



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Roscommon University 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>Held a postal address in the Republic of Ireland at the time of the survey</p> 	<p>Attended one of the 40 participating hospitals</p> 	
<p>EXCLUSION CRITERIA</p> 	<p>Patients receiving services such as day care, maternity, psychiatric, paediatric and some other specialist services</p> 		<p>Patients receiving care in private hospitals</p> 

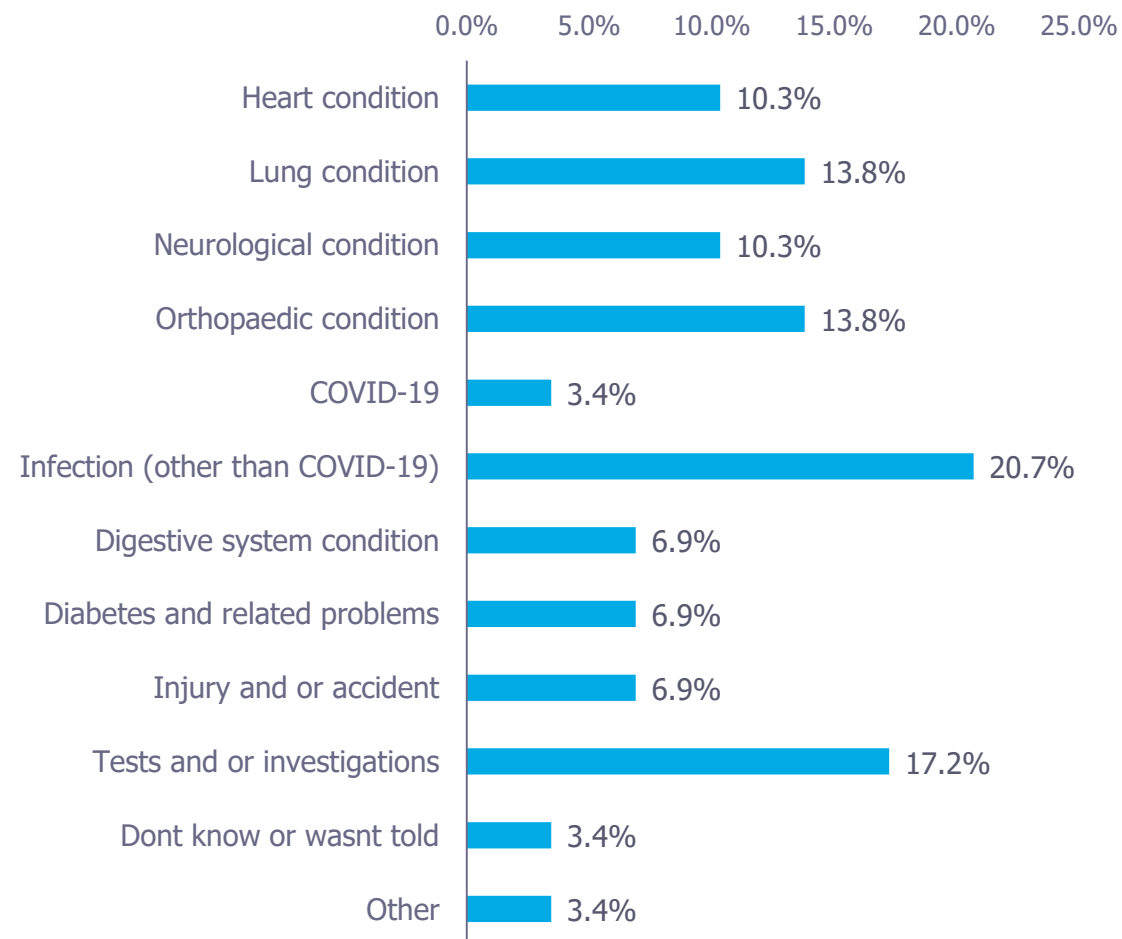
Participants

- 86 people who were admitted to Roscommon University Hospital were invited.
- 29 took part (34%), compared to 41% nationally.
- 34% (10) completed the survey online, while 66% (19) completed the paper survey.

Characteristics of participants

Age category	Number	%
51 to 65 years	2	6.9
66 to 80 years	10	34.5
81 years or older	17	58.6
Sex		
Male	16	55.2
Female	13	44.8
Admission route		
Emergency	17	58.6
Non-emergency	12	41.4

Reason for admission



Areas of good experience



Cleanliness of hospital | Q7

93% of survey participants (27 of 29) said that the hospital room or ward they were in was 'very clean'.

Opportunity to talk to a nurse | Q15

93% of survey participants (27 of 29) said that they always got the opportunity to talk to a nurse if they needed to do so.

Pain management | Q25*

Of the 26 people who experienced pain in hospital, 92% (24) said that the hospital staff definitely did everything they could to help control their pain.

These questions scored significantly above national average.

**This question has a stronger relationship with overall experience.*

Comments from patients

"I felt very well cared for and am grateful for care and support I received in the ward."

"The nursing and HCA care was exceptional. Nurses' knowledge and experience was professional and in-depth. Medical staff were approachable and sensitive."

"The hospital was spotlessly clean even the bathrooms, really, really good."

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

“The surgeon should have given me more information and waited until I was awake to speak to me, but that is not under the control of the hospital.”

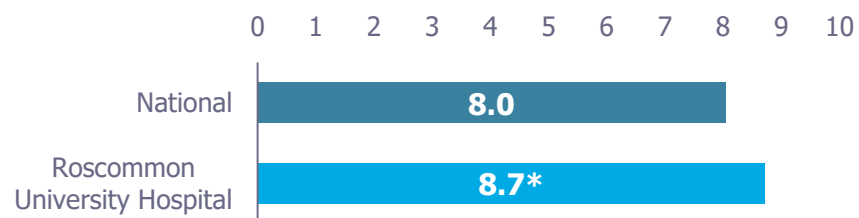
“Only a suggestion, but maybe if patient has no-one to collect them and stay with them after a GA, then a ward bed be organised (the lady who booked my surgery told me I could stay at local hotel).”



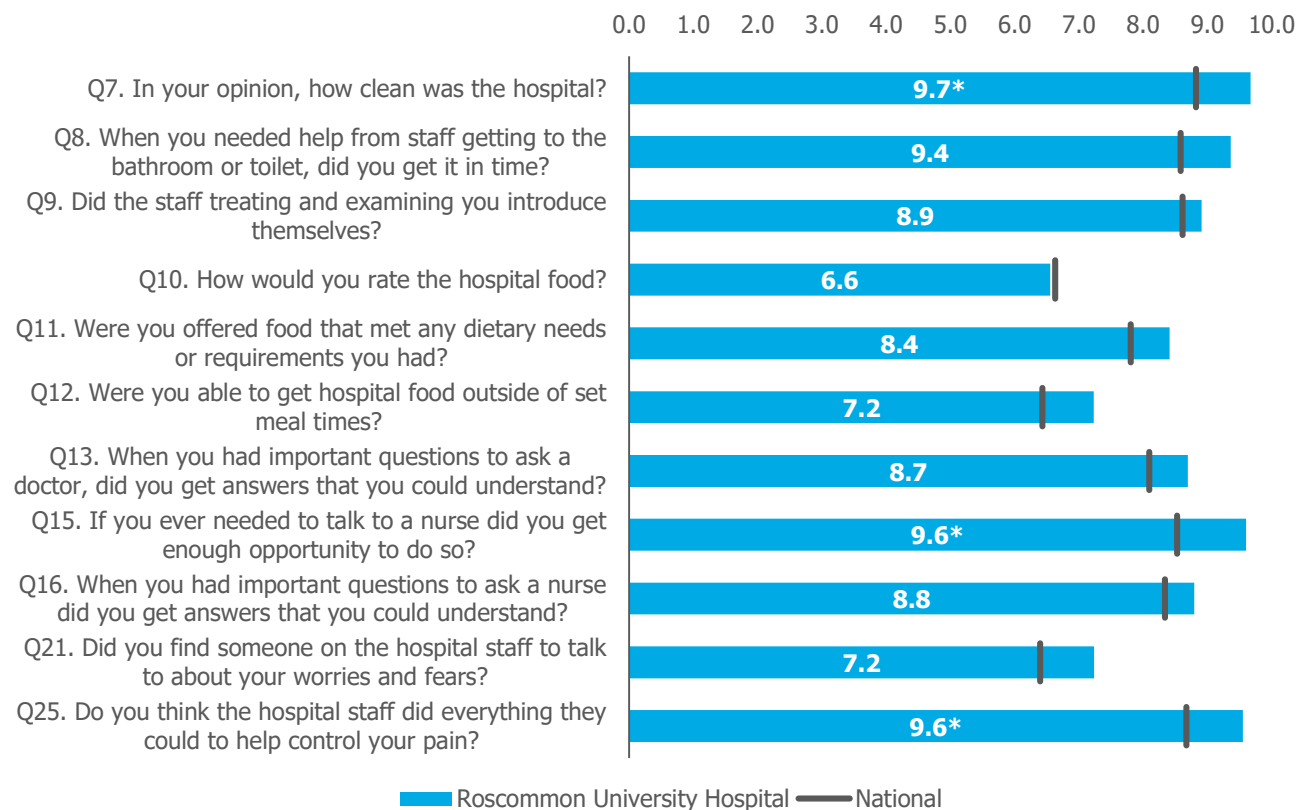
Care on the ward

- Highest-scoring question:
 - 93% of people (27 of 29) said that the hospital was 'very clean'.
- Lowest-scoring question:
 - 14% of people (4 of 28) rated the hospital food as 'fair' or 'poor'.

Comparison with the national average



Average scores for questions on 'care on the ward'



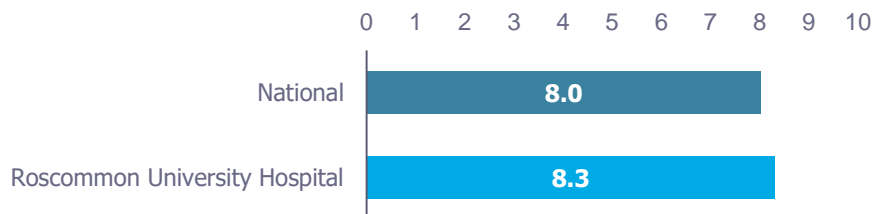
* Denotes statistically significant differences from the national average.



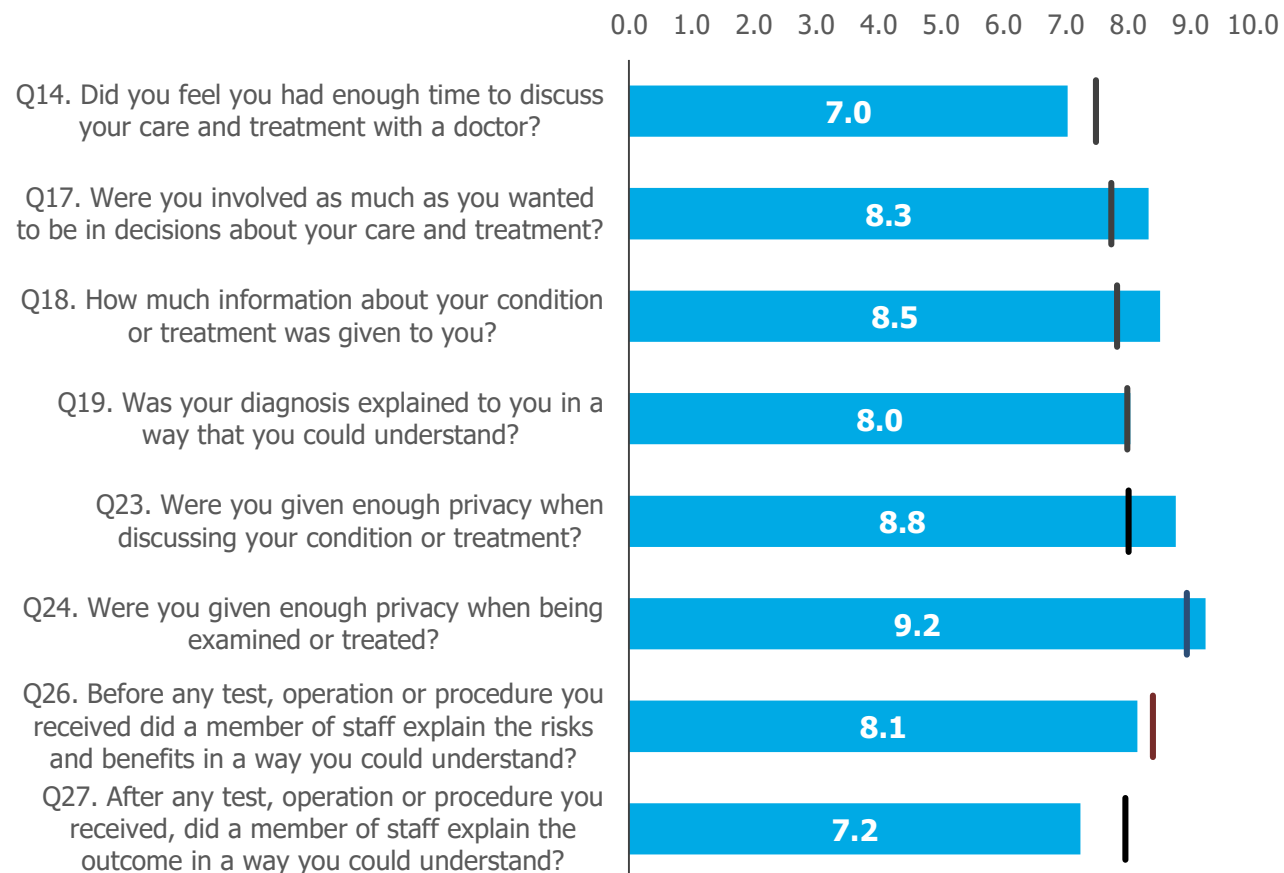
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 93% of people (26 of 28) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 11% of people (3 of 28) 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'

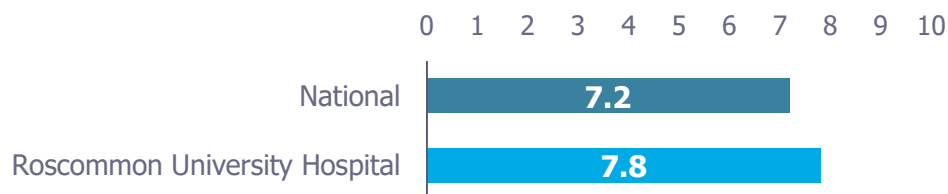




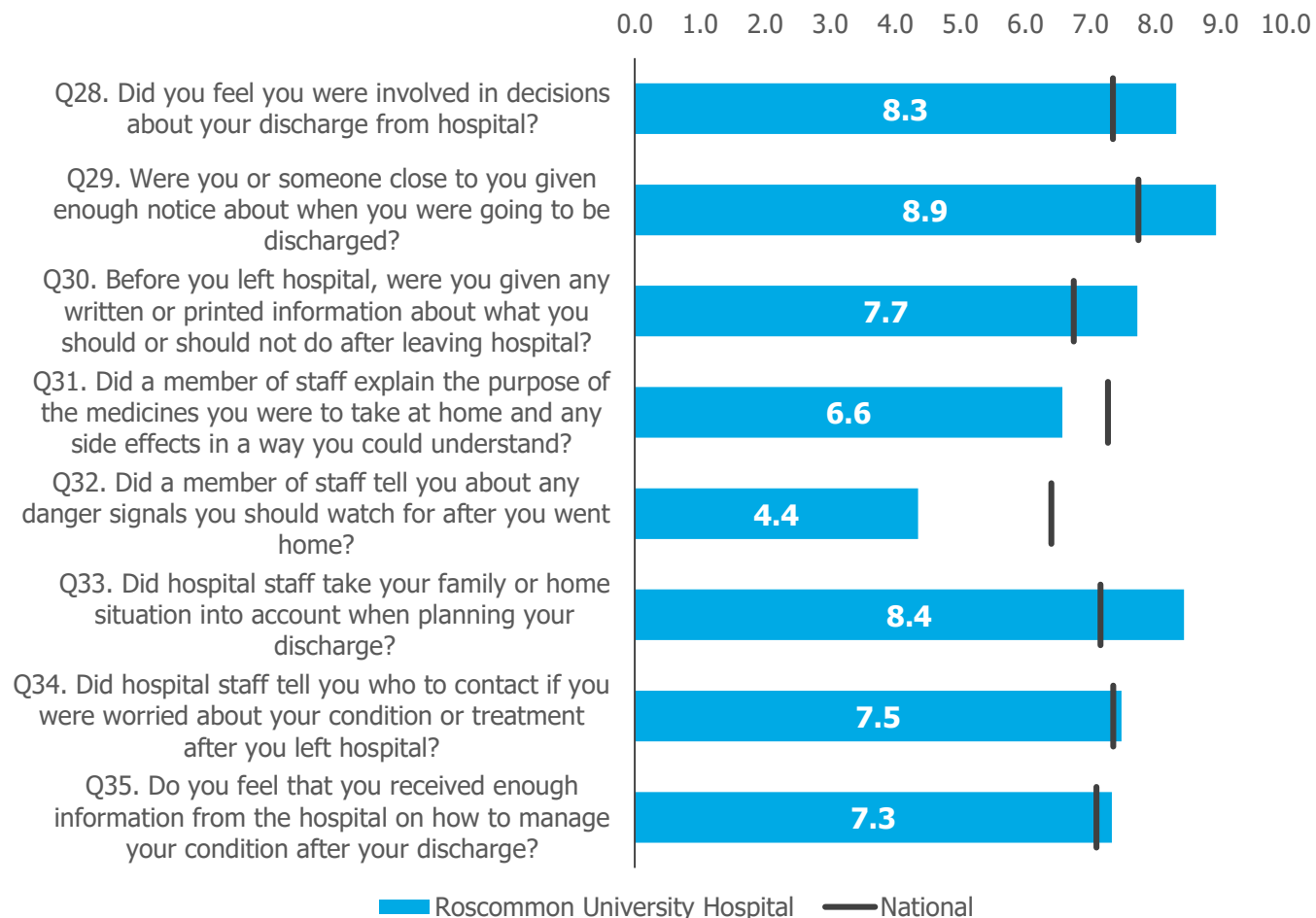
Discharge or transfer

- Highest-scoring question:
 - 89% of people (23 of 26) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 27% of people (4 of 15) said that they were not told about any danger signals to watch out for when they went home.

Comparison with the national average



Average scores for questions on 'discharge or transfer'

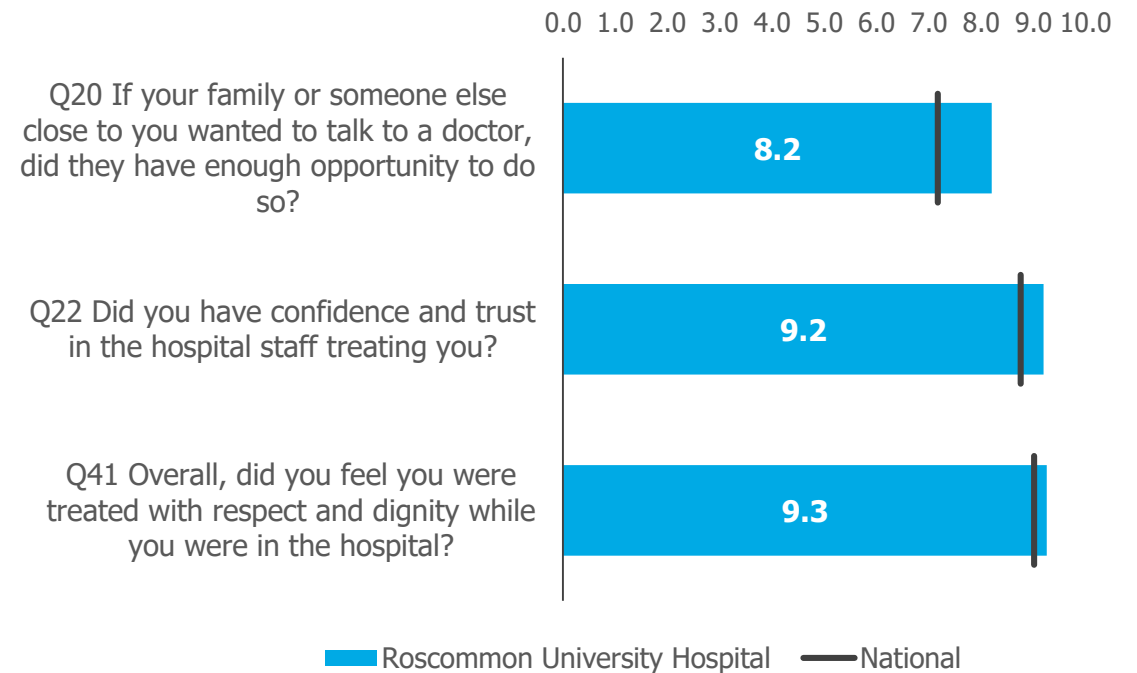


Other aspects of care



- Highest-scoring question:
 - 93% of people (27 of 29) said that they always felt treated with respect and dignity in hospital.
- Lowest-scoring question:
 - 5% of people (1 of 21) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 71% of people (10 of 14) who wanted to give feedback or make a complaint, knew how and where to do so, while 29% (4 people) did not.

Average scores for questions on 'other aspects of care'

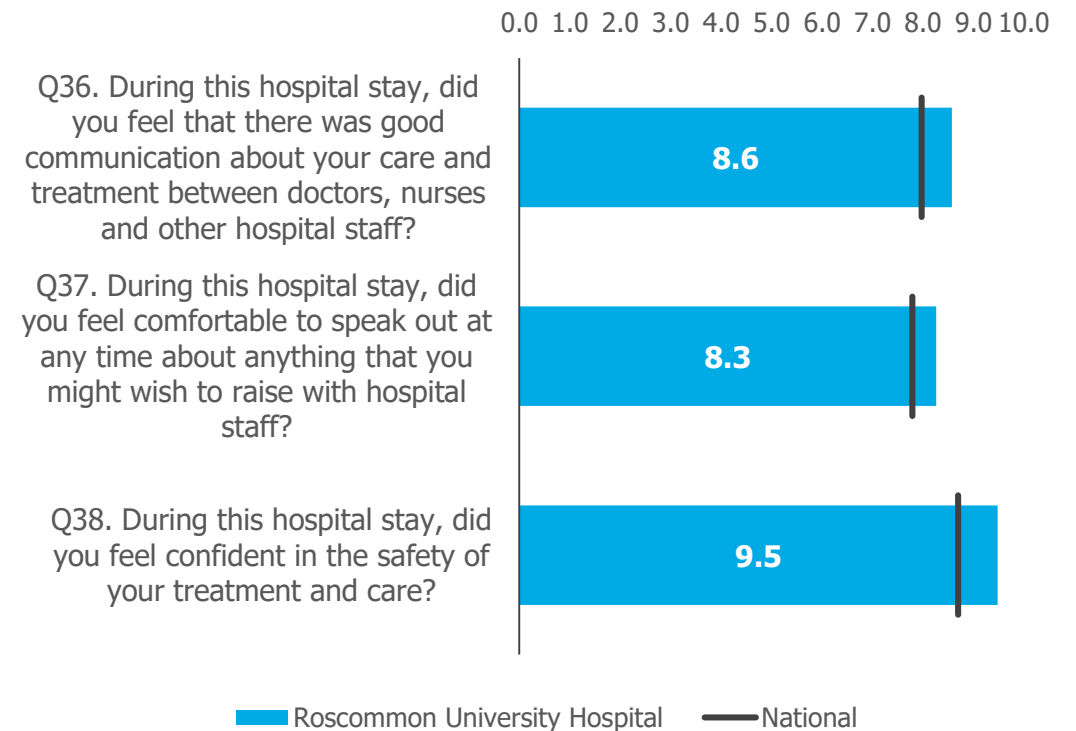


Patient safety



- 7% of people (2 of 28) indicated they had a patient safety incident during their hospital stay.
- Highest-scoring question:
 - 90% of people (26 of 29) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 8% of people (2 of 24) did not feel comfortable to speak out about anything they wished to raise with hospital staff.

Average scores for questions on 'patient safety'



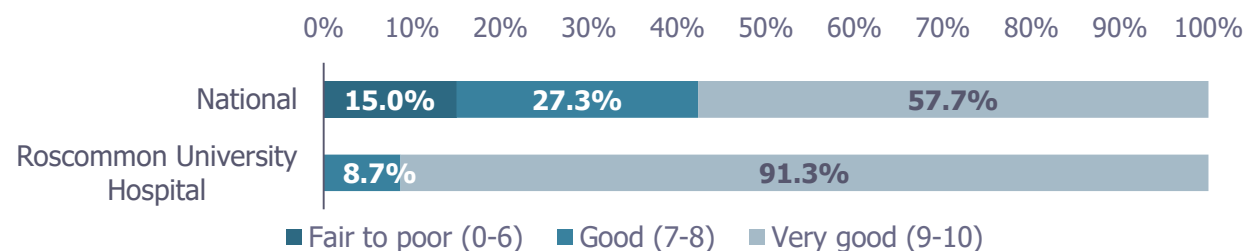


Overall experience



- 100% of survey participants at Roscommon University Hospital who rated their care experience said that they had a good to very good experience (overall rating between 7 and 10).
- The overall rating of experience at Roscommon University Hospital was significantly higher than the national average.
- Scores for all stages of care were about the same in 2024 compared to scores in 2022.

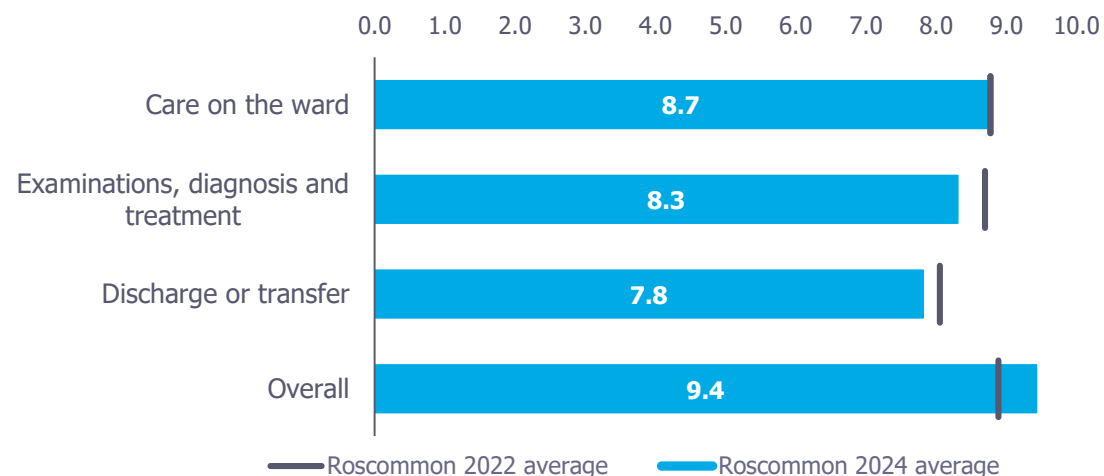
Overall experience of care



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

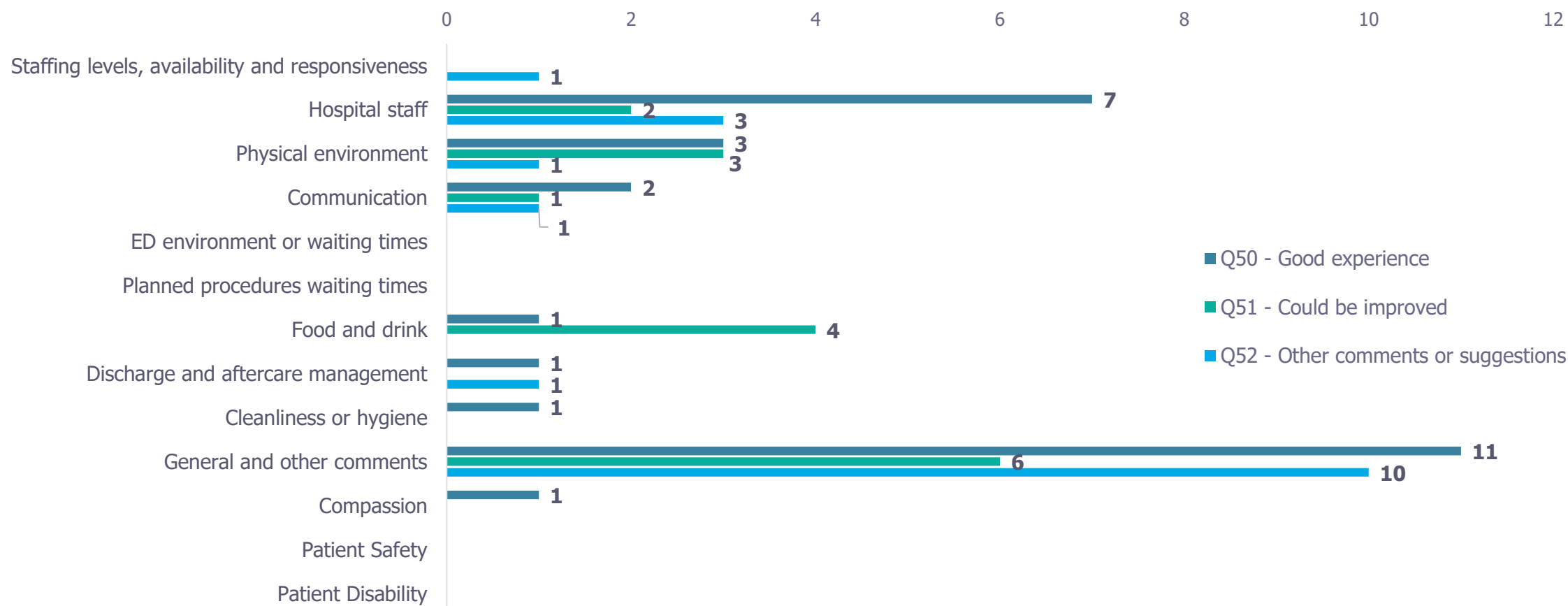


Scores for stages of care and overall experience



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



Conclusion



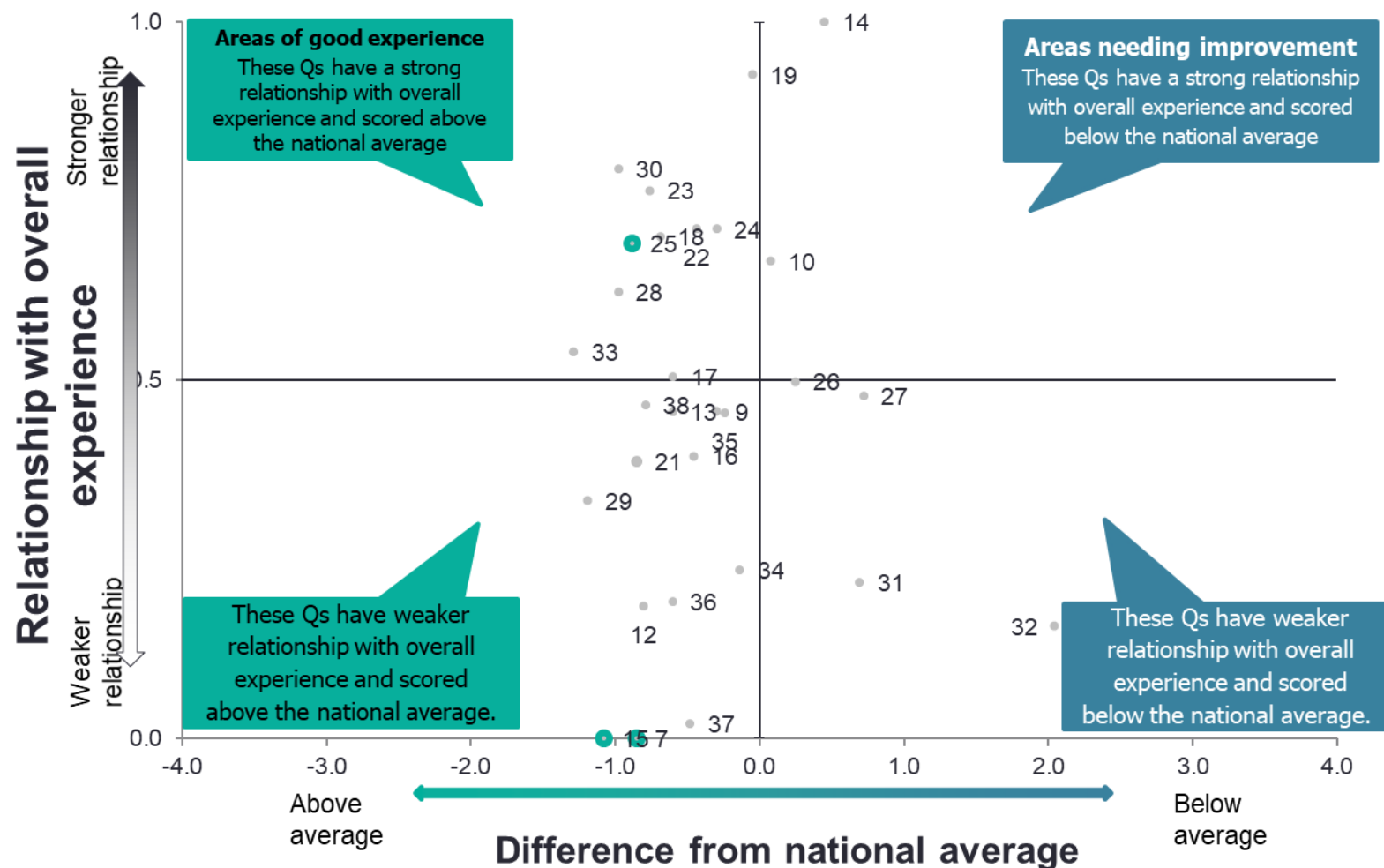
- Areas of good experience at Roscommon University Hospital included cleanliness of the hospital, pain management, and patients having the opportunity to talk to a nurse if they needed to do so.
- The hospital's lowest-scoring questions related to the food rating, clear explanations about the purpose and side-effects of medicines and being told about danger signals to watch out for 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.
- 100% of survey participants at Roscommon University Hospital said they had a good to very good overall experience, compared to 85% nationally.
- The overall rating of experience at Roscommon University Hospital was significantly higher than the national average.
- Scores for all stages of care were about the same in 2024 compared to scores in 2022.

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 Roscommon University Hospital





Suirbhé
Náisiúnta ar
Eispéireas Othar
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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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