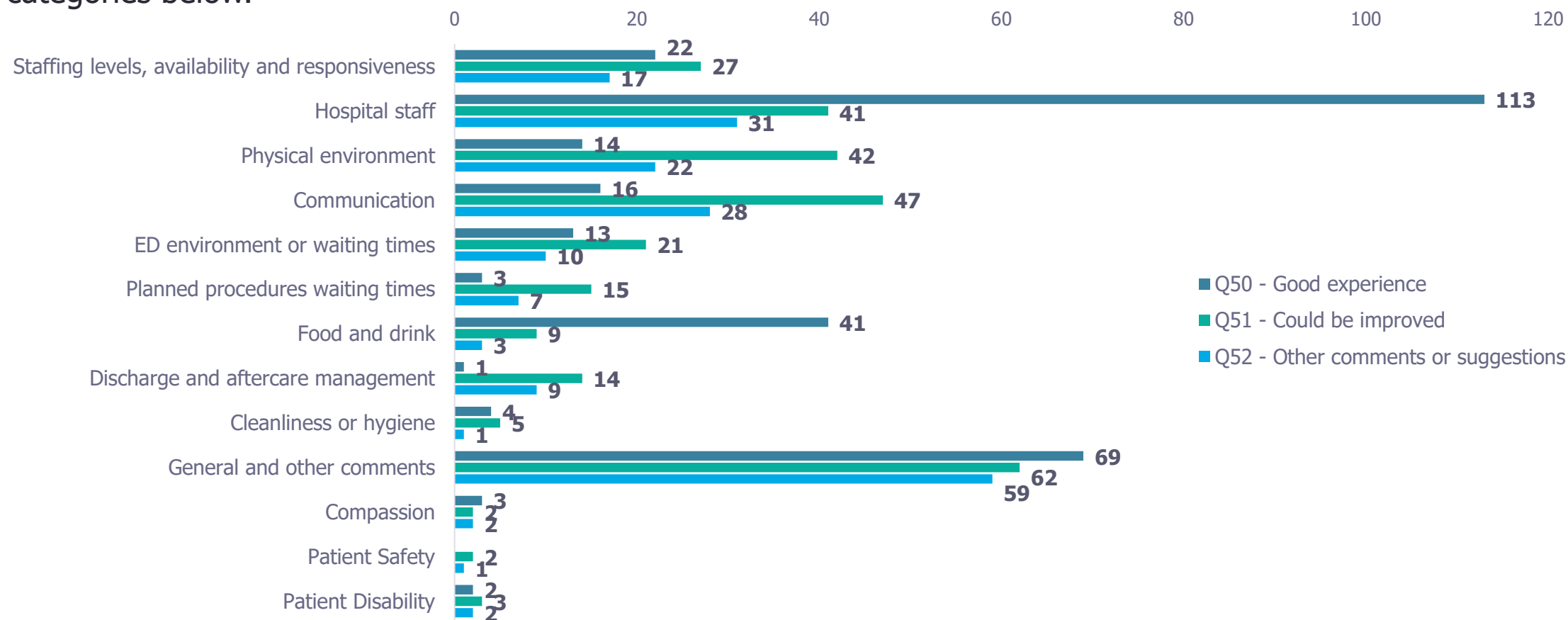


Scores for stages of care and overall experience



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).
- 428 comments were received from patients admitted to Naas General Hospital. Comments were coded using the categories below.



Conclusion



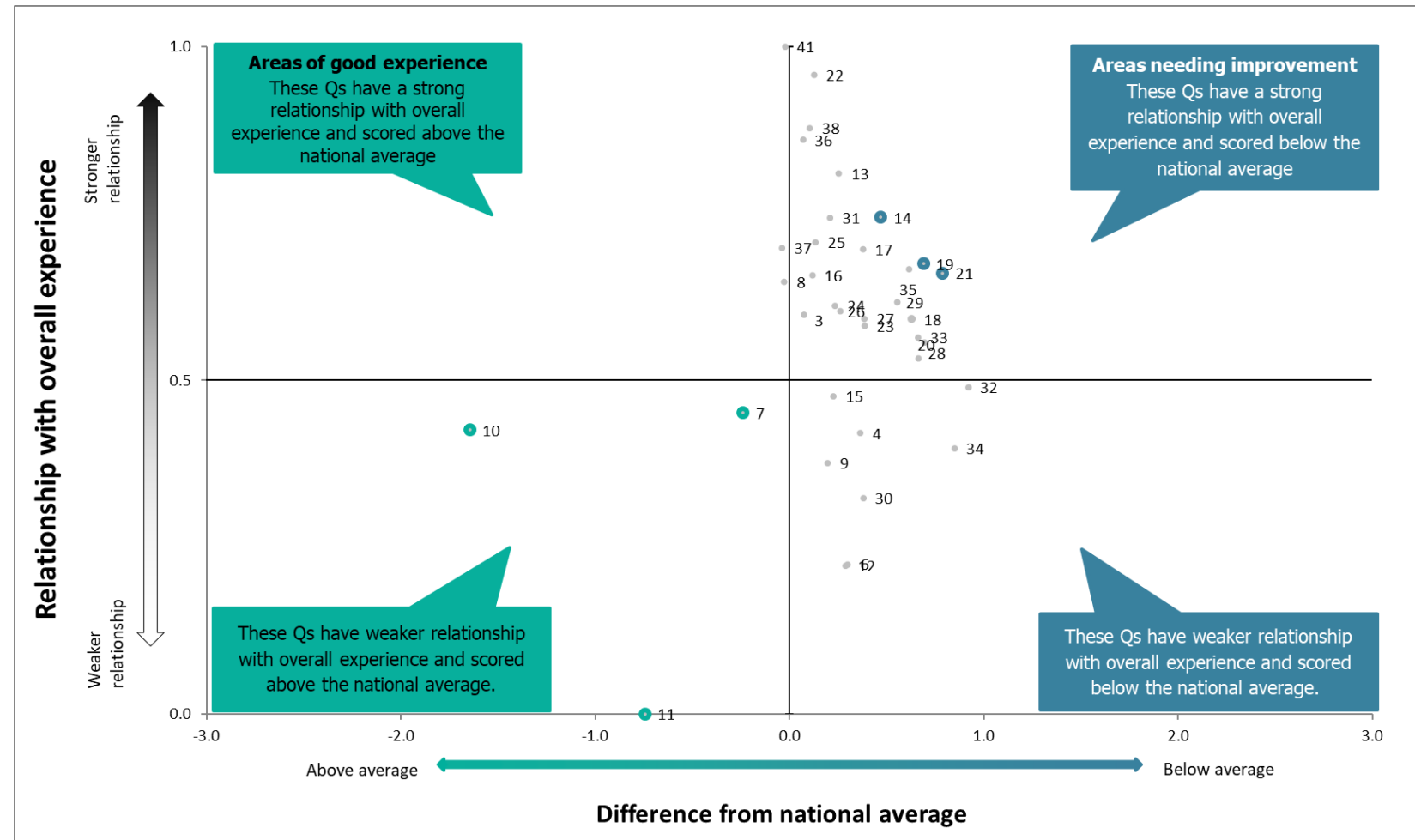
- Areas of good experience at Naas General Hospital related to the cleanliness of the hospital room or ward, the food received in hospital, and being offered food that met dietary needs and requirements.
- Areas for improvement related to time to discuss care and treatment with a doctor, clear explanations of a diagnosis, and someone on the hospital staff to talk to about worries and fears.
- '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.
- 86% of survey participants who were admitted to Naas General Hospital said they had a good to very good overall experience, compared to 85% nationally.
- Scores for all stages of care in 2024 were similar 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 Naas General 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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