



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Our Lady's Hospital Navan

Improving care experiences together



An Roinn Sláinte
Department of Health



Survey background

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


ADMISSIONS



Experiences in the emergency department such as waiting time before being admitted to a ward, communication with staff and respect for privacy.

3 QUESTIONS


CARE ON THE WARD



Experiences while on the ward such as communication with hospital staff, pain management, cleanliness and food.

11 QUESTIONS


EXAMINATIONS, DIAGNOSIS AND TREATMENT



Experiences while undergoing or receiving results of tests, treatments, operations and procedures.

8 QUESTIONS

DISCHARGE OR TRANSFER



Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.

8 QUESTIONS

OTHER ASPECTS OF CARE



Other, more general care experiences such as opportunities for family to communicate with staff, and trust and confidence in hospital staff.

4 QUESTIONS

PATIENT SAFETY








Experiences relating to patient safety culture and patient safety incidents.

5 QUESTIONS

- Inclusion and exclusion criteria:

INCLUSION CRITERIA



16+ 16 years of age or older	 Spent 24 hours or more in a public acute hospital	 Discharged in May 2024 (the survey month)
 Held a postal address in the Republic of Ireland at the time of the survey		 Attended one of the 40 participating hospitals

EXCLUSION CRITERIA



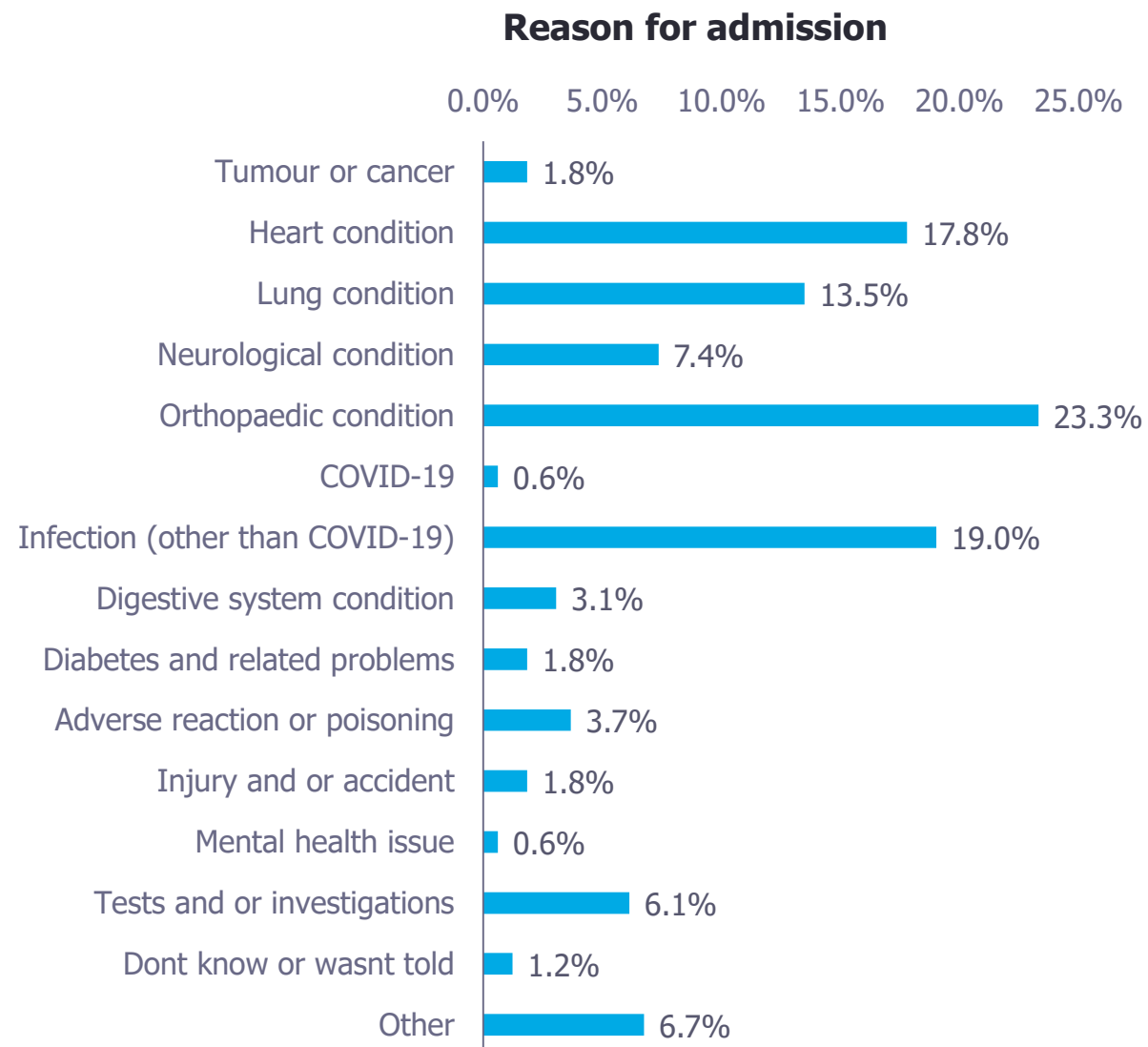
 Patients receiving services such as day care, maternity, psychiatric, paediatric and some other specialist services	 Patients receiving care in private hospitals
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Participants

- 377 people who were admitted to Our Lady's Hospital Navan were invited.
- 165 took part (44%), compared to 41% nationally.
- 57% (94) completed the survey online, while 43% (71) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	8	4.8
36 to 50 years	15	9.1
51 to 65 years	49	29.7
66 to 80 years	67	40.6
81 years or older	26	15.8
Sex		
Male	81	49.1
Female	84	50.9
Admission route		
Emergency	127	77.0
Non-emergency	38	23.0



Areas of good experience



Confidence and trust in hospital staff | Q22

Of the 163 people who answered this question, 87% (142) said that they always had confidence and trust in the hospital staff treating them.

Good communication between staff | Q36

Of the 158 people who answered this question, 79% (125) always felt that there was good communication about their care and treatment between hospital staff.

Respect and dignity | Q41

Of the 161 people who answered this question, 92% (148) said that they always felt treated with respect and dignity while they were in hospital.

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

Comments from patients

"I was in Navan Hospital for a total hip replacement. The whole process was organised very professionally and the standard of care was excellent."

"Excellent staff care from doctors & nurses to porters and kitchen staff."

"All of the staff were extremely kind and helpful towards me."

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

"I was discharged and sent in a taxi to a step down facility without being told where I was going, without my family being notified in advance, and without being properly dressed."

"I would have liked to be told the name of the medication I was given by the doctor instead of being told, 'this is for the pain'."

"Toilets and shower room in CCU ward are very dated and could do with modernisation and upgrading."

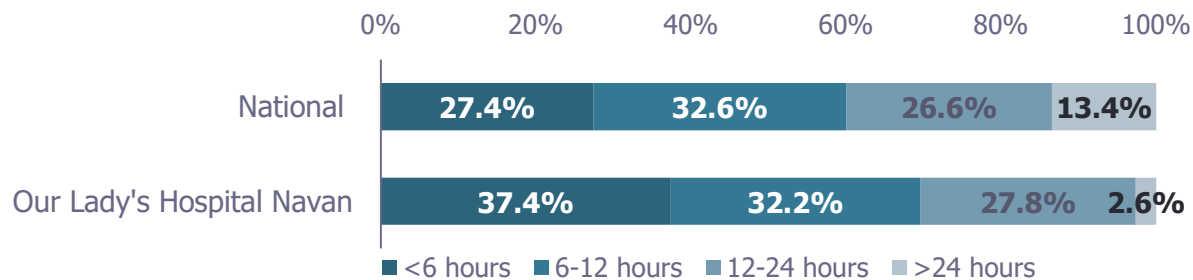


Admissions

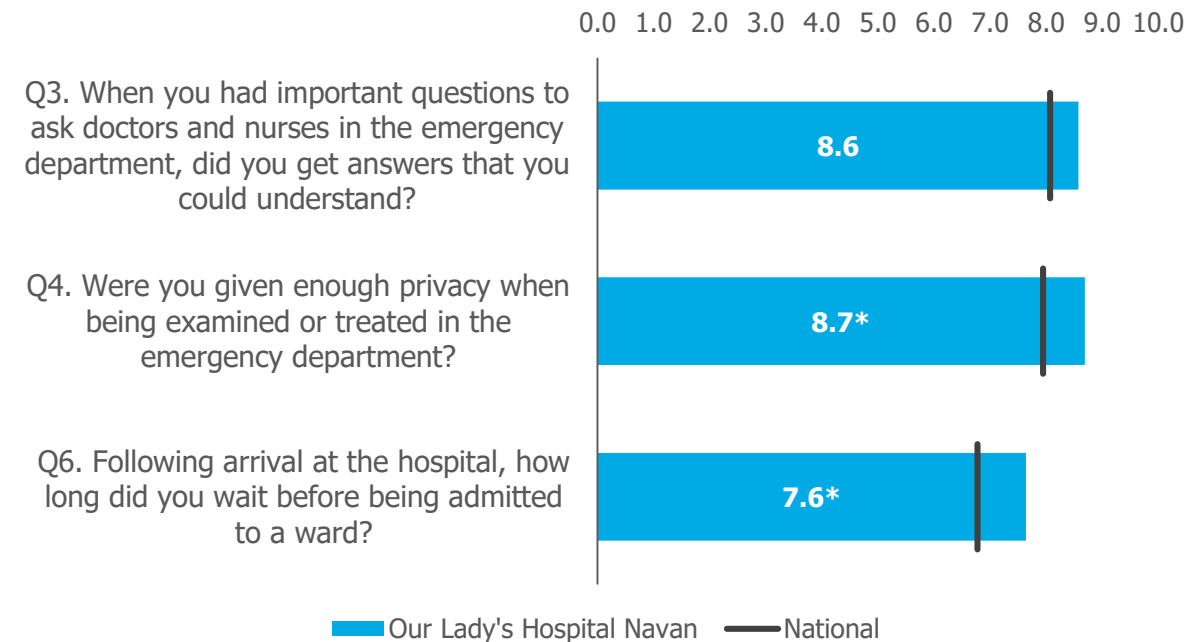


- Highest-scoring question:
 - 78% of people (92 of 118) said that they were definitely given enough privacy when being examined or treated in the emergency department.
- Lowest-scoring question:
 - 3% of people (3 of 115) said that they waited more than 24 hours before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



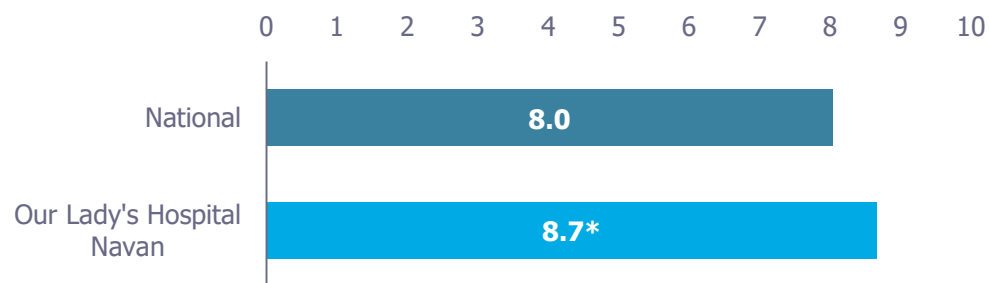
* Denotes statistically significant differences from the national average.



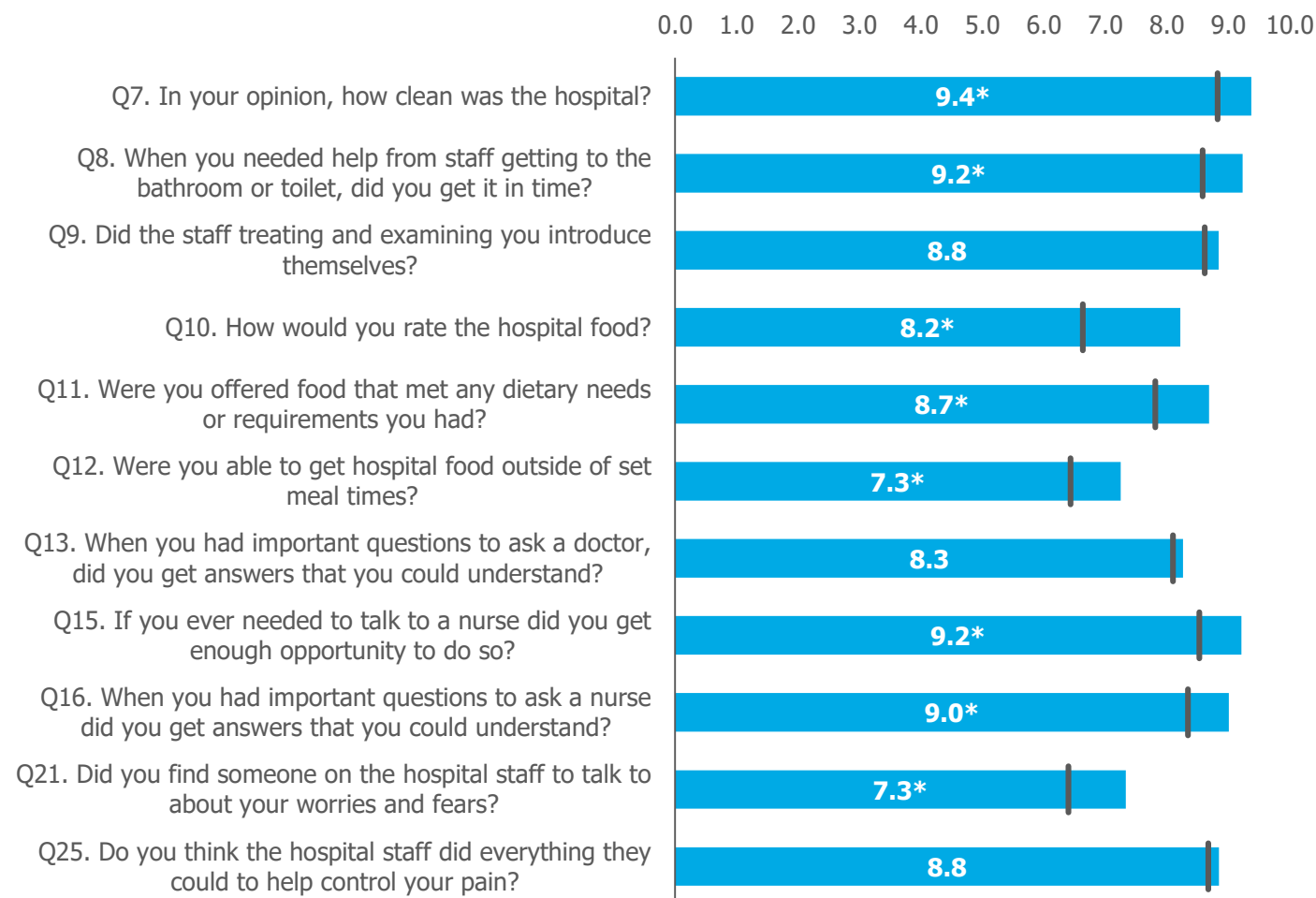
Care on the ward

- Highest-scoring question:
 - 84% of people (137 of 163) said that the hospital room or ward was 'very clean'.
- Lowest-scoring questions:
 - 13% of people (12 of 96) said they could not get hospital food outside of set meal times.
 - 15% of people (15 of 103) people 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'



Our Lady's Hospital Navan — National

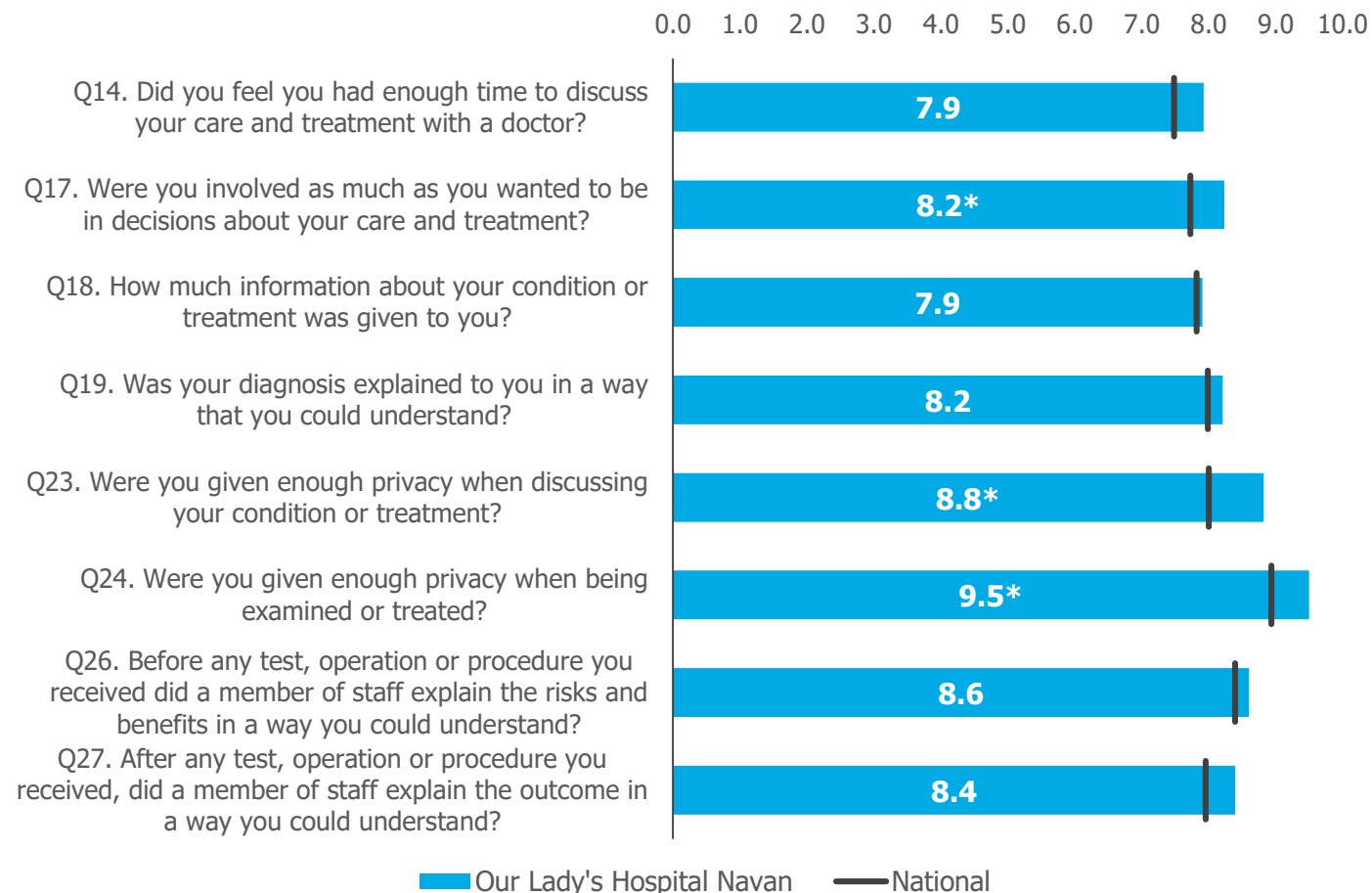
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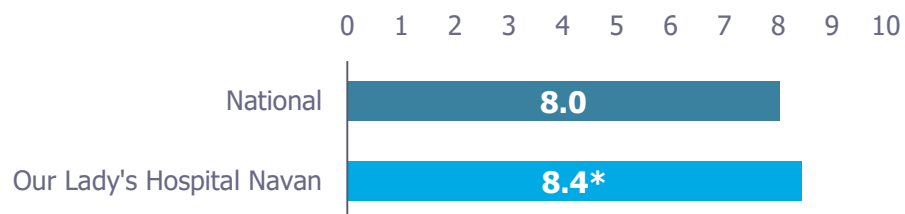
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 91% of people (147 of 161) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring questions:
 - 6% of people (9 of 162) said that they did not have enough time to discuss their care and treatment with a doctor.
 - 21% of people (33 of 160) said they were not given enough information about their condition or treatment.

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



Comparison with the national average



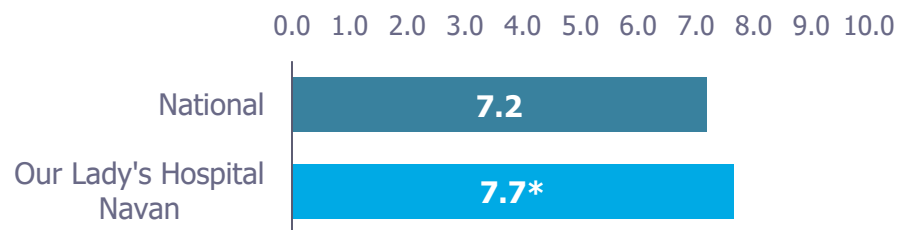
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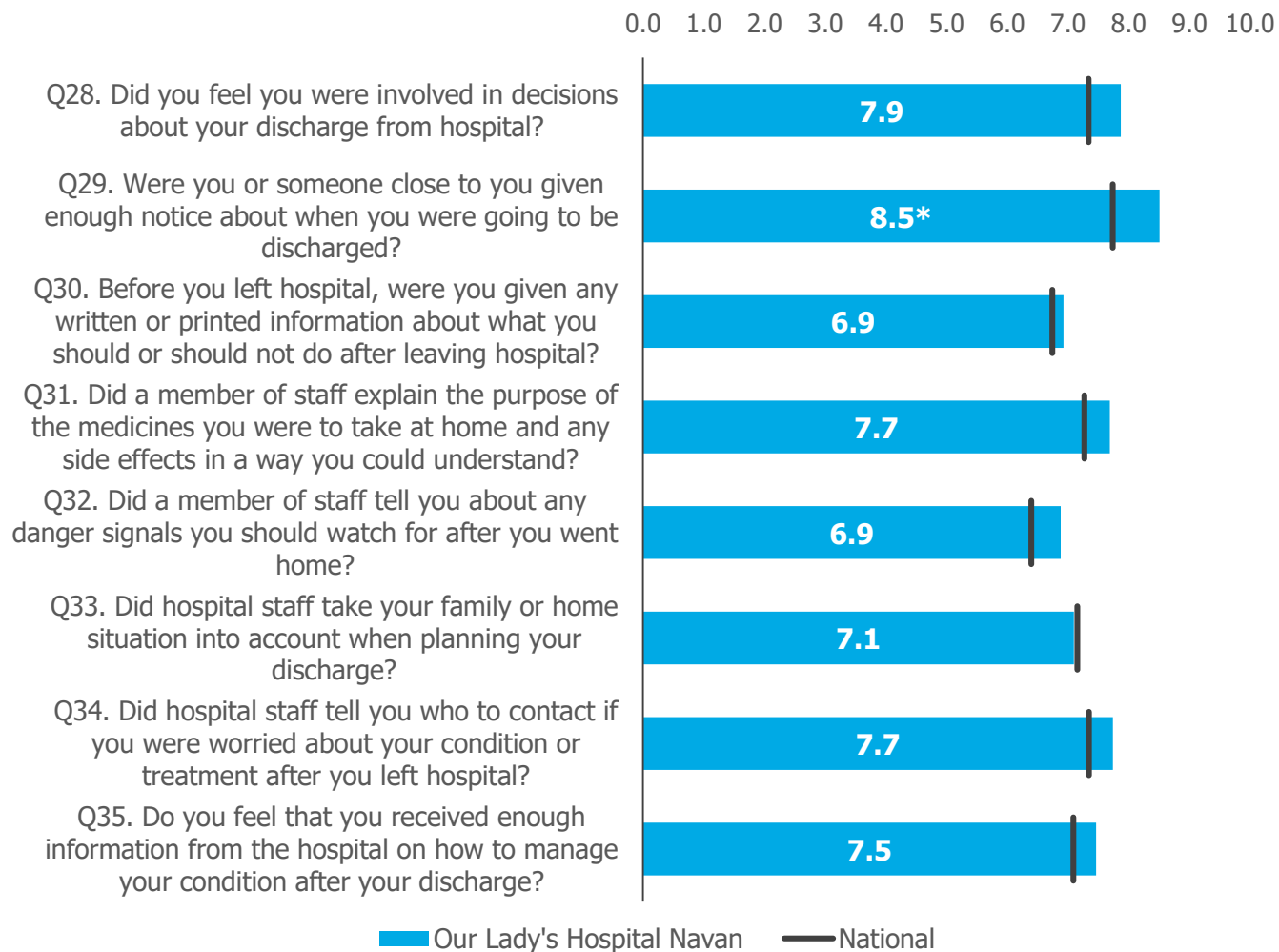
Discharge or transfer

- Highest-scoring question:**
 - 76% of people (123 of 161) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring questions:**
 - 31% of people (41 of 134) who wanted it, said they were not given written or printed material on what they should or should not do after leaving hospital.
 - 22% of people (30 of 134) said they were not told about danger signals they should watch out for when they went home.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



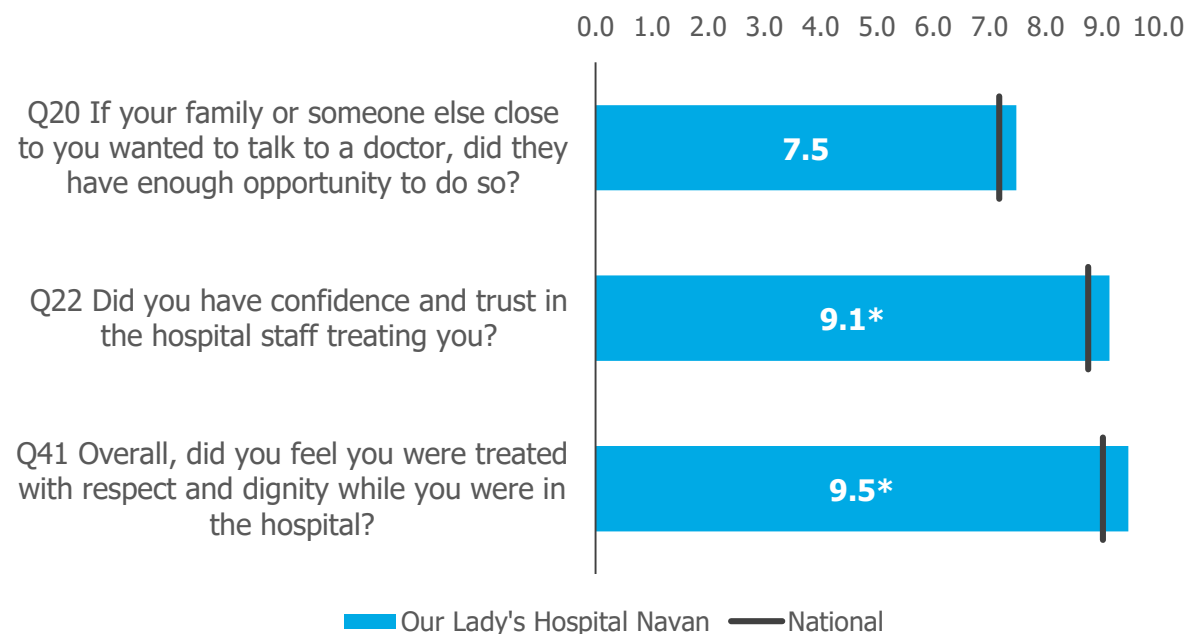
* Denotes statistically significant differences from the national average.

Other aspects of care



- Highest-scoring question:
 - 92% of people (148 of 161) said that they always felt treated with respect and dignity.
- Lowest-scoring question:
 - 12% of people (14 of 115) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 64% of people (66 of 104) who wanted to give feedback or make a complaint, knew how and where to do so, while 36% (38 people) did not.

Average scores for questions on 'other aspects of care'



* Denotes statistically significant differences from the national average.

Patient safety

- 6% of people (9 of 161) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced by people was a healthcare associated infection.
- Highest-scoring question:
 - 81% of people (130 of 160) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 5% of people (8 of 148) said that they 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'

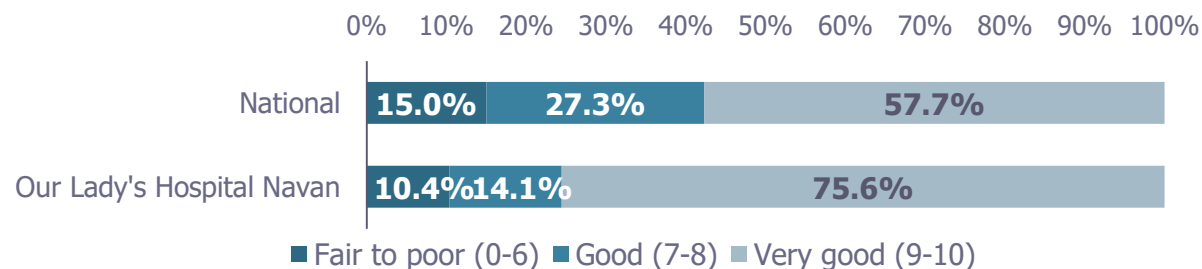


Overall experience

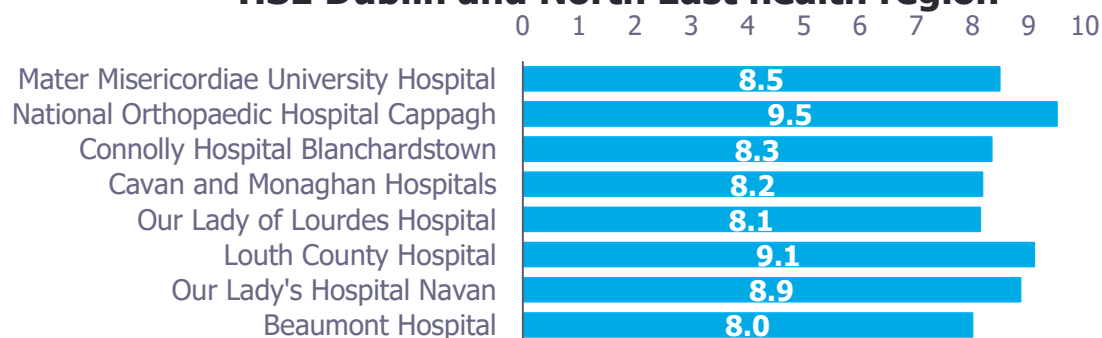


- 90% of survey participants who were admitted to Our Lady's Hospital Navan said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of experience was significantly higher than the national average.
- Scores for all stages of care were about the same in 2024 as they were in 2022.

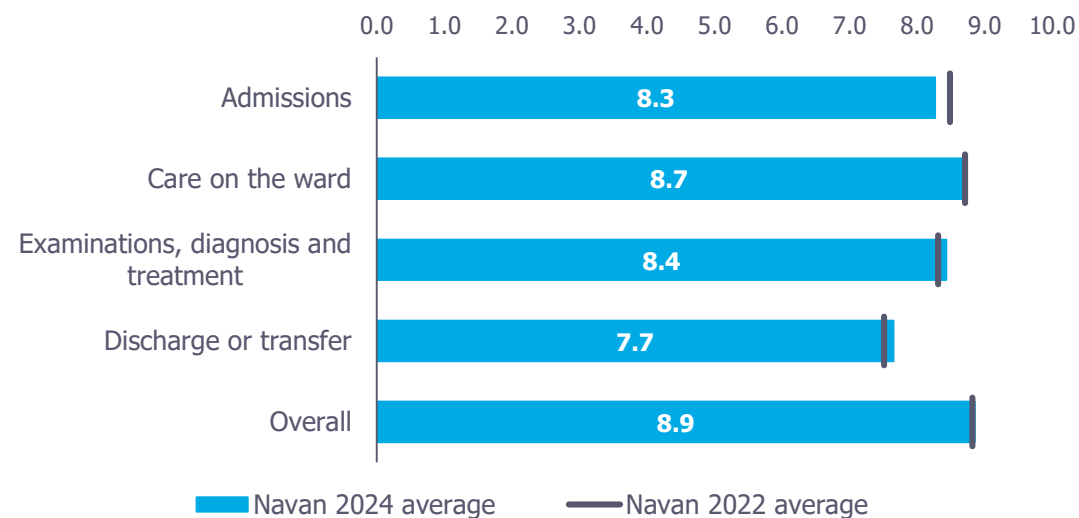
Overall experience of care



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

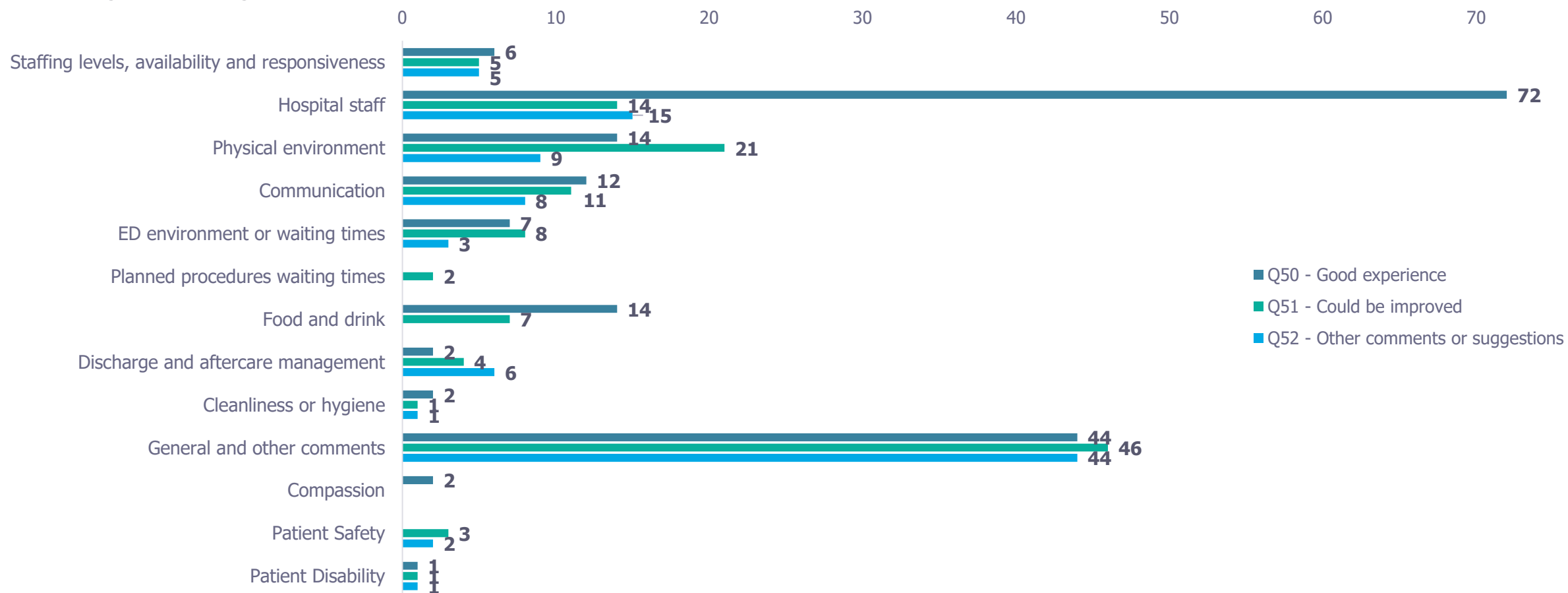


Scores for stages of care and overall experience



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).
- 231 comments were received from patients admitted to Our Lady's Hospital Navan. Comments were coded using the categories below.



Conclusion



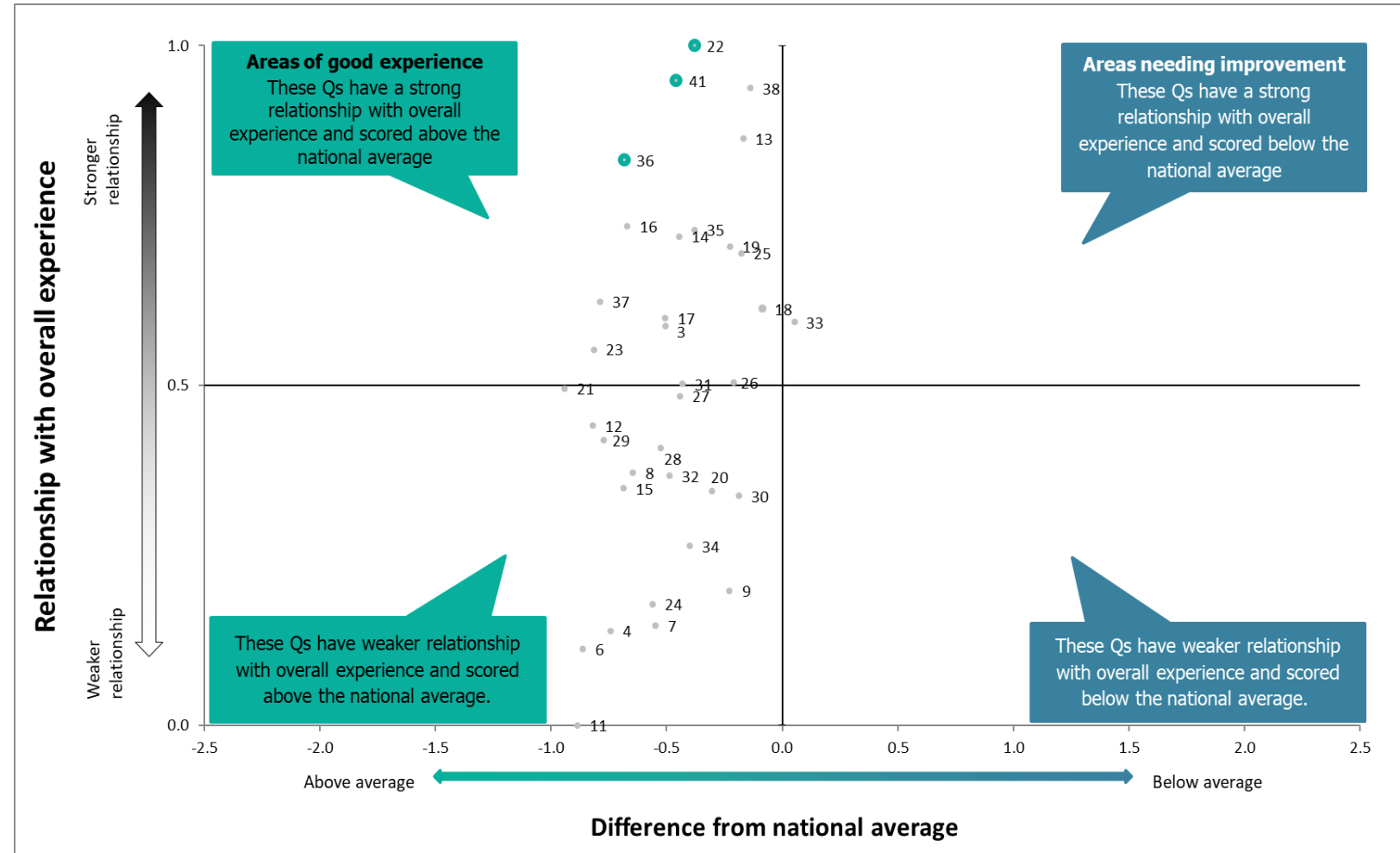
- Areas of good experience at Our Lady's Hospital Navan related to patient confidence and trust in hospital staff, good communication about care and treatment between hospital staff, and patients being treated with respect and dignity in hospital.
- The hospital's lowest-scoring questions related to aspects of discharge experience, including written or printed information for patients when leaving hospital, information about danger signals to watch out for, and taking patients' home situations into account when planning their 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.
- 90% of survey participants at Our Lady's Hospital Navan said they had a good to very good overall experience, compared to 85% nationally.
- The overall rating of care experience was significantly higher than the national average.
- Scores for all stages of care and overall experience were about the same in 2024 as those in 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.
- Questions that scored significantly below average and had a weaker 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 Our Lady's Hospital Navan





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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