



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Regional Hospital Mullingar

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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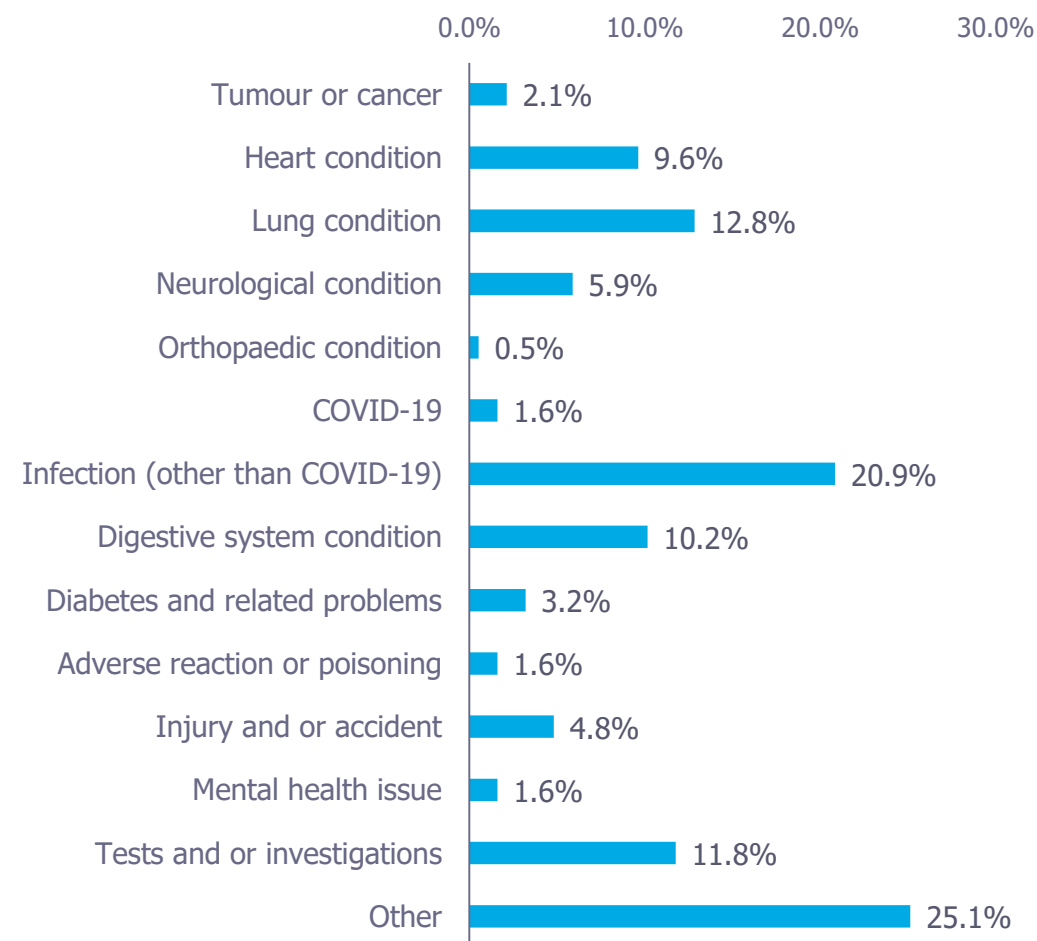
Participants

- 489 people who were admitted to Regional Hospital Mullingar were invited.
- 189 took part (39%), compared to 41% nationally.
- 57% (108) completed the survey online, while 43% (81) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	19	10.1
36 to 50 years	19	10.1
51 to 65 years	45	23.8
66 to 80 years	74	39.2
81 years or older	32	16.9
Sex		
Male	87	46.0
Female	102	54.0
Admission route		
Emergency	170	89.9
Non-emergency	19	10.1

Reason for admission



Areas of good experience



Emergency department waiting times | Q6

Of the 149 people who answered this question, 74% (110) waited less than 12 hours in the emergency department before being admitted to a ward.

This question scored significantly above national average.

Comments from patients

"I had the best care, any time I was in hospital I was seen almost straight away. I found it very good, and the doctors and nurses very good. Looked after very well."

"Looked after and seen to pretty quickly on this visit."

"I was dealt with quickly, efficiently and with a positive outcome."

Areas needing improvement



Written or printed information | Q30

Of the 149 people who answered this question, 42% (63) said that they did not receive any written or printed information about what they should do or should not do after leaving hospital.

This question scored significantly below national average.

Comments from patients

“Information on discharge and after care: I had an ulcer and bleeding, I was not given any information on dietary or after care.”

“Information on discharge [e.g.] details of surgery performed and more info on recovery and healing probabilities.”

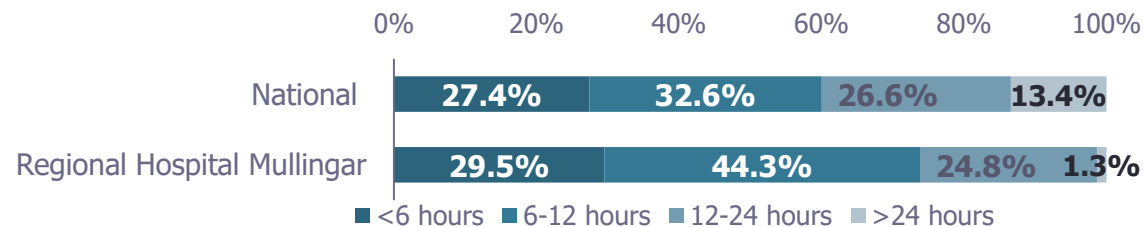


Admissions

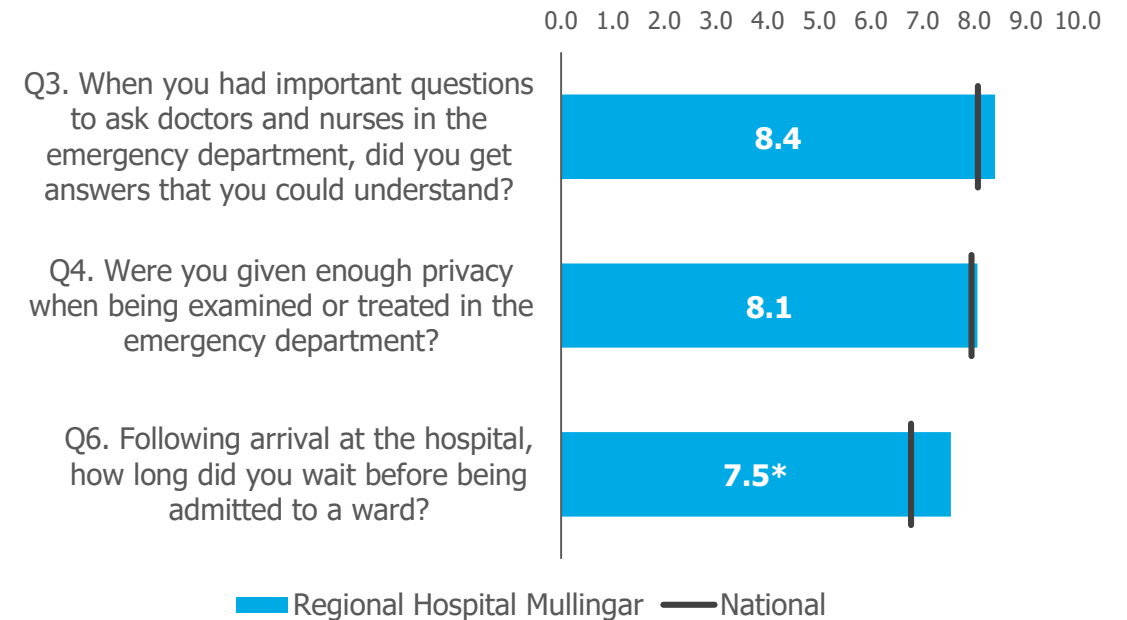


- Highest-scoring question:**
 - 71% of people (106 of 150) said that when they had important questions to ask doctors and nurses in the emergency department, they always got answers that they could understand.
- Lowest-scoring question:**
 - 1% of people (2 of 149) said that they waited more than 24 hours in the emergency department before being admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



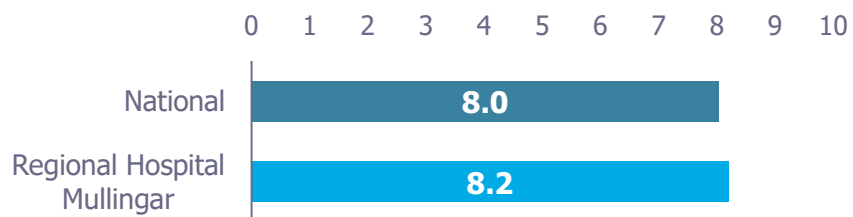
* Denotes statistically significant differences from the national average.



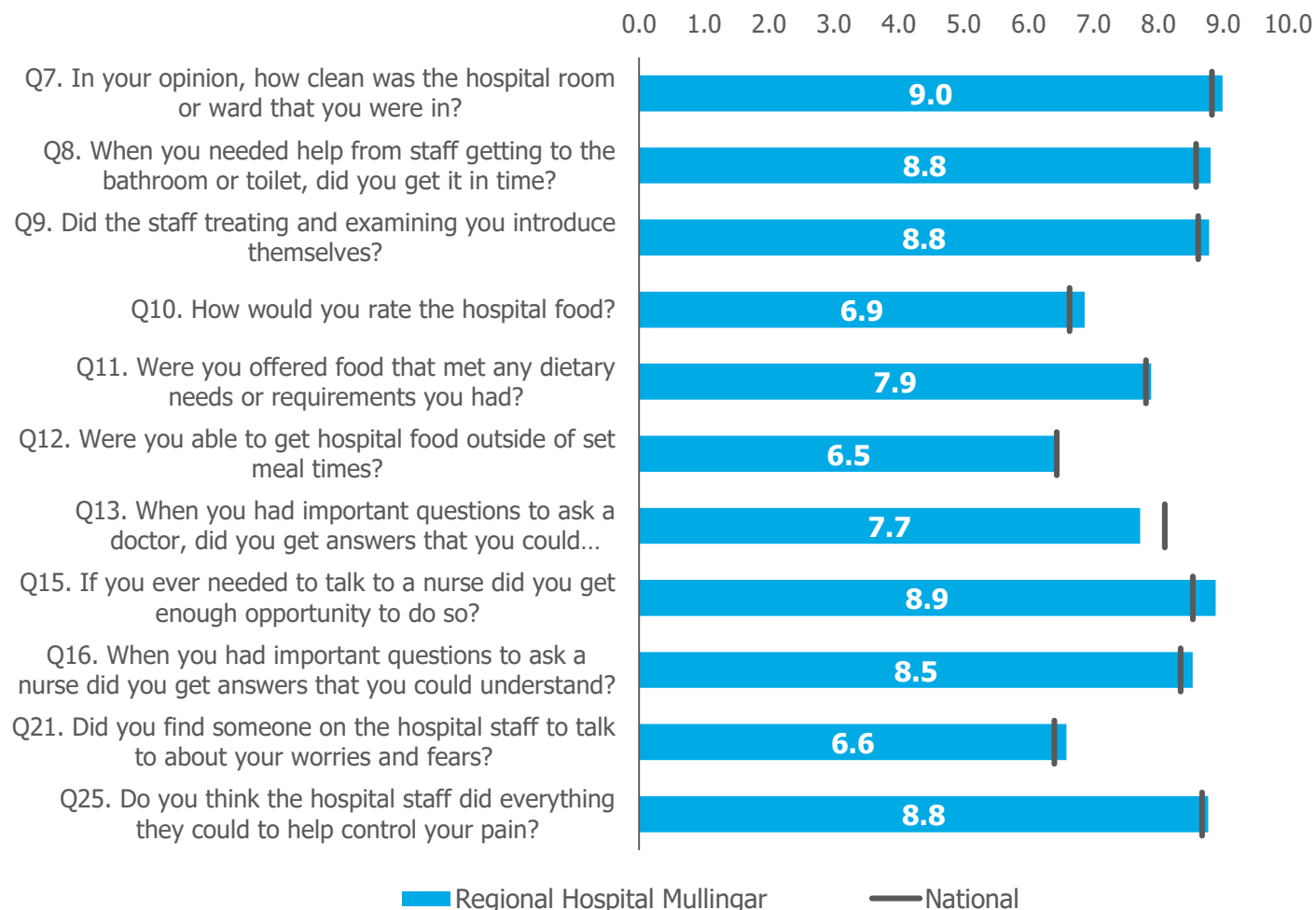
Care on the ward

- Highest-scoring questions:
 - 74% of people (131 of 176) said that the hospital room or ward where they stayed was 'very clean'.
- Lowest-scoring question:
 - 23% of people (21 of 91) were not able to get hospital food outside of set meal times.

Comparison with the national average



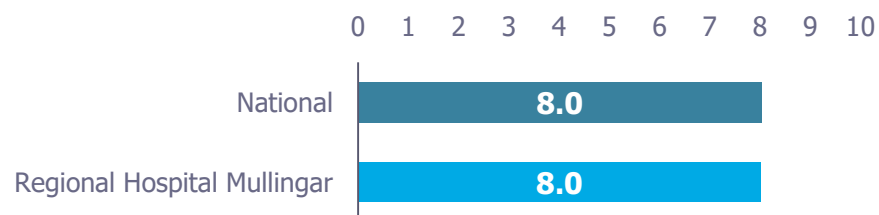
Average scores for questions on 'care on the ward'



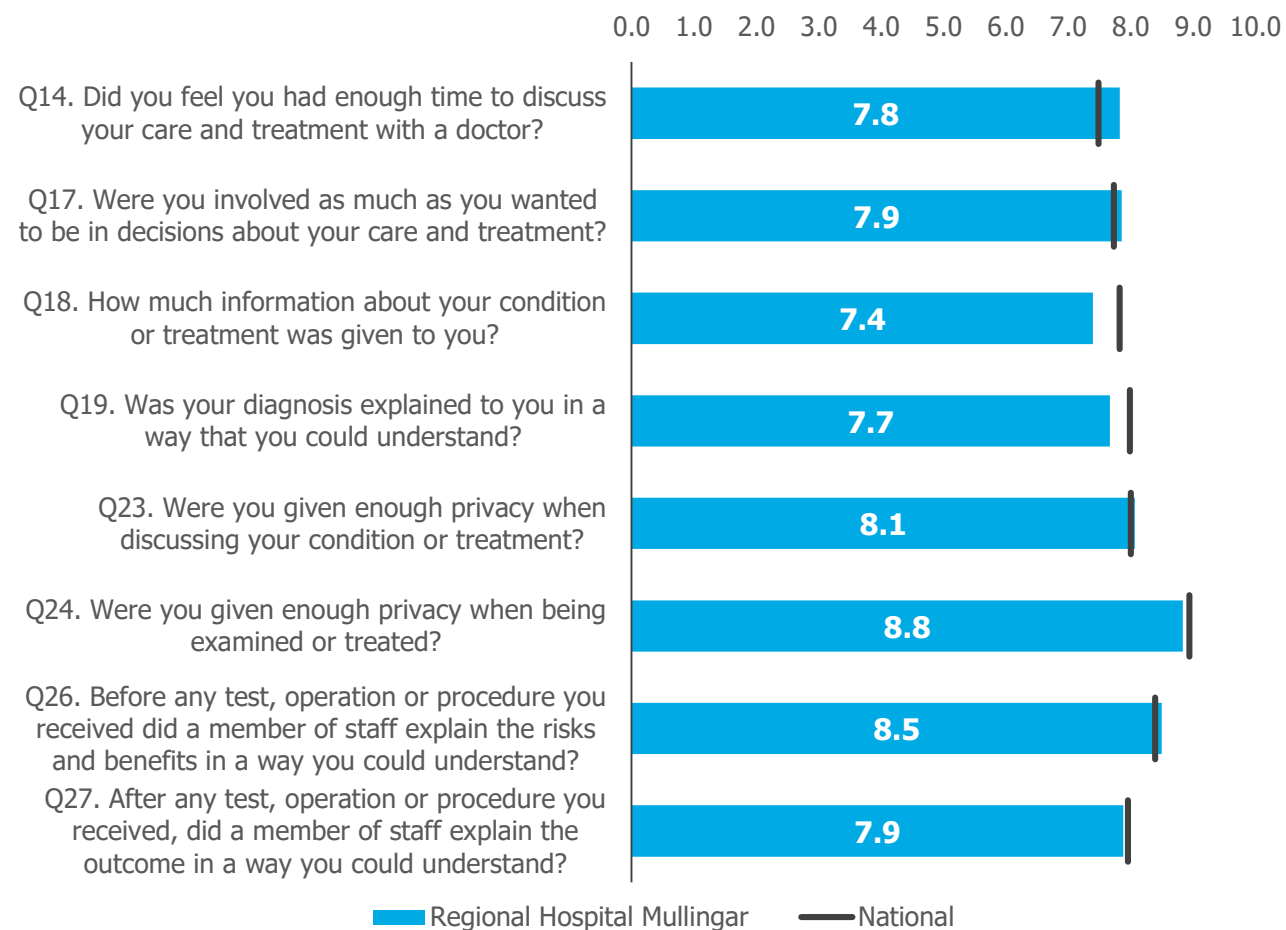
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 80% of people (143 of 179) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 25% of people (44 of 174) said that they were not given enough information about their condition or treatment.

Comparison with the national average



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

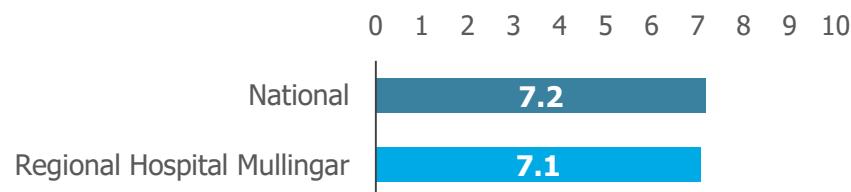




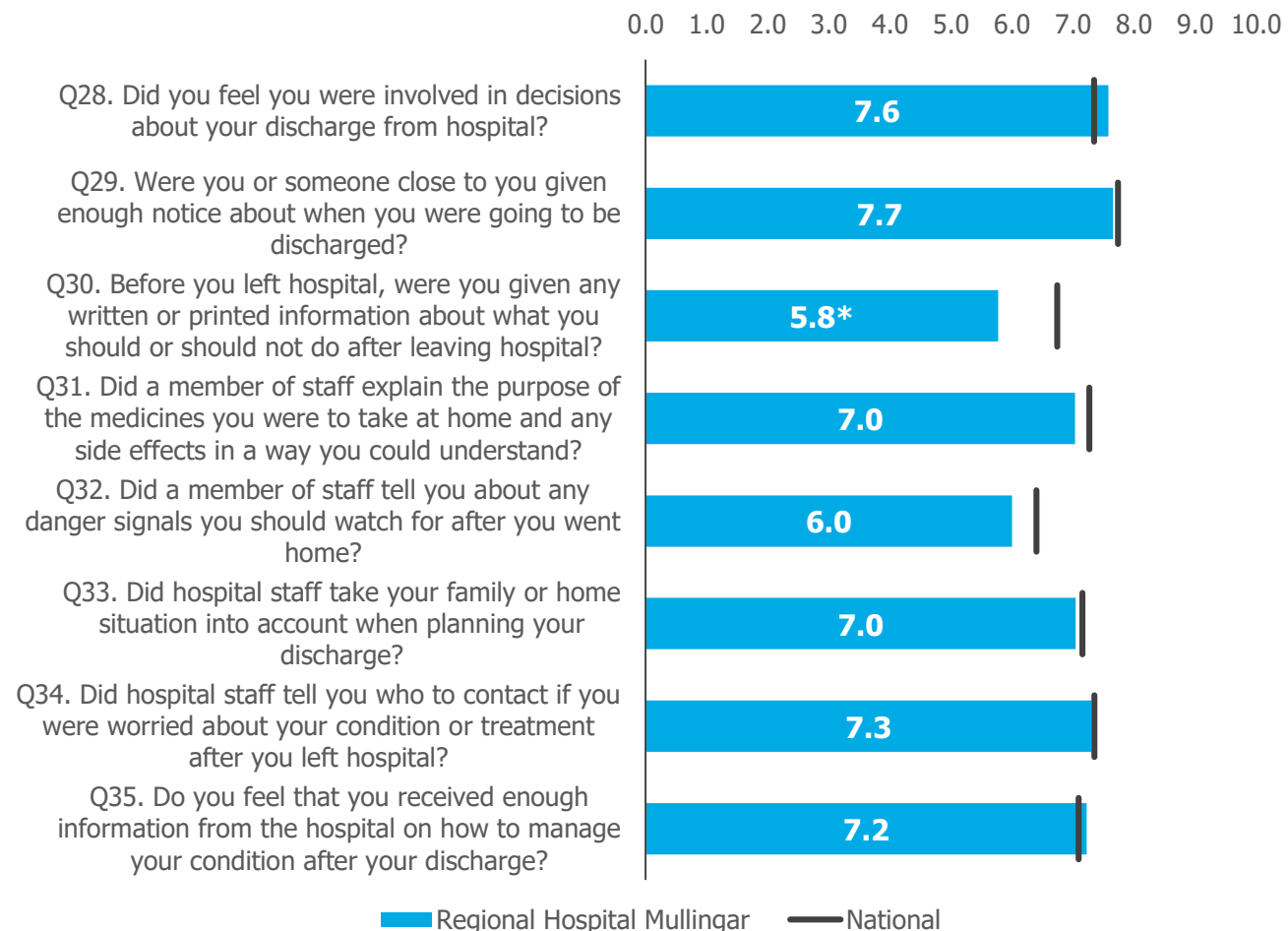
Discharge or transfer

- Highest-scoring question:
 - 62% of people (109 of 175) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 42% of people (63 of 149) 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:
 - 84% of people (149 of 177) said that they always felt treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 11% of people (13 of 119) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 58% of people (68 of 118) who wanted to give feedback or make a complaint, knew how and where to do so, while 42% (50 people) did not.

Average scores for questions on 'other aspects of care'



Patient safety

- 12% of people (21 of 174) 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 patient falls.
- Highest-scoring question:
 - 82% of people (145 of 177) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 13% of people (20 of 150) said that they did not feel comfortable to speak out about anything they might have wished to raise with hospital staff.



Average scores for questions on 'patient safety'





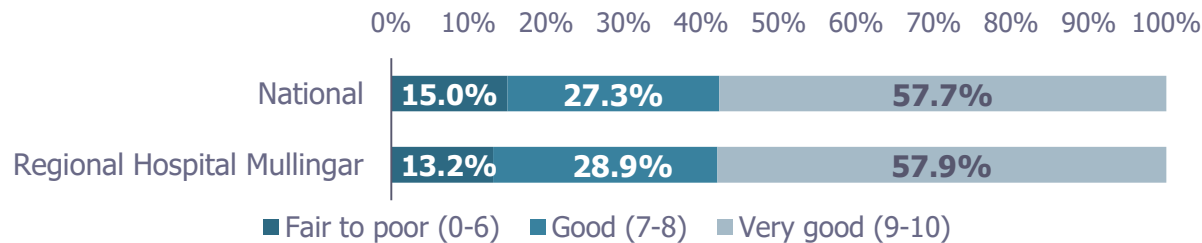
National Inpatient Experience Survey

Overall experience

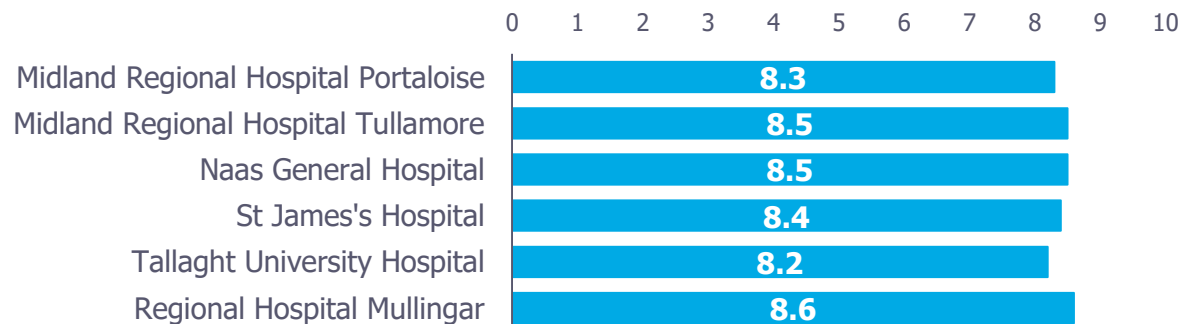


- 87% of survey participants who were admitted to Regional Hospital Mullingar said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The score for 'Admissions' was significantly higher in 2024 than in the 2022 survey.

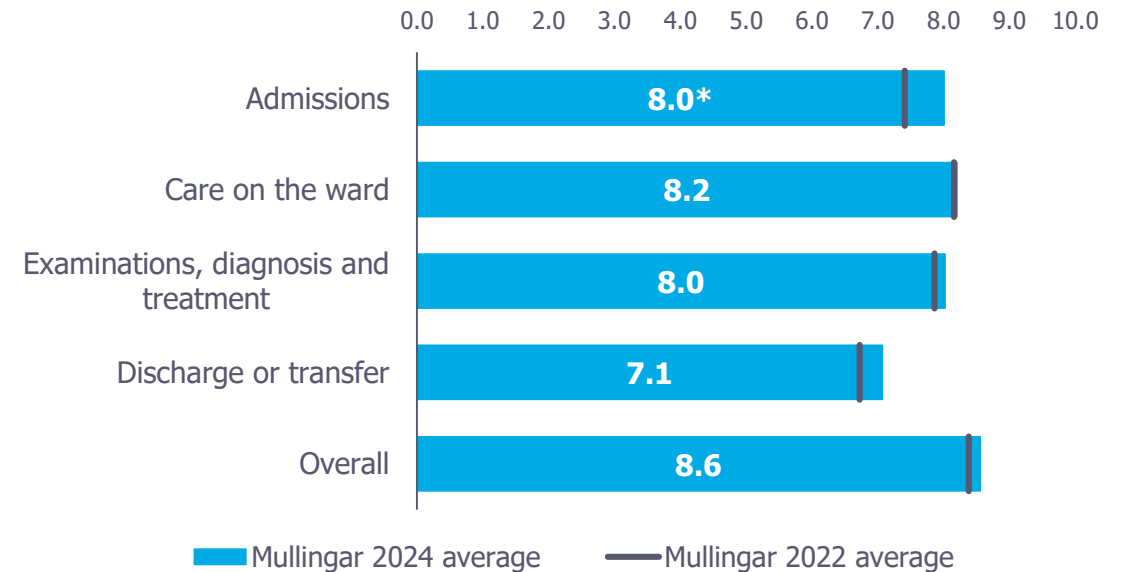
Overall experience of care



Overall experience of care scores for hospitals in the HSE Dublin and Midlands Hospitals health region



Scores for stages of care and overall experience

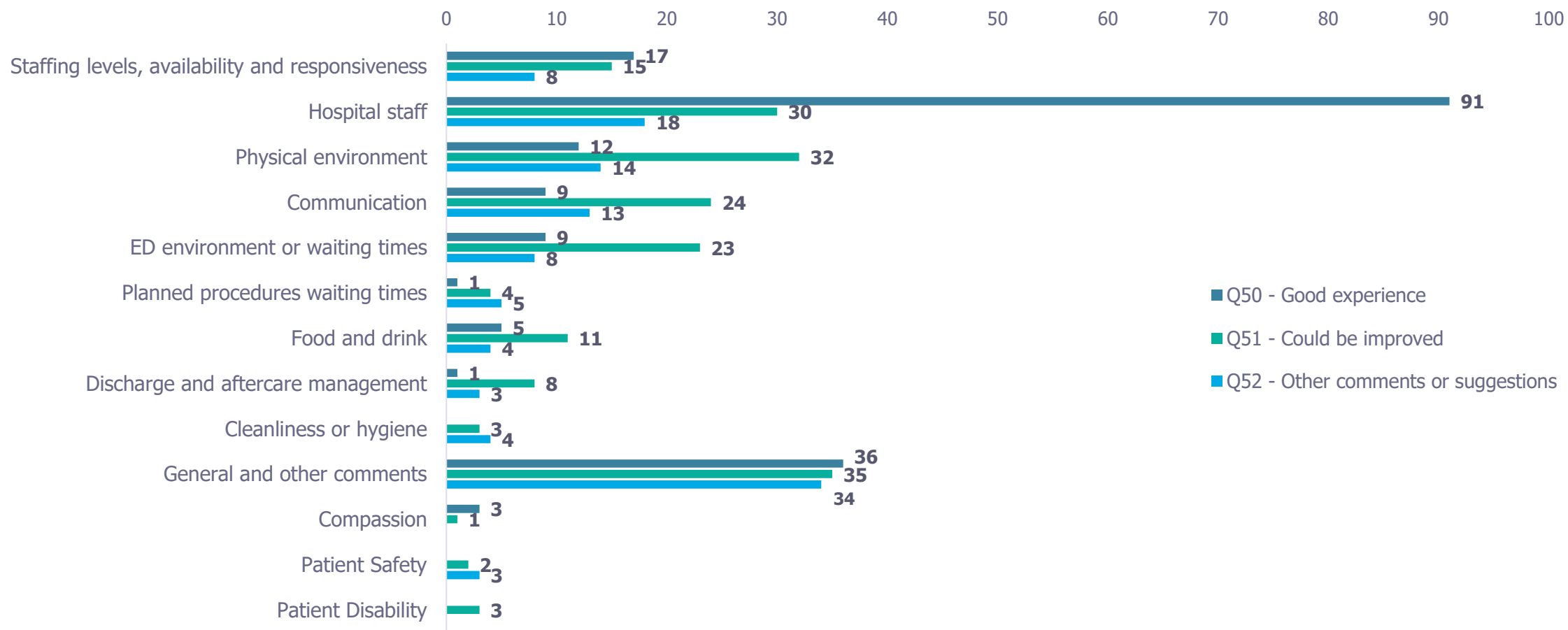


* Denotes statistically significant differences.



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).
- 280 comments were received from patients admitted to Regional Hospital Mullingar. Comments were coded using the categories below.



Conclusion



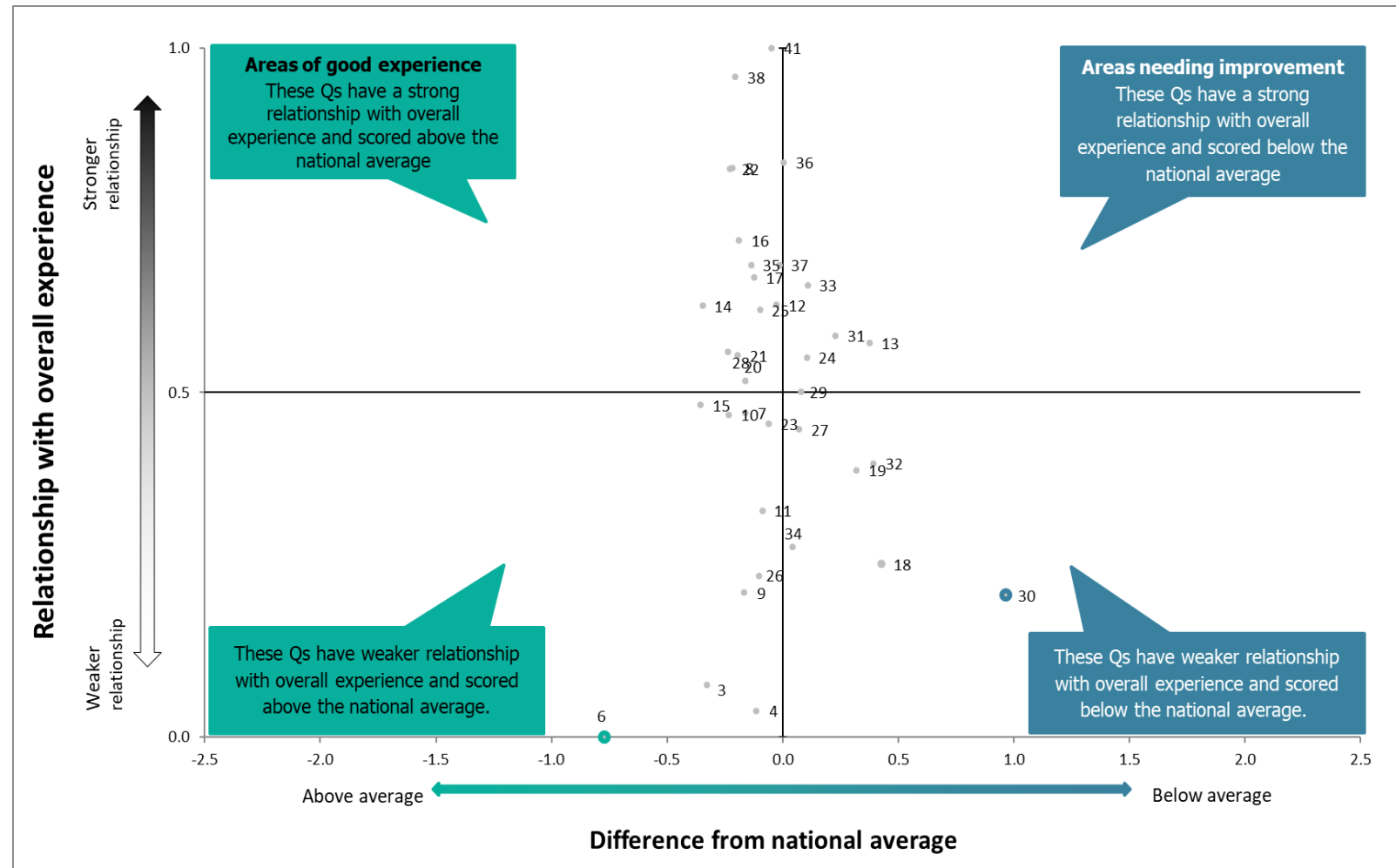
- Areas of positive experience at the Regional Hospital Mullingar include emergency department waiting times.
- Areas for improvement include written or printed information about what patients should do or should not do after leaving hospital.
- 'Care on the ward' was the stage of care with the highest score.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 87% of survey participants at the Regional Hospital Mullingar said they had a good to very good overall experience, compared to 85% nationally.
- The scores for 'Admissions' was significantly higher in 2024 than 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.
- More information on the science behind the improvement map is available at www.yourexperience.ie.

Improvement map Regional Hospital Mullingar





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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