



National  
Inpatient  
Experience  
Survey

# National Inpatient Experience Survey 2024

## Sligo University Hospital

Improving care experiences together









An Roinn Sláinte  
Department of Health









# Survey background

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

<p><b>ADMISSIONS</b></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><b>3 QUESTIONS</b></p>	<p><b>CARE ON THE WARD</b></p>  <p>Experiences while on the ward such as communication with hospital staff, pain management, cleanliness and food.</p> <p><b>11 QUESTIONS</b></p>	<p><b>EXAMINATIONS, DIAGNOSIS AND TREATMENT</b></p>  <p>Experiences while undergoing or receiving results of tests, treatments, operations and procedures.</p> <p><b>8 QUESTIONS</b></p>
<p><b>DISCHARGE OR TRANSFER</b></p>  <p>Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.</p> <p><b>8 QUESTIONS</b></p>	<p><b>OTHER ASPECTS OF CARE</b></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><b>4 QUESTIONS</b></p>	<p><b>PATIENT SAFETY</b></p>  <p>Experiences relating to patient safety culture and patient safety incidents.</p> <p><b>5 QUESTIONS</b></p>

- Inclusion and exclusion criteria:

<p><b>INCLUSION CRITERIA</b></p> 	<p><b>16+</b></p> <p>16 years of age or older</p>	<p><b>24</b></p> <p>Spent 24 hours or more in a public acute hospital</p>	<p><b>MAY</b></p> <p>Discharged in May 2024 (the survey month)</p>
	<p>Held a <b>postal address</b> in the Republic of Ireland at the time of the survey</p> 	<p>Attended one of the 40 participating hospitals</p> 	
<p><b>EXCLUSION CRITERIA</b></p> 	<p>Patients receiving services such as day care, maternity, psychiatric, paediatric and some other <b>specialist services</b></p> 		<p>Patients receiving care in <b>private hospitals</b></p> 

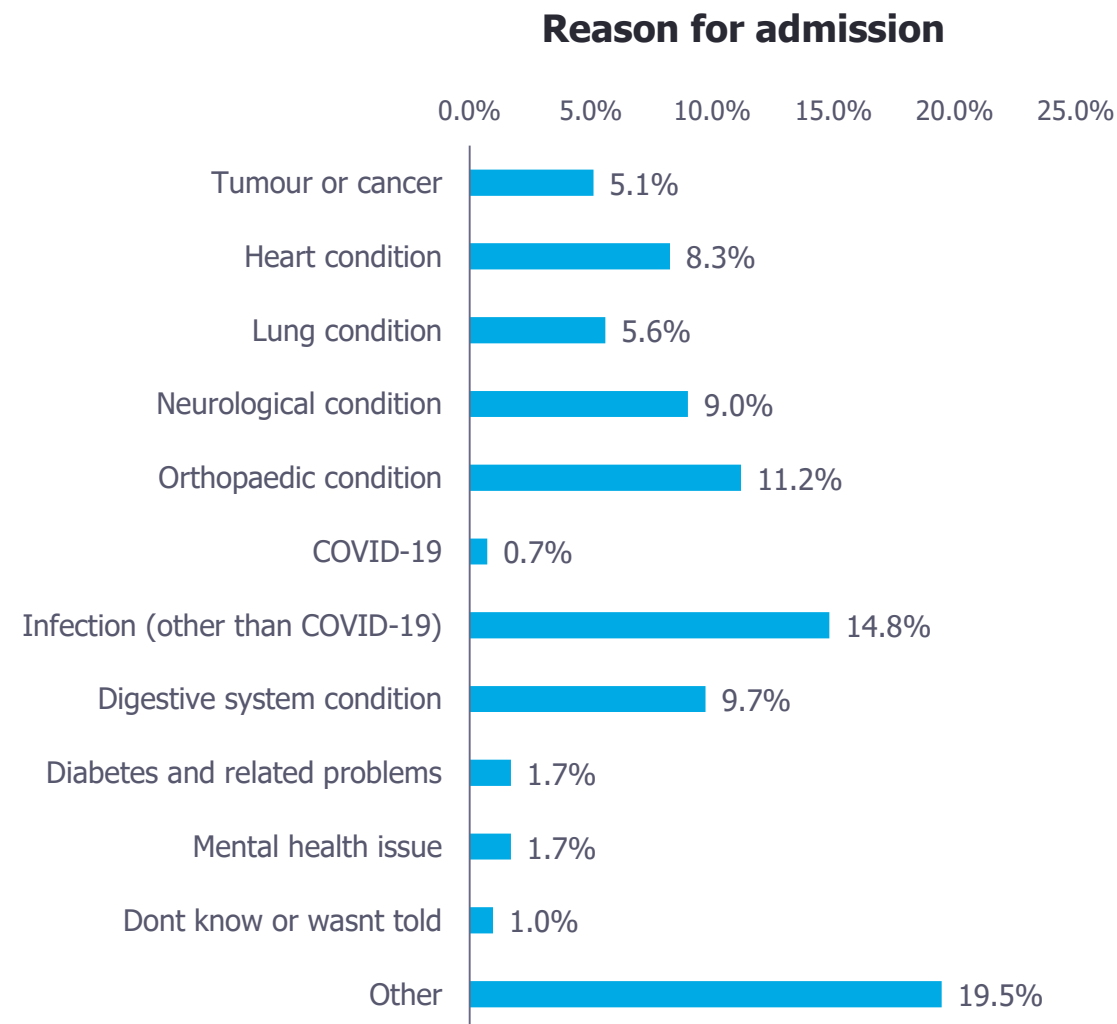


# Participants

- 964 people who were admitted to Sligo University Hospital were invited.
- 414 took part (43%), compared to 41% nationally.
- 55% (229) completed the survey online, while 45% (185) completed the paper survey.

## Characteristics of participants

Age category	Number	%
16 to 35 years	38	9.2
36 to 50 years	57	13.8
51 to 65 years	89	21.5
66 to 80 years	141	34.1
81 years or older	89	21.5
Sex		
Male	192	46.4
Female	222	53.6
Admission route		
Emergency	340	82.1
Non-emergency	74	17.9



## Areas of good experience



### **Time to discuss care and treatment with a doctor | Q14**

Of the 378 people who answered this question, 63% (238) said that they definitely felt they had enough time to discuss their care and treatment with a doctor.

### **Opportunity for family members to talk to a doctor | Q20**

Of the 266 people who answered this question, 63% (167) said that their family or someone close to them had enough opportunity to talk to a doctor.

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

Of the 349 people who answered this question, 63% (219) said that they received enough information from the hospital on how to manage their condition after discharge.

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

## Comments from patients

“The doctor looking after me was very thorough and explained everything in my language. He also told me all the downfalls and prepared me for all.”

“My doctor took time to make me feel comfortable with him, explained everything to me repeatedly and compassionately and then again separately to my family member.”

“I felt confident and part of my team rather than confused and helpless. I cannot emphasise the degree to which the [Dr] and his team transformed my experience and alleviated confusion.”

## 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

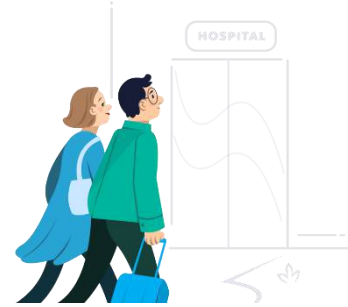
“Absolute lack of privacy. I could hear everything between doctor and patient up the corridor, word for word. This I felt was unacceptable for both parties.”

“ No privacy speaking to staff in A&E or in private rooms off A&E. [People] just walked in and out, no apology, didn't leave, continued what they were doing. Clearly low morale.”

“Basic nursing care, communication/ providing feedback to patients. I think that since Covid there is a barrier between patient and medical/nursing staff.”

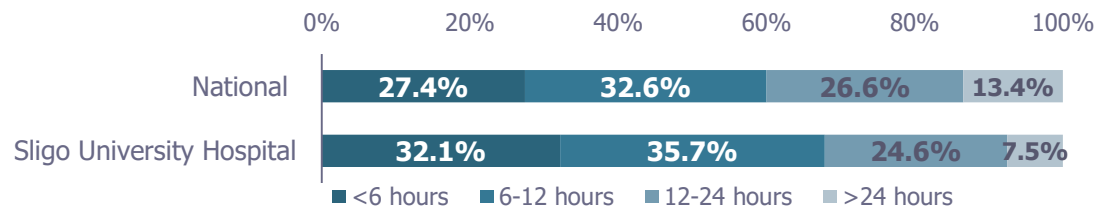


# Admissions

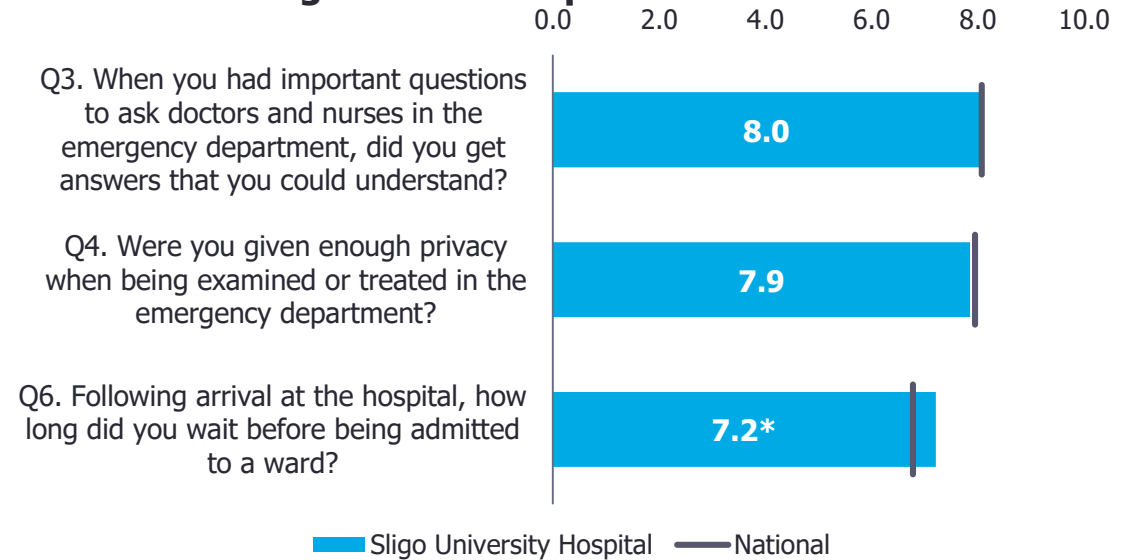


- Highest-scoring question:
  - 66% of people (189 of 288) said that when they had important questions to ask doctors and nurses in the emergency department, they always got answers that they could understand.
- Lowest-scoring question:
  - 8% of people (21 of 280) said that they waited more than 24 hours before being admitted to a ward.

## Emergency department waiting times



## Average scores for questions on 'admissions'



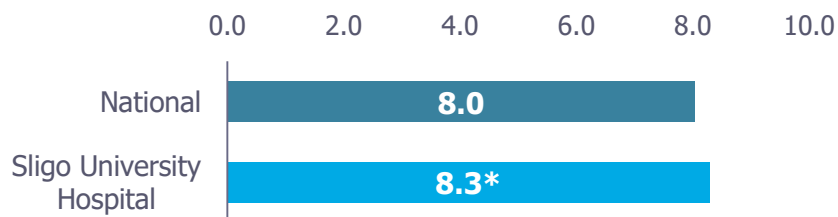
\* Denotes statistically significant differences from the national average.



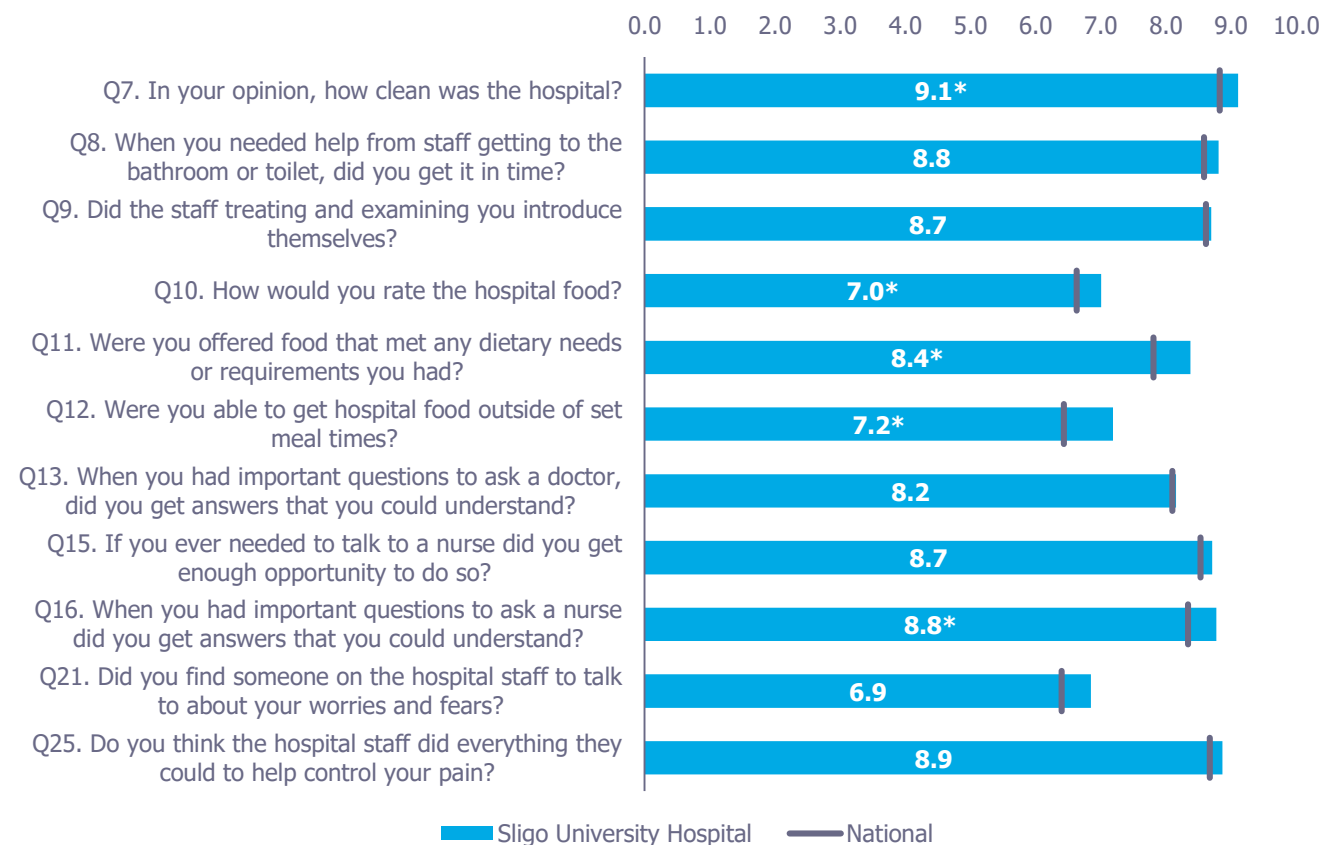
## Care on the ward

- Highest-scoring questions:
  - 75% of people (285 of 379) said that the hospital room or ward was 'very clean'.
- Lowest-scoring question:
  - 16% of people (40 of 249) 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'



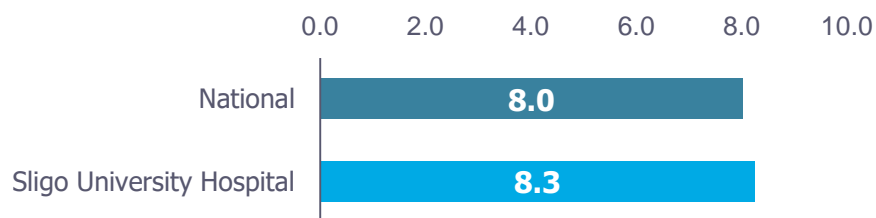
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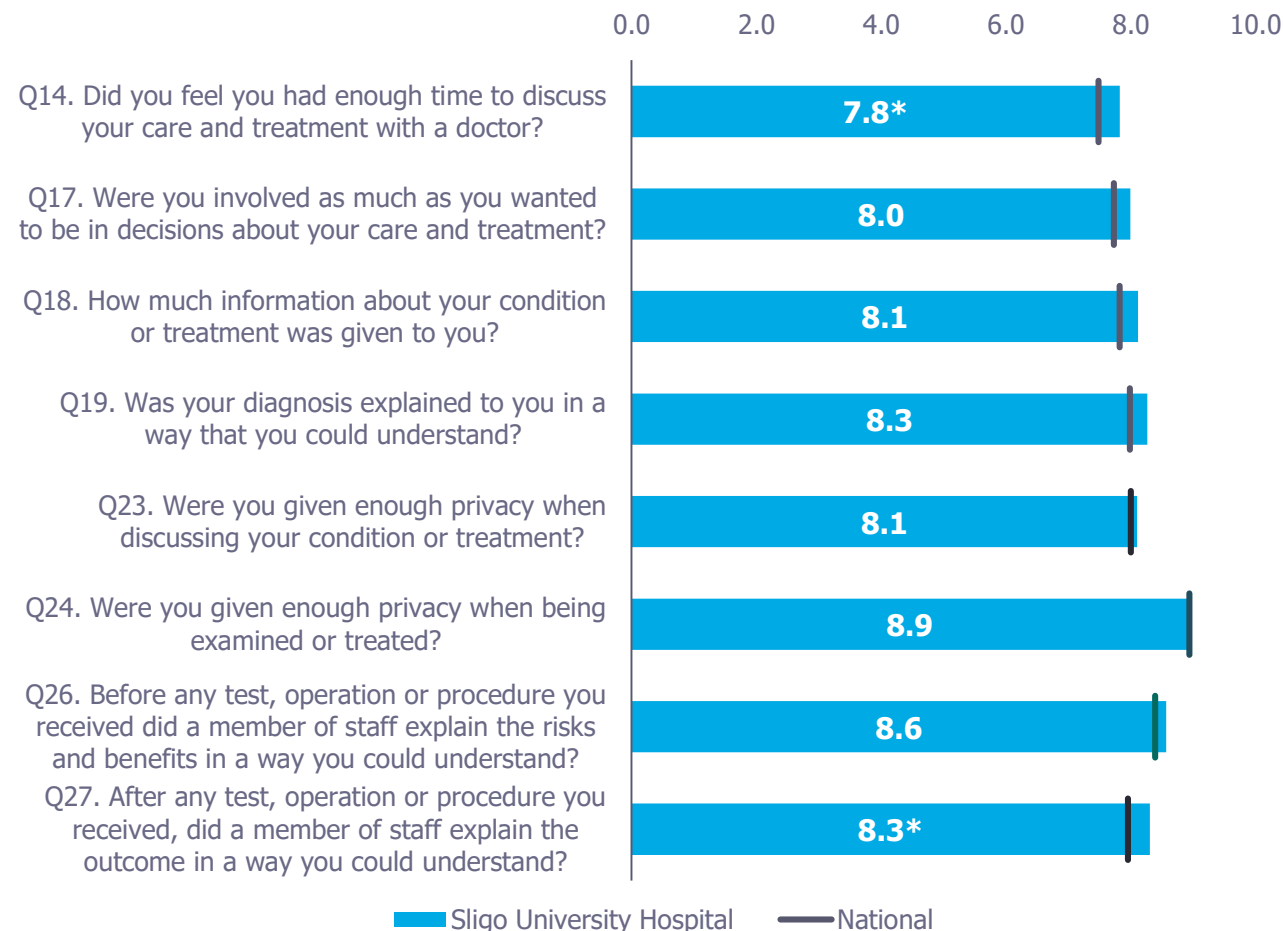
# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 82% of people (314 of 383) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 7% of people (28 of 378) 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 differences from the national average.

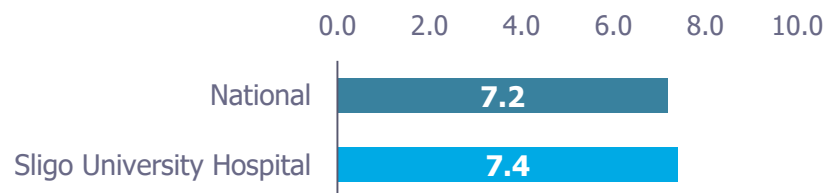




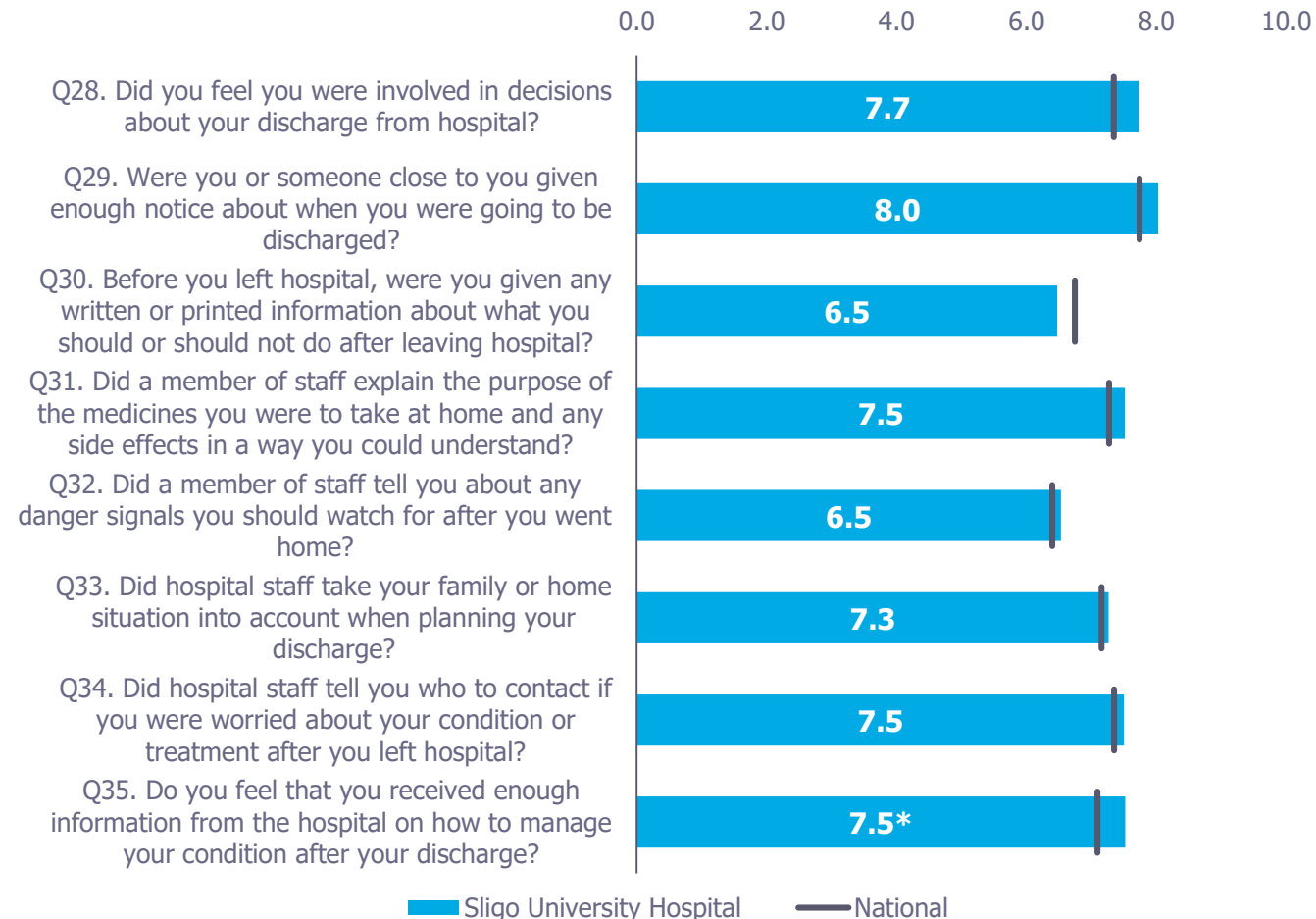
# Discharge or transfer

- Highest-scoring question:
  - 69% of people (264 of 381) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring questions:
  - 36% of people (115 of 319) said that they were not given any written or printed information about what they should or should not do after leaving hospital
  - 25% of people (75 of 306) 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'



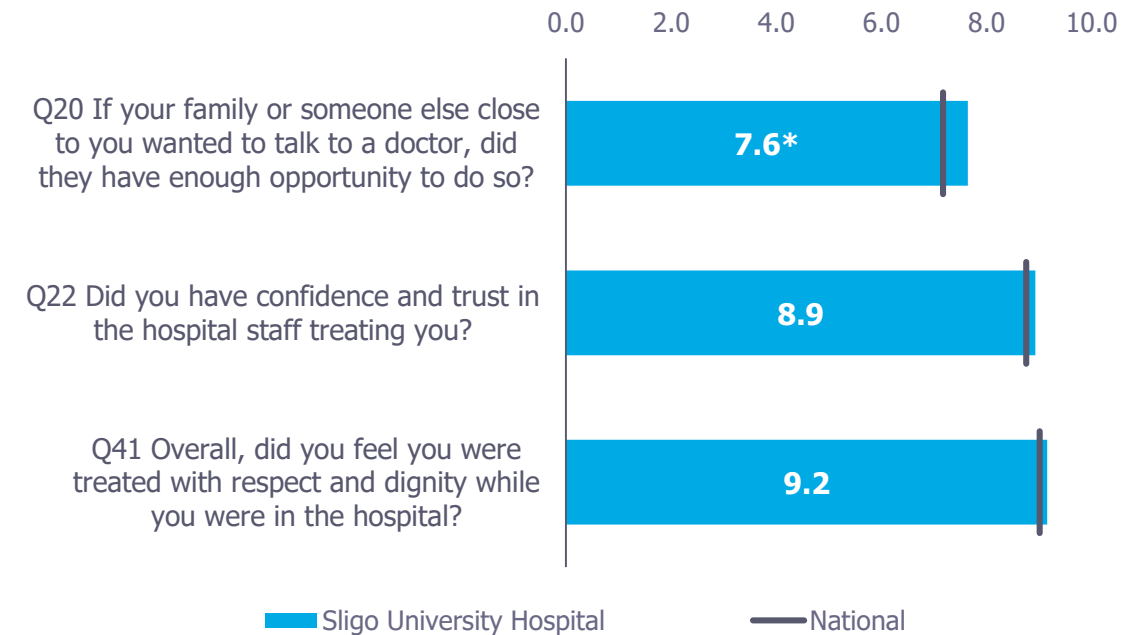
\* Denotes statistically significant differences from the national average.

## Other aspects of care



- Highest-scoring question:
  - 86% of people (328 of 383) said that they always felt treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
  - 11% of people (29 of 266) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 55% of people (128 of 233) who wanted to give feedback or make a complaint, knew how and where to do so, while 45% (105 people) did not.

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



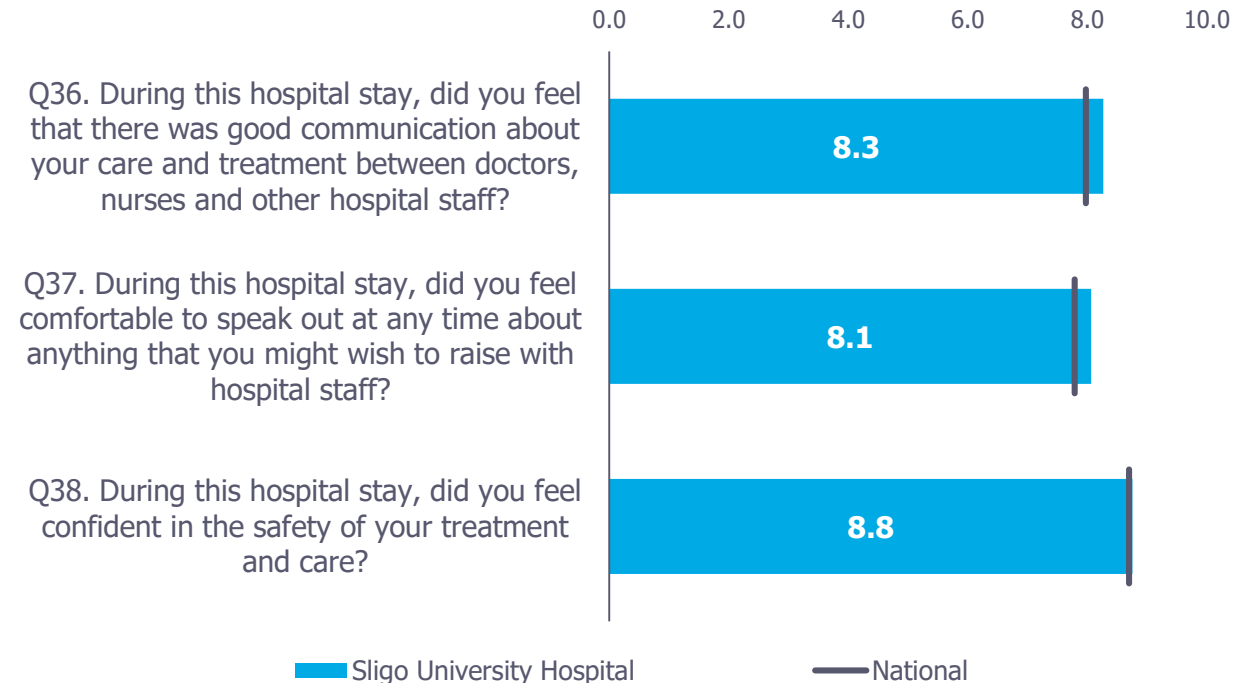
\* Denotes statistically significant differences from the national average.

## Patient safety



- 12% of people (44 of 381) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced by people was a patient fall.
- Highest-scoring question:
  - 79% of people (302 of 382) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
  - 8% of people (24 of 318) 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'



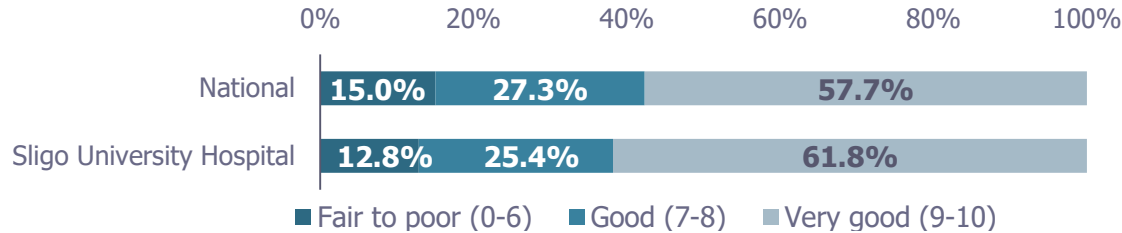


# Overall experience

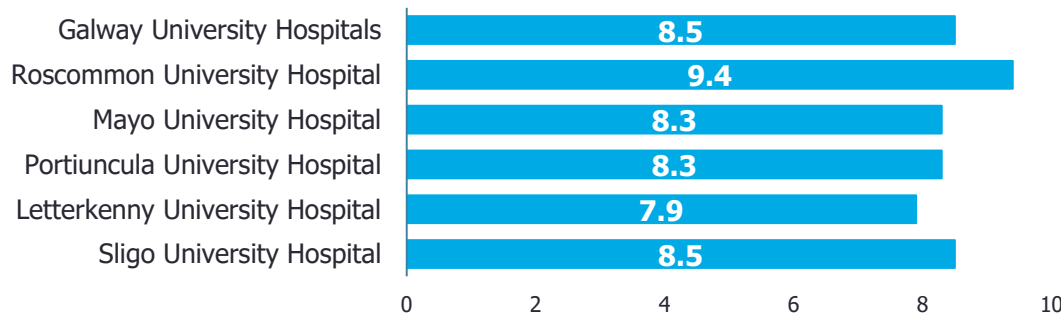


- 87% of survey participants who were admitted to Sligo University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of care experience at Sligo University Hospital was significantly higher than the national average.
- Scores for 'Admissions', 'Examinations, diagnosis and treatment' and overall care experience were significantly higher in 2024 than in the 2022 survey.

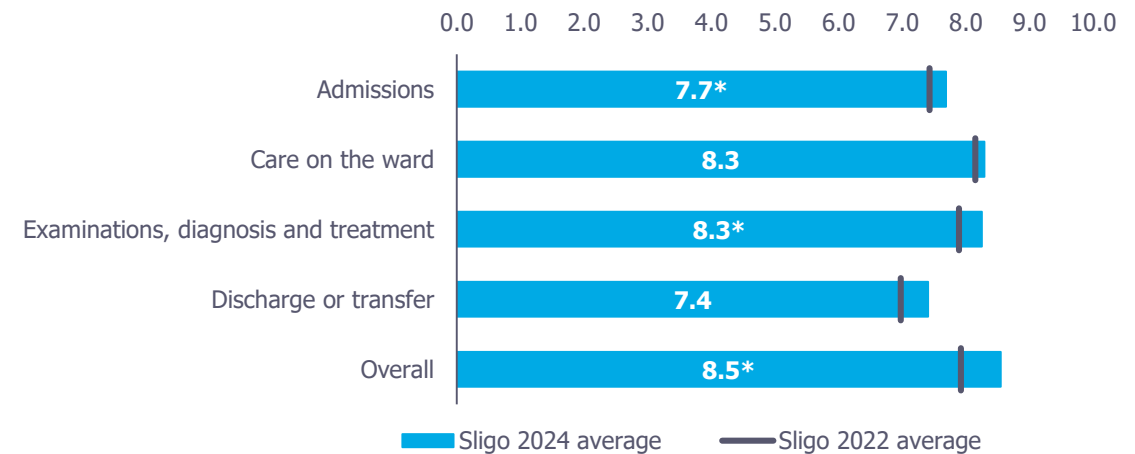
Overall experience of care



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



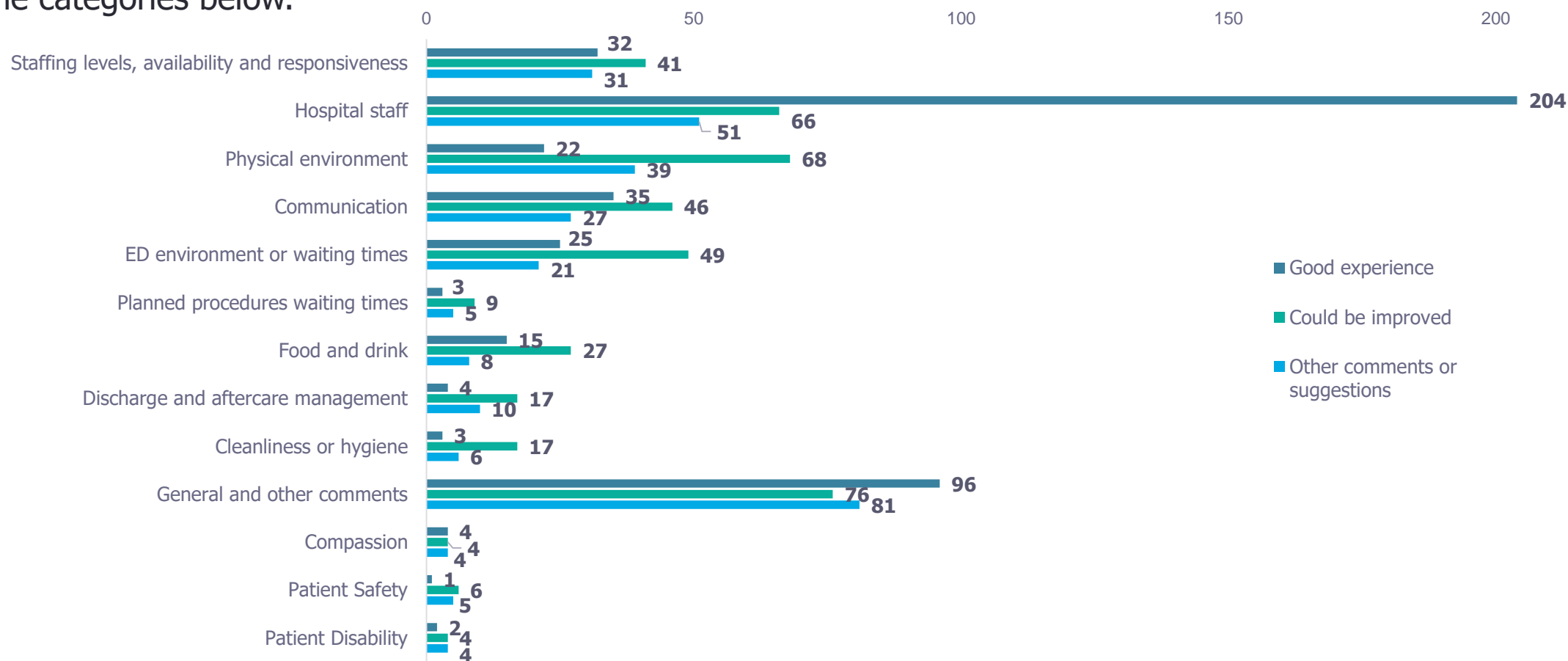
Scores for stages of care and overall experience



\* Denotes statistically significant differences.

## 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).
- 628 comments were received from patients admitted to Sligo University Hospital. Comments were coded using the categories below.



## Conclusion



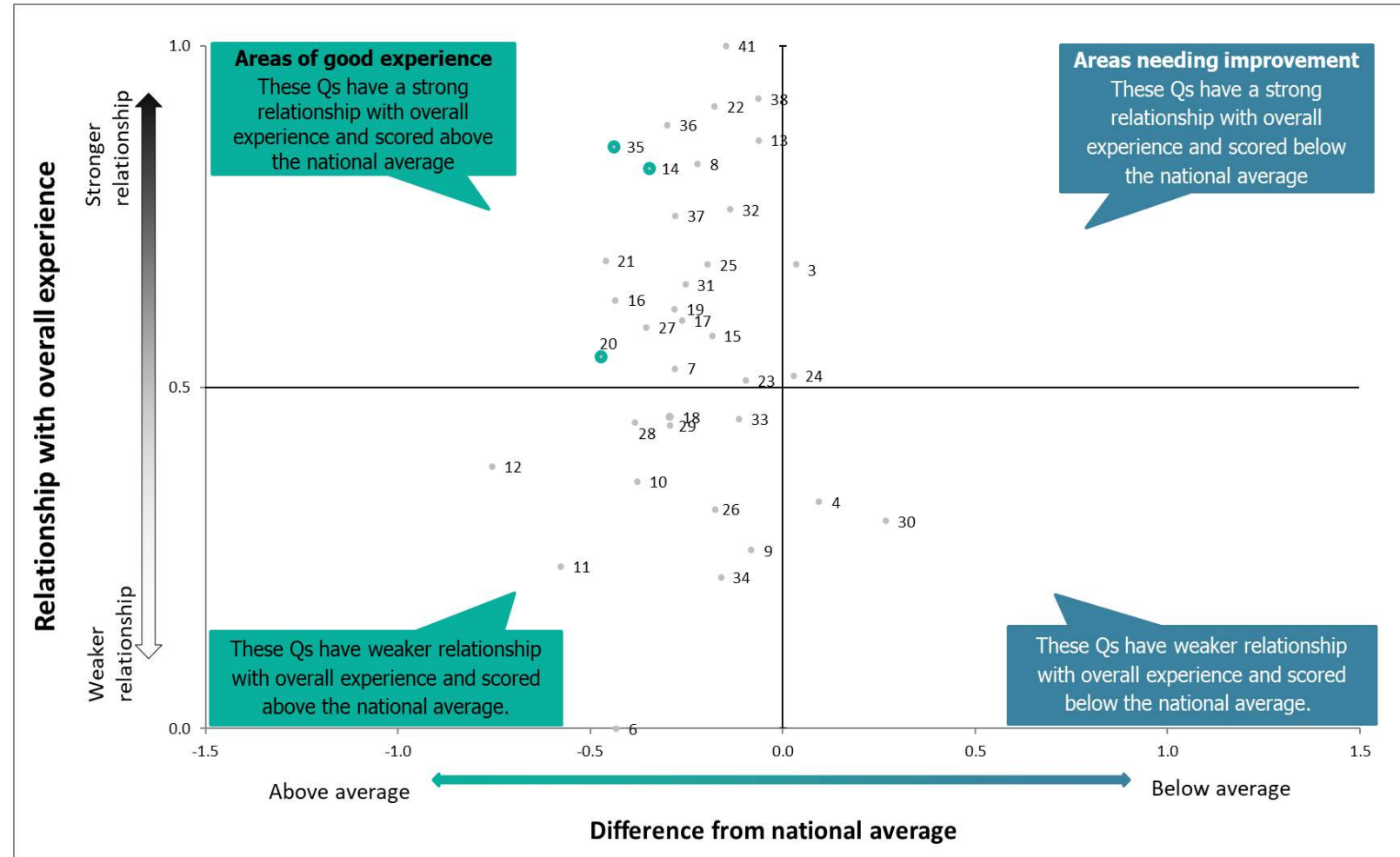
- Areas of good experience at Sligo University Hospital included time to discuss care and treatment with a doctor, opportunity for family to talk to a doctor, and information on how to manage a condition after discharge.
- The lowest-scoring questions related to patients finding someone on the hospital staff to talk about their worries and fears, written or printed information about what to do after leaving hospital, and staff telling patients about danger signals to watch for when going home.
- 'Care on the ward' and 'Examinations, diagnosis and treatment' were the stages of care with the highest scores.
- 'Discharge or transfer' was the stage of care with the lowest scores.
- 87% of survey participants said they had a good to very good overall experience at Sligo University Hospital, compared to 85% nationally.
- The overall rating of care experience at Sligo University Hospital was significantly higher than the national average.
- Scores for 'Admissions', 'Examinations, diagnosis and treatment' and overall care experience were 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.
- 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).

Improvement map Sligo 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](http://www.yourexperience.ie):

- National results ([click here](#))
- Interactive results ([click here](#))

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