



National  
Inpatient  
Experience  
Survey

# National Inpatient Experience Survey 2024

## Portiuncula University Hospital

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**



<b>16+</b> 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 <b>postal address</b> 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 <b>specialist services</b>	 Patients receiving care in <b>private hospitals</b>
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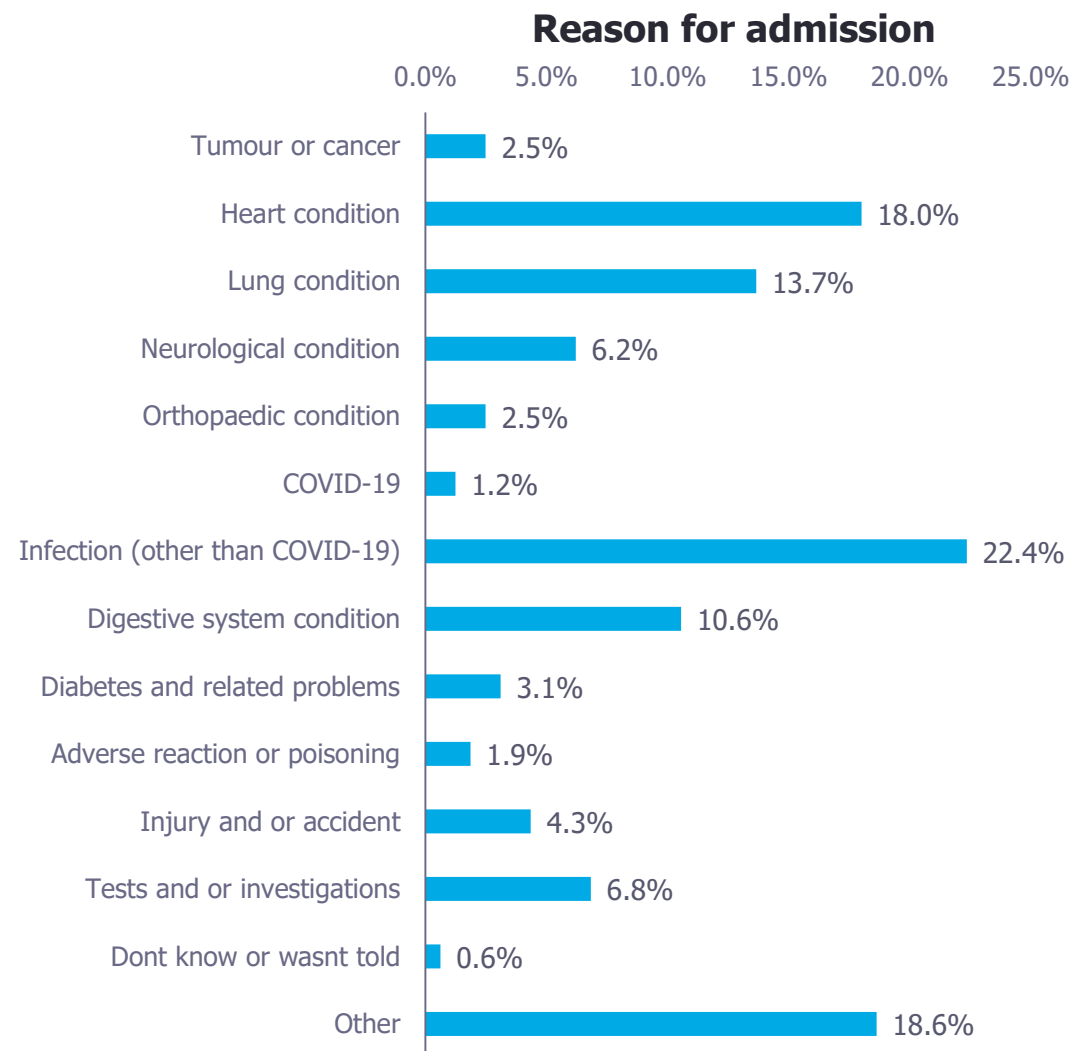


# Participants

- 374 people who were admitted to Portiuncula University Hospital were invited.
- 162 took part (43%), compared to 41% nationally.
- 50% (81) completed the survey online, while the other 50% completed the paper survey.

## Characteristics of participants

Age category	Number	%
16 to 35 years	16	9.9
36 to 50 years	22	13.6
51 to 65 years	39	24.1
66 to 80 years	49	30.2
81 years or older	36	22.2
Sex		
Male	84	51.9
Female	78	48.1
Admission route		
Emergency	150	92.6
Non-emergency	12	7.4





## Areas of good experience



*While no specific areas of good experience 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 of good experience is provided below.*

### Comments from patients

“All the staff were so pleasant & helpful. Ward was spotless, everything was so clean.”

“The carers were amazing at their job, so helpful and tried their best to do what they could to make patients’ lives better. The catering staff were also so helpful and got my food when I was admitted to the ward after the usual meal times.”

“The cleanness of the hospital was maintained. Staff were friendly and caring.”



## Areas needing improvement



### Privacy when discussing condition or treatment | Q23

Of the 156 people who answered this question, 17% (27) said that they were not given enough privacy when discussing their condition or treatment.

*This question scored significantly below average and have a stronger relationship with overall experience.*

### Comments from patients

"There was no privacy. Fortunately, my issue was not sensitive so privacy didn't matter to me as such; but if it had, I would be most unhappy at discussing it in so public a location. Staff made an effort to shield me with their body where relevant and spoke in lower voice in an effort to provide some form of privacy."

"To have more dignity and privacy in ED and also to be admitted to a cubicle at least or ideally a bed in a ward."

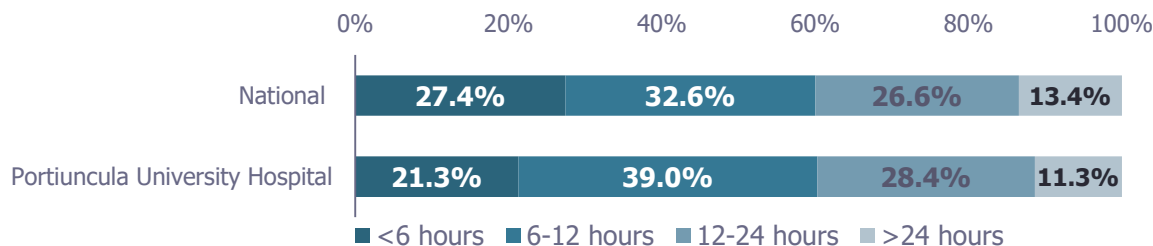


# Admissions

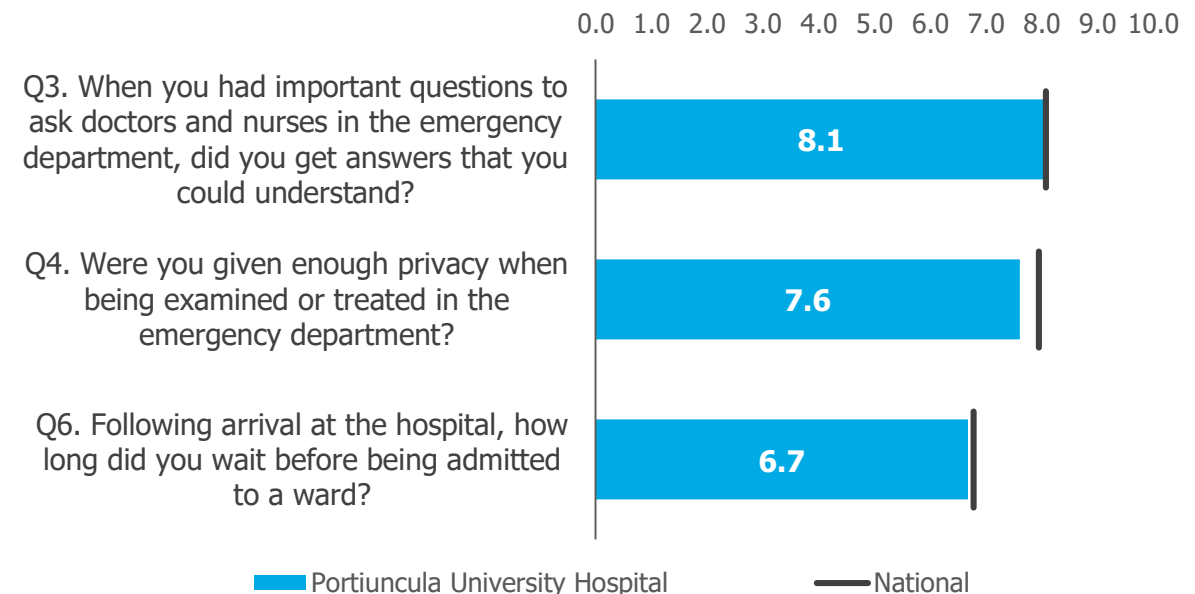


- Highest-scoring question:
  - 65% of people (83 of 128) said that when they had important questions to ask doctors and nurses in the emergency department, they always got answers that they could understand.
- Lowest-scoring question:
  - 11% of people (16 of 141) said that they waited more than 24 hours before being admitted to a ward.

**Emergency department waiting times**



**Average scores for questions on 'admissions'**



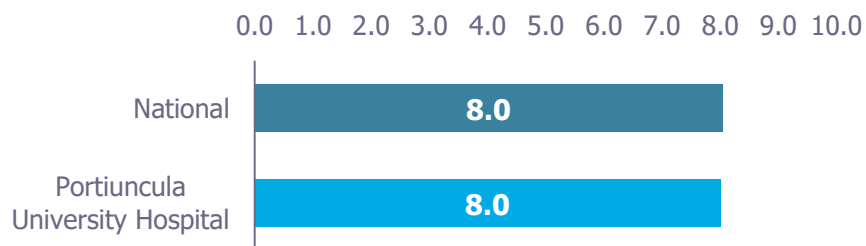


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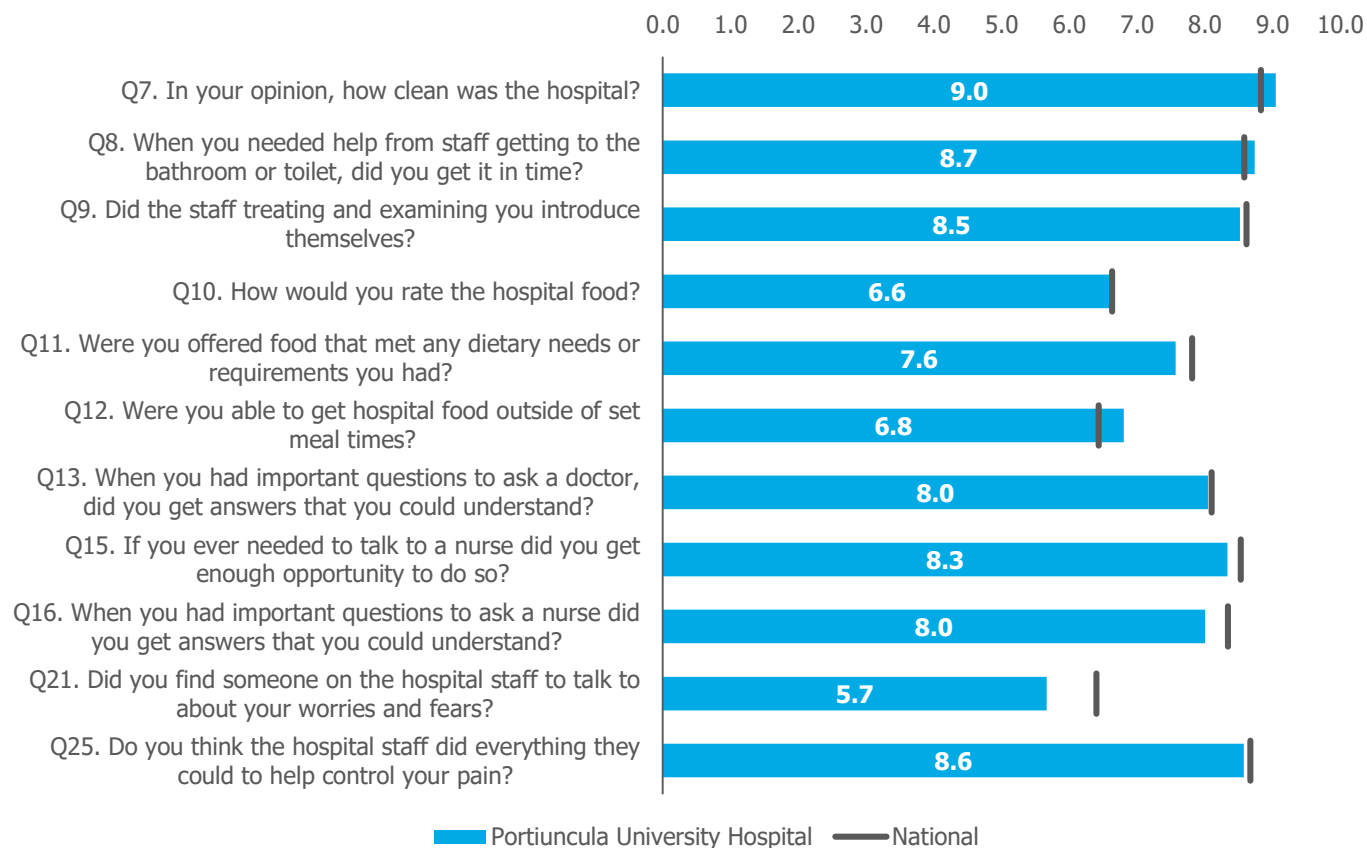
# Care on the ward

- Highest-scoring question:
  - 77% of people (121 of 158) said that the hospital was 'very clean'.
- Lowest-scoring question:
  - 31% of people (29 of 95) 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'

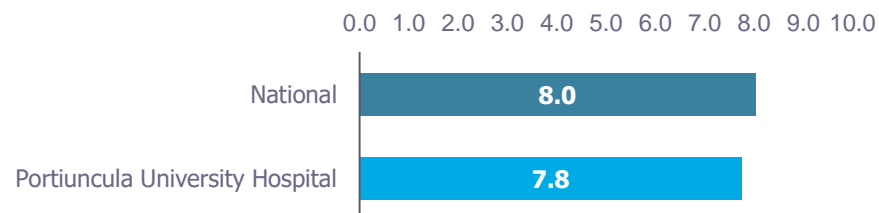




# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 81% of people (128 of 158) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 14% of people (22 of 155) 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'



\* Denotes statistically significant difference from the national average.



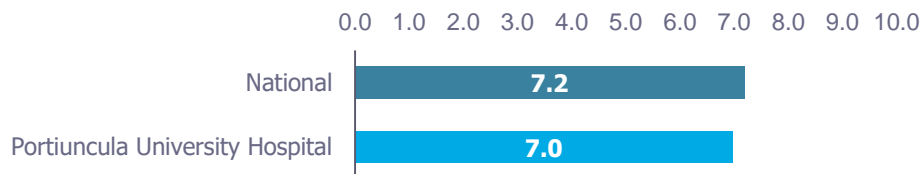


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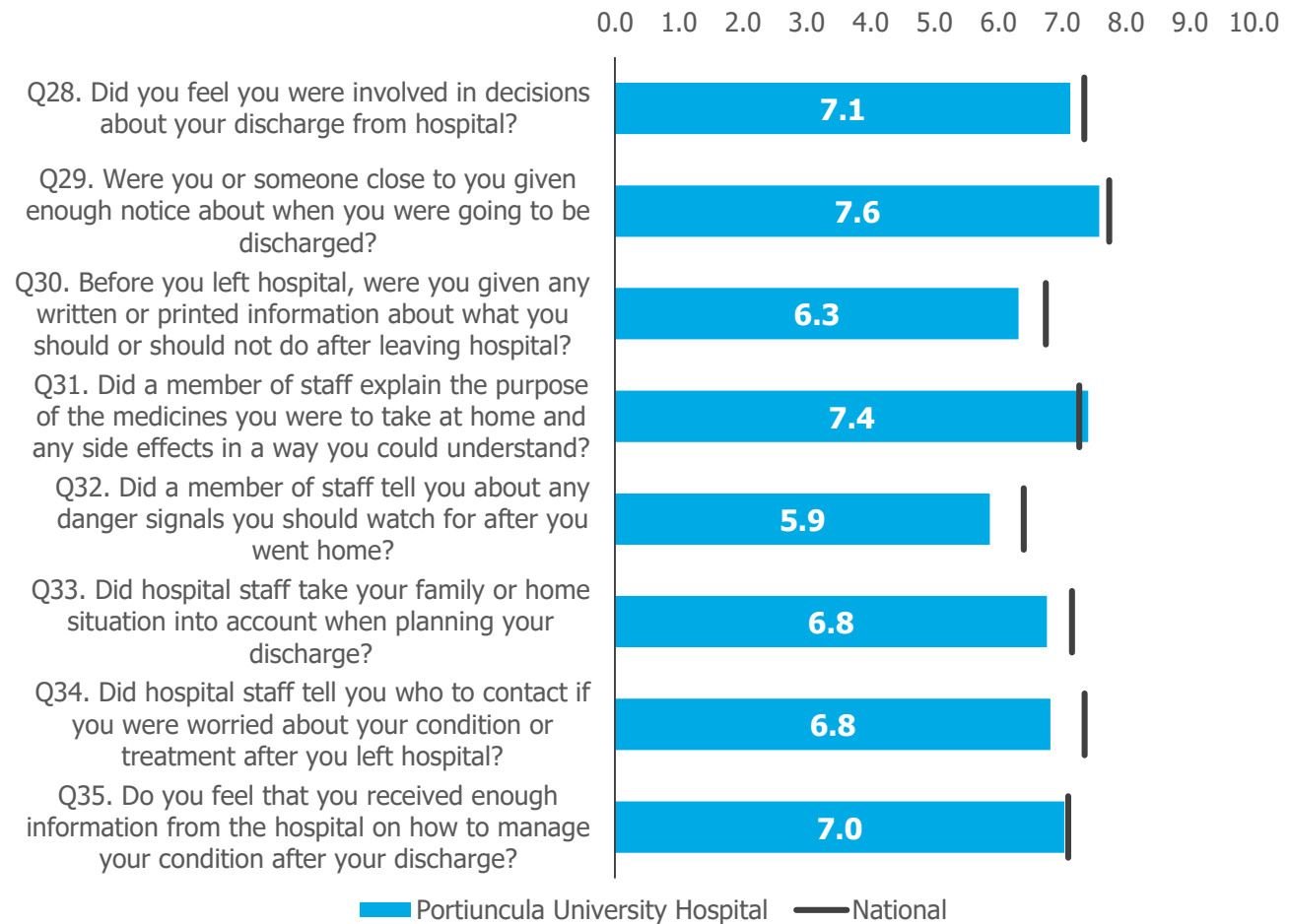
# Discharge or transfer

- Highest-scoring question:
  - 65% of people (102 of 157) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
  - 31% of people (38 of 123) said that they were not told about any danger signals to watch out for after they went home.

## Comparison with the national average



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





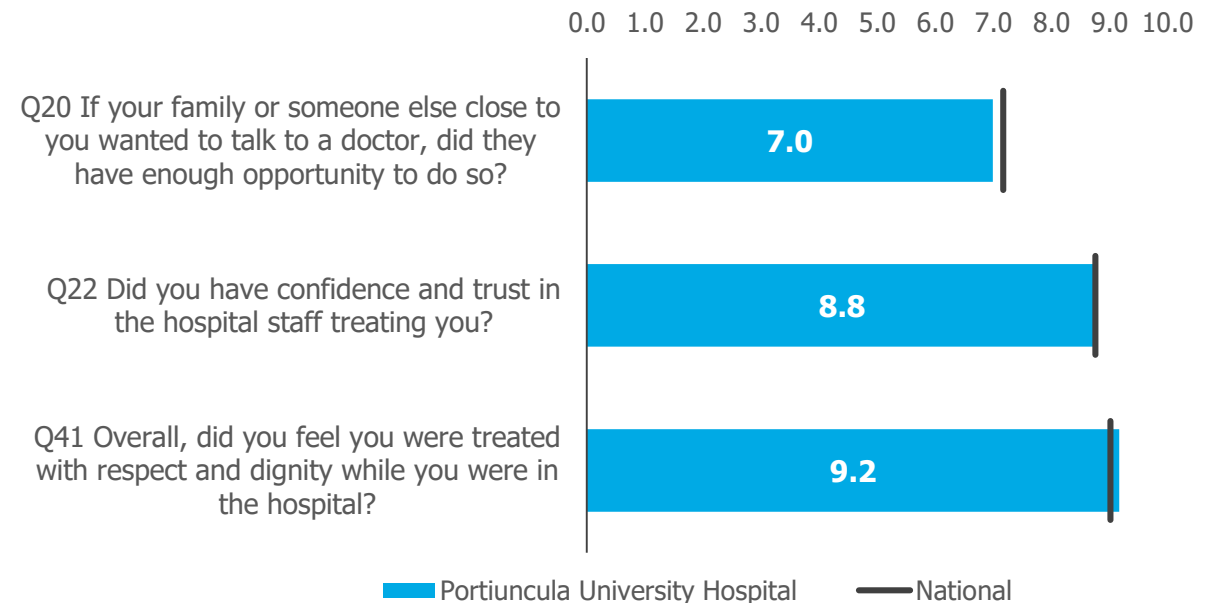
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## Other aspects of care



- Highest-scoring question:
  - 84% of people (133 of 158) said that they always felt treated with respect and dignity in hospital.
- Lowest-scoring question:
  - 17% of people (17 of 98) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 44% of people (46 of 104) who wanted to give feedback or make a complaint, knew how and where to do so, while 56% (58 people) did not.

Average scores for questions on 'other aspects of care'





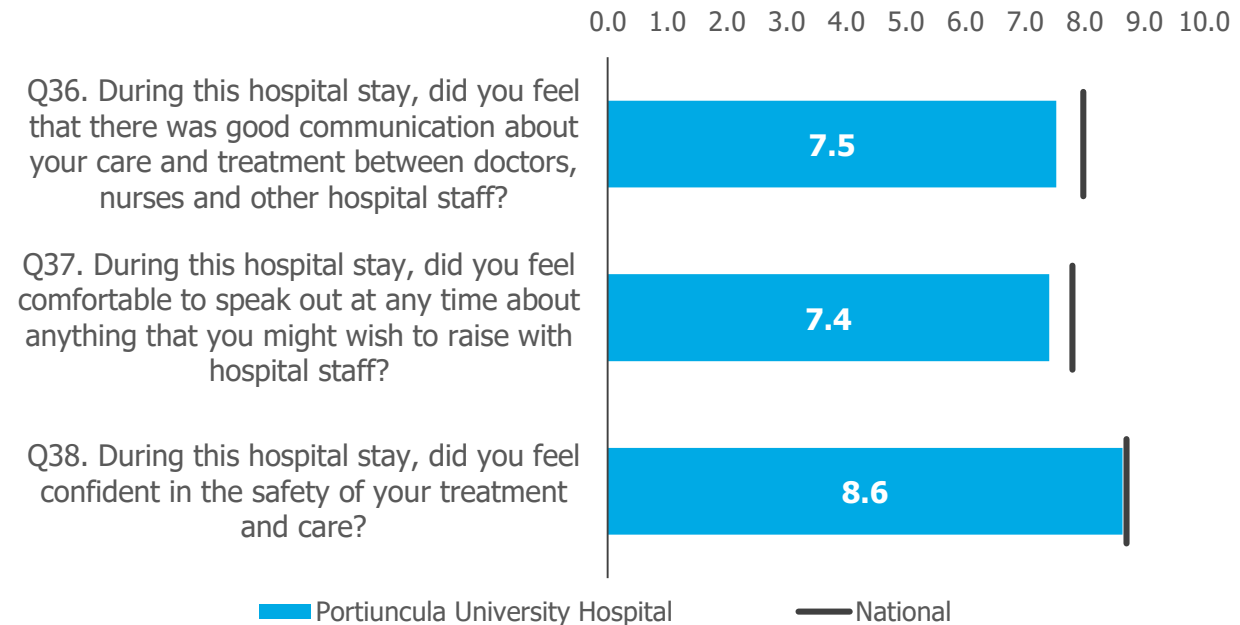
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## Patient safety



- 10% of people (15 of 156) indicated they had a patient safety incident during their hospital stay. The most common types of patient safety incidents experienced by people were medication issues and healthcare associated infections.
- Highest-scoring question:
  - 77% of people (122 of 158) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
  - 15% of people (20 of 135) 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'





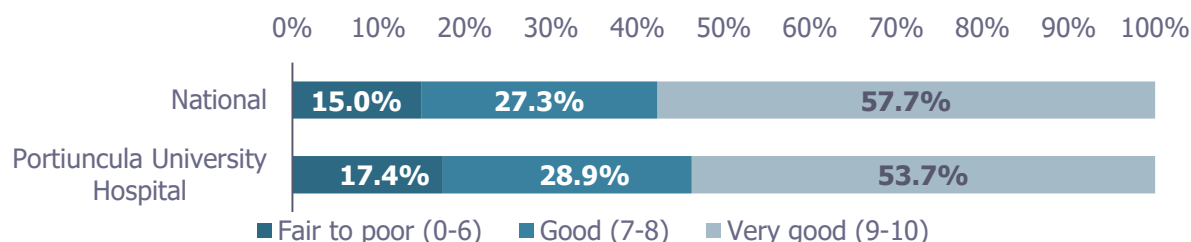
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# Overall experience

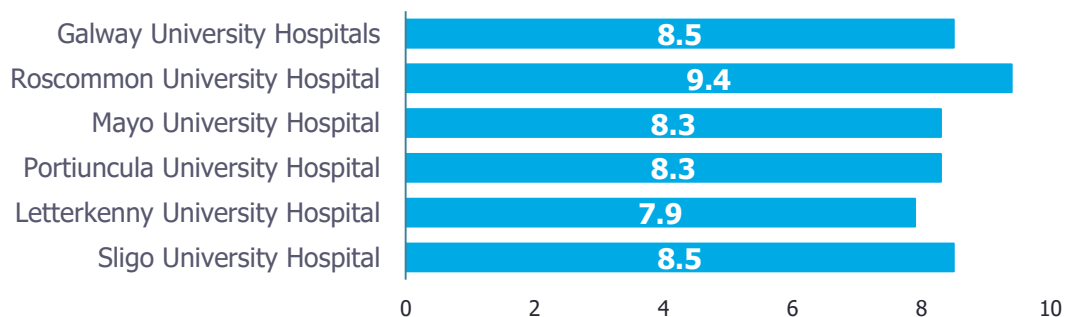


- 83% of survey participants who were admitted to Portiuncula University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for 'Admissions' and 'Care on the ward' stages of care were significantly lower in 2024 compared to scores in 2022, but this may be due to changes to the questions for these stages in the 2024 survey.

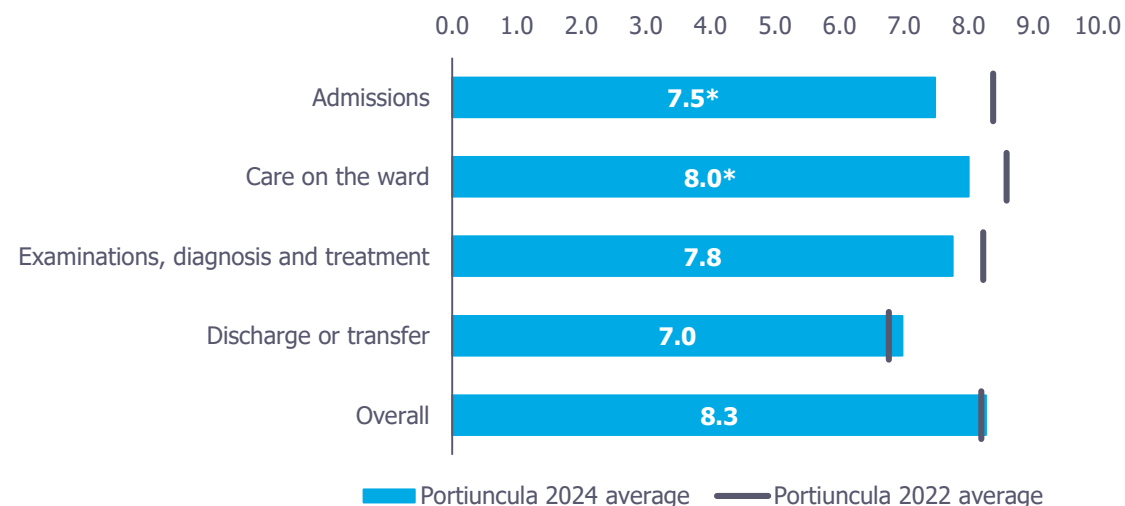
## Overall experience of care



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



## Scores for stages of care and overall experience



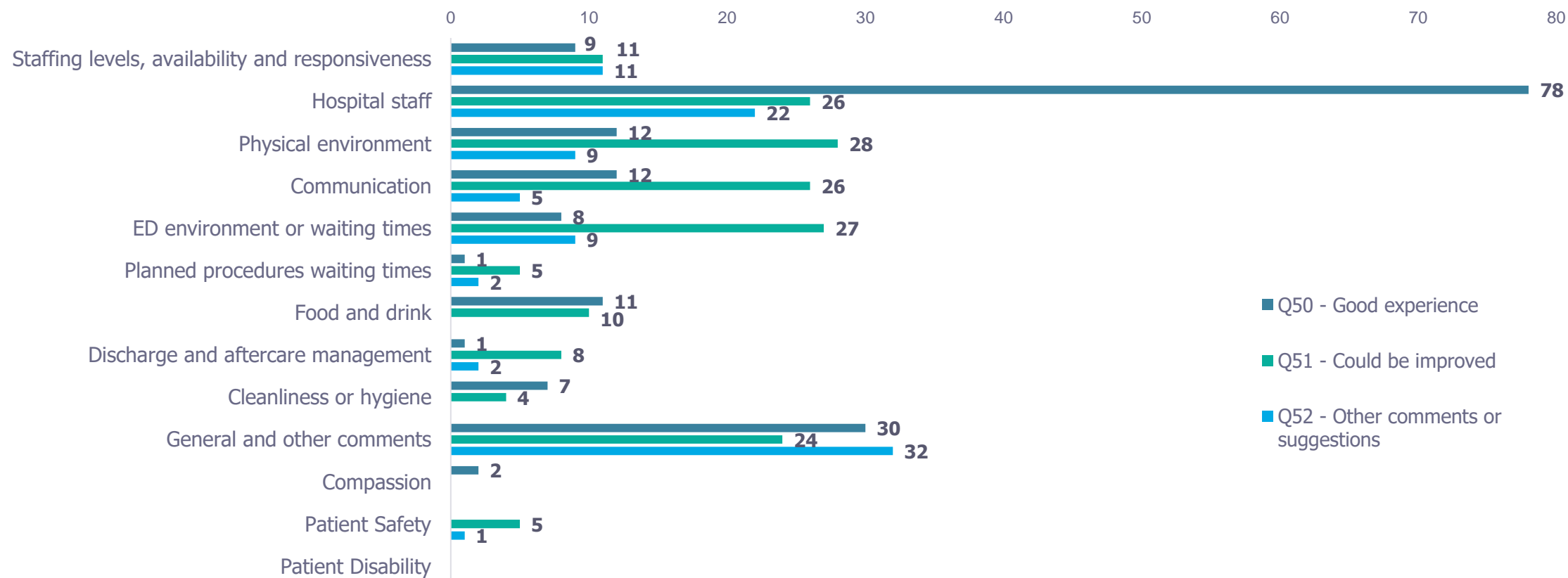
\* Denotes statistically significant differences.



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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).
- 253 comments were received from patients admitted to Portiuncula University Hospital. Comments were coded using the categories below.





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## Conclusion



- The highest-scoring questions for Portiuncula University Hospital related to the cleanliness of the hospital, patient confidence and trust in hospital staff, and respect and dignity for patients.
- Areas for improvement included privacy for patients when discussing conditions or treatment.
- '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.
- 83% of survey participants at Portiuncula University Hospital said they had a good to very good overall experience, compared to 85% nationally.
- Scores for 'Admissions' and 'Care on the ward' were significantly lower in 2024 compared to the 2022 survey, but this may be due to changes to the questions for these stages of care in the 2024 survey.



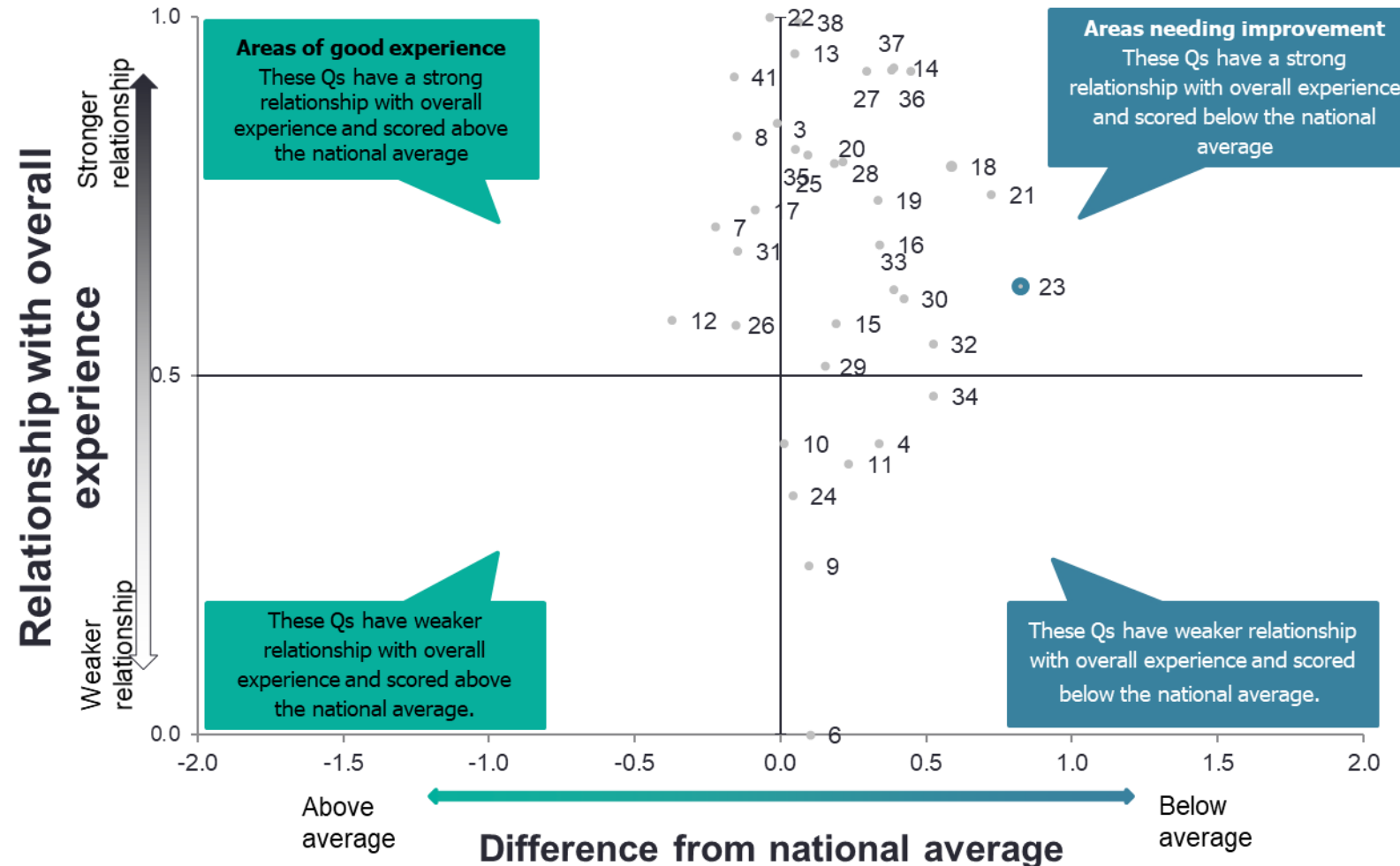
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## Appendix 1

# Areas of good experience and areas needing improvement

### Improvement map Portiuncula University 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.
- 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](http://www.yourexperience.ie).







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Náisiúnta ar  
Eispéireas Othar  
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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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