



National  
Inpatient  
Experience  
Survey

# National Inpatient Experience Survey 2024

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## Nenagh Hospital

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> 

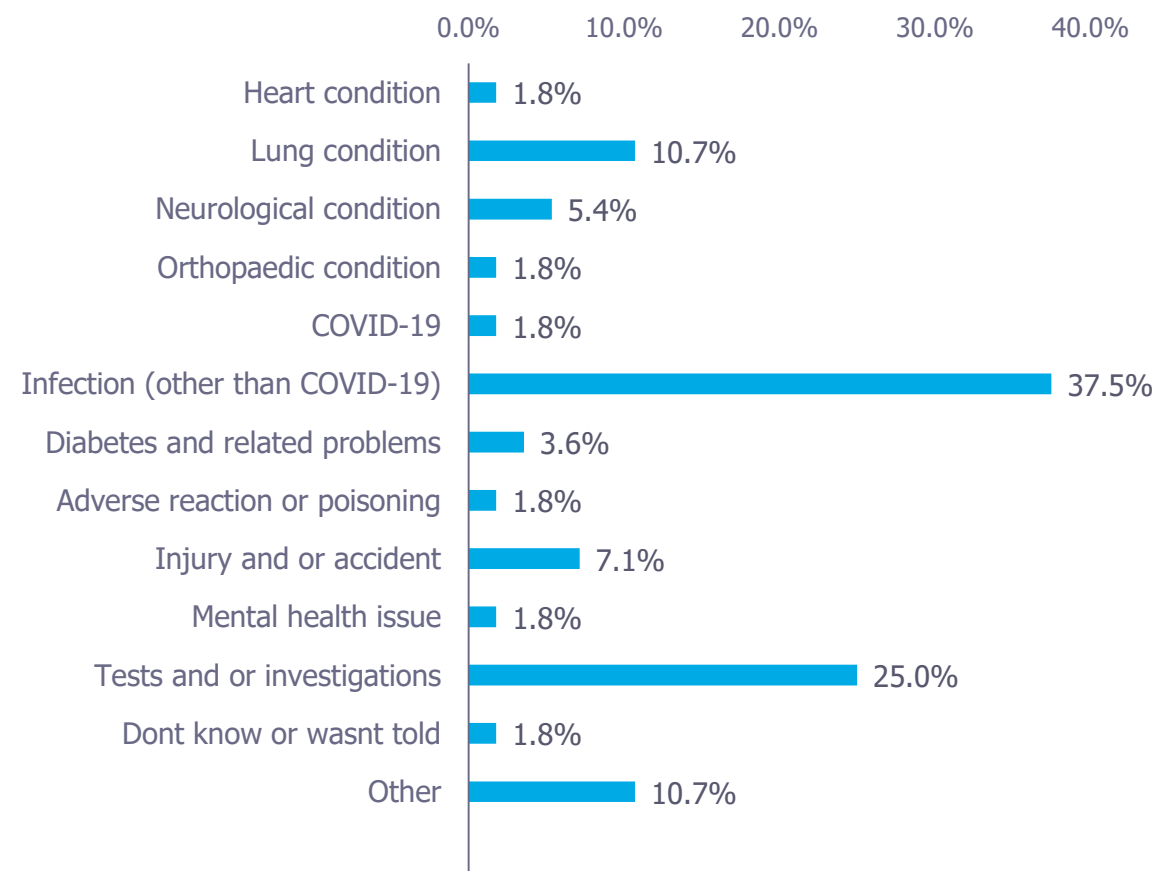
# Participants

- 134 people who were admitted to Nenagh Hospital were invited.
- 57 took part (43%), compared to 41% nationally.
- 47% (27) completed the survey online, while 53% (30) completed the paper survey.

## Characteristics of participants

Age category	Number	%
16 to 35 years	2	3.5
36 to 50 years	1	1.8
51 to 65 years	6	10.5
66 to 80 years	27	47.4
81 years or older	21	36.8
Sex		
Male	23	40.4
Female	34	59.6
Admission route		
Emergency	39	68.4
Non-emergency	18	31.6

## Reason for admission



## Areas of good experience



### **Offered food that met dietary needs | Q11**

Of the 26 people who said they had dietary needs and requirements during their hospital stay, 81% (21 people) said these needs were met.

### **Opportunity to talk to a nurse | Q15**

86% of people (43 of 50) said they always had the opportunity to talk to a nurse when needed.

### **Clear explanation of the risks/ benefits of tests, operations or procedures | Q26**

83% of people (33 of 40) said that staff completely explained the risks and benefits of tests, operations or procedures in a way they could understand.

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

## Comments from patients

"All the staff from porters, cleaning staff, health care assistants, nurses and doctors were extremely kind and patient and that meant a lot to me."

"I was treated with respect and care. Food was excellent."

"Very positive experience from start to finish. No doctors or nurses seemed rushed off their feet even though I have no doubt they were. They seemed very calm and everything seemed to run smoothly with no panic. They always gave me the time I needed and never made me feel like I was holding them up or asking stupid questions."

## 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

“For me, as an older person who cannot retain information, simple language is important. Not to use big words and to explain things in plain English and make sure I understand. Also a written explanation would make things easier to remember.”

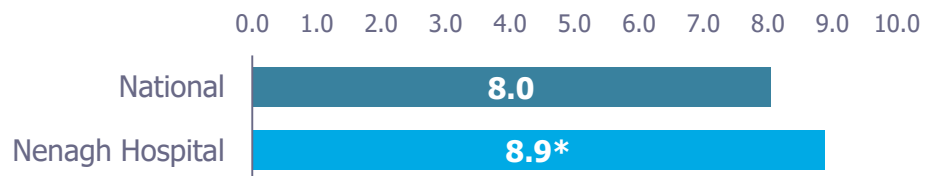
“Only 1 shower in over 2 weeks. At home I have a shower daily.”

“It was a little difficult for family to meet doctors at times. Perhaps a booking or scheduling system where you have a slot to meet and chat to the doctors would be beneficial so you aren't left waiting too long, as sometimes my family had to go back to work or collect children, etc. If there was a set time it would be ideal.”

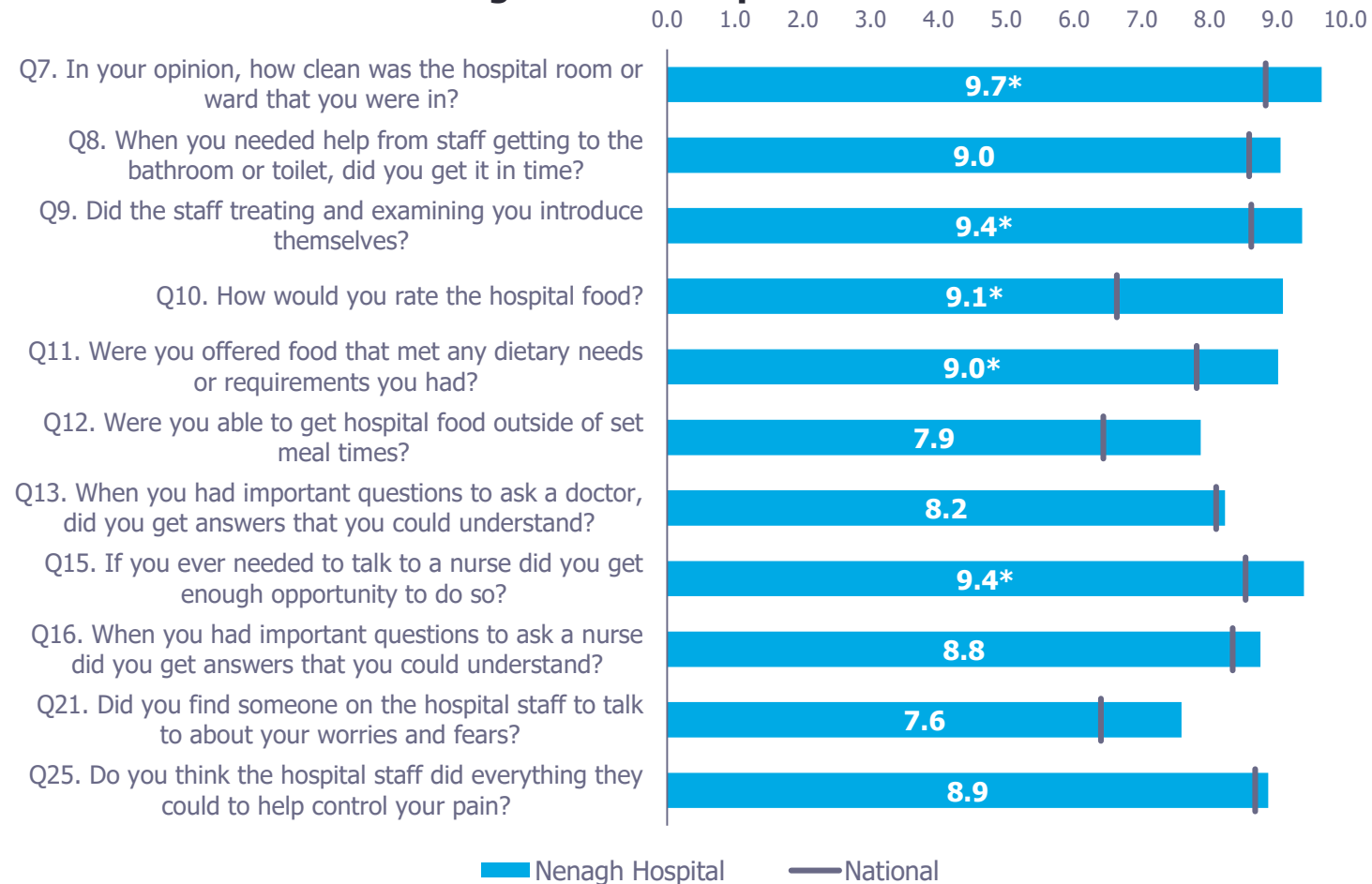
## Care on the ward

- Highest-scoring question:
  - 91% of people (48 of 53) said the hospital was 'very clean'.
- Lowest-scoring question:
  - 19% of people (6 of 31) said 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'

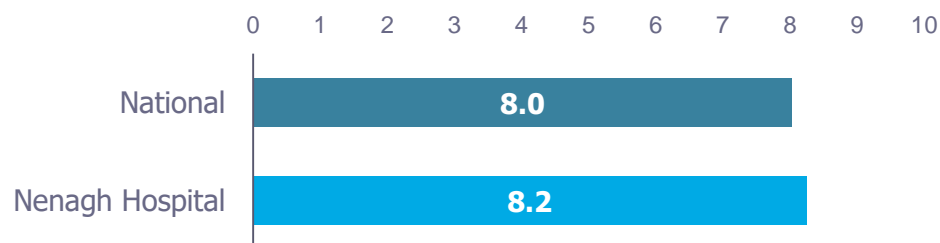


\* Denotes statistically significant difference from the national average.

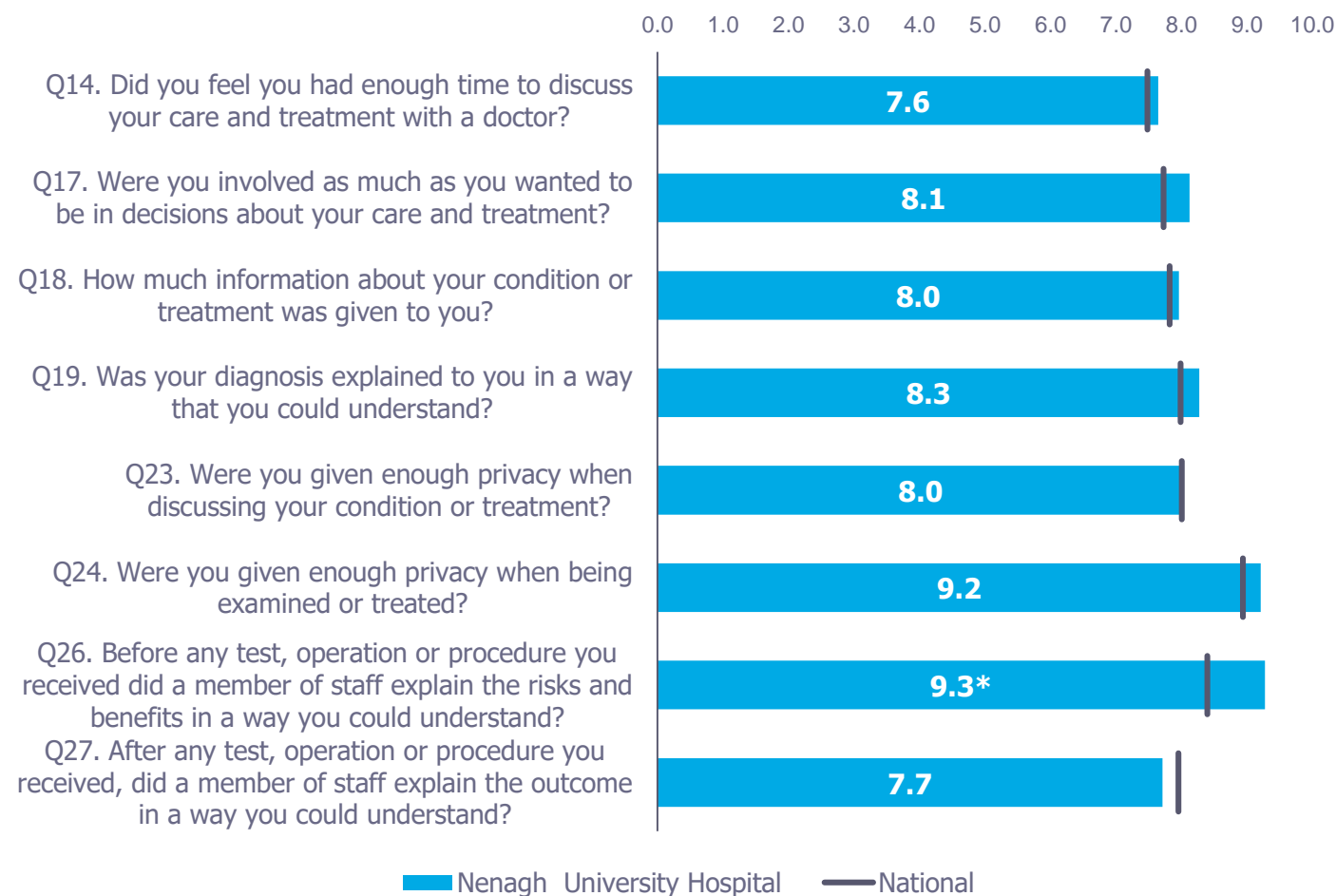
# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 83% of people (33 of 40) said that before any tests, operations or procedures, staff completely explained the risks and benefits in a way they could understand.
- Lowest-scoring question:
  - 15% of people (8 of 54) 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'

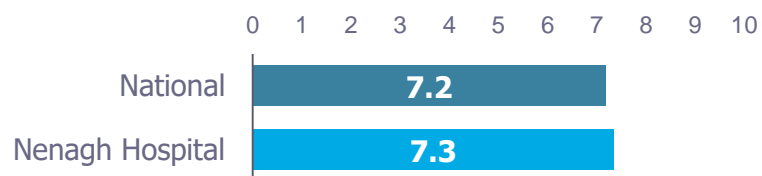


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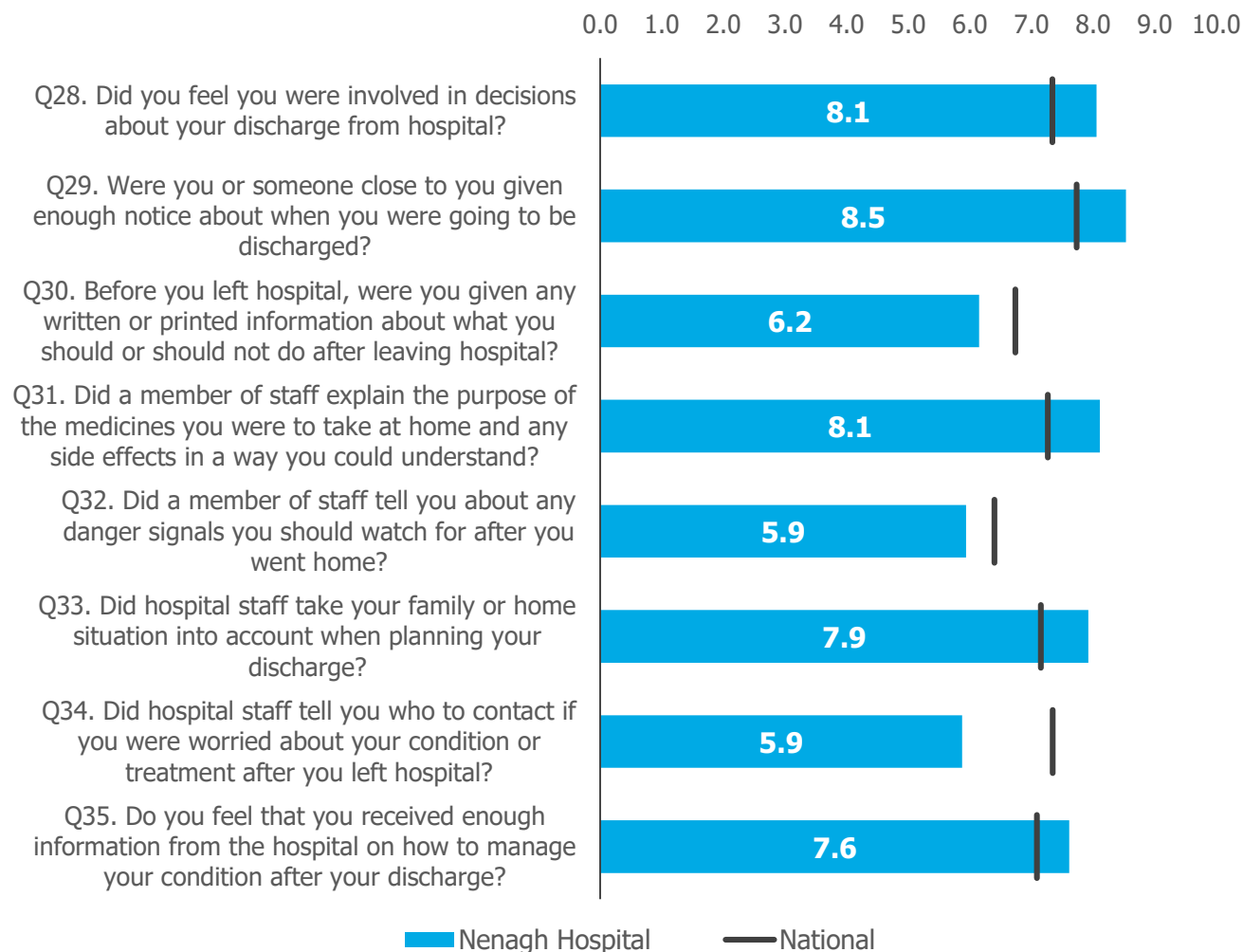
# Discharge or transfer

- Highest-scoring question:
  - 78% of people (42 of 54) said they were given enough notice about their discharge from hospital.
- Lowest-scoring questions:
  - 28% of people (10 of 36) said a member of staff did not tell them about any danger signals they should watch out for after they went home.
  - 41% of people (19 of 46) said staff did not tell them who to contact if they were worried about their condition or treatment after leaving hospital.

## Comparison with the national average



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





## Other aspects of care



- Highest-scoring question:
  - 89% of people (48 of 54) felt they were treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
  - 10% of people (4 of 39) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 62% of people (21 of 34) who wanted to give feedback or make a complaint knew how and where to do so, while 38% (13 people) did not.

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

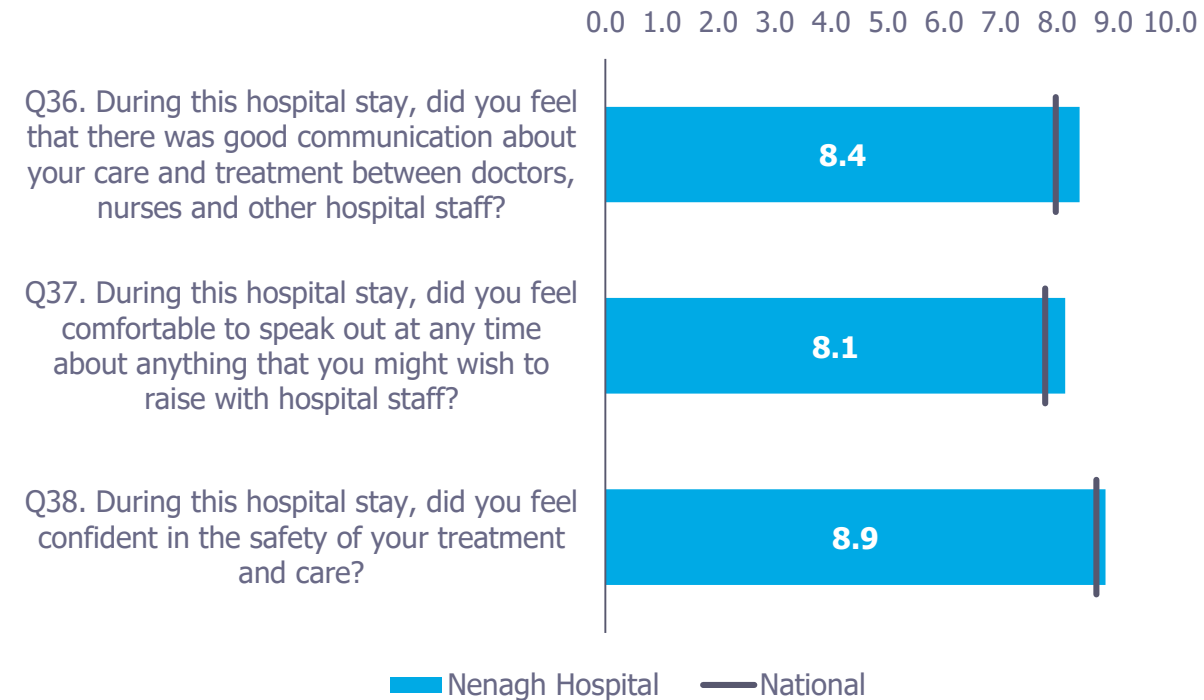


## Patient safety



- 9% of people (5 of 53) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced was a patient fall.
- Highest-scoring question:
  - 85% of people (45 of 53) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
  - 11% of people (5 of 46) 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'

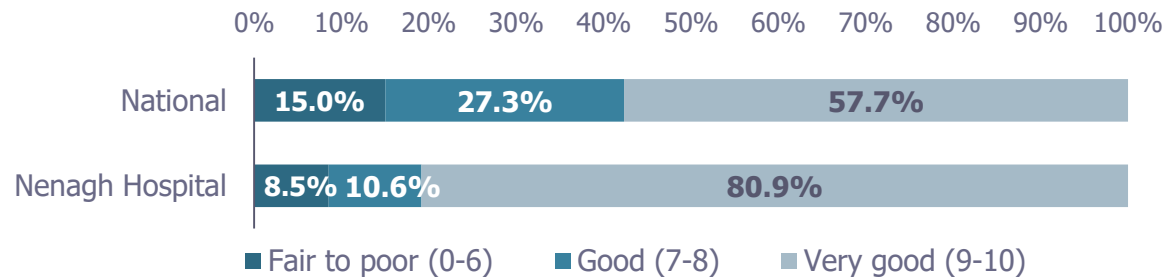




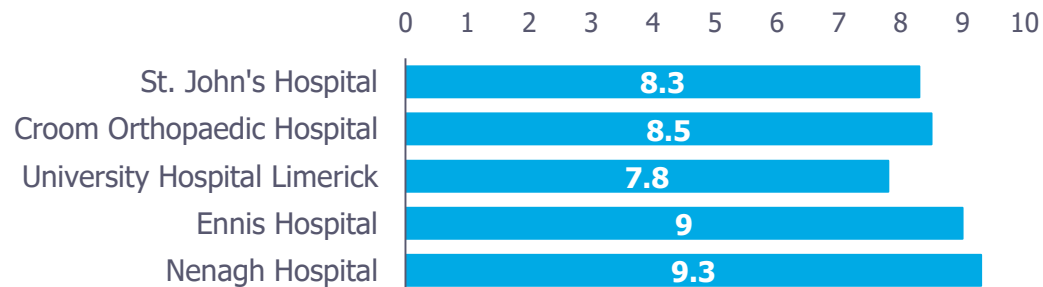
# Overall experience

- 91% of survey participants who were admitted to Nenagh Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of experience at Nenagh Hospital was significantly higher than the national average. It was also significantly higher in 2024 compared to the 2022 survey.

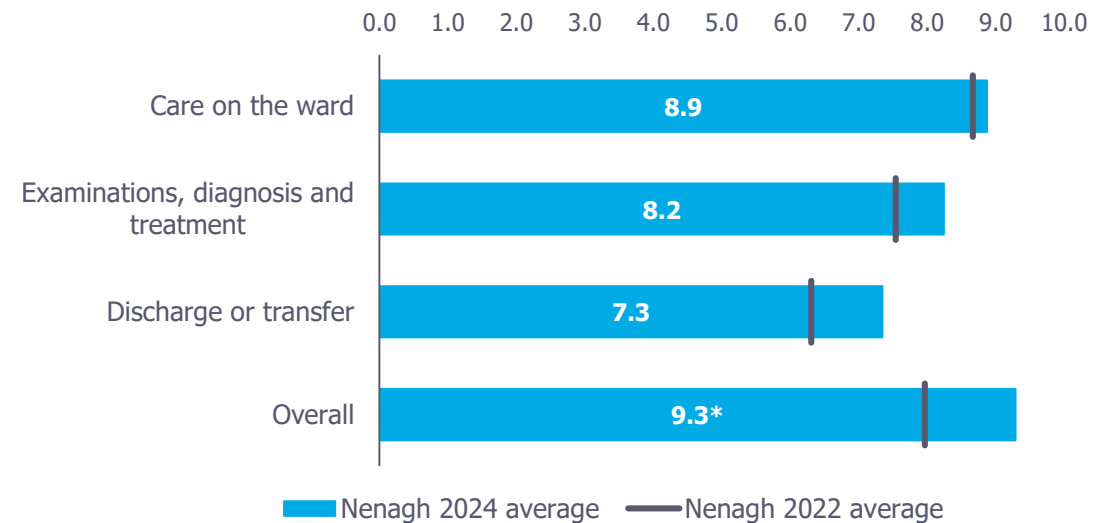
## Overall experience of care



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



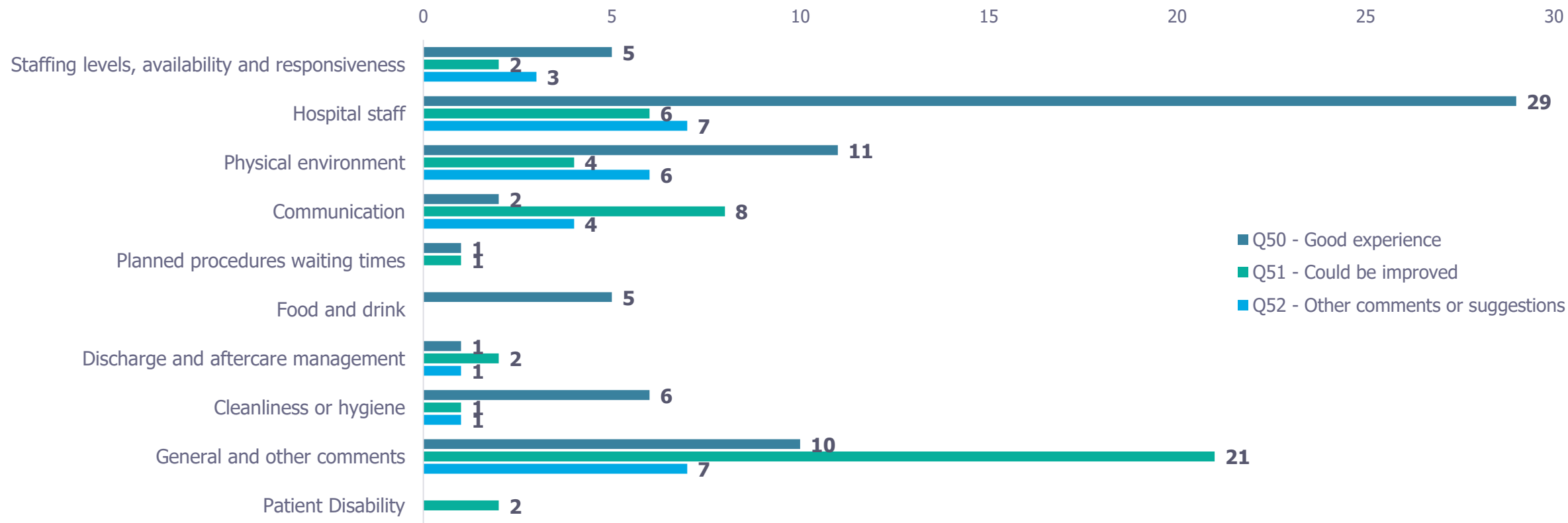
## Scores for stages of care and overall experience



\* 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).
- 73 comments were received from patients admitted to Nenagh Hospital. Comments were coded using the categories below.



## Conclusion



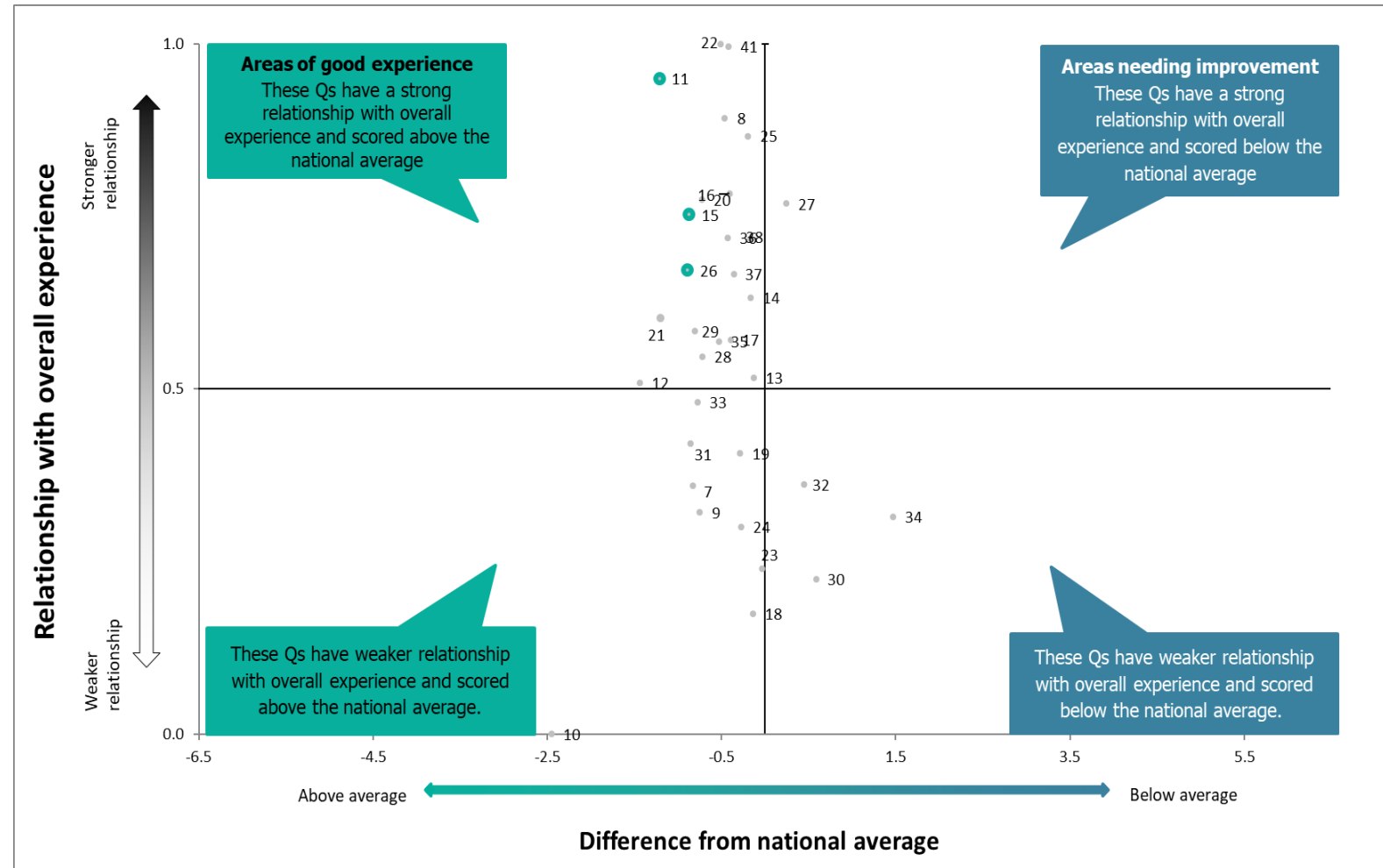
- Areas of good experience at Nenagh Hospital related to being offered food that met dietary needs, opportunities to talk to a nurse, and receiving clear explanations of risks and benefits before any tests, operations or procedures.
- The lowest-scoring questions in the survey related to written or printed information upon discharge, and being informed about danger signals to watch out for and support services after leaving hospital.
- 'Care on the ward' was the stage of care with the highest score.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 91% of survey participants at Nenagh Hospital said they had a good to very good overall experience, compared to 85% nationally.
- The overall rating of experience at Nenagh Hospital was significantly higher than the national average.
- The overall rating of experience at Nenagh Hospital was also significantly higher in 2024 compared to the 2022 survey.

# Appendix 1

## Areas of good experience and areas needing improvement

### Improvement map Nenagh Hospital

- 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).





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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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