



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Our Lady of Lourdes Hospital

Improving care experiences together









An Roinn Sláinte
Department of Health









Survey background

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

<p>ADMISSIONS</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>3 QUESTIONS</p>	<p>CARE ON THE WARD</p>  <p>Experiences while on the ward such as communication with hospital staff, pain management, cleanliness and food.</p> <p>11 QUESTIONS</p>	<p>EXAMINATIONS, DIAGNOSIS AND TREATMENT</p>  <p>Experiences while undergoing or receiving results of tests, treatments, operations and procedures.</p> <p>8 QUESTIONS</p>
<p>DISCHARGE OR TRANSFER</p>  <p>Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.</p> <p>8 QUESTIONS</p>	<p>OTHER ASPECTS OF CARE</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>4 QUESTIONS</p>	<p>PATIENT SAFETY</p>  <p>Experiences relating to patient safety culture and patient safety incidents.</p> <p>5 QUESTIONS</p>

- Inclusion and exclusion criteria:

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



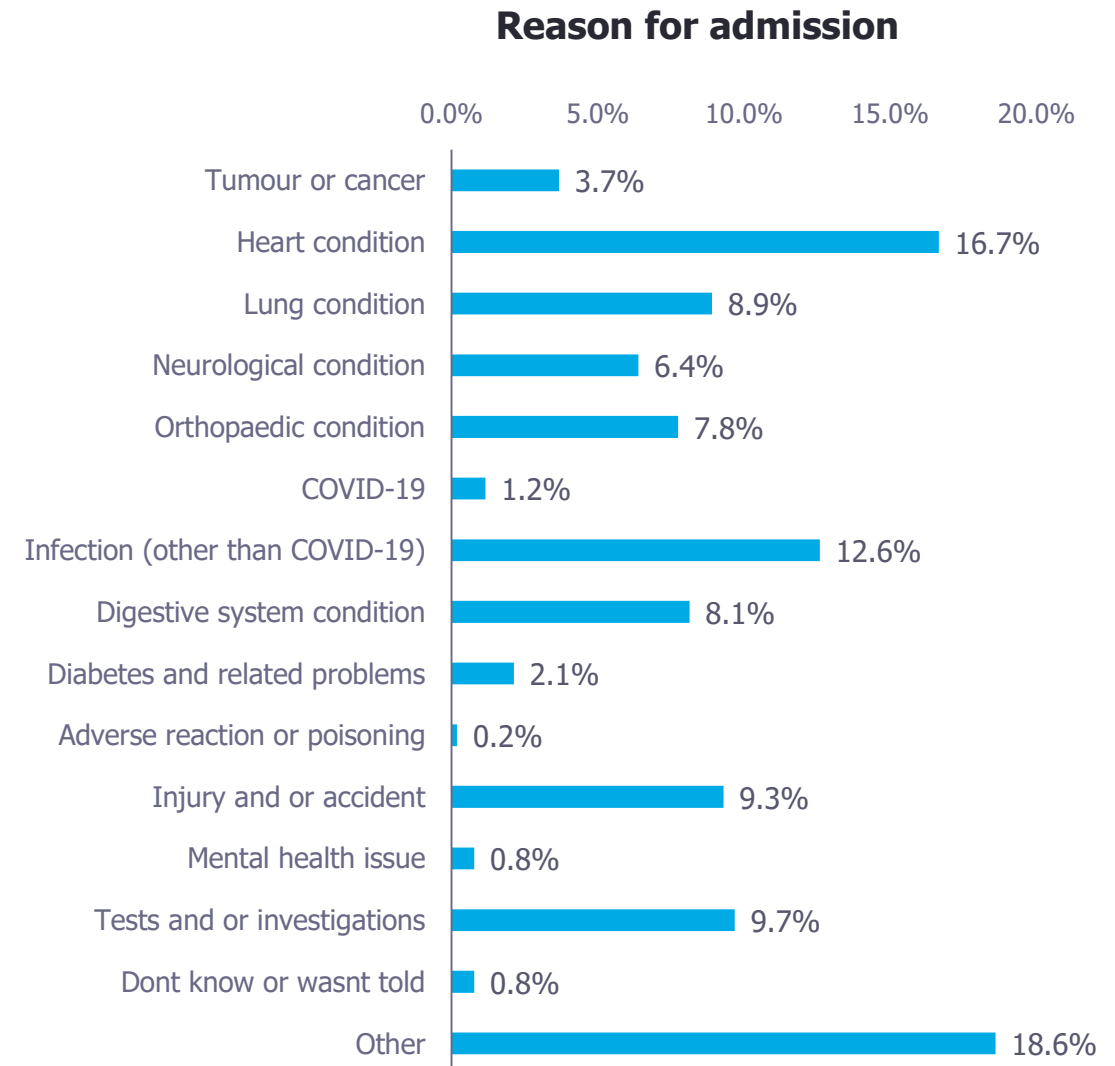
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Participants

- 1,392 people who were admitted to Our Lady of Lourdes Hospital were invited.
- 520 took part (37%), compared to 41% nationally.
- 54% (279) completed the survey online, while 46% (241) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	49	9.4
36 to 50 years	66	12.7
51 to 65 years	114	21.9
66 to 80 years	196	37.7
81 years or older	95	18.3
Gender		
Male	241	46.3
Female	279	53.7
Admission type		
Emergency	477	91.7
Non-emergency	43	8.3





Areas of good experience



Staff introductions | Q9

Of the 457 people who answered this question, 80% (366) said that all of the staff treating and examining them introduced themselves.

This question scored significantly above the national average.

Comments from patients

“The attention and care from all the staff was amazing and even though they were so busy, they always made time for you when you needed it.”

“Overall I cannot fail Our Lady's for care and attention of all the staff given to myself and many other patients. Indeed the hospital and staff had improved over the 2-3 years since I first went in.”

Areas needing improvement



Emergency department waiting times | Q6

Of the 382 people who answered this question, 25% (94) said that they had to wait more than 24 hours before being admitted to a ward.

Written or printed information | Q30

Of the 406 people who indicated this question was relevant for them, 42% (171) said that they were not given any written or printed information about what they should or should not do after leaving hospital.

These questions scored significantly below the national average.

Comments from patients

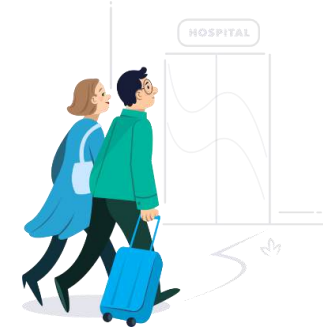
"The waiting times are very long. It was difficult for me to sit because of my illness, it was difficult to spend all the time in a chair. I wanted to lie down."

"I wasn't given enough support and advice on what was happening to me or how to prevent pain recurring. I was dosed up on painkillers and antibiotics but didn't fully understand why or how to deal with it once I got home."



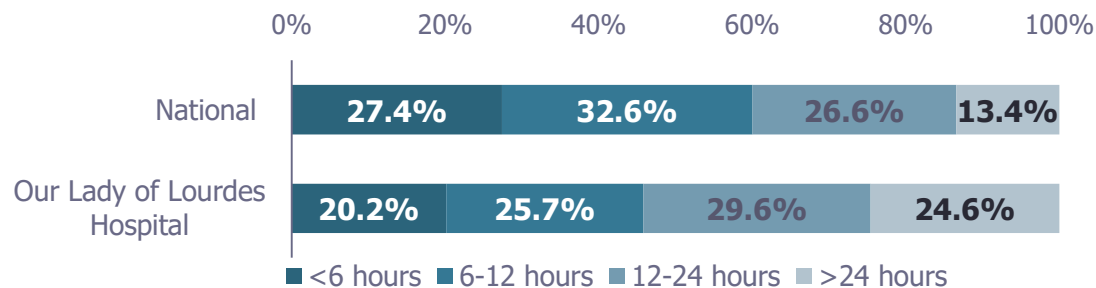
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Admissions

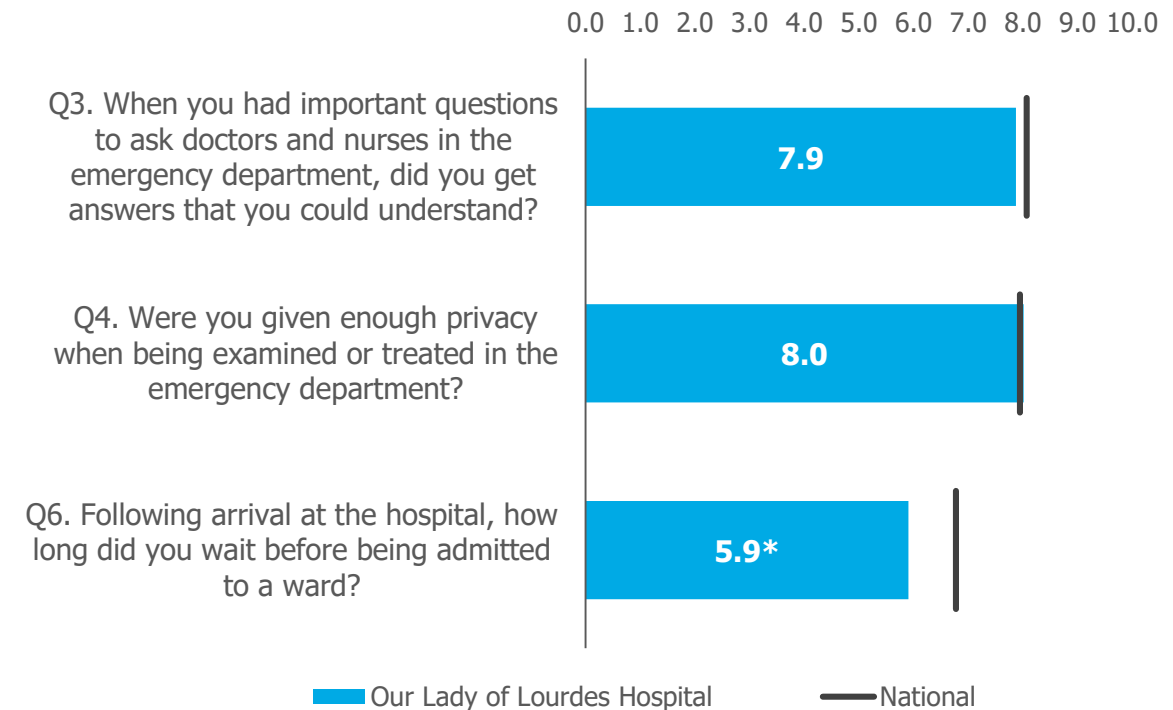


- Highest-scoring question:
 - 67% of people (299 of 447) said that they were definitely given enough privacy when being examined or treated in the emergency department.
- Lowest-scoring question:
 - 25% of people (94 of 382) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



* Denotes statistically significant differences from the national average.

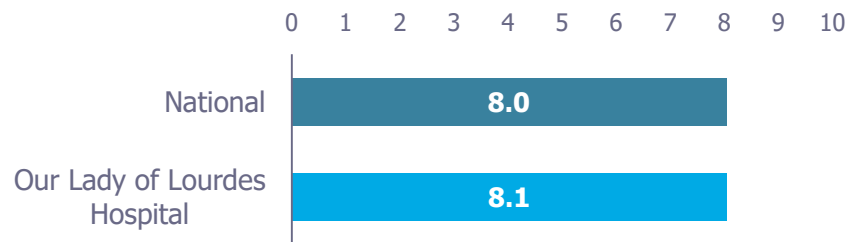


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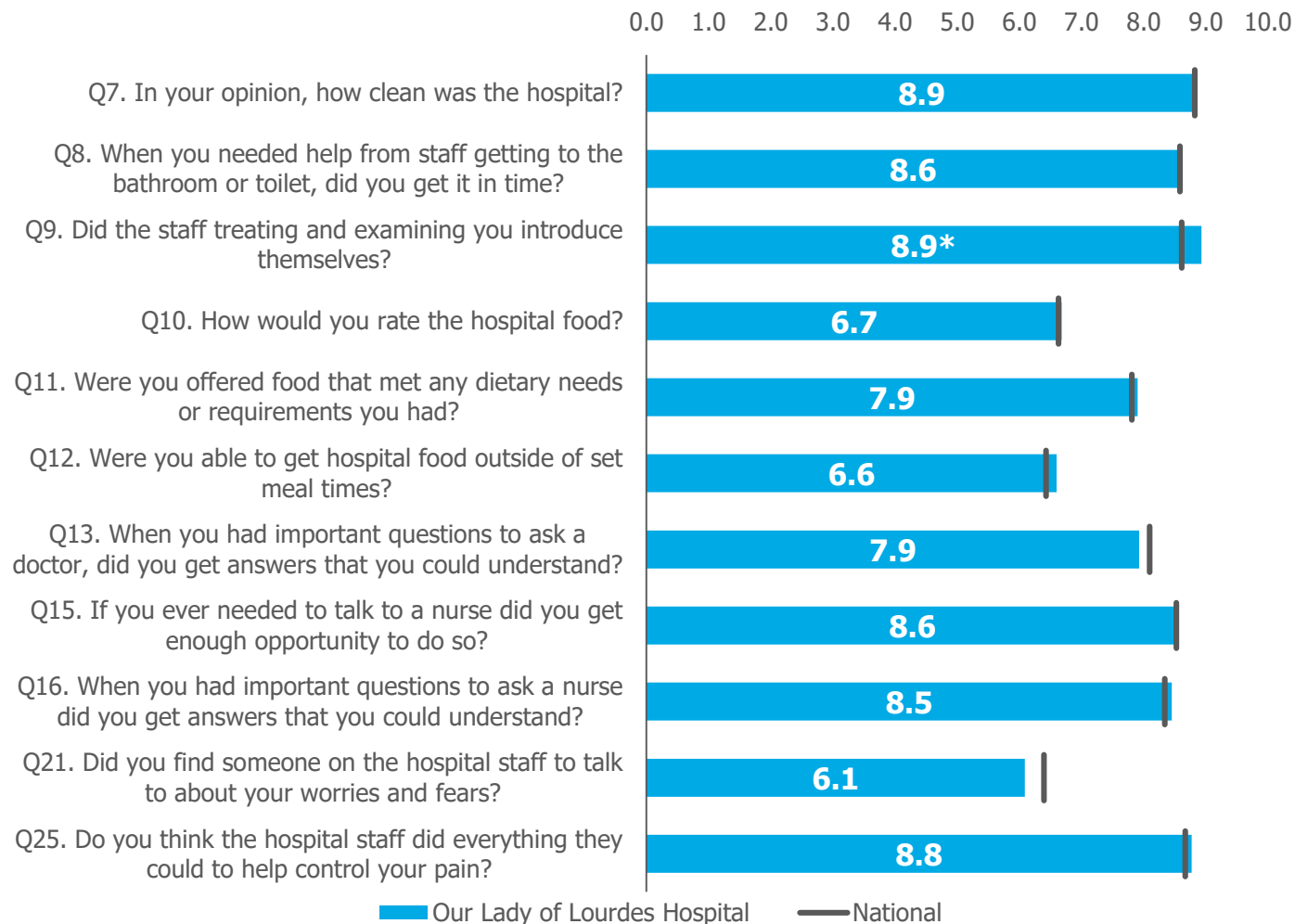
Care on the ward

- Highest-scoring questions:
 - 70% of people (321 of 462) said that the hospital room or ward they stayed in was 'very clean'.
 - 80% of people (366 of 457) said that all of the staff introduced themselves.
- Lowest-scoring question:
 - 22% of people (69 of 315) said they were not able to find someone 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.

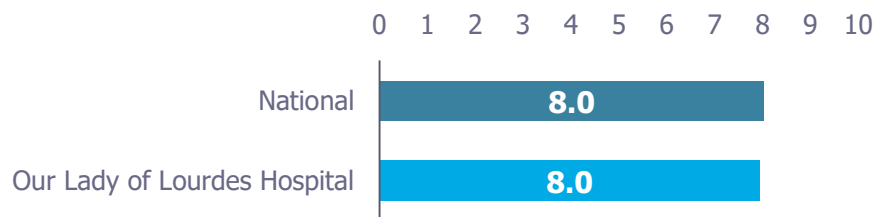


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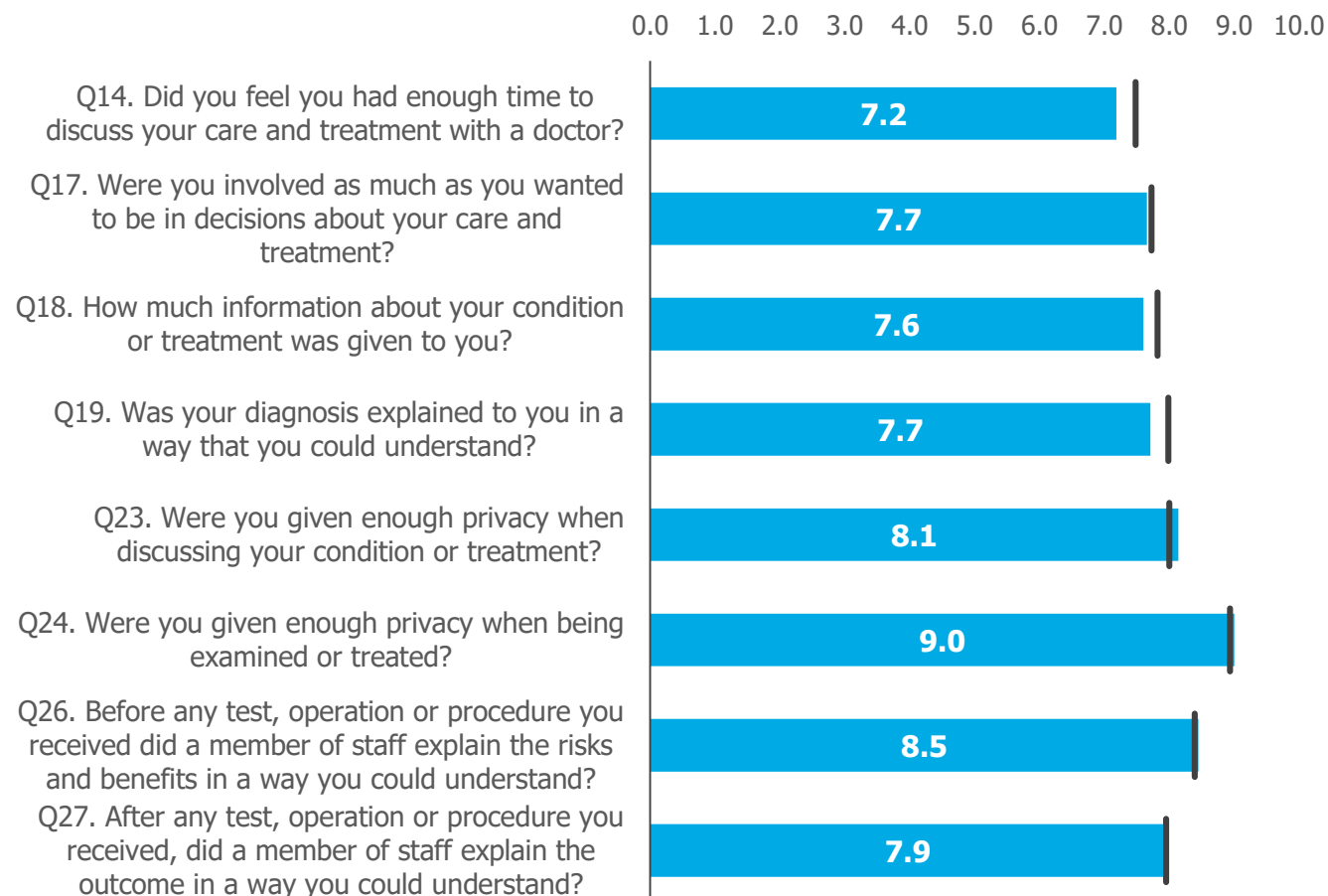
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 82% of people (375 of 459) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 14% of people (63 of 457) said that 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'



Our Lady of Lourdes Hospital (blue bar) National (black line)



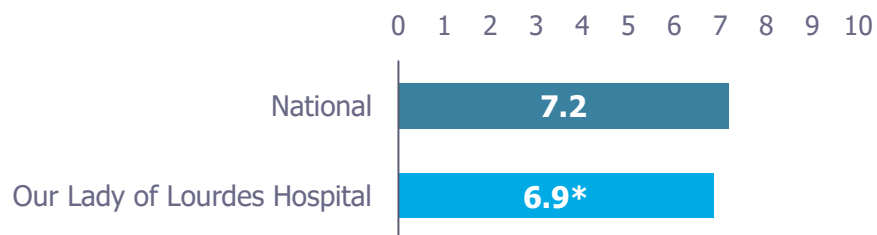
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Discharge or transfer

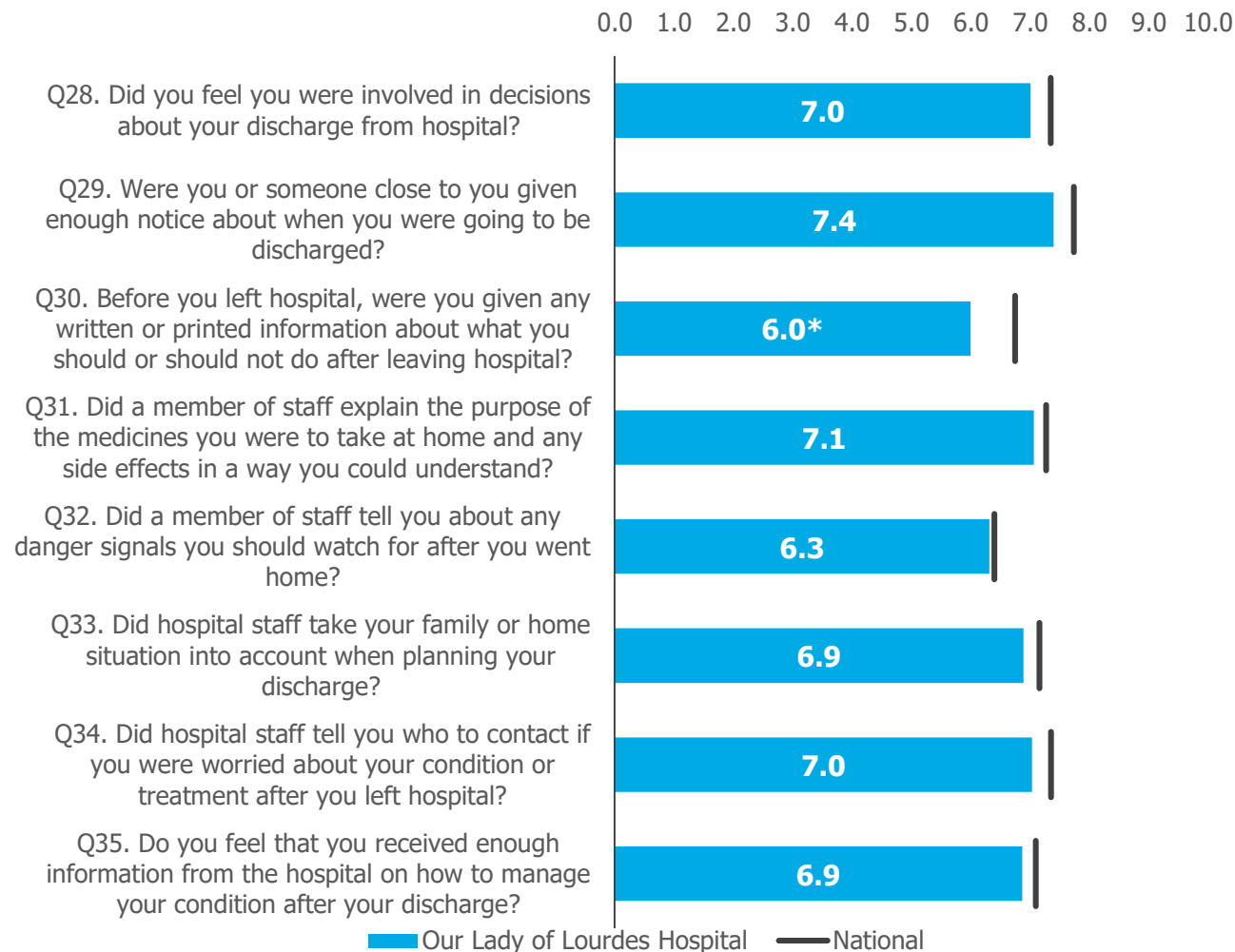
- Highest-scoring question:
 - 62% of people (284 of 455) said that they were definitely given enough notice about when they were going to be discharged.

- Lowest-scoring question:
 - 42% of people (171 of 406) said that they were not given any written or printed information about what they should or should not do after leaving hospital.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



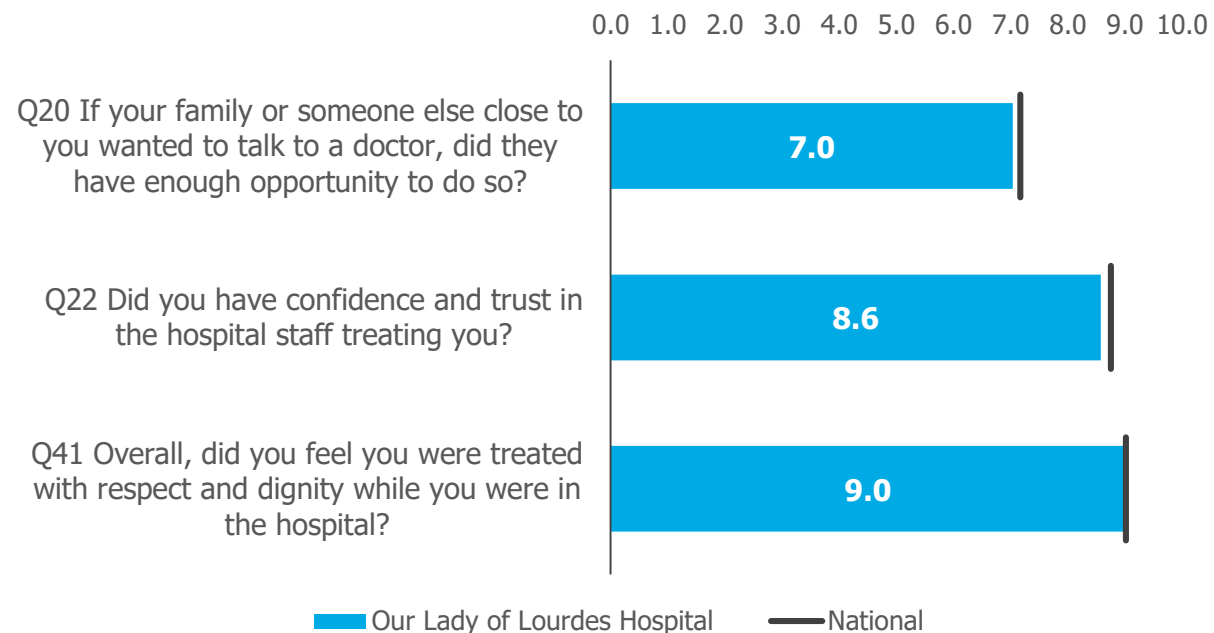
* Denotes statistically significant differences from the national average.

Other aspects of care



- Highest-scoring question:
 - 82% of people (377 of 462) said that they always felt treated with respect and dignity.
- Lowest-scoring question:
 - 16% of people (52 of 324) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 51% of people (161 of 318) who wanted to give feedback or make a complaint, knew how and where to do so, while 49% (157 people) did not.

Average scores for questions on 'other aspects of care'

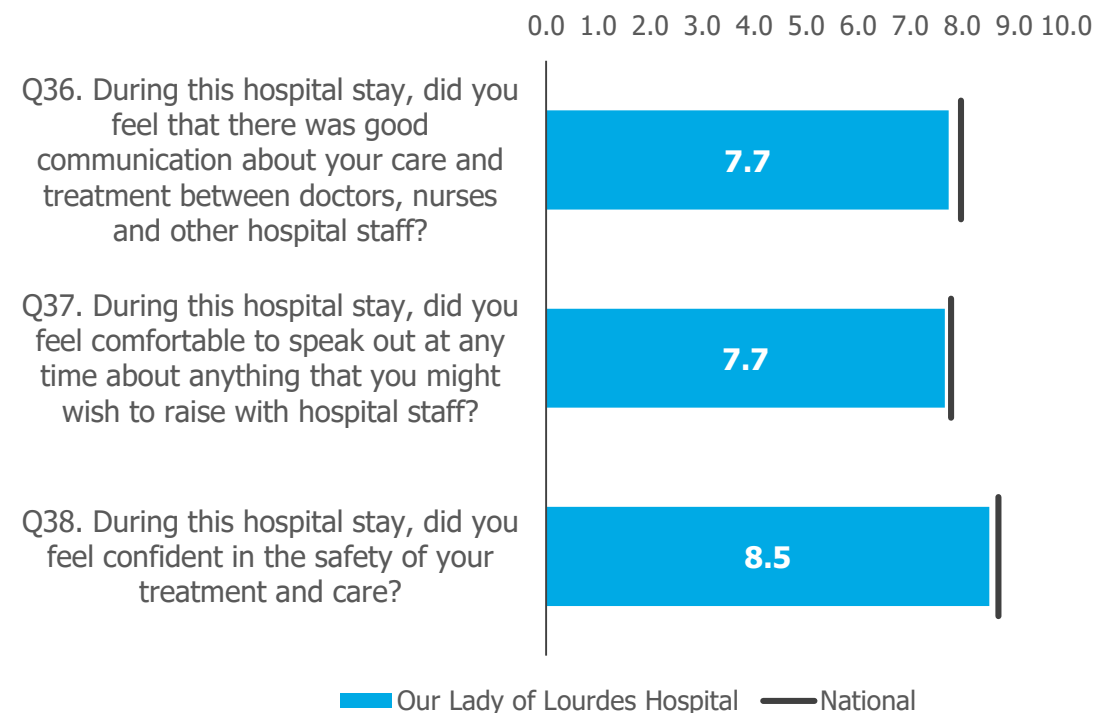


Patient safety

- 8% of people (36 of 454) 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 (345 of 462) definitely felt confident in the safety of their treatment and care.
- Lowest-scoring questions:
 - 14% of people (56 of 413) did not feel comfortable to speak out at any time about anything that they wished to raise with hospital staff.
 - 13% of people (57 of 437) did not feel there was good communication about their care and treatment between hospital staff.



Average scores for questions on 'patient safety'





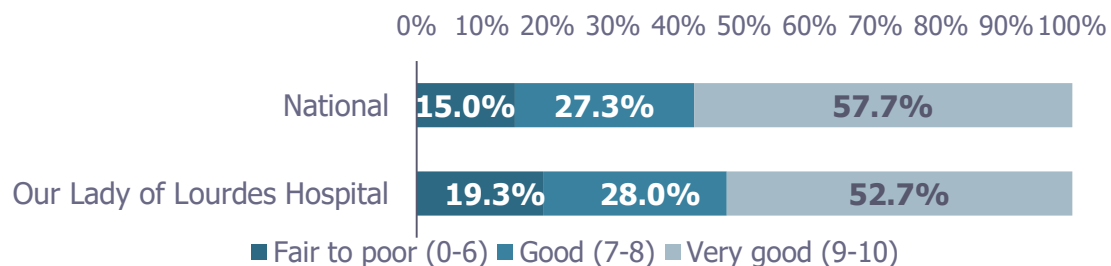
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Overall experience

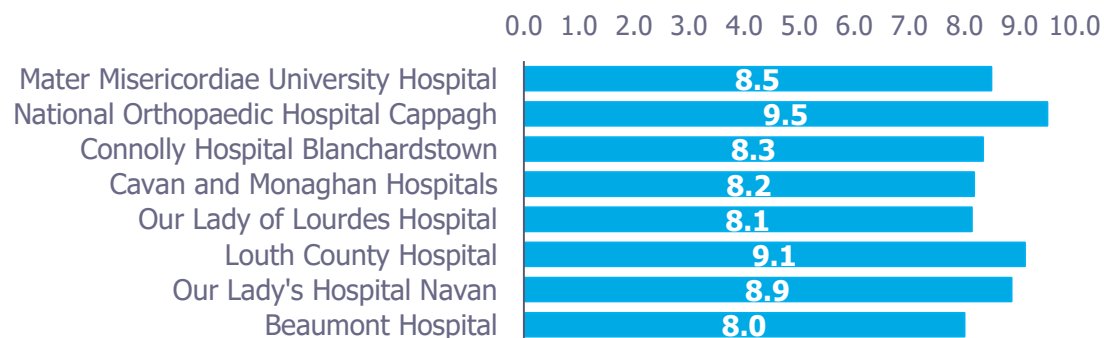


- 81% of survey participants who were admitted to Our Lady of Lourdes Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for the 'Admissions' stage of care were significantly lower in 2024 than in the 2022 survey, but this may be due to changes to the questions asked for this stage in the 2024 survey.

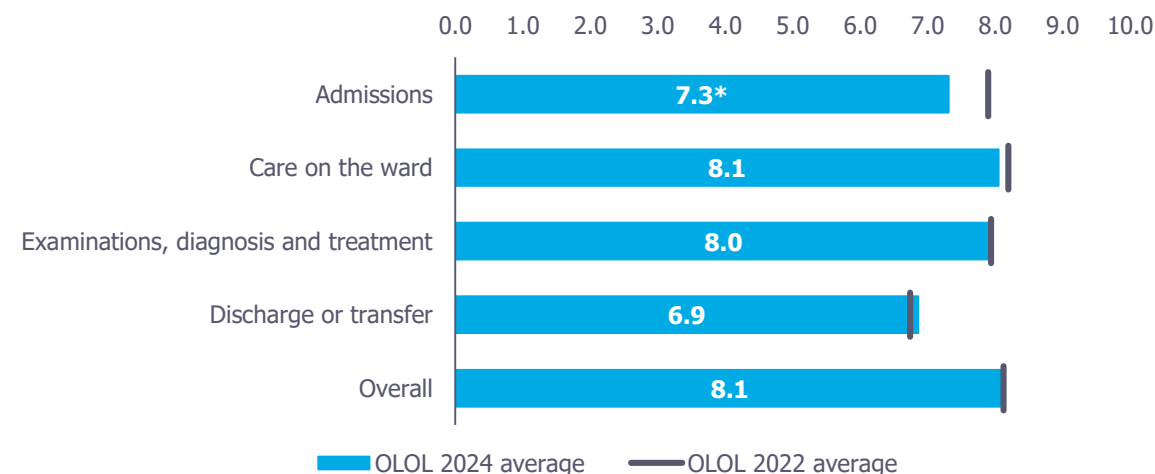
Overall experience of care



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



Scores for stages of care and overall experience



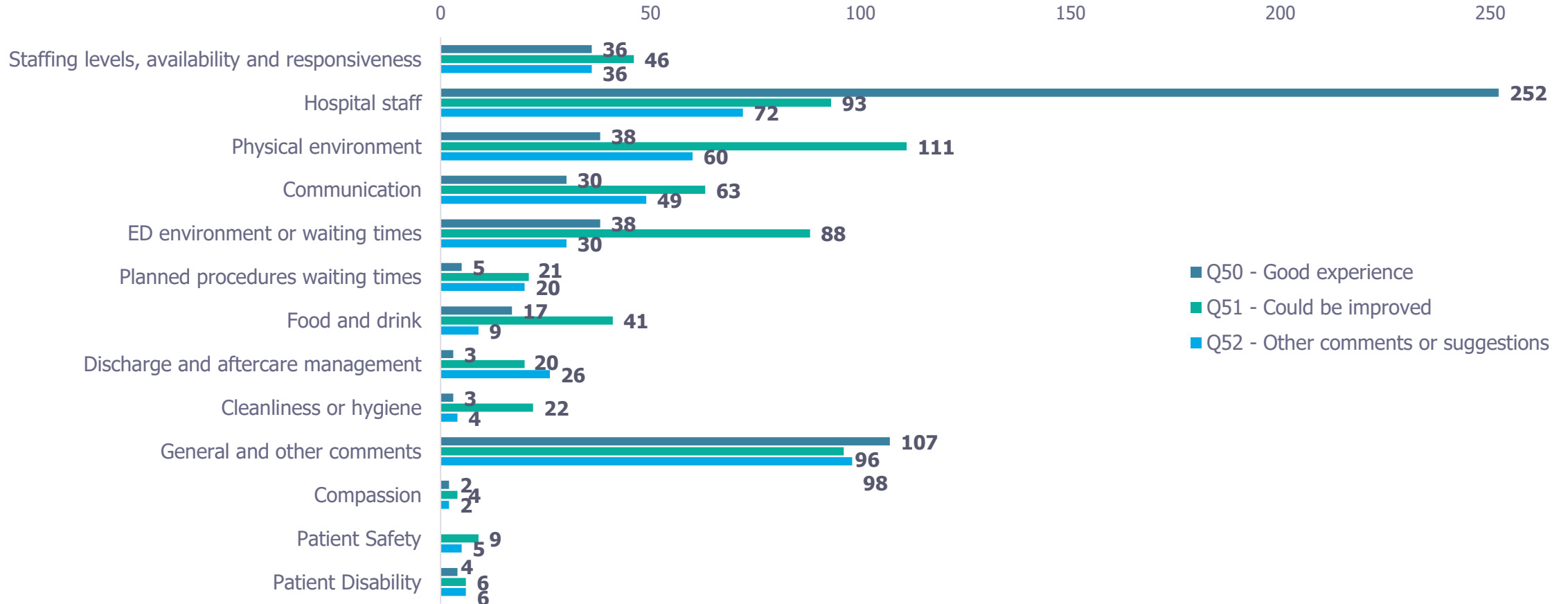
* Denotes statistically significant differences.



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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 comment or suggestion (Q52).
- 856 comments were received from patients admitted to Our Lady of Lourdes Hospital. Comments were coded using the categories below.





Conclusion



- Positive elements of experience at Our Lady of Lourdes Hospital included staff introducing themselves to patients.
- Areas for improvement included emergency department waiting times and provision of written or printed information to patients upon discharge.
- '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.
- 81% of survey participants at Our Lady of Lourdes Hospital said they had a good to very good overall experience, compared to 85% nationally.
- Scores for the 'Admissions' stage of care were significantly lower in 2024 than in 2022, but this may be due to the changes to the questions asked for this stage in 2024.

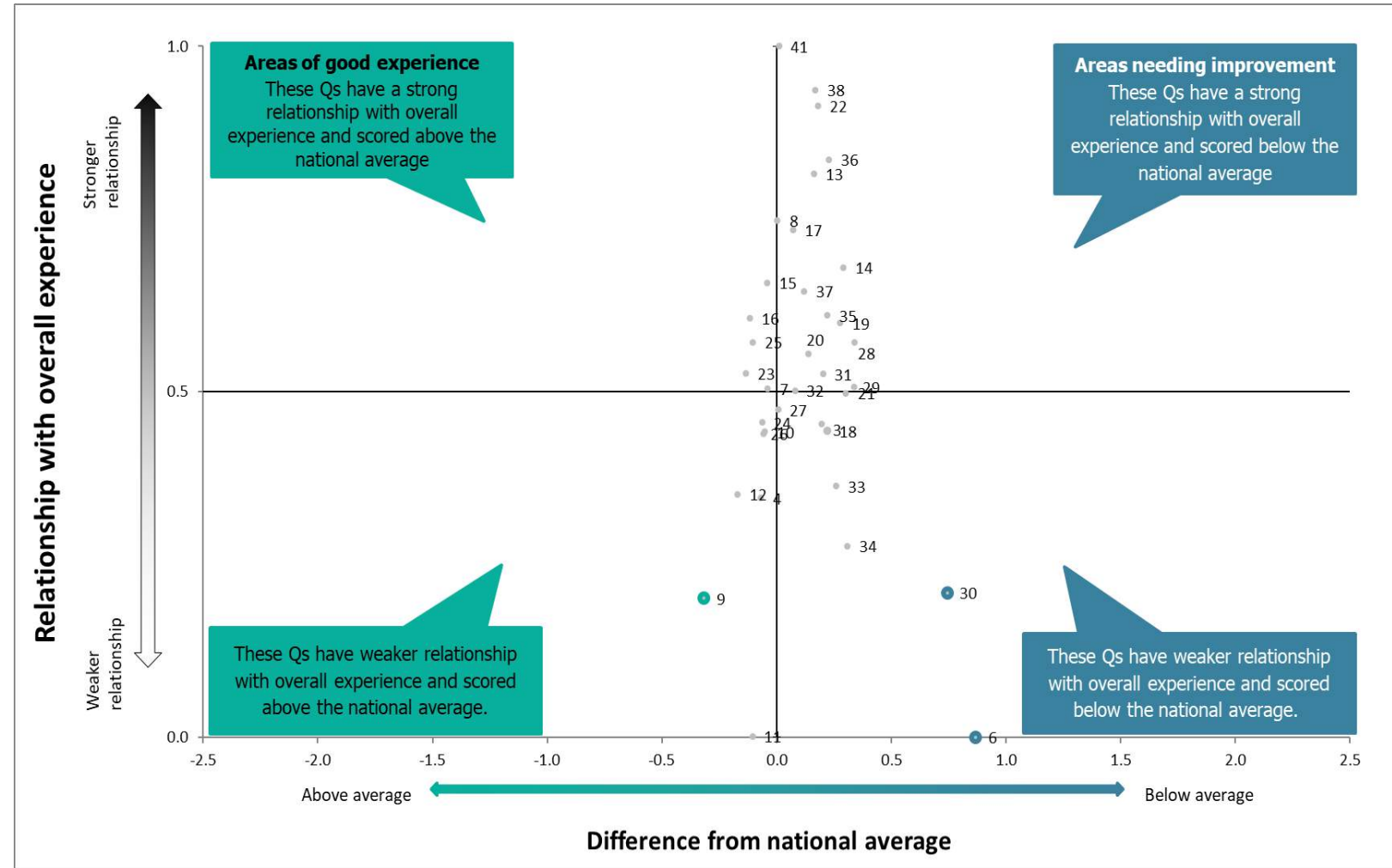


Appendix 1

Areas of good experience and areas needing improvement

Improvement map for Our Lady of Lourdes 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.





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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