



National  
Inpatient  
Experience  
Survey

# National Inpatient Experience Survey 2024

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## National Orthopaedic Hospital Cappagh

Improving care experiences together

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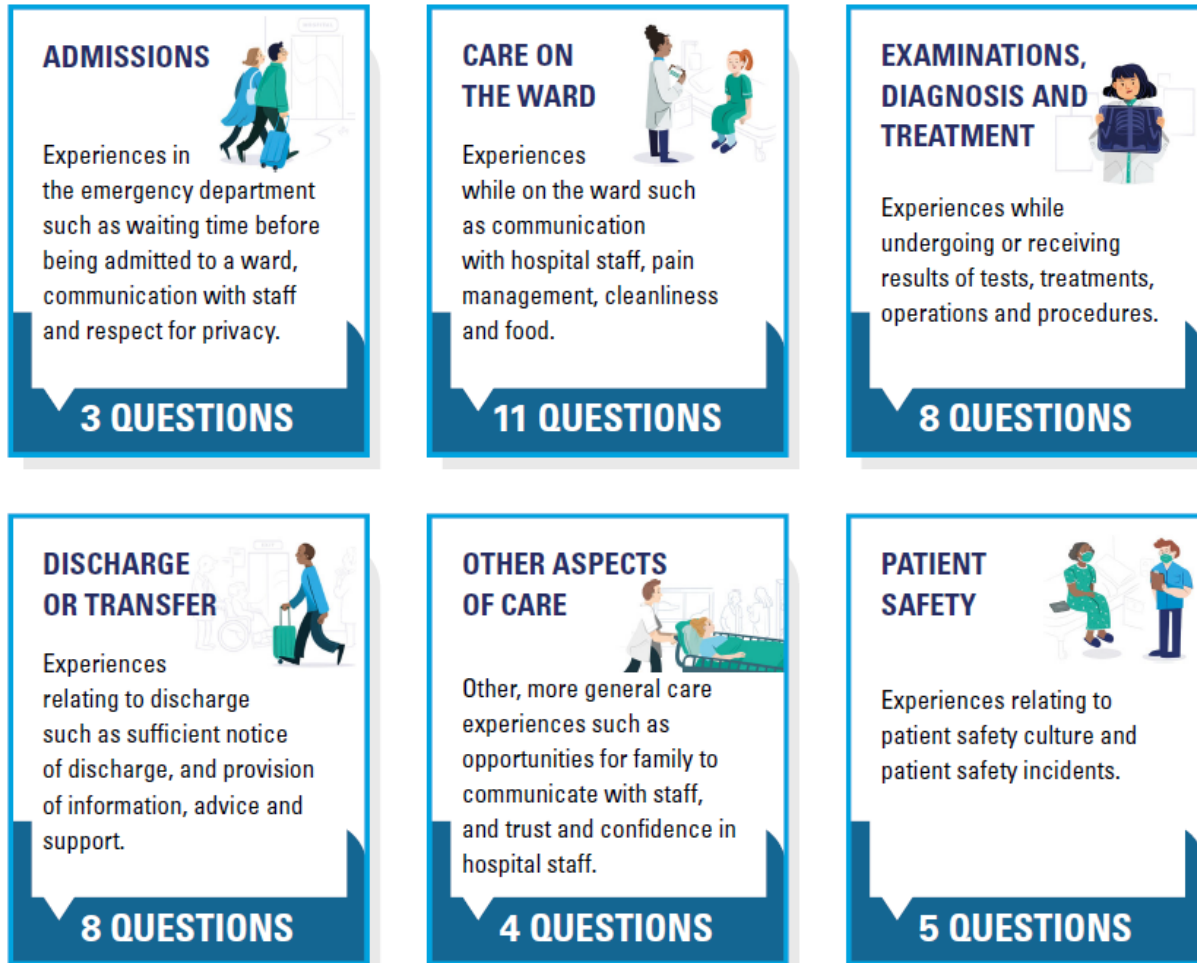


An Roinn Sláinte  
Department of Health

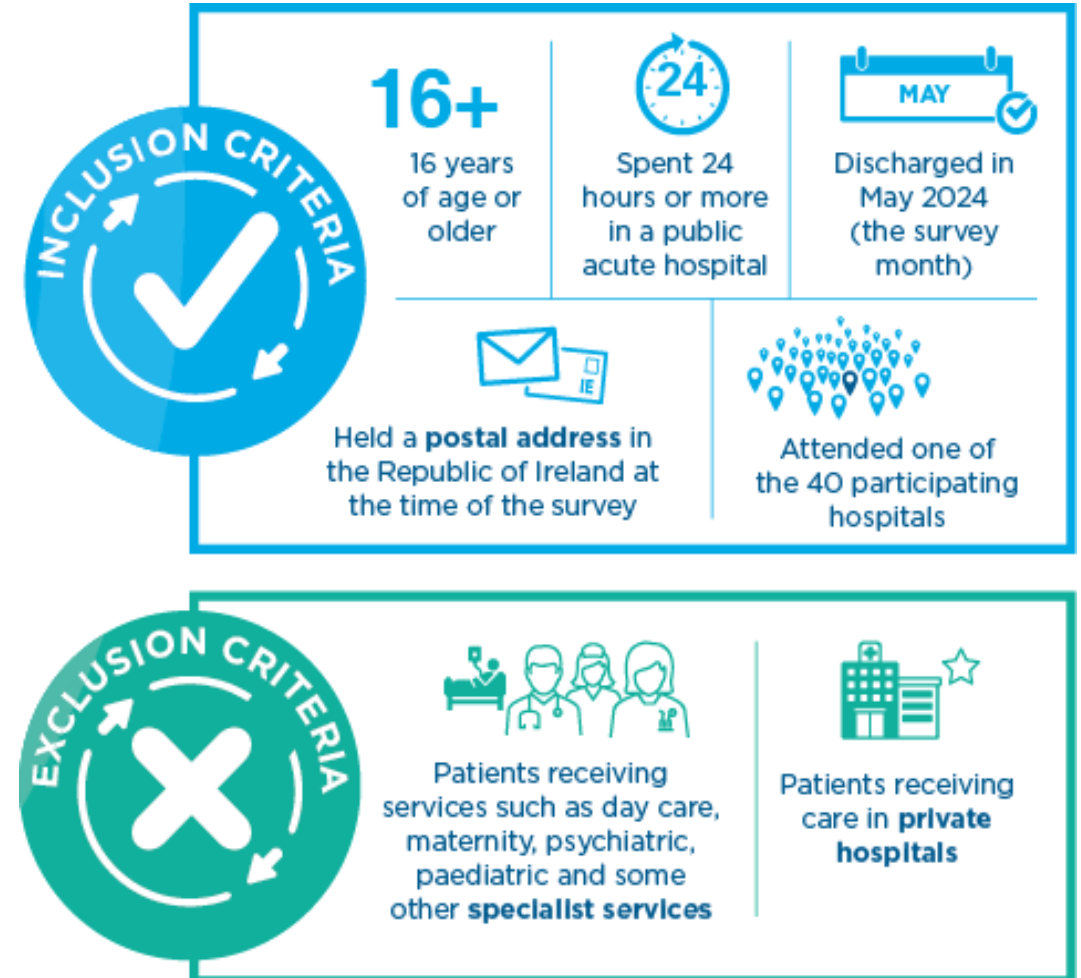


# Survey background

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



- Inclusion and exclusion criteria:



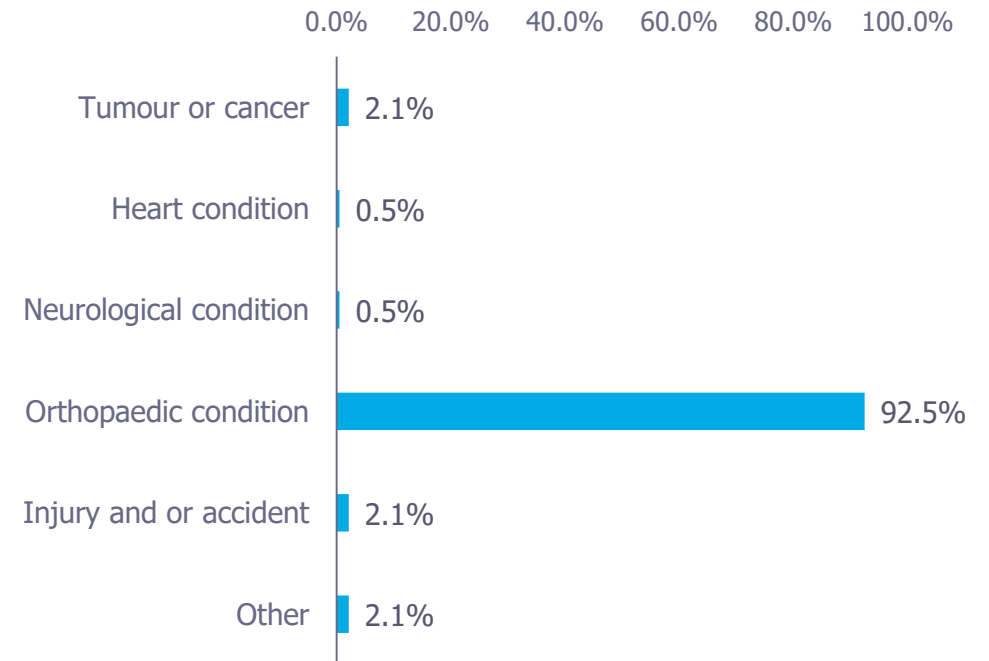
# Participants

- 278 people who were admitted to National Orthopaedic Hospital Cappagh were invited.
- 188 took part (68%), compared to 41% nationally.
- 60% (113) completed the survey online, while 40% (75) completed the paper survey.

## Characteristics of participants

Age category	Number	%
16 to 35 years	13	6.9
36 to 50 years	16	8.5
51 to 65 years	60	31.9
66 to 80 years	80	42.6
81 years or older	19	10.1
Sex		
Male	83	44.1
Female	105	55.9
Admission route		
Emergency	16	8.5
Non-emergency	172	91.5

## Reason for admission



## Areas of good experience



### Clear answers from a doctor | Q13

Of the 164 people who answered this question, 91% (149) said that when they had important questions to ask a doctor, they always got answers they could understand.

### Someone to talk to about worries and fears | Q21

Of the 105 people who answered this question, 76% (80) said that they definitely found someone on the hospital staff to talk to about their worries and fears.

### Danger signals to watch out for | Q32

Of the 181 people who answered this question, 81% (147) said that they were told completely about any danger signals they should watch for after they went home.

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

## Comments from patients

"All of the staff were exceptionally kind, caring. They created a relaxed and at the same time highly efficient environment. They anticipated needs and responded to them."

"The nurses and doctors were very kind and very informative and always let me know what they were doing or what was going to happen before doing so."

"The nurses were very kind to me, particularly during the night. I became upset and was offered tea and a chat. The care assistant was very helpful when it came to helping me wash and get around. Showed dignity and empathy."

## 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

“There was little fresh air in the room and it was hot. This made me feel sick several times. I asked to open the window, but they did not. I asked to bring a fan to cool me down, but there was none in the room. This was one significant problem.”

“When I fell out of the bed, could not understand why I was not x-rayed to check for any problems after the fall. I had bruising to my cheek and arm.”

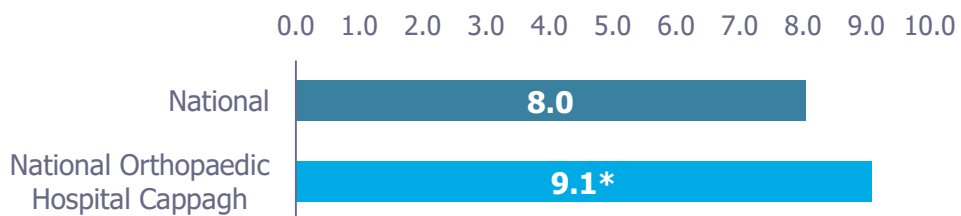
“I never saw the Consultant my entire time there. The Registrar came around post op, but didn't say anything about how the operation went. I had to ask another doctor.”



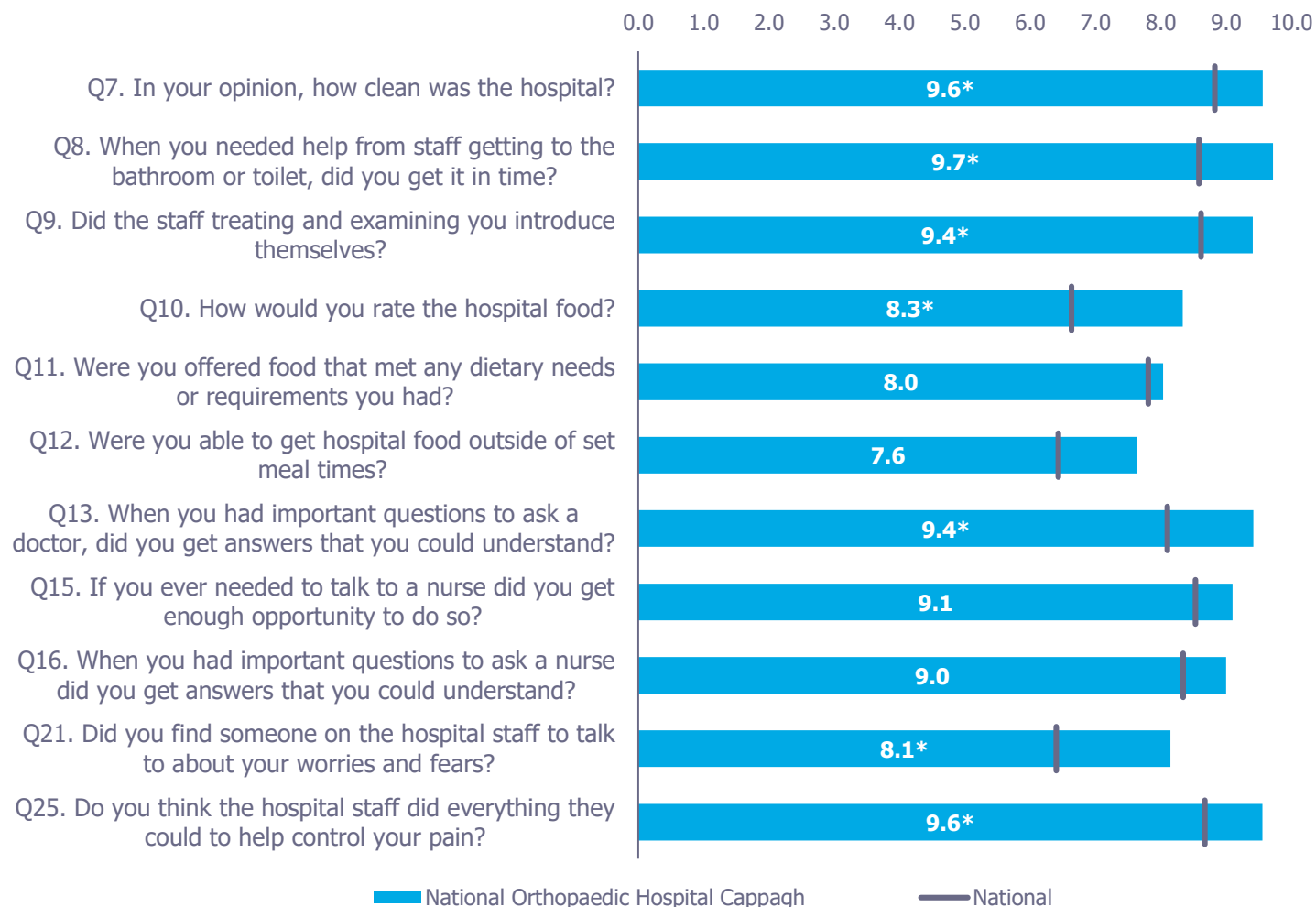
# Care on the ward

- Highest-scoring question:
  - 97% of people (167 of 172) said that when they needed it, they received help from the staff to get to the bathroom.
- Lowest-scoring question:
  - 8% of people (7 of 87) said that they were not able to get hospital food outside of set mealtimes.

## Comparison with the national average



## Average scores for questions on 'care on the ward'



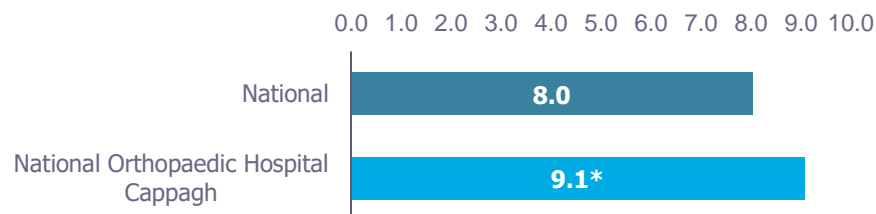
\* Denotes statistically significant differences from the national average.



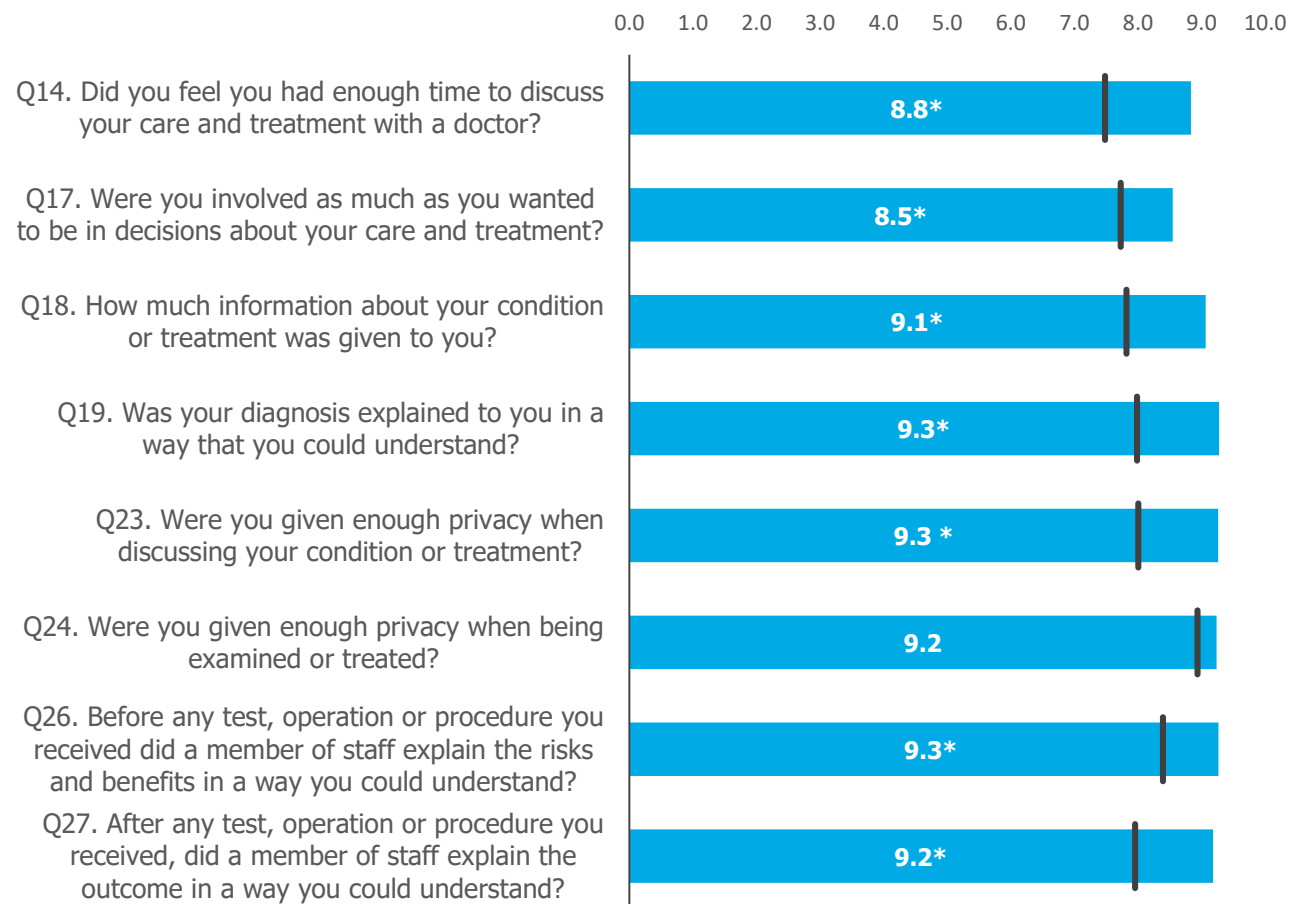
# Examinations, diagnosis and treatment

- Highest-scoring questions:
  - 91% (171 of 187) said that their diagnosis was completely explained to them in a way they could understand.
  - 92% of people (171 of 186) said that they were always given enough privacy when discussing their condition or treatment.
  - 92% of people (171 of 185) said that before any procedure, staff explained the risks and benefits in a way they could understand.
- Lowest-scoring question:
  - 3% of people (5 of 185) said that they were not involved as much as they wanted in decisions about their care and treatment.

## Comparison with the national average



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



\* Denotes statistically significant differences from the national average.

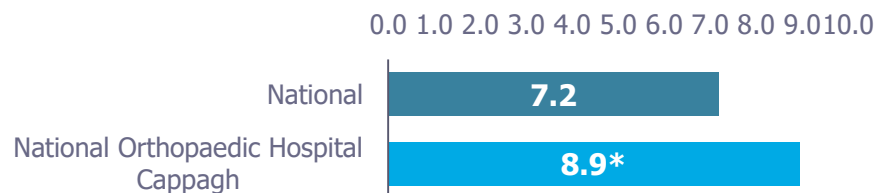




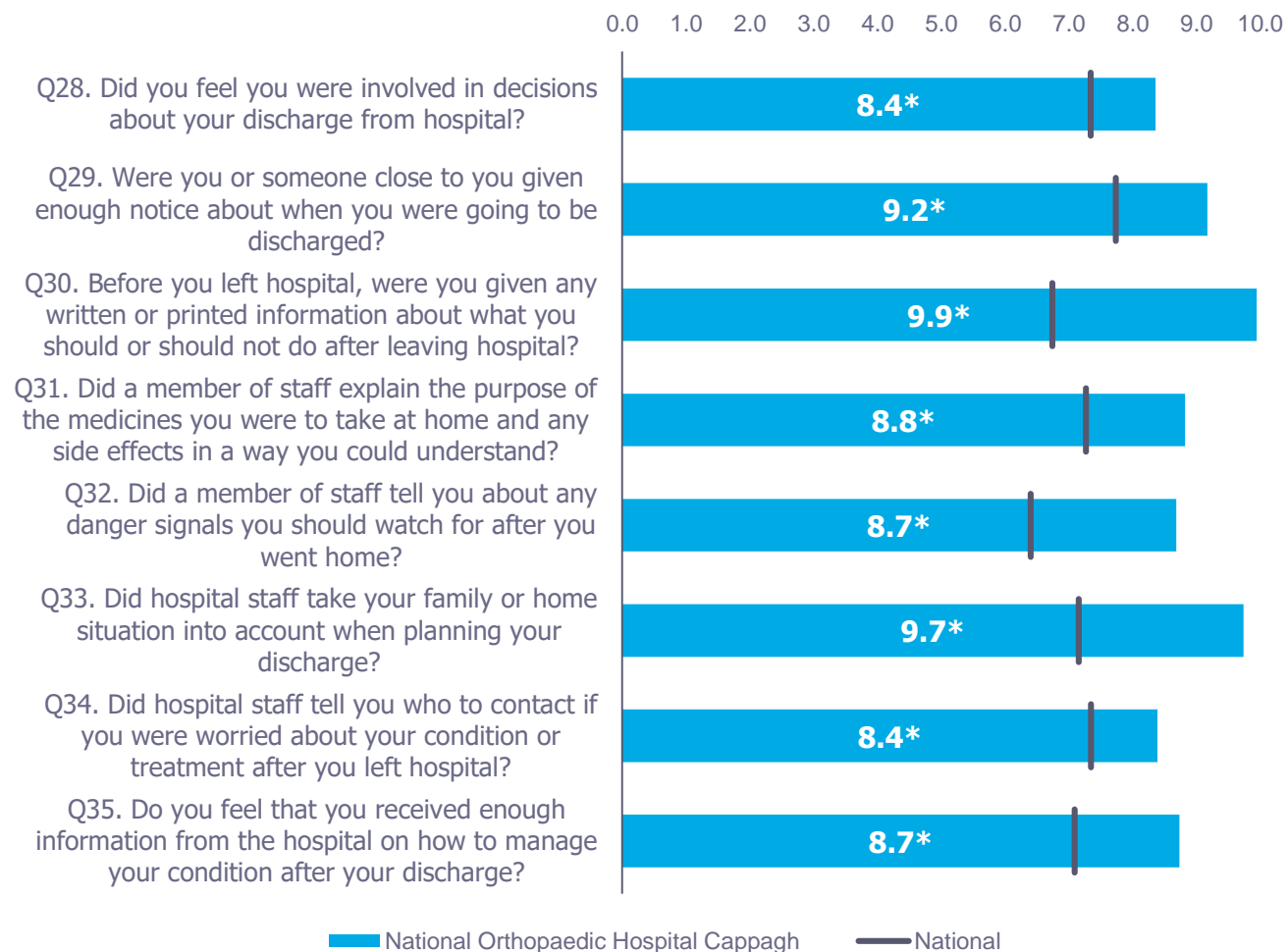
# Discharge or transfer

- Highest-scoring question:
  - 99% of people (179 of 181) said that they were given written or printed information about what they should or should not do after leaving hospital.
- Lowest-scoring questions:
  - 3% of people (6 of 182) said that they were not involved in decisions about their discharge from hospital.
  - 6% of people (10 of 180) said that staff did not tell them who to contact if they were worried about their condition or treatment after they left the hospital.

## Comparison with the national average



## Average scores for questions on 'discharge or transfer'



\* Denotes statistically significant differences from the national average.

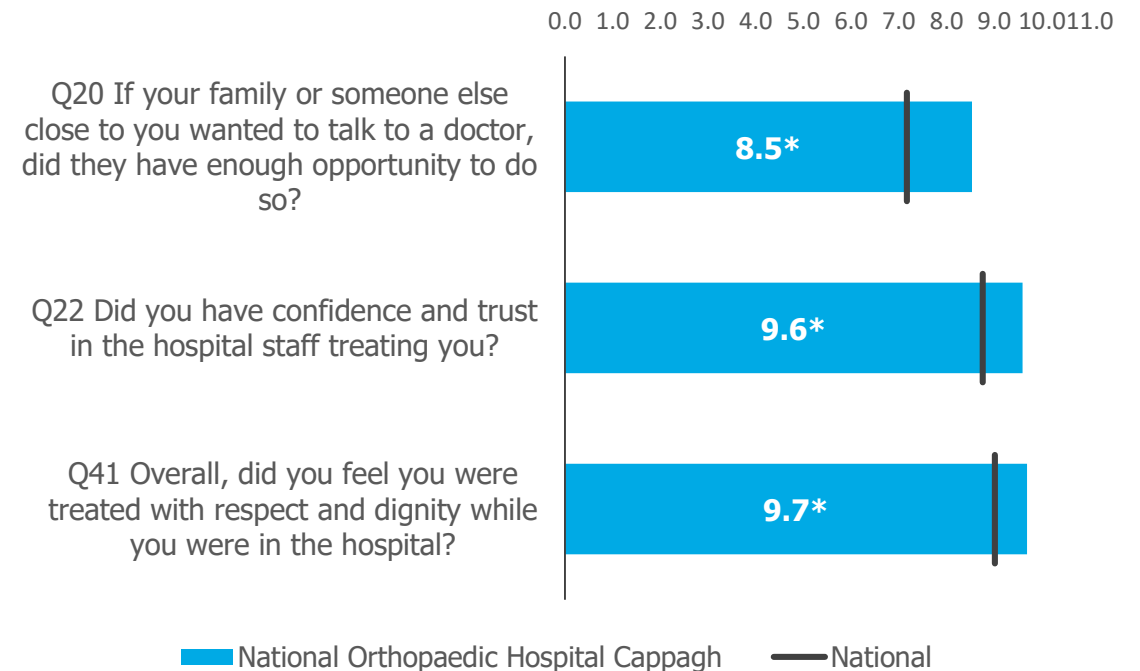


## Other aspects of care



- Highest-scoring question:
  - 96% of people (179 of 187) said that they always felt treated with respect and dignity in hospital.
- Lowest-scoring question:
  - 24% of people (20 of 85) said that 'to some extent' their family had enough opportunity to talk to a doctor.
- 72% of people (85 of 118) who wanted to give feedback or make a complaint, knew how and where to do so, while 28% (33 people) did not.

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



\* Denotes statistically significant differences from the national average.

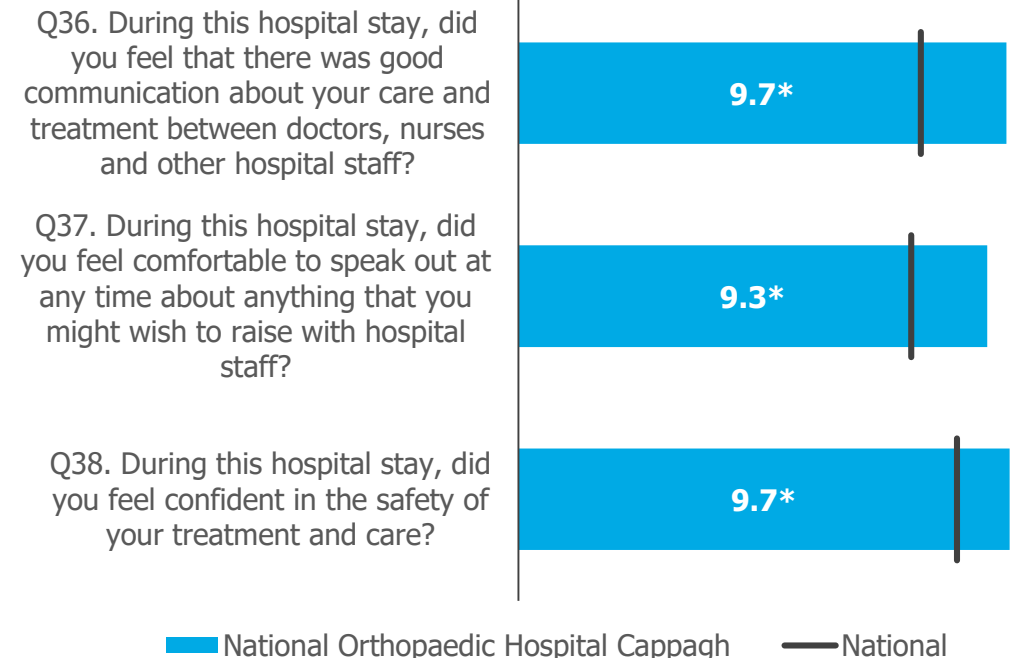
## Patient safety

- 4% of people (7 of 184) indicated they had a patient safety incident during their hospital stay. These incidents included a medication issue, a healthcare-associated infection, a medical device or equipment issue, a patient fall, and a patient accident.
- Highest-scoring questions:
  - 93% of people (169 of 181) said that they always felt there was good communication about their care and treatment between medical staff.
  - 96% of people (179 of 186) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
  - 1% of people (2 of 183) 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'

0.0 1.0 2.0 3.0 4.0 5.0 6.0 7.0 8.0 9.0 10.0



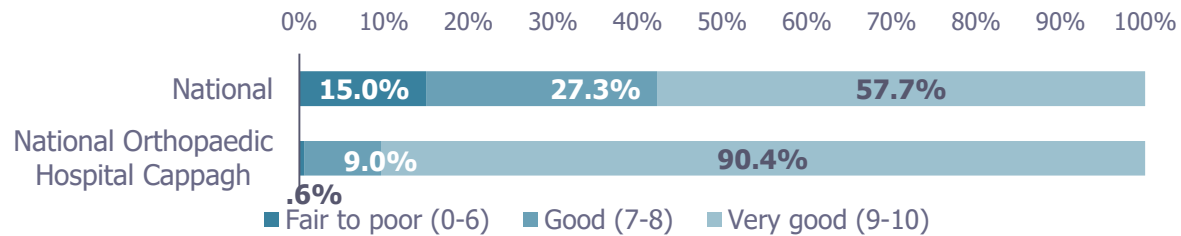
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# Overall experience

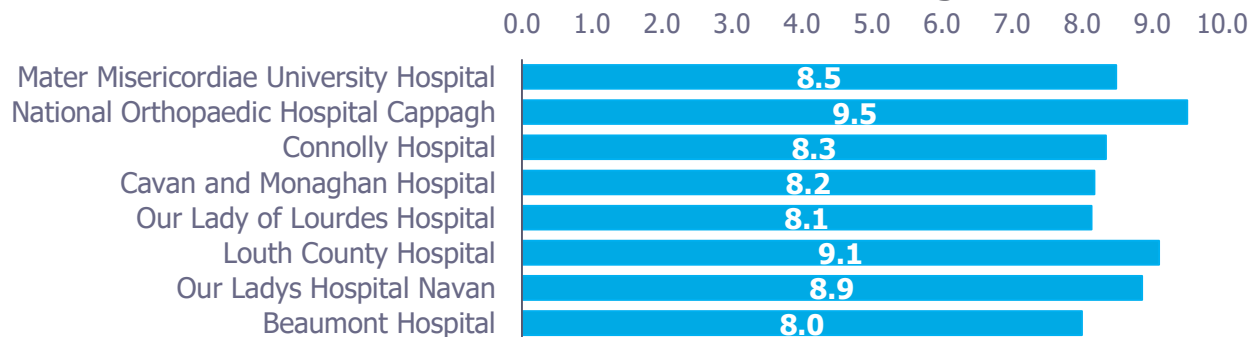


- 99% of survey participants who were admitted to the National Orthopaedic Hospital Cappagh said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of care experience was significantly higher than the national average.
- Scores for 'Care on the Ward' and 'Examinations, diagnosis and treatment' were significantly lower in 2024 compared to scores in 2022.

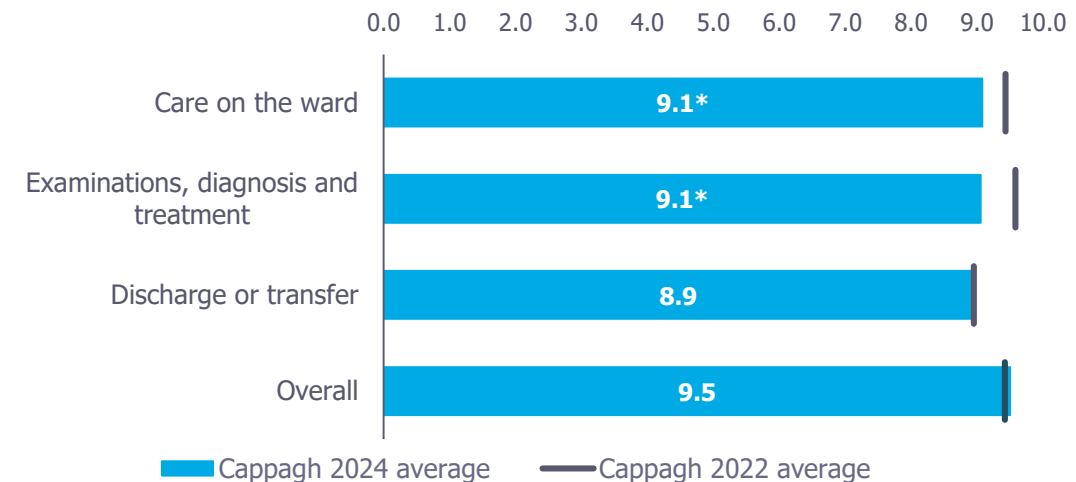
## Overall experience of care



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



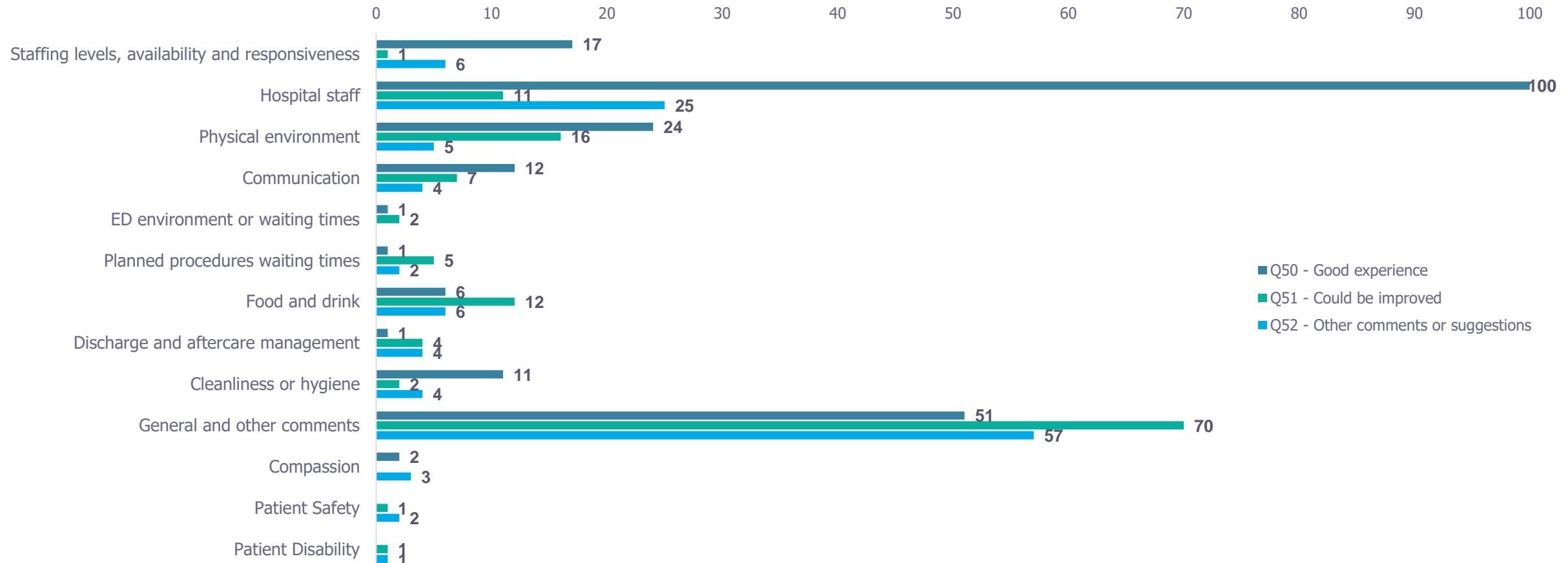
## Scores for stages of care and overall experience



\* Denotes statistically significant difference.

# 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).
- 296 comments were received from patients admitted to the National Orthopaedic Hospital Cappagh. Comments were coded using the categories below.



## Conclusion



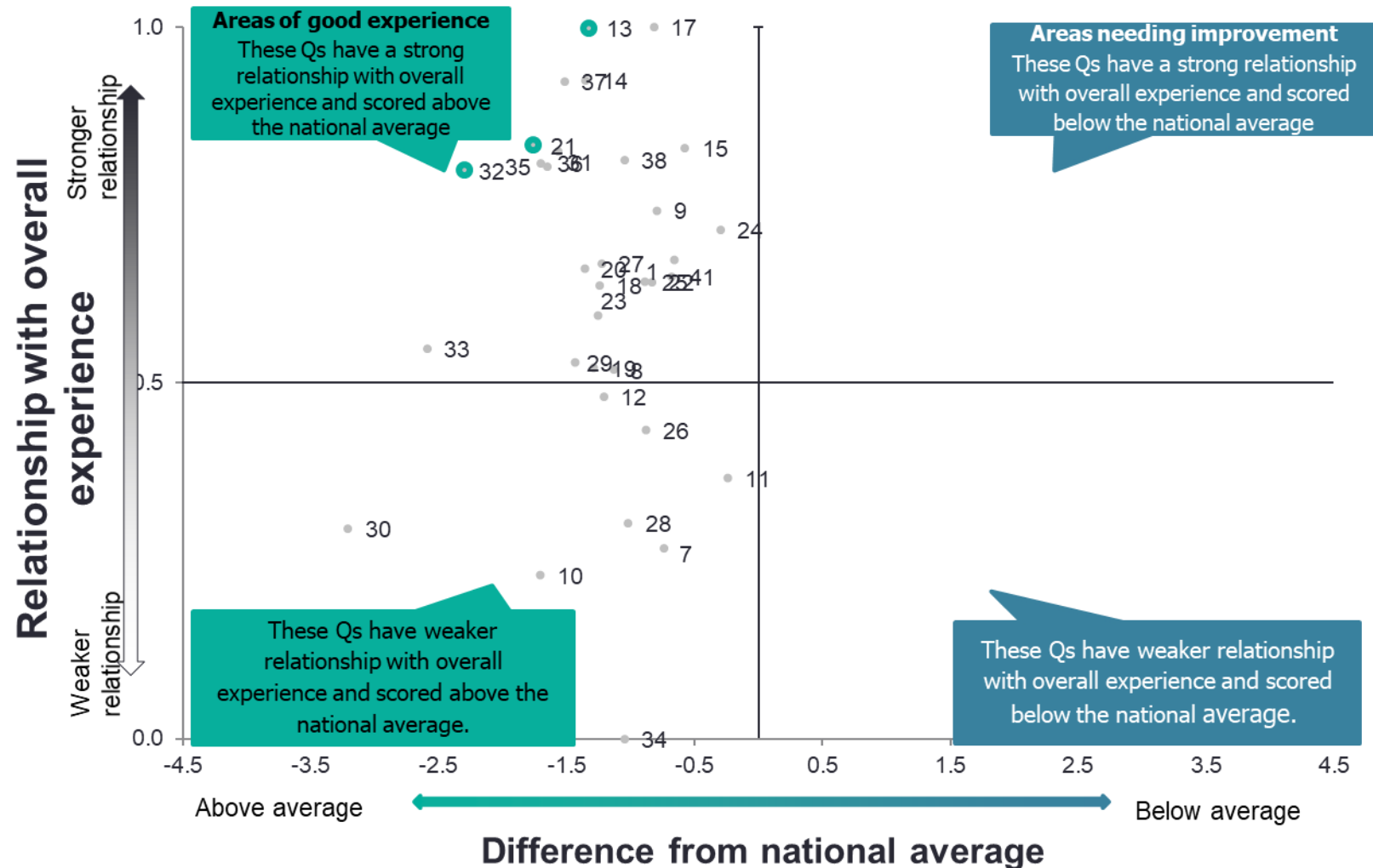
- Positive areas of experience at the National Orthopaedic Hospital Cappagh included clear answers from a doctor, someone to talk to about worries and fears, and information about danger signals to watch for after leaving hospital.
- The hospital's lowest-scoring questions related to patients being able to get hospital food that meets dietary needs and requirements, and hospital food outside of set meal times.
- 'Care on the ward' and 'Examinations, diagnosis and treatment' were the stages of care with the highest scores, though the scores for these stages were significantly lower in 2024 compared to scores in 2022.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 99% of survey participants at the National Orthopaedic Hospital Cappagh had a good to very good overall experience, compared to 85% nationally.
- The overall rating of care experience at the National Orthopaedic Hospital Cappagh was significantly higher than the national average.

## 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 National Orthopaedic Hospital Cappagh





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](http://www.yourexperience.ie):

- National results ([click here](#))
- Interactive results ([click here](#))

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