



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

St. Columcille's 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> 



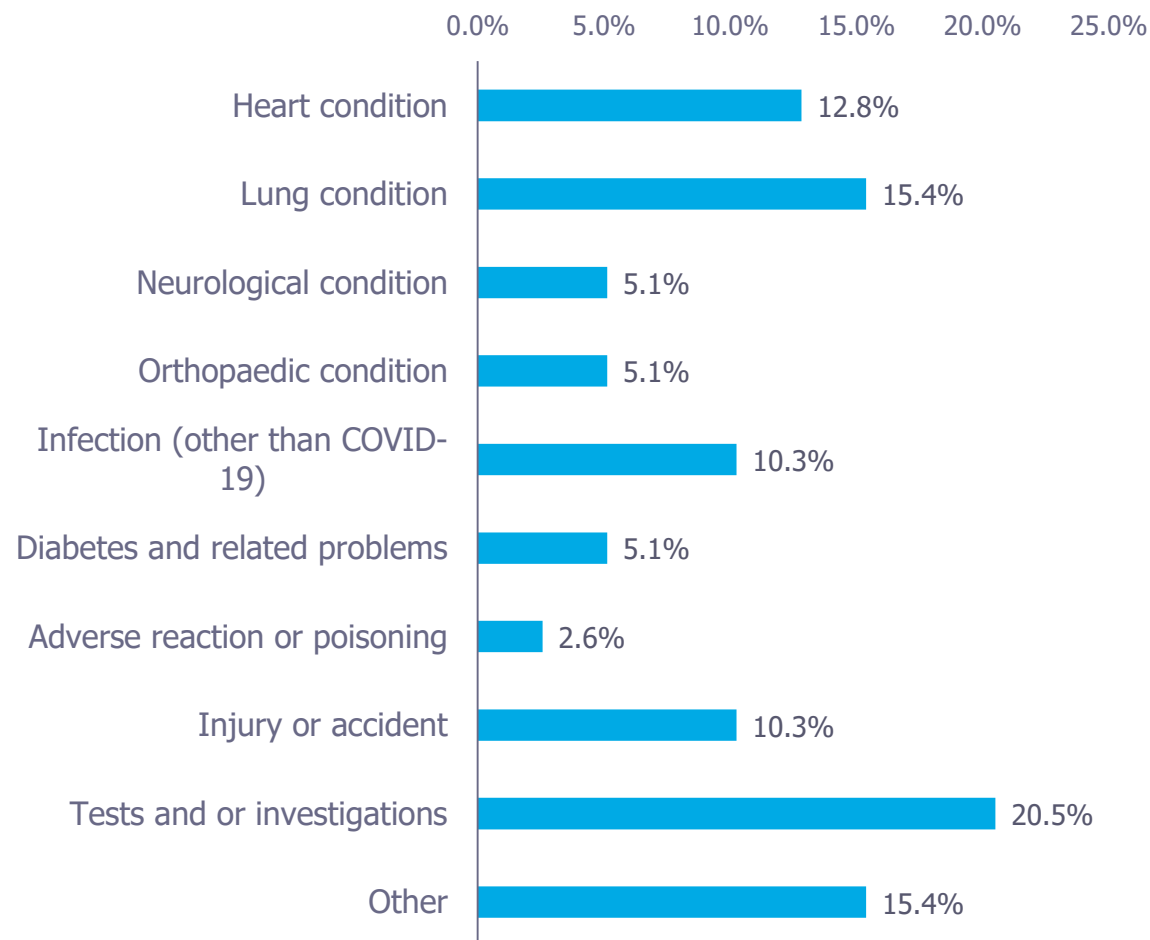
Participants

- 97 people who were admitted to St. Columcille's Hospital were invited.
- 39 took part (40%), compared with 41% nationally.
- 46% (18) completed the survey online, while 54% (21) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	1	2.6
36 to 50 years	2	5.1
51 to 65 years	9	23.1
66 to 80 years	11	28.2
81 years or older	16	41.0
Sex		
Male	17	43.6
Female	22	56.4
Admission route		
Emergency	31	79.5
Non-emergency	8	20.5

Reason for admission



Areas of good experience



Cleanliness of hospital | Q7

Of the 35 people who answered this question, 91% (32) said that their hospital room or ward was 'very clean'.

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

Of the 33 people who answered this question, 76% (25) said that they definitely had enough time to discuss their care and treatment with a doctor.

Sufficient notice of discharge | Q29*

Of the 32 people who answered this question, 81% (26) said that they were definitely given enough notice about when they were going to be discharged.

These questions scored significantly above national average.

**These questions have a stronger relationship with overall experience.*

Comments from patients

"My stay in St Columcille's Hospital was very good. Staff were very reassuring and answered questions with patience and did not make me feel I was wasting their time. Everything was done to make my stay as comfortable as possible."

"Staff attention. How clean everywhere was. Staff also so friendly."

"The staff treated my father and us his family, with professionalism, great kindness and care. They were very proactive contacting us if there were any questions or issues that they needed our input on and keeping us up to date with any changes or decisions."

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 in St Columcille's Hospital was awful! Wasn't there too long before my transfer to St Vincent's Hospital, but I wasn't able to eat the food, particularly lunch and dinner."

"Night-times were tough. Mattresses for heavy people should be more substantial. Also it was not dark enough at night, you kind of expect this in hospital, but for 6 weeks it was tough."

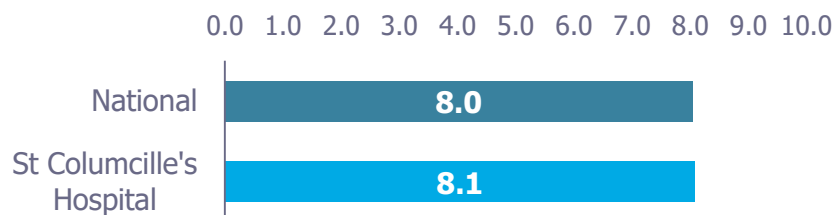
"The food should definitely be presented better and the staff didn't seem very interested or happy."



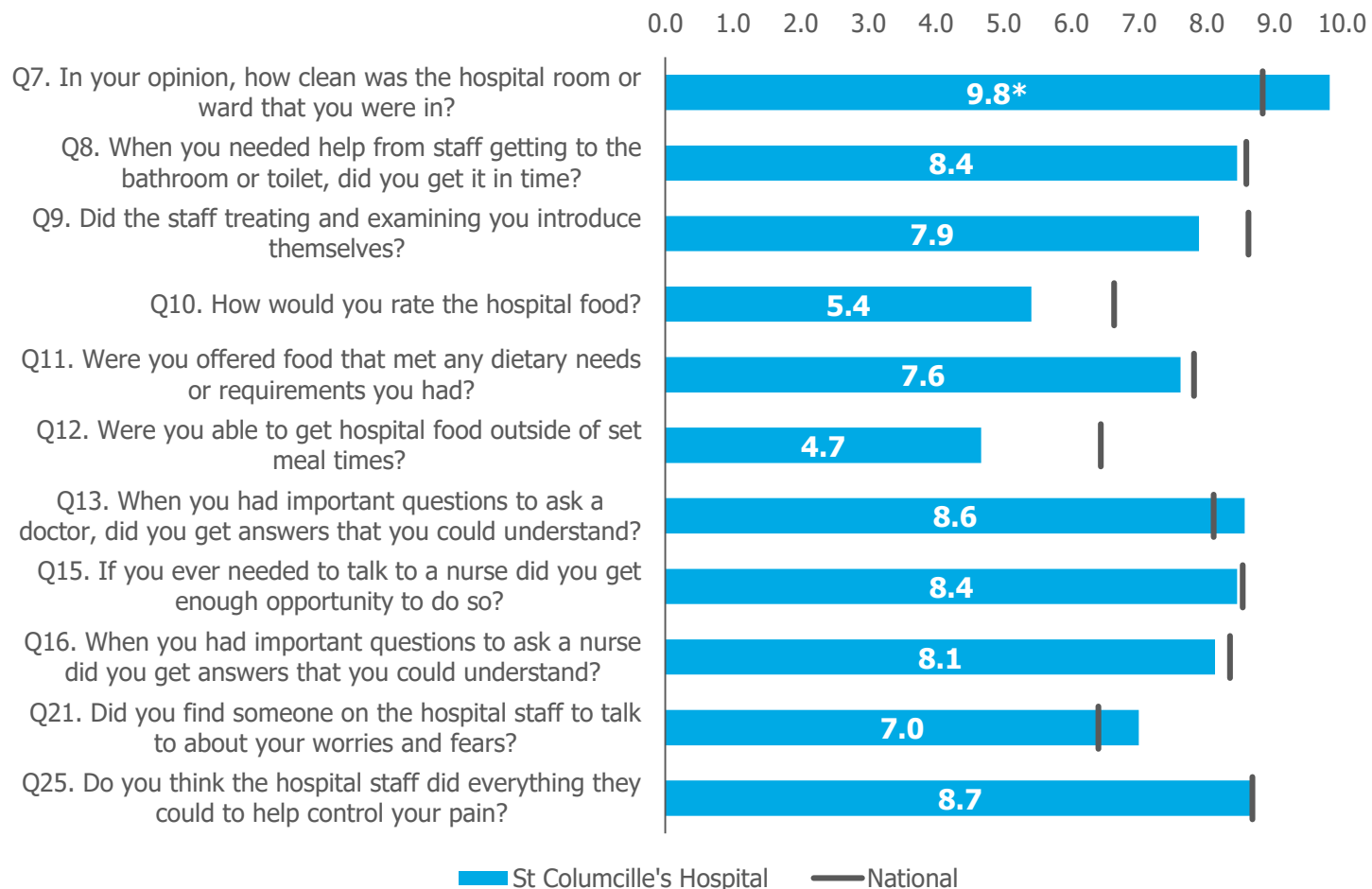
Care on the ward

- Highest-scoring question:
 - 91% of people (32 of 35) said that the hospital room or ward was 'very clean'.
- Lowest-scoring question:
 - 20% of people (2 of 10) said they 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'



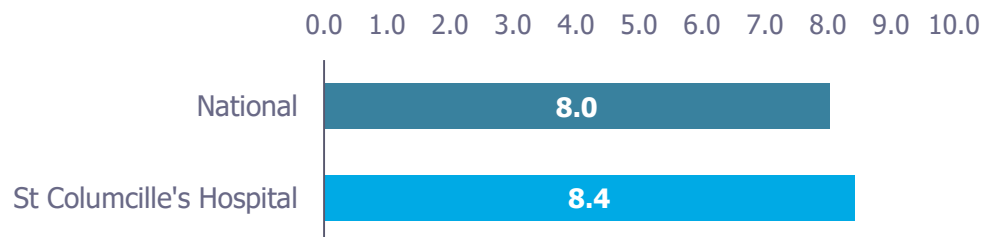
* Denotes statistically significant difference from the national average.



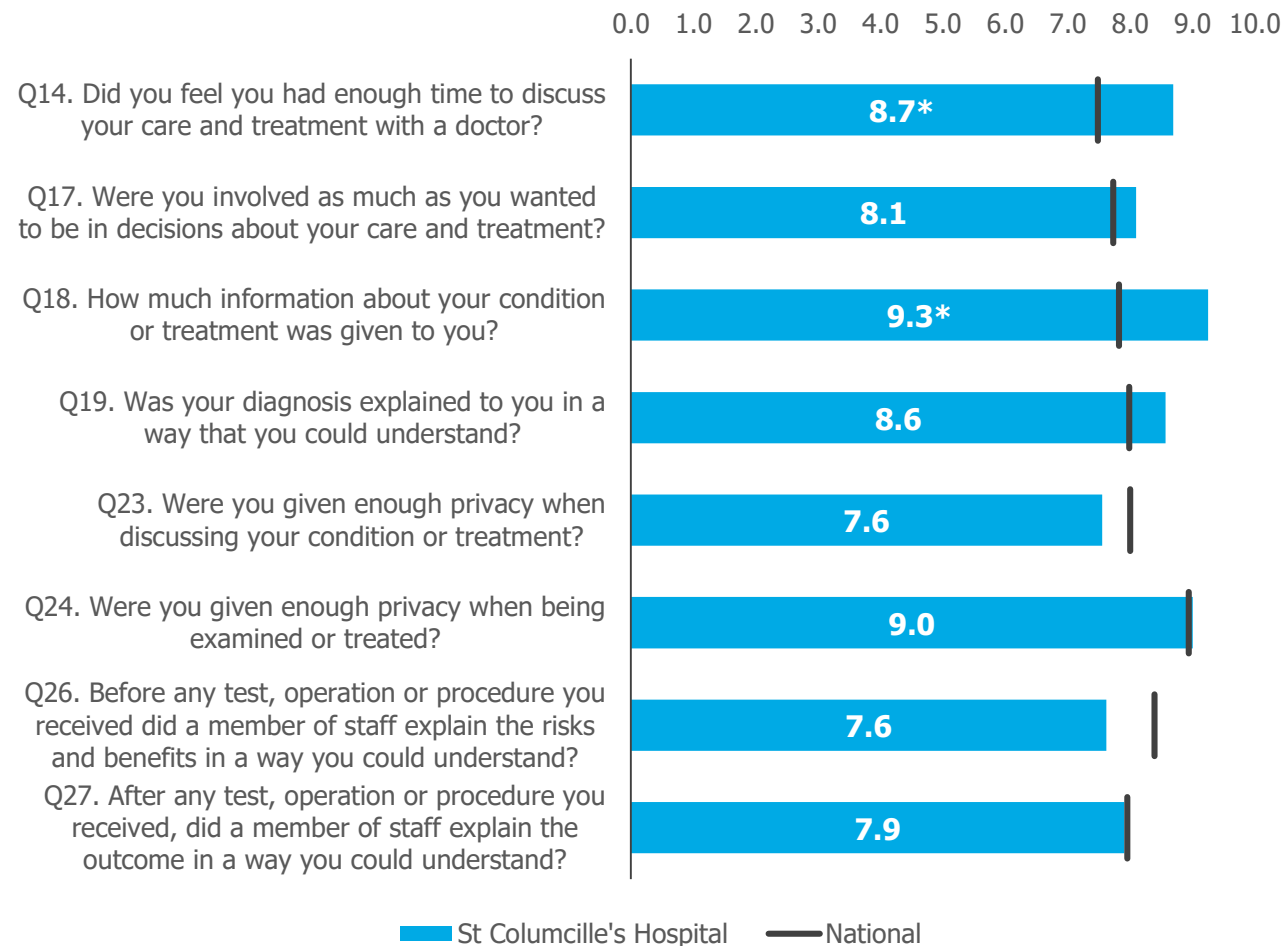
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 88% of people (30 of 34) said they received the right amount of information about their condition or treatment.
- Lowest-scoring questions:
 - 12% of people (4 of 34) said that they were not given enough privacy when discussing their condition or treatment.
 - 12% of people (3 of 25) said that staff did not explain the risks and benefits of medical procedures in a way they could understand.

Comparison with the national average



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



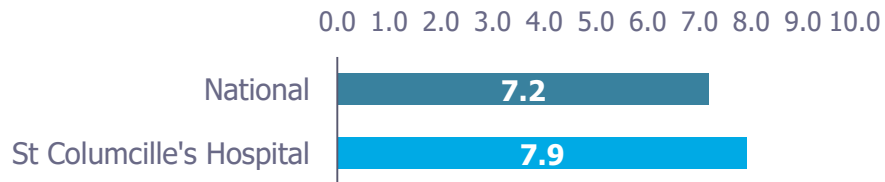
* Denotes statistically significant differences from the national average.



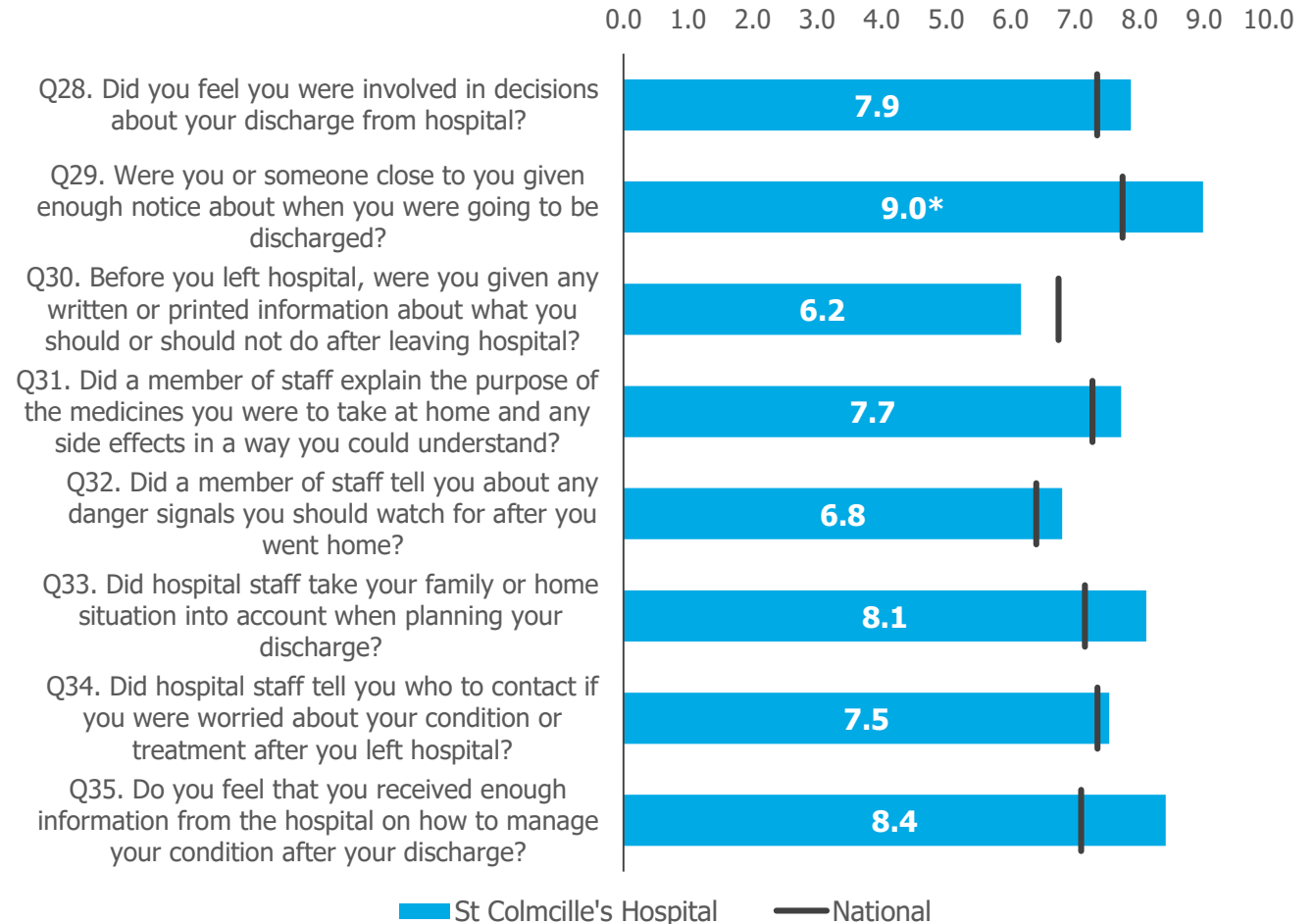
Discharge or transfer

- Highest-scoring question:
 - 81% of people (26 of 32) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 27% of people (6 of 22) said 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'



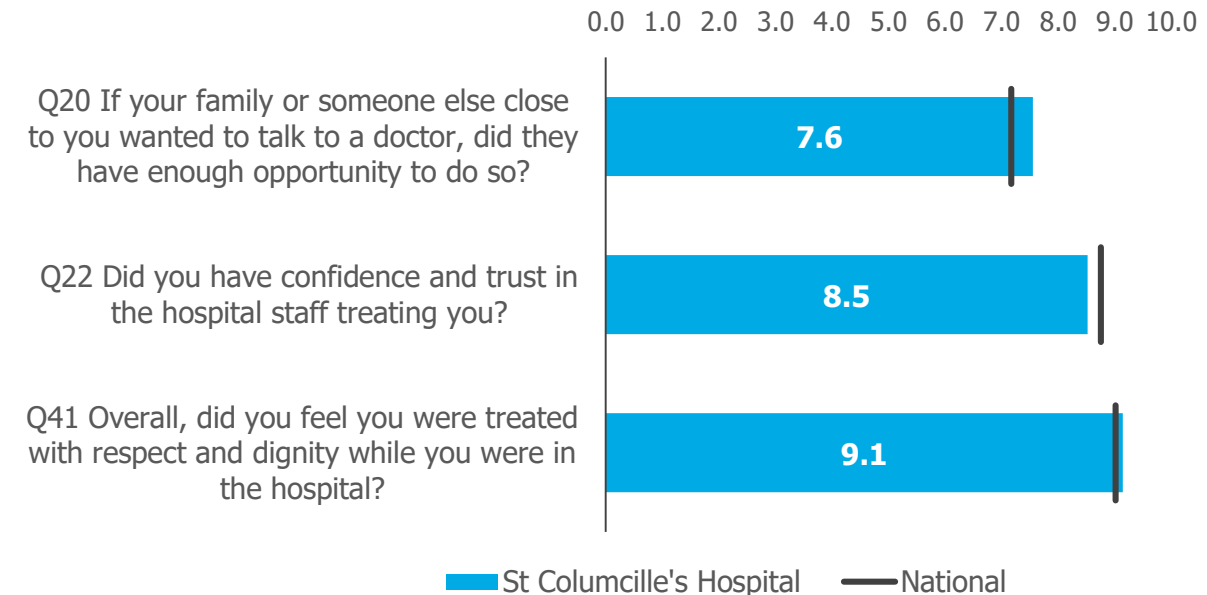
* Denotes statistically significant differences from the national average.

Other aspects of care



- Highest-scoring question:
 - 91% of people (32 of 35) felt that they were treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 9% of people (2 of 23) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 72% of people (13 of 18) who wanted to give feedback or make a complaint knew how and where to do so, while 28% (5 people) did not.

Average scores for questions on 'other aspects of care'

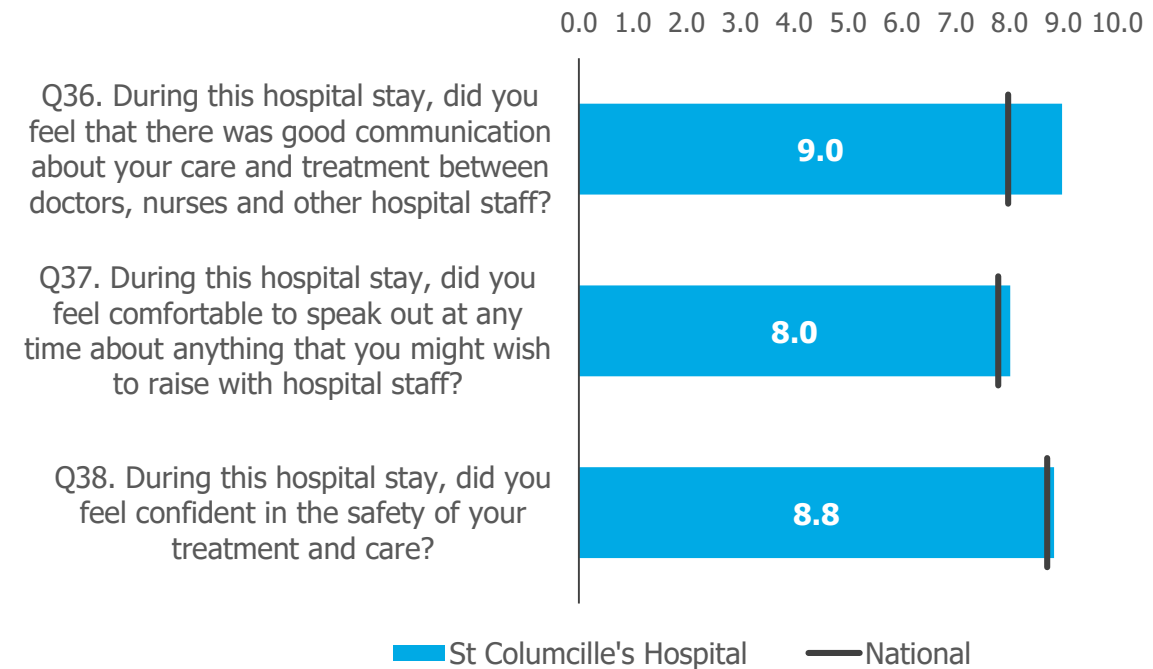


Patient safety



- 15% of people (5 of 34) indicated they had a patient safety incident during their hospital stay. These incidents included a medication issue, a medical device/ equipment issue, and a patient fall.
- Highest-scoring question:
 - 85% of people (28 of 33) felt there was good communication about their care and treatment between medical staff.
- Lowest-scoring question:
 - 7% of people (2 of 29) did not feel comfortable to speak out about anything that they wished to raise with hospital staff.

Average scores for questions on 'patient safety'

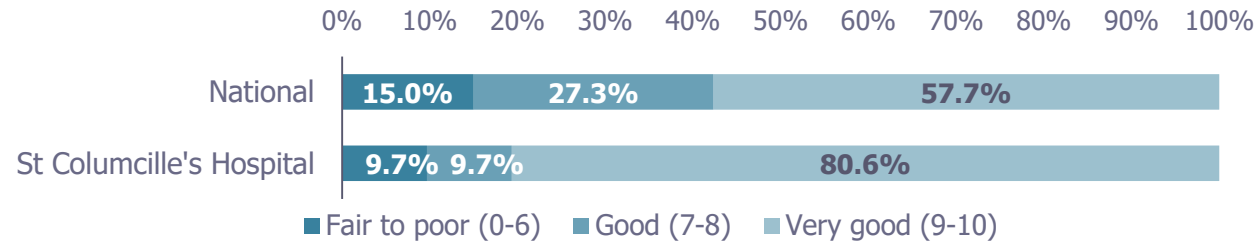




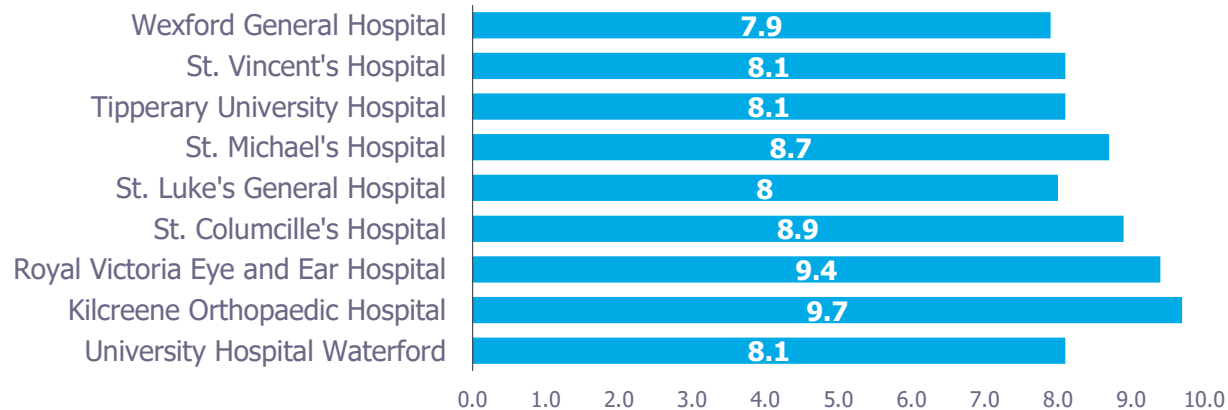
Overall experience

- 90% of survey participants who were admitted to St. Columcille's Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for all stages of care were similar in 2024 compared to scores in 2022.

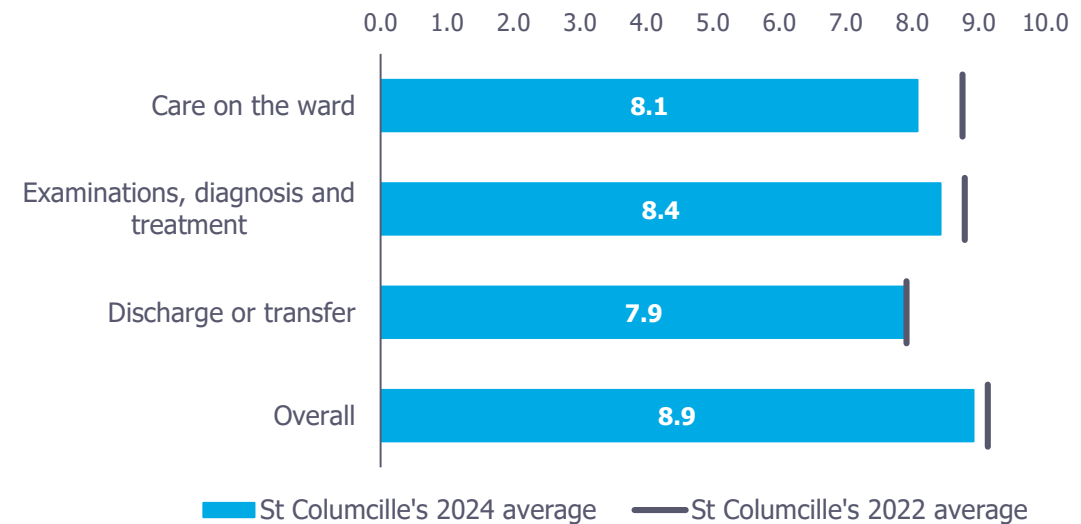
Overall experience of care



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

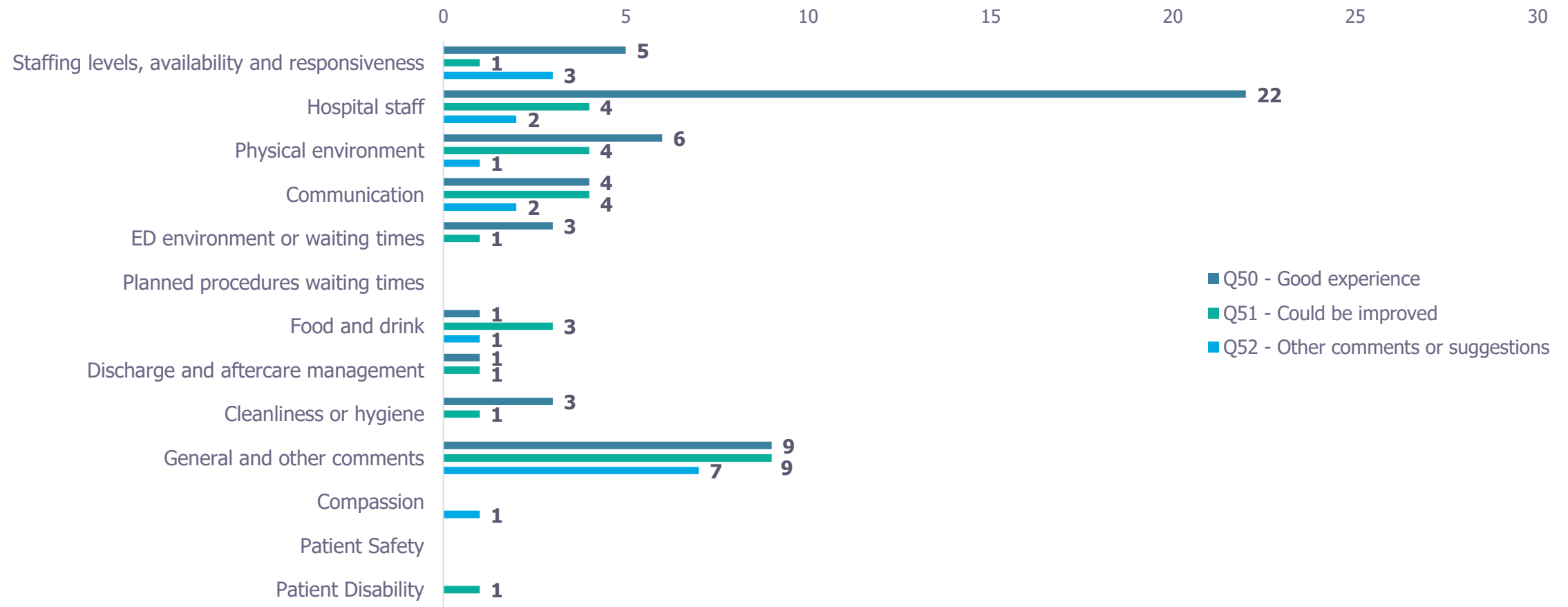


Scores for stages of care and overall experience



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).
- 62 comments were received from patients admitted to St. Columcille's Hospital. Comments were coded using the categories below.



Conclusion



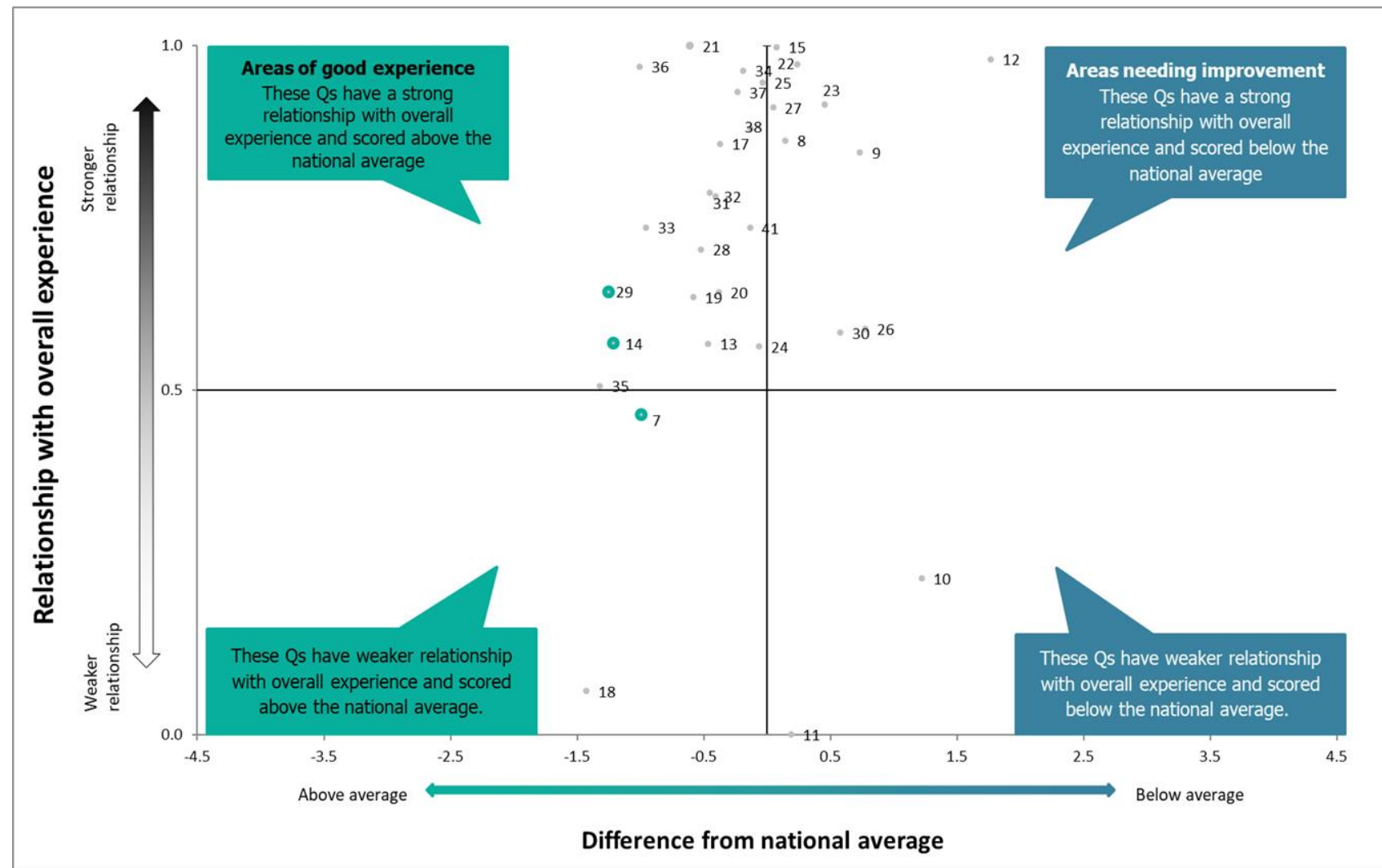
- Areas of good experience at St. Columcille's Hospital included cleanliness of the hospital, time to discuss care and treatment with a doctor, and sufficient notice of discharge.
- The hospital's lowest-scoring questions related to food rating, access to food outside of set mealtimes, and written or printed information on discharge.
- 'Examinations, diagnosis and treatment' was the stage of care with the highest score.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 90% of survey participants at St. Columcille's Hospital said they had a good to very good overall experience, compared to 85% nationally.
- Scores for all stages of care were similar in 2024 compared to scores in 2022.

Appendix 1

Areas of good experience and areas needing improvement

Improvement map St. Columcille's 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.





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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