



Suirbhé
Náisiúnta ar
Eispéireas Othar
Cónaitheach

National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

South Infirmary Victoria University Hospital

Improving care experiences together



Health
Information
and Quality
Authority

An tÚdairis Um Thaonéis
aqua Cálíocht Sláinte



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	24 Spent 24 hours or more in a public acute hospital	MAY 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



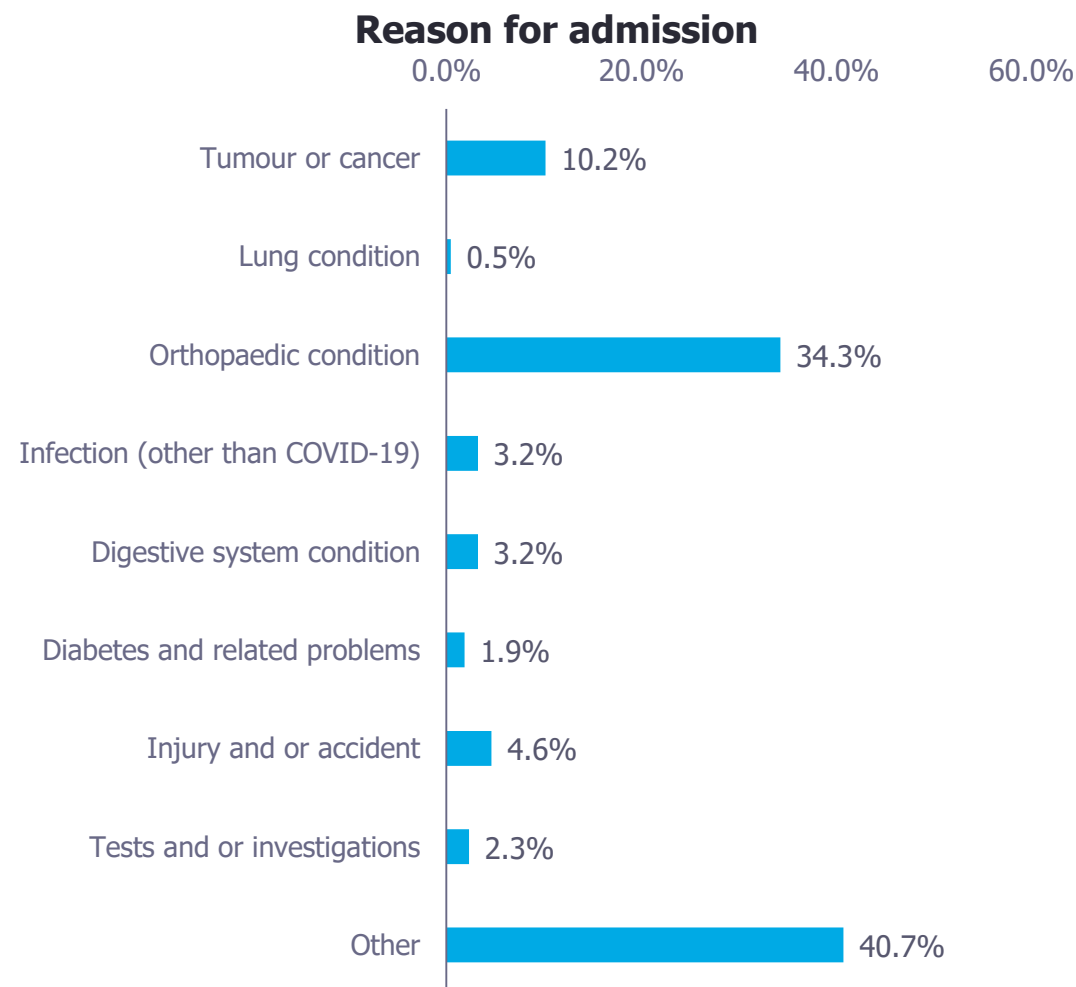
Patients receiving services such as day care, maternity, psychiatric, paediatric and some other specialist services	Patients receiving care in private hospitals
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Participants

- 400 people who were admitted to South Infirmiry Victoria University Hospital were invited.
- 219 took part (55%), compared to 41% nationally.
- 53% (115) completed the survey online, while 47% (104) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	30	13.7
36 to 50 years	29	13.2
51 to 65 years	73	33.3
66 to 80 years	69	31.5
81 years or older	18	8.2
Sex		
Male	104	47.5
Female	115	52.5
Admission route		
Emergency	53	24.2
Non-emergency	166	75.8



Areas of good experience



Someone to talk to about worries and fears | Q21

79% of people (97 of 123) 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

85% of people (176 of 207) said they definitely received enough information from the hospital on how to manage their condition after discharge.

Confidence in safety of treatment and care | Q38

91% of people (198 of 217) said they definitely felt confident in the safety of their treatment and care.

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

Comments from patients

"The nurses were really kind and always friendly. The room and bathroom were spotless. The ENT doctor and nurse took extra care during my procedure to make sure I was okay and gave me time before moving me to my ward."

"My treatment from my first consultation right through to the day of discharge was excellent. I was so well looked after by everyone that I came into contact with."

"I felt safe and comfortable in the hands of the nurses and doctors at all times. They took all the time I needed and explained everything to me precisely and patiently despite my poor English."

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 appointments after I was discharged were not very clear. I had to call back to reschedule because doctors said one thing and the appointment letter other thing. The communication between doctors' opinions and the appointments department could be improved.”

“More options could be added on the food menu for those who have allergies and intolerances i.e. non dairy, gluten free, vegan.”

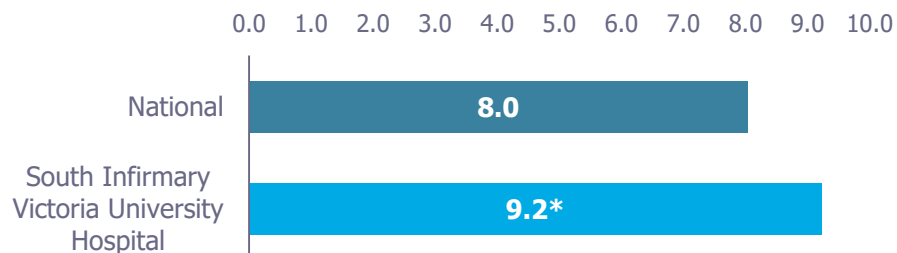
“Food after operation was very poor and didn't eat it. Some information was given after surgery, but as I was still heavily medicated it was hard to take it all in. A second night after this type of surgery should be considered with discharge information to be given, day 2 might be a better option. The surgeon and his team were brilliant throughout.”



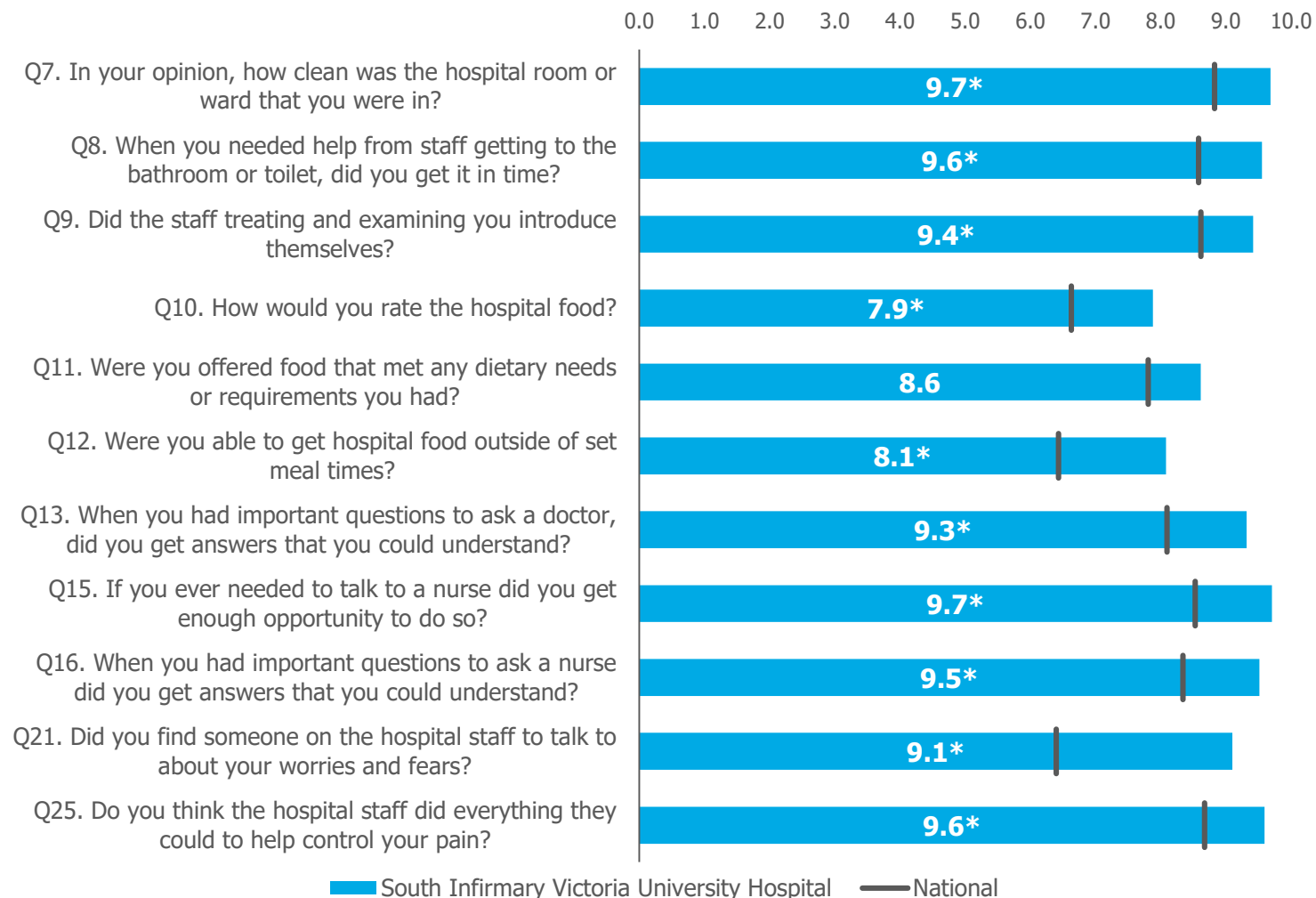
Care on the ward

- Highest-scoring questions:
 - 91% of people (198 of 217) said the hospital was 'very clean'.
 - 92% of people (187 of 204) said they always had the opportunity to talk to a nurse if they needed to do so.
- Lowest-scoring question:
 - 16% of people (33 of 205) rated the hospital food as 'fair' or 'poor'.

Comparison with the national average



Average scores for questions on 'care on the ward'

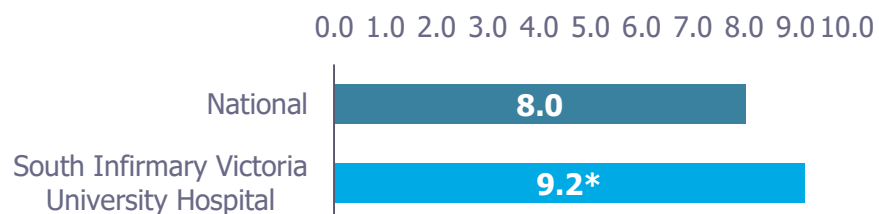


* Denotes statistically significant difference from the national average.

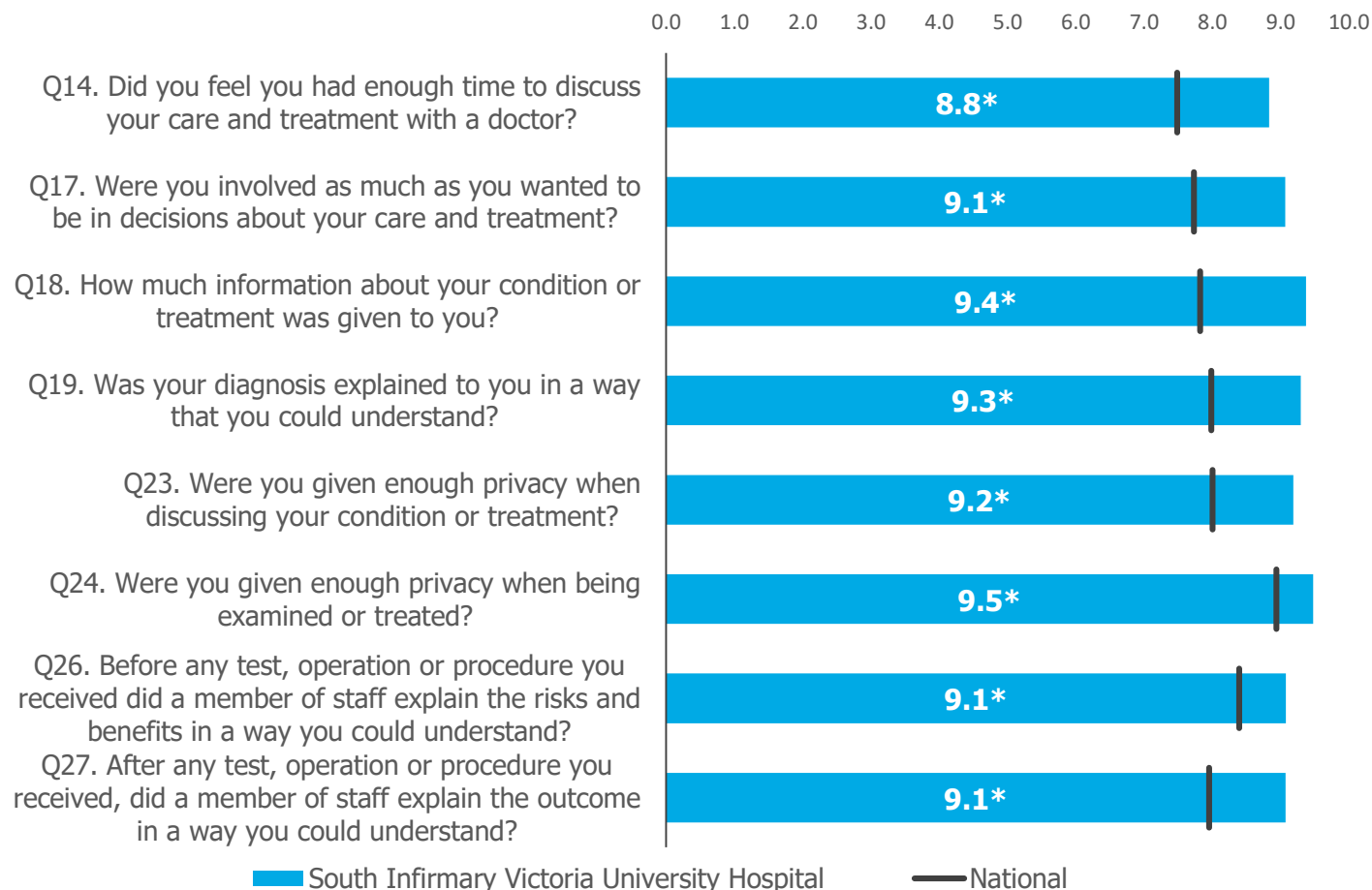
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 93% of people (201 of 216) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 4% of people (8 of 217) said 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'



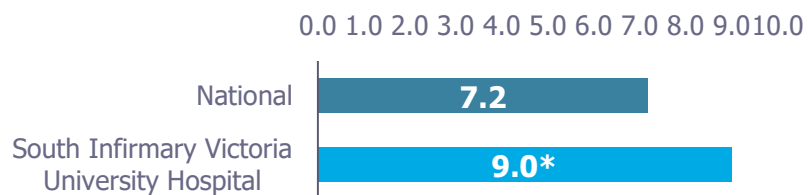
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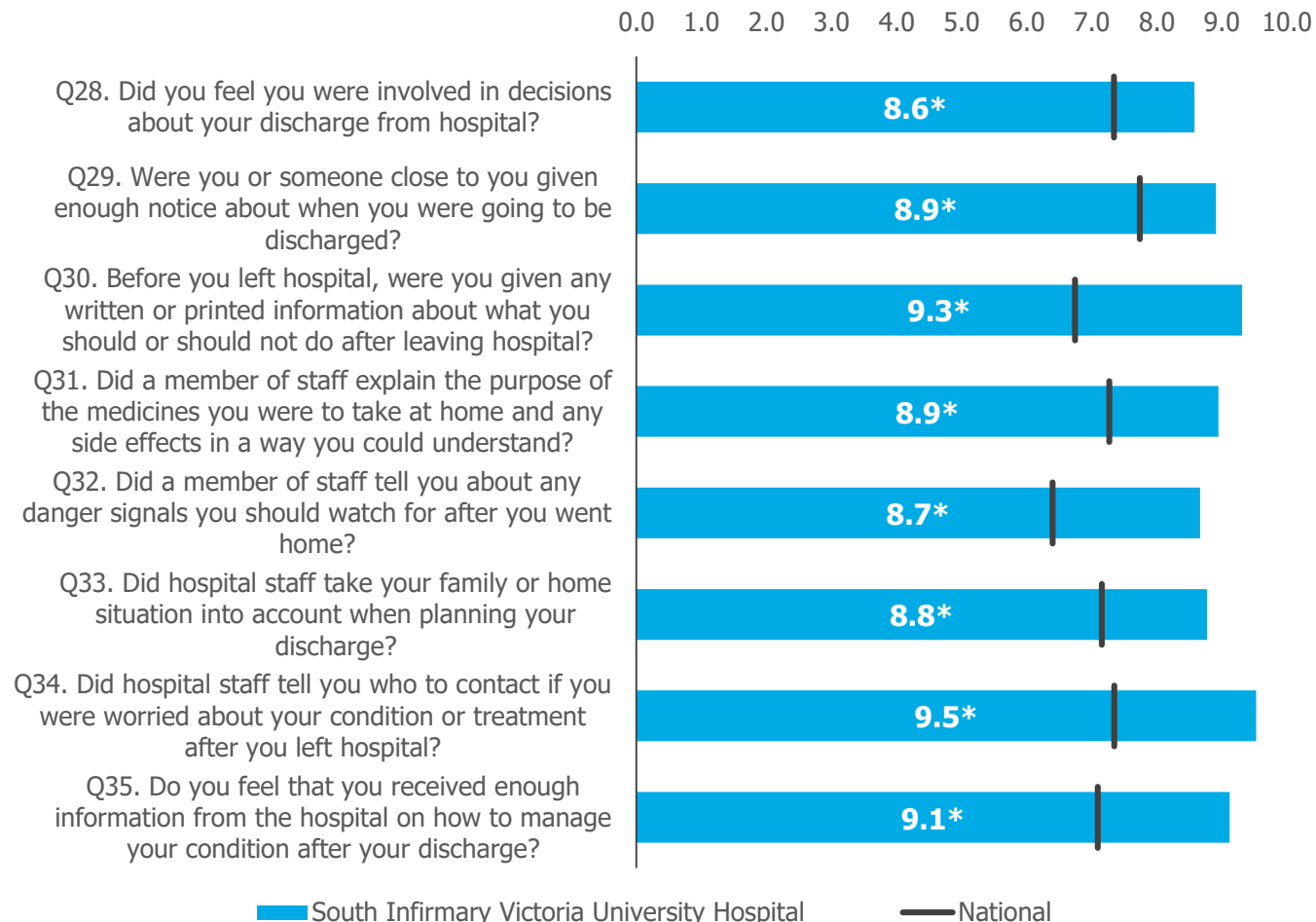
Discharge or transfer

- Highest-scoring question:
 - 95% of people (197 of 207) said hospital staff told them who to contact if they were worried about their condition or treatment after leaving hospital.
- Lowest-scoring question:
 - 6% of people (12 of 208) did not feel involved in decisions about their discharge from hospital.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



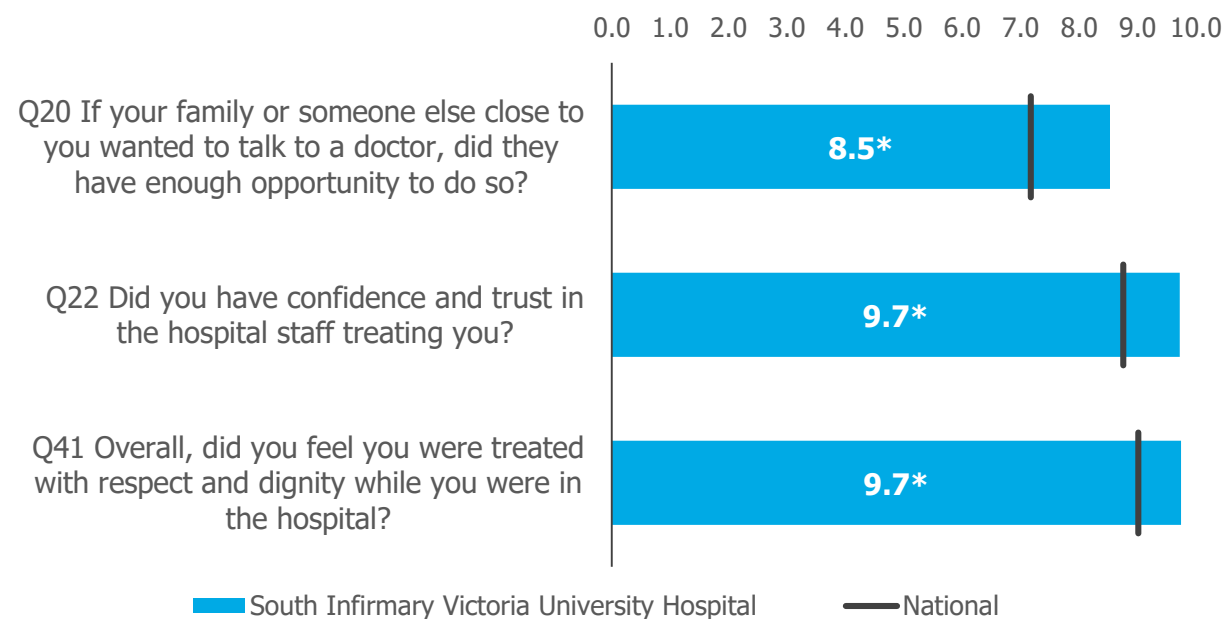
* Denotes statistically significant difference from the national average.

Other aspects of care



- Highest-scoring questions:
 - 94% of people (202 of 216) said they always had confidence and trust in the hospital staff treating them.
 - 95% of people (206 of 216) felt they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 4% of people (5 of 126) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 74% of people (100 of 136) who wanted to give feedback or make a complaint knew how and where to do so, while 26% (36 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 (12 of 214) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced was a healthcare-associated infection.
- Highest-scoring questions:
 - 87% of people (180 of 208) felt that there was always good communication about their care and treatment between hospital staff.
 - 91% of people (198 of 217) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - <1% of people (1 of 179) said that they did not feel comfortable to speak out at any time about anything they wished to raise with hospital staff, while 15% said they felt comfortable 'to some extent'.

Average scores for questions on 'patient safety'



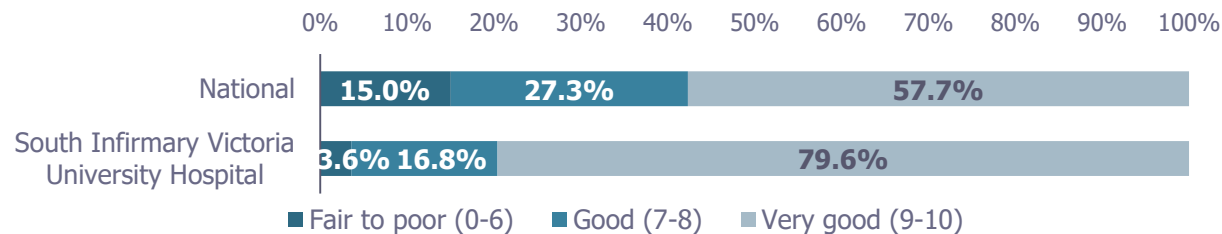
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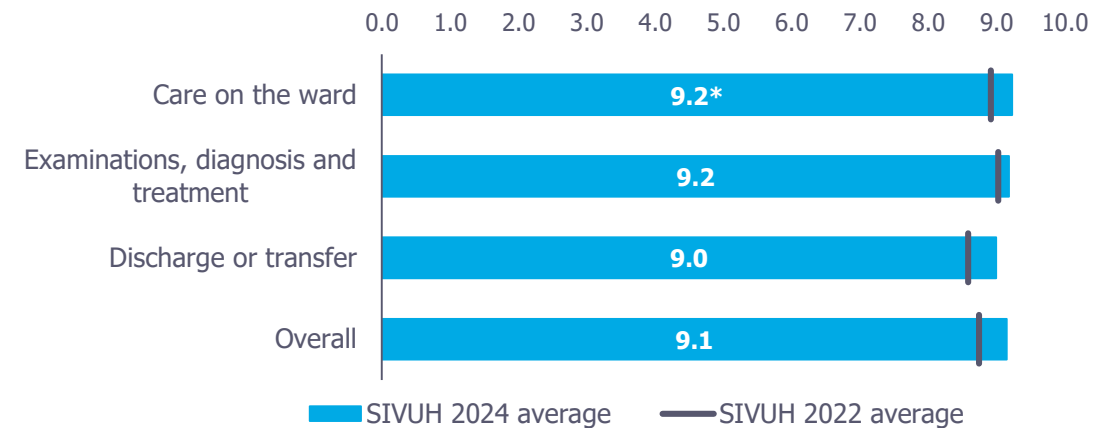
Overall experience

- 96% of survey participants who were admitted to South Infirmiry Victoria University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of experience was significantly higher than the national average.
- Scores for 'Care on the Ward' were significantly higher in 2024 compared to scores in 2022.

Overall experience of care

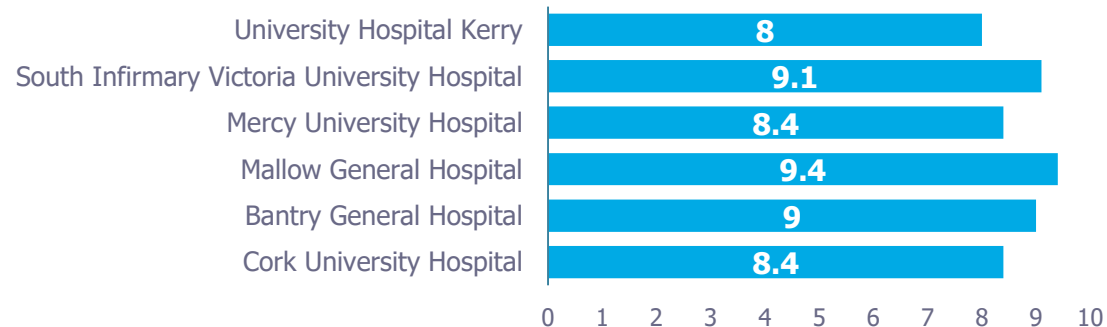


Scores for stages of care and overall experience



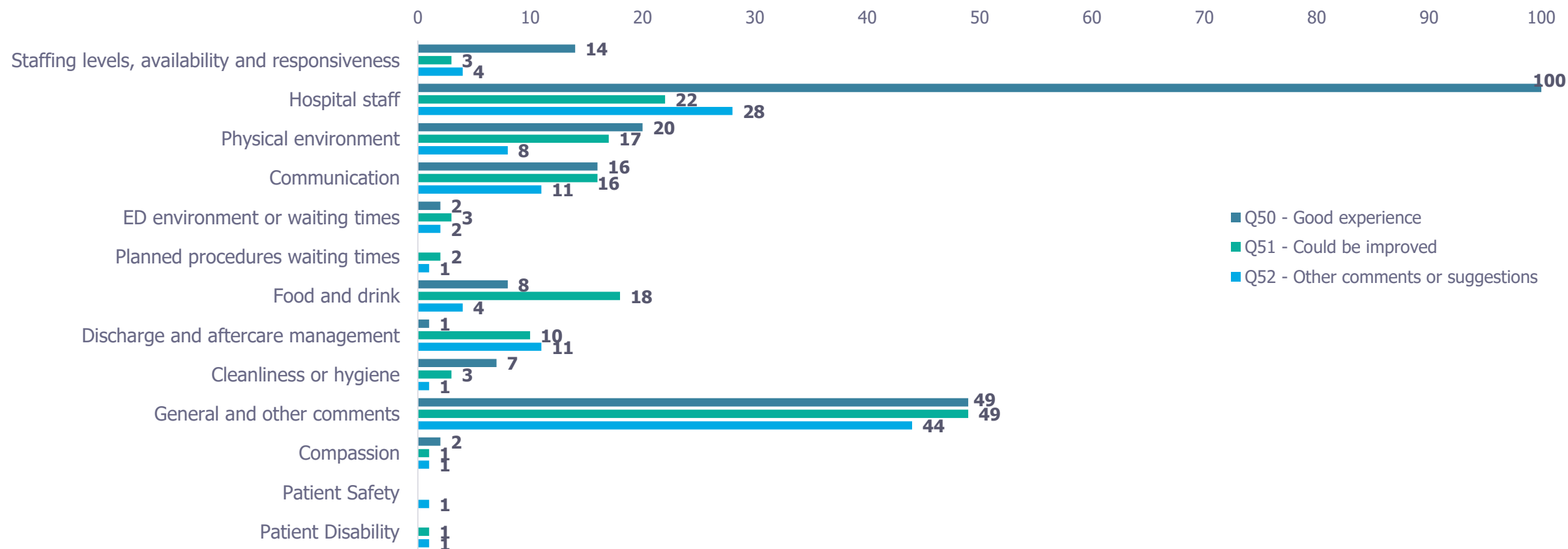
* Denotes statistically significant difference.

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



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).
- 299 comments were received from patients admitted to South Infirmary Victoria University Hospital. Comments were coded using the categories below.



Conclusion



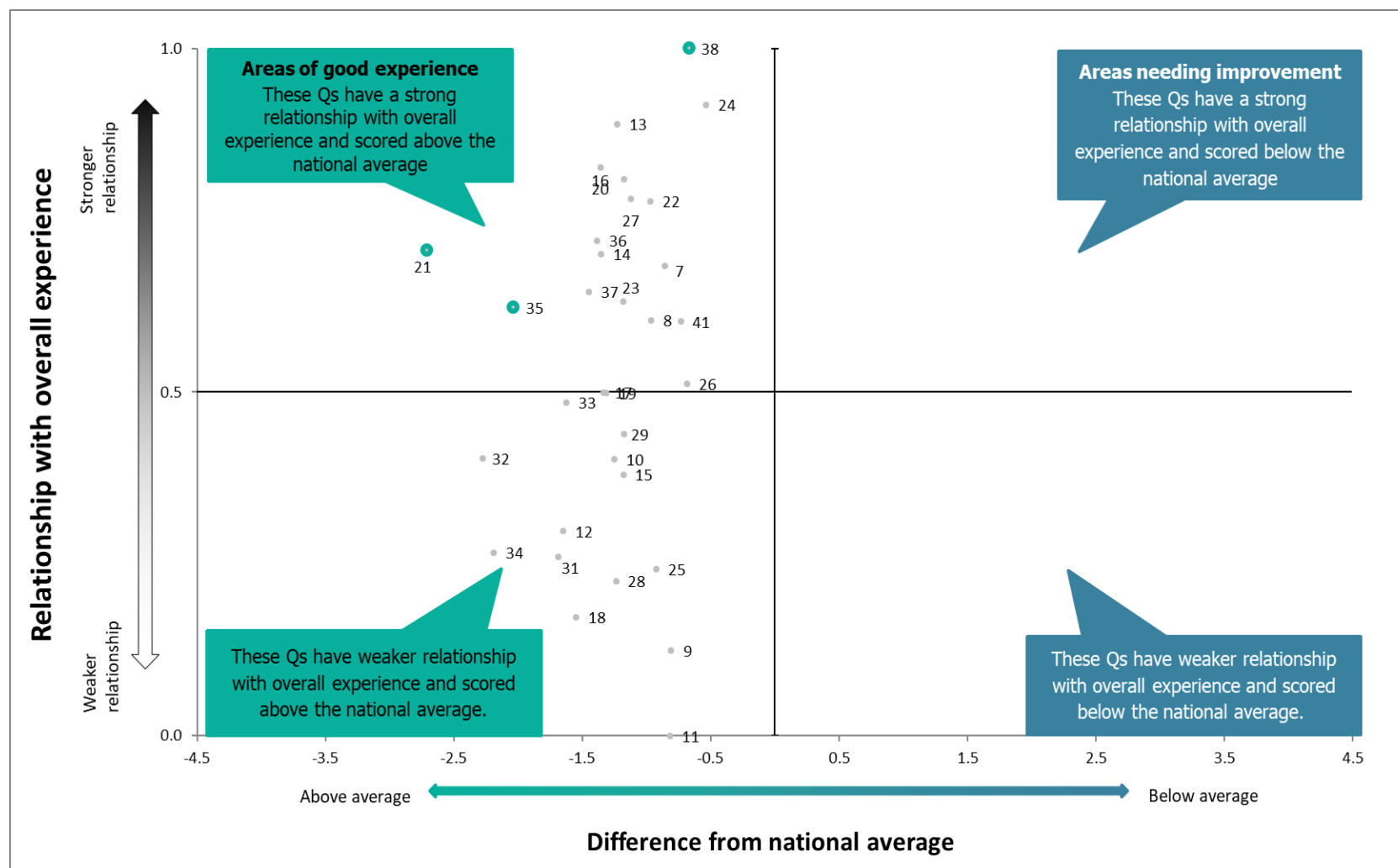
- Areas of good experience at South Infirmity Victoria University Hospital included patients finding someone on the hospital staff to talk to about their worries and fears, patients receiving enough information on how to manage their condition after discharge, and patients feeling confident in the safety of their treatment and care.
- The lower-scoring questions in the survey related to the hospital food, receiving food outside of set meal times and patients not feeling involved in decisions about their 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.
- 96% of survey participants at South Infirmity Victoria University Hospital said they had a good to very good overall experience, compared to 85% nationally.
- The overall rating of care experience at South Infirmity Victoria University Hospital was significantly higher than the national average.
- Scores for 'Care on the Ward' were significantly higher in 2024 compared to scores in 2022.

Appendix 1

Areas of good experience and areas needing improvement

Improvement map South Infirmiry Victoria 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.
- More information on the science behind the improvement map is available at www.yourexperience.ie.





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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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