



National  
Inpatient  
Experience  
Survey

# National Inpatient Experience Survey 2024

---

## Royal Victoria Eye and Ear Hospital

Improving care experiences together

---

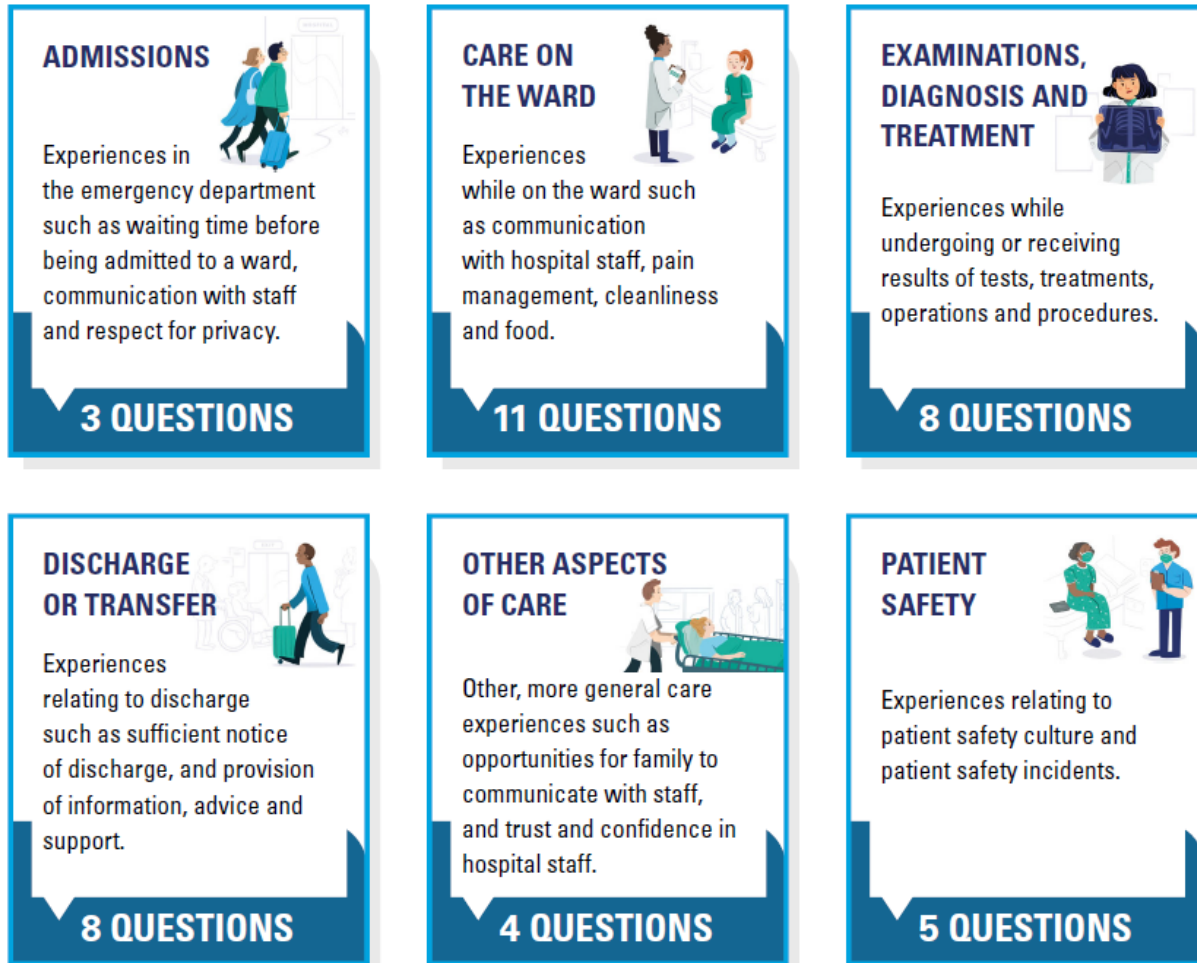


An Roinn Sláinte  
Department of Health

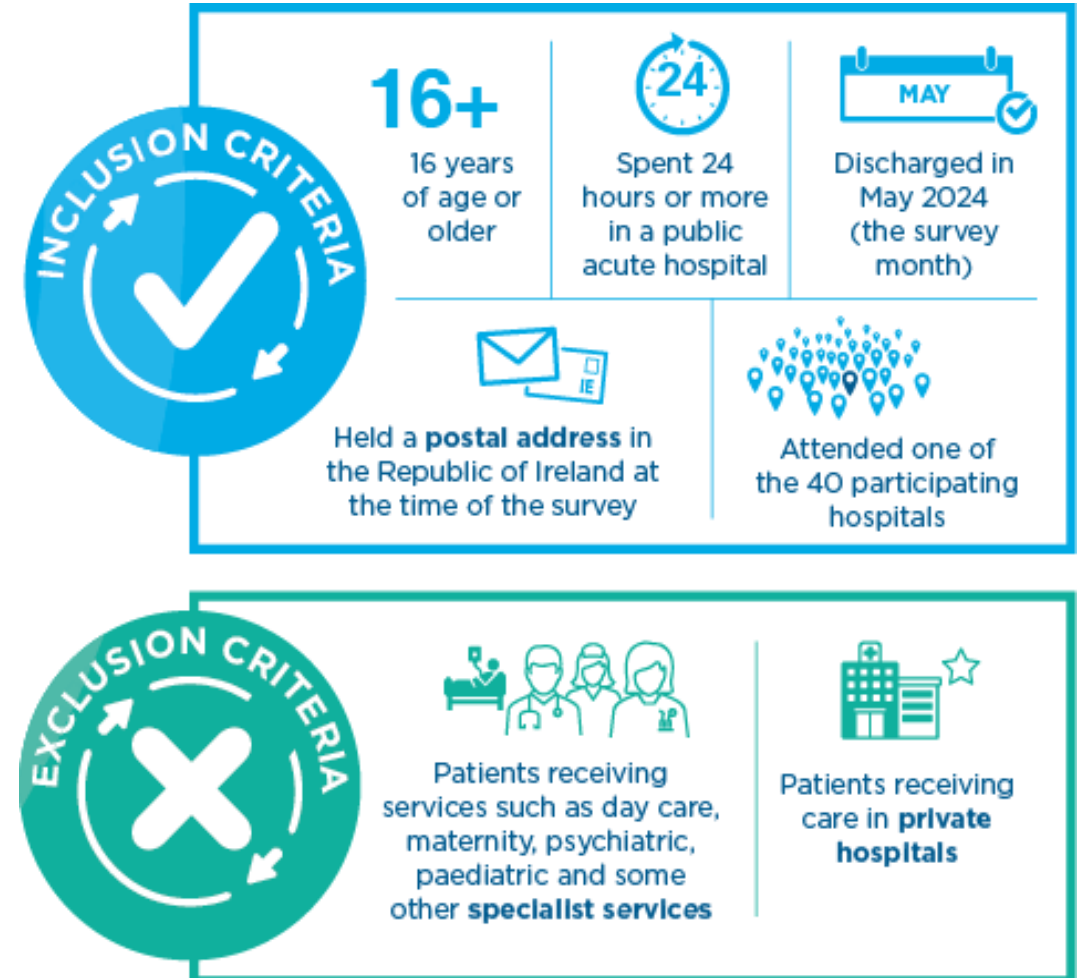


# Survey background

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



- Inclusion and exclusion criteria:



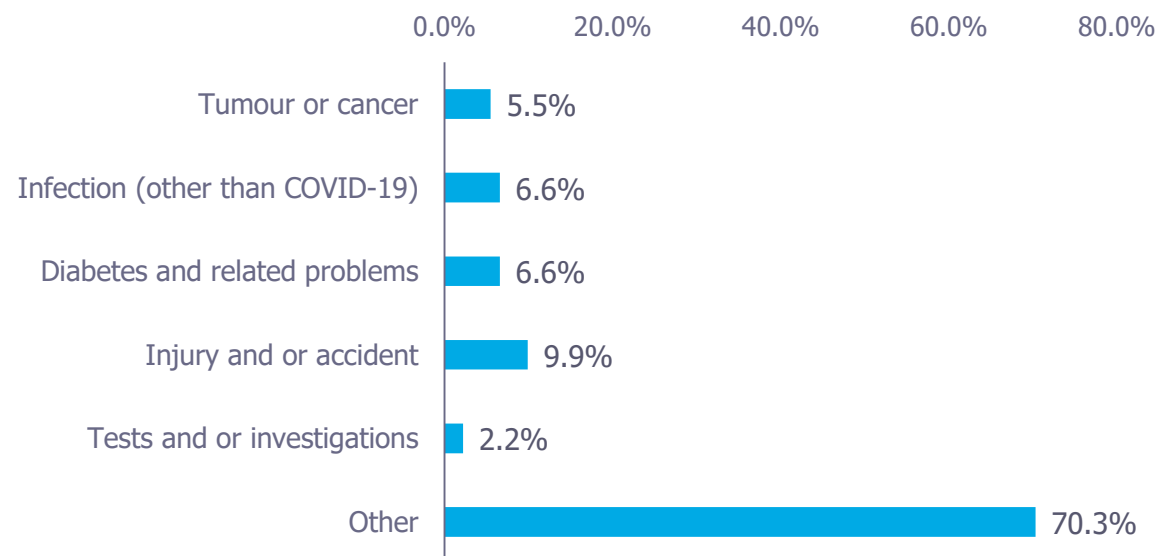
# Participants

- 166 people who were admitted to Royal Victoria Eye and Ear Hospital were invited.
- 93 took part (56%), compared to 41% nationally.
- 68% (63) completed the survey online, while 32% (30) completed the paper survey.

## Characteristics of participants

Age category	Number	%
16 to 35 years	8	8.6
36 to 50 years	20	21.5
51 to 65 years	23	24.7
66 to 80 years	35	37.6
81 years or older	7	7.5
Sex		
Male	44	47.3
Female	49	52.7
Admission route		
Emergency	33	35.5
Non-emergency	60	64.5

## Reason for admission



## Areas of good experience



### **Involvement in decisions about care and treatment | Q17**

78% of people (69 of 89) said they were definitely involved in decisions about their care and treatment.

### **Someone to talk to about worries and fears | Q21**

72% of people (31 of 43) said they definitely found someone on the hospital staff to talk to about their worries and fears.

### **Information on how to manage a condition | Q35**

76% of people (64 of 84) said they definitely received enough information from the hospital on how to manage their condition after discharge.

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

## Comments from patients

"The staff could not have been nicer, especially [Staff Name] who I met first at 2 o'clock in the morning when I arrived. She made me feel safe and in good hands. All the staff were so nice to me. It was a frightening time for me but I felt they were all with me."

"Organisation of the procedure was excellent. Constant rechecking of details at each point of the process was good and welcome. Preparation in operating theatre was excellent- made feel very comfortable in advance of surgery."

"Efficient and friendly staff, who were able to put me at ease at all times and explained what was happening in easy to understand way."

## 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 food was mostly junk food. Not suitable for a diabetic. Menu needs to be much healthier."

"I would have liked more one to one consultation the following morning after my procedure."

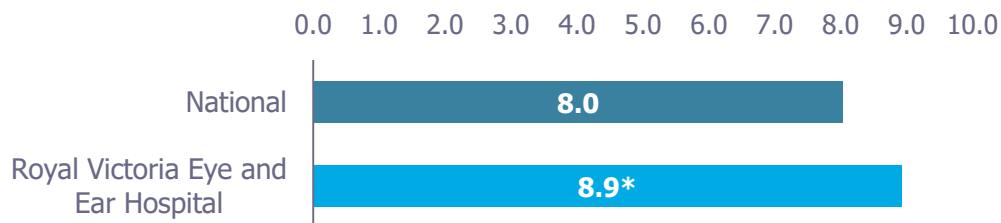
"Doctors can share more details on the surgery and recovery process. Succinct information was shared by the doctors on the recovery. Post-operation appointments can also be increased in number for better care."



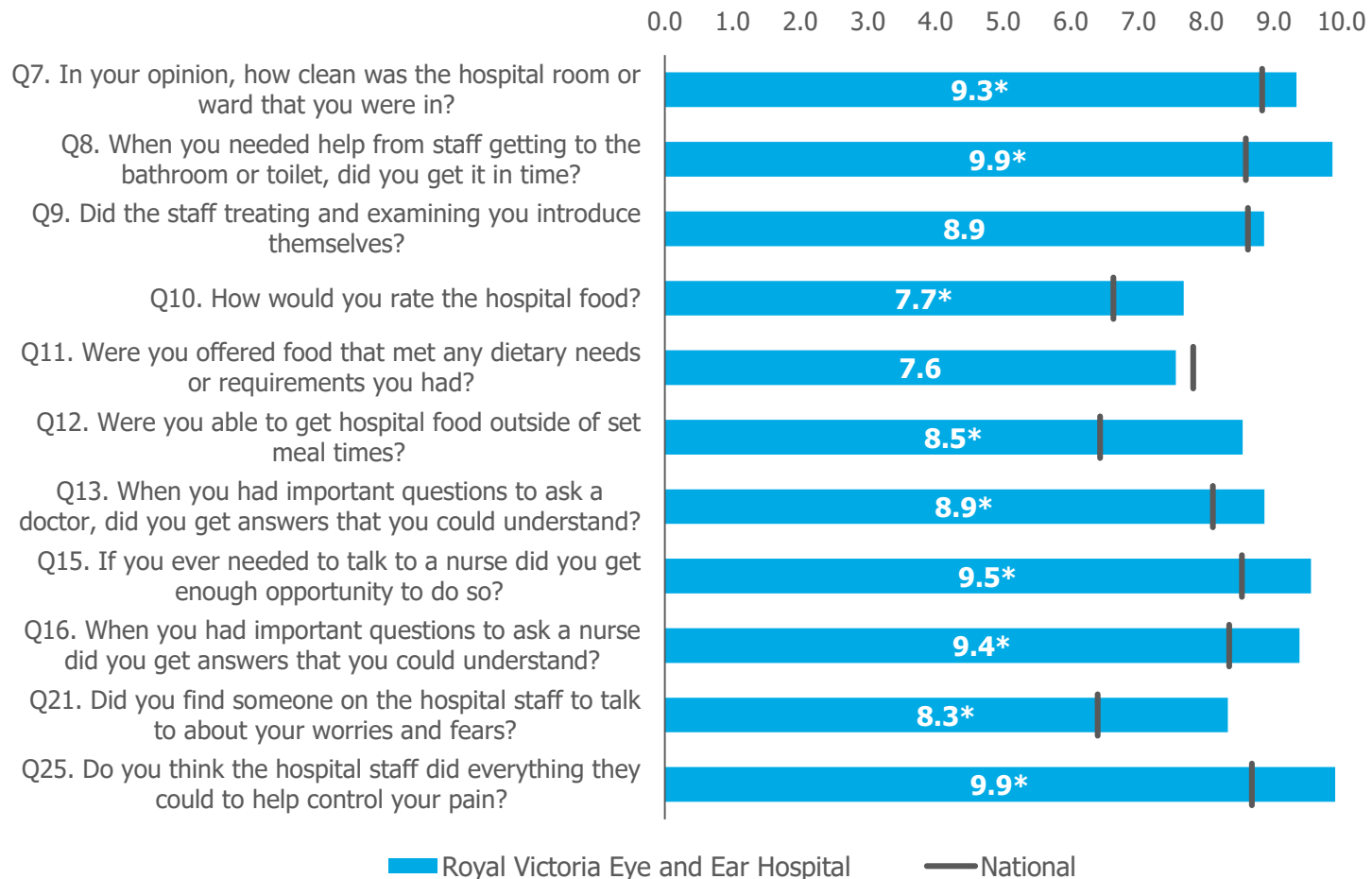
# Care on the ward

- Highest-scoring questions:
  - 98% of people (47 of 48) who needed help from staff getting to the bathroom said they always got help when needed.
  - 96% of people (68 of 71) thought that hospital staff definitely did everything they could to help control their pain.
- Lowest-scoring question:
  - 6% of people (3 of 47) with dietary needs or requirements said they were not offered food that met their needs.

## Comparison with the national average



## Average scores for questions on 'care on the ward'



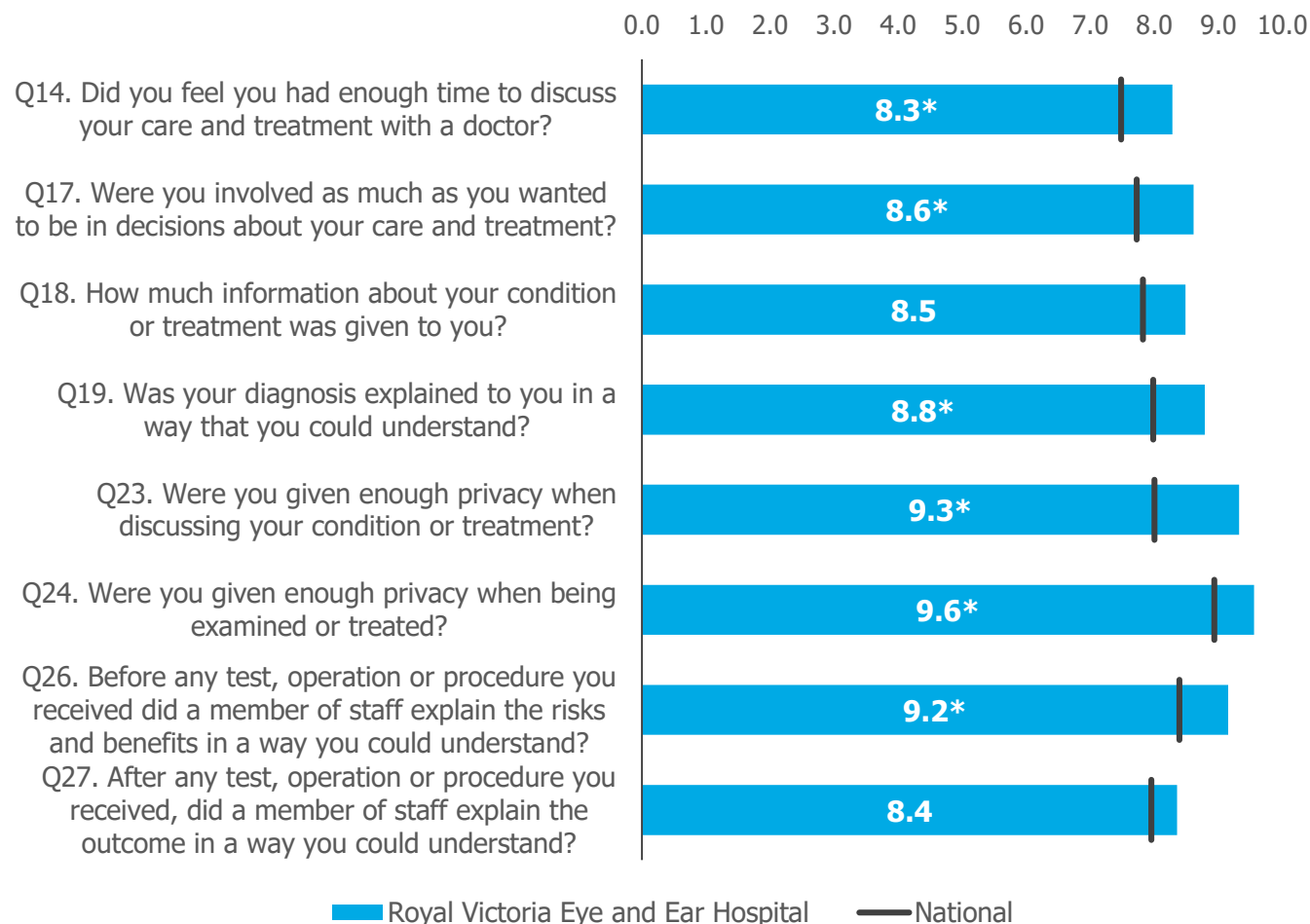
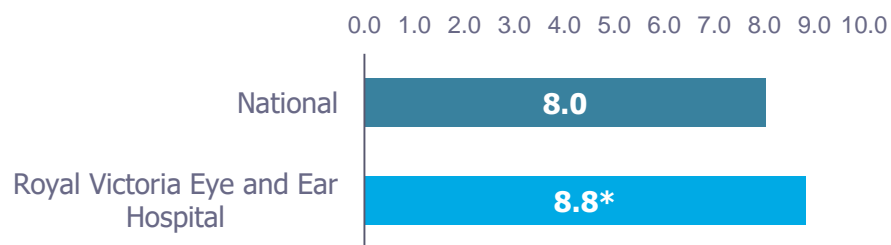
\* Denotes statistically significant difference from the national average.

# Examinations, diagnosis and treatment

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

- Highest-scoring question:
  - 92% of people (82 of 89) said they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 3% of people (3 of 89) said they did not have enough time to discuss their care and treatment with a doctor.

### Comparison with the national average



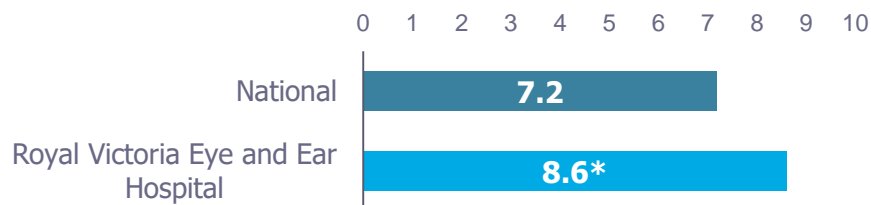
\* Denotes statistically significant difference from the national average.



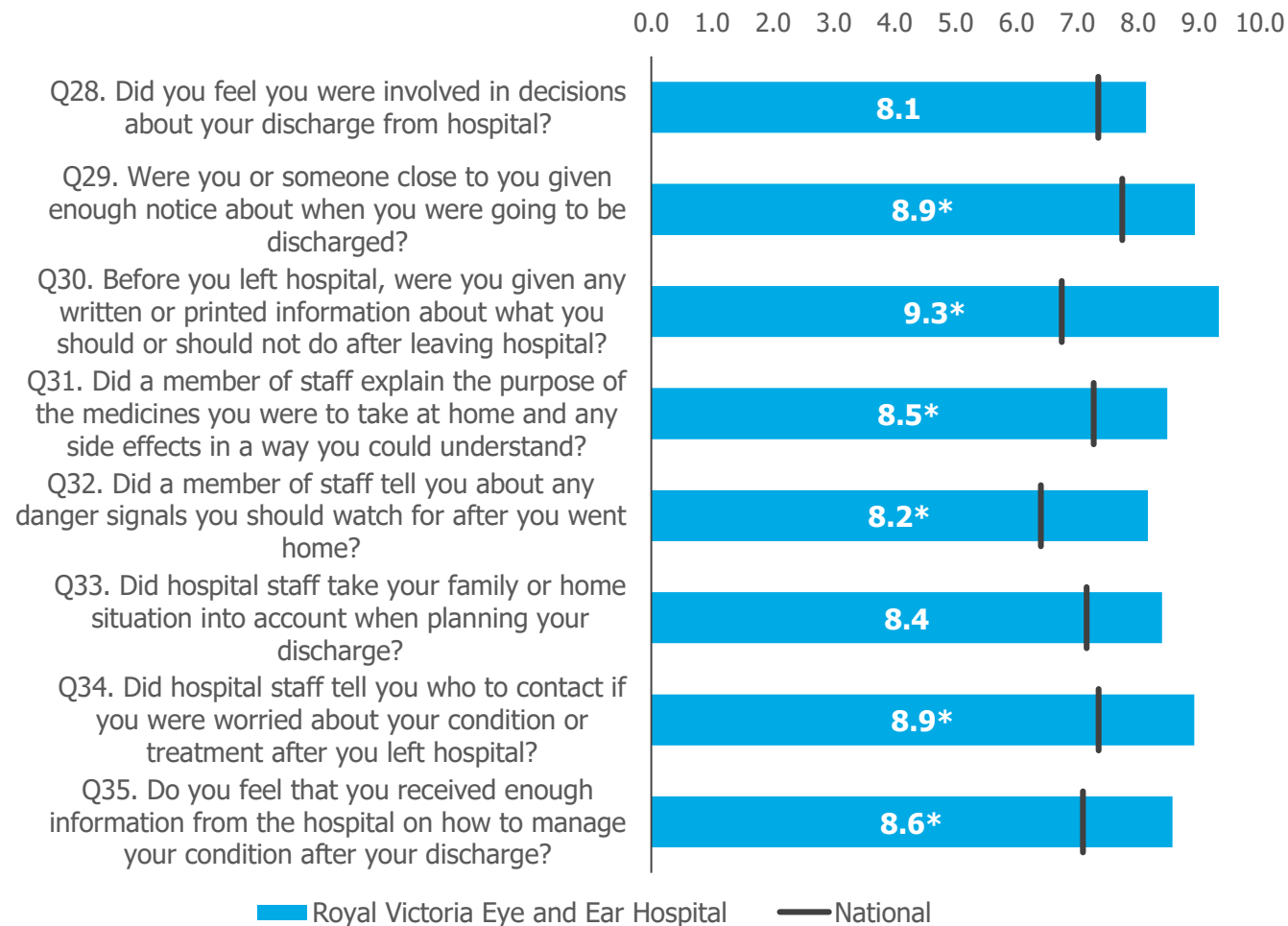
# Discharge or transfer

- Highest-scoring question:
  - 95% of people (80 of 84) said they were given written or printed information before they left hospital.
- Lowest-scoring question:
  - 7% of people (6 of 84) did not feel involved in decisions about their discharge from hospital.

## Comparison with the national average



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



\* Denotes statistically significant difference from the national average.



## Other aspects of care



- Highest-scoring question:
  - 96% of people (85 of 89) always had confidence and trust in the hospital staff.
- Lowest-scoring question:
  - 4% of people (2 of 45) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 78% of people (35 of 45) who wanted to give feedback or make a complaint knew how and where to do so, while 22% (10 people) did not.

### Average scores for questions on 'other aspects of care'



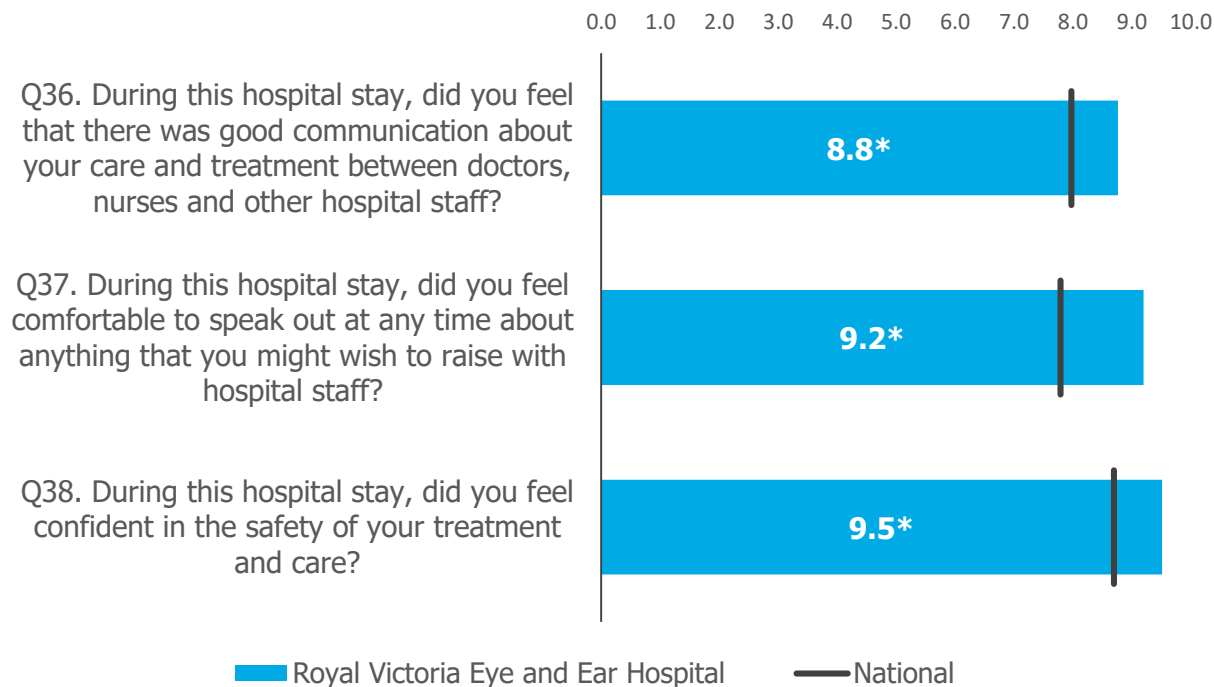
\* Denotes statistically significant difference from the national average.

## Patient safety



- 6% of people (5 of 89) indicated they had a patient safety incident during their hospital stay. These incidents included a medication issue, a healthcare-associated infection, and a medical device/ equipment issue.
- Highest-scoring question:
  - 93% of people (83 of 89) said they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
  - 5% of people (4 of 89) did not think there was good communication about their care and treatment between hospital staff.

### Average scores for questions on 'patient safety'



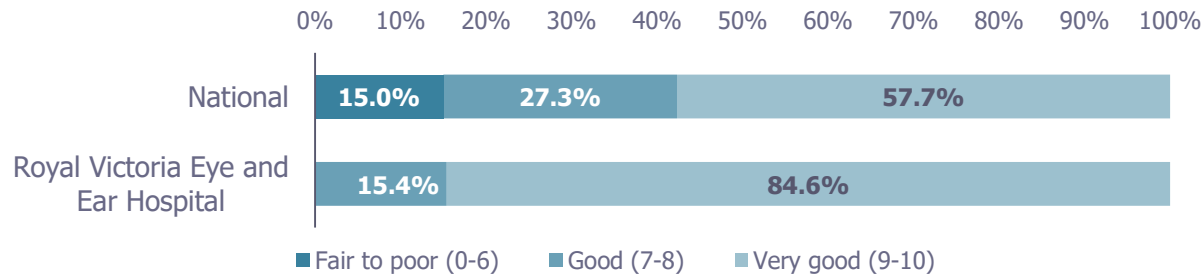
\* Denotes statistically significant difference from the national average.



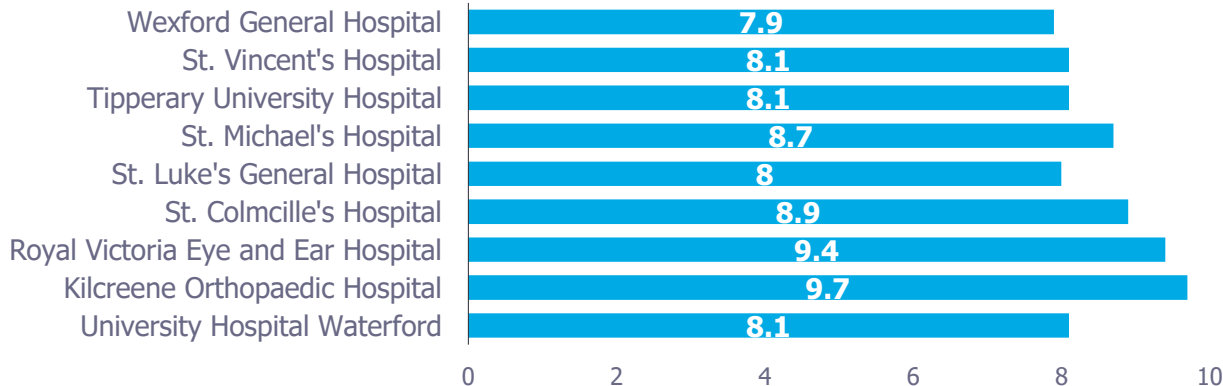
# Overall experience

- 100% of survey participants who were admitted to Royal Victoria Eye and Ear Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of experience at Royal Victoria Eye and Ear Hospital was significantly higher than the national average and the overall rating of experience has increased significantly since the 2022 survey.

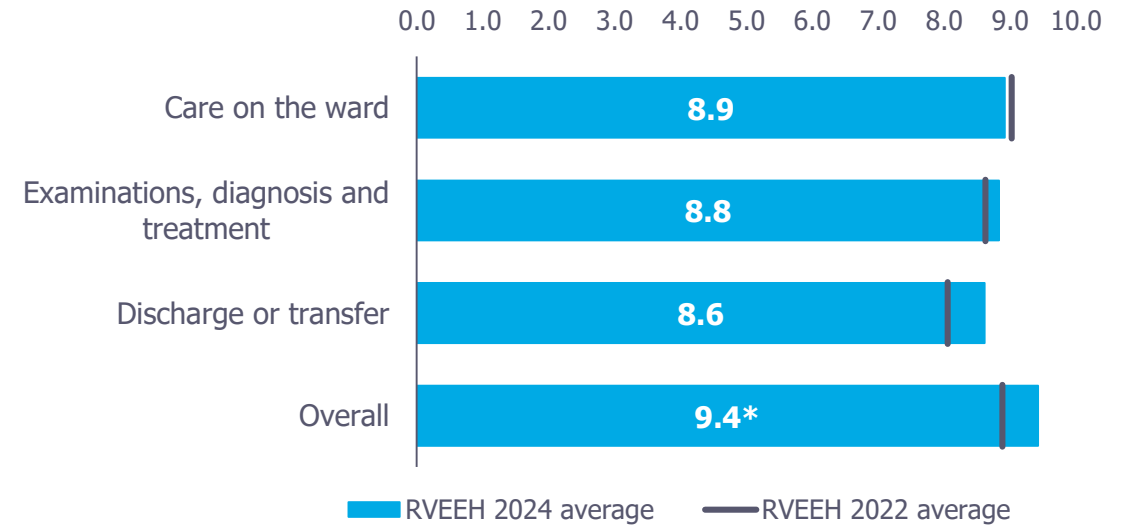
## Overall experience of care



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



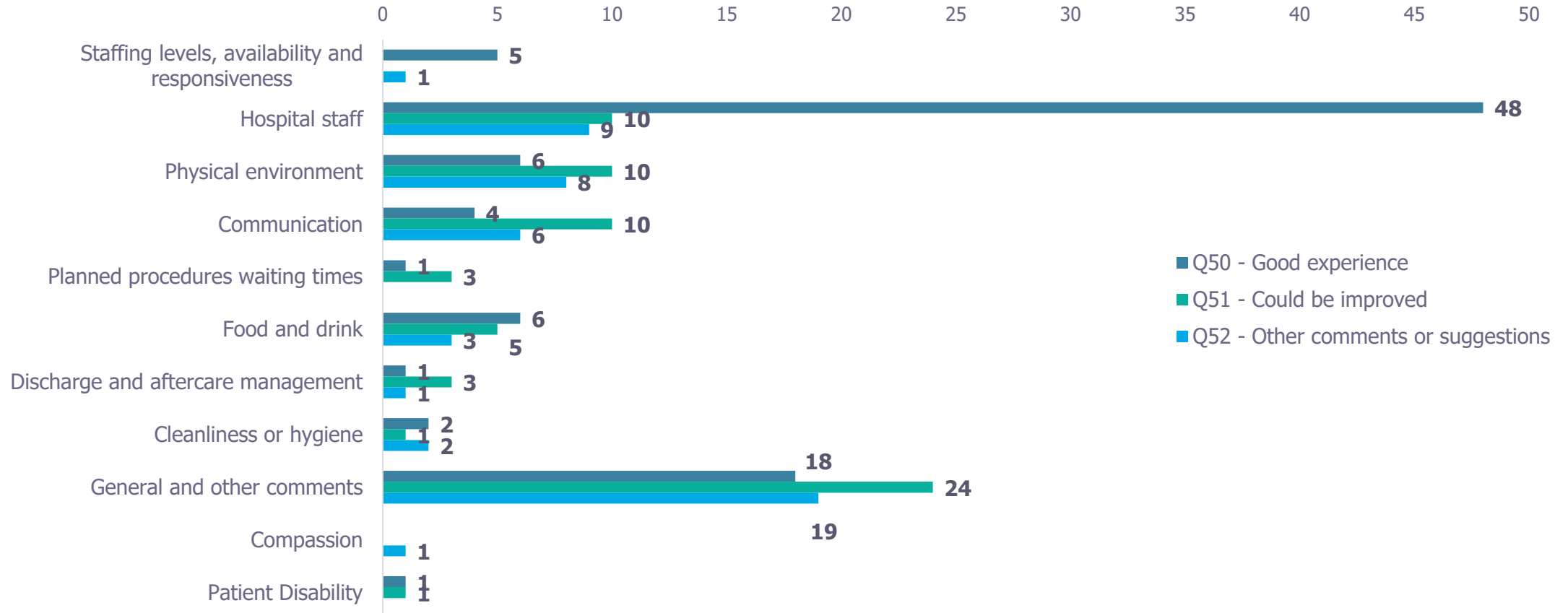
## Scores for stages of care and overall experience



\* Denotes statistically significant difference.

## 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).
- 147 comments were received from patients admitted to Royal Victoria Eye and Ear Hospital. Comments were coded using the categories below.



## Conclusion



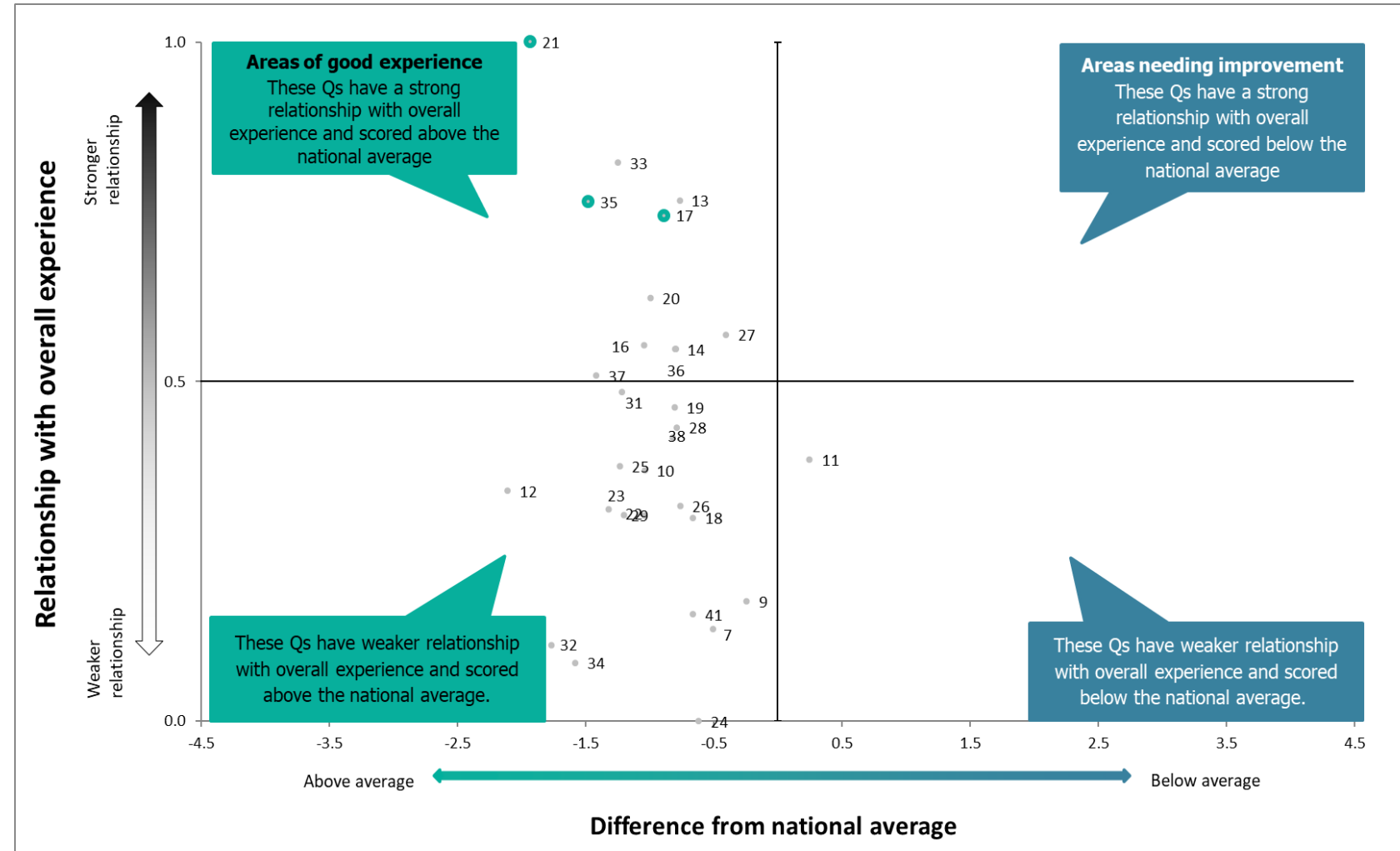
- Areas of good experience at the Royal Victoria Eye and Ear Hospital related to involvement in decisions about care and treatment, finding someone on the hospital staff to talk to about worries and fears, and being given enough information about how to manage a condition after discharge.
- The lowest-scoring questions in the survey related to the food rating, being offered food that meets dietary needs and requirements, and involvement in decisions about discharge from 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 Royal Victoria Eye and Ear Hospital said they had a good to very good overall experience, compared to 85% nationally.
- The overall rating of experience at Royal Victoria Eye and Ear Hospital was significantly higher than the national average and the overall rating has increased significantly since 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](http://www.yourexperience.ie).

Improvement map Royal Victoria Eye and Ear Hospital





Suirbhé  
Náisiúnta ar  
Eispéireas Othar  
Cónaitheach

National  
Inpatient  
Experience  
Survey

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](#))

Follow us on:



@CareExperience



/YourInpatientExperience  
/CareExperience



@CareExperience

**Improving care experiences together**



An Roinn Sláinte  
Department of Health