



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

St. James's Hospital

Improving care experiences together



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	 Spent 24 hours or more in a public acute hospital	 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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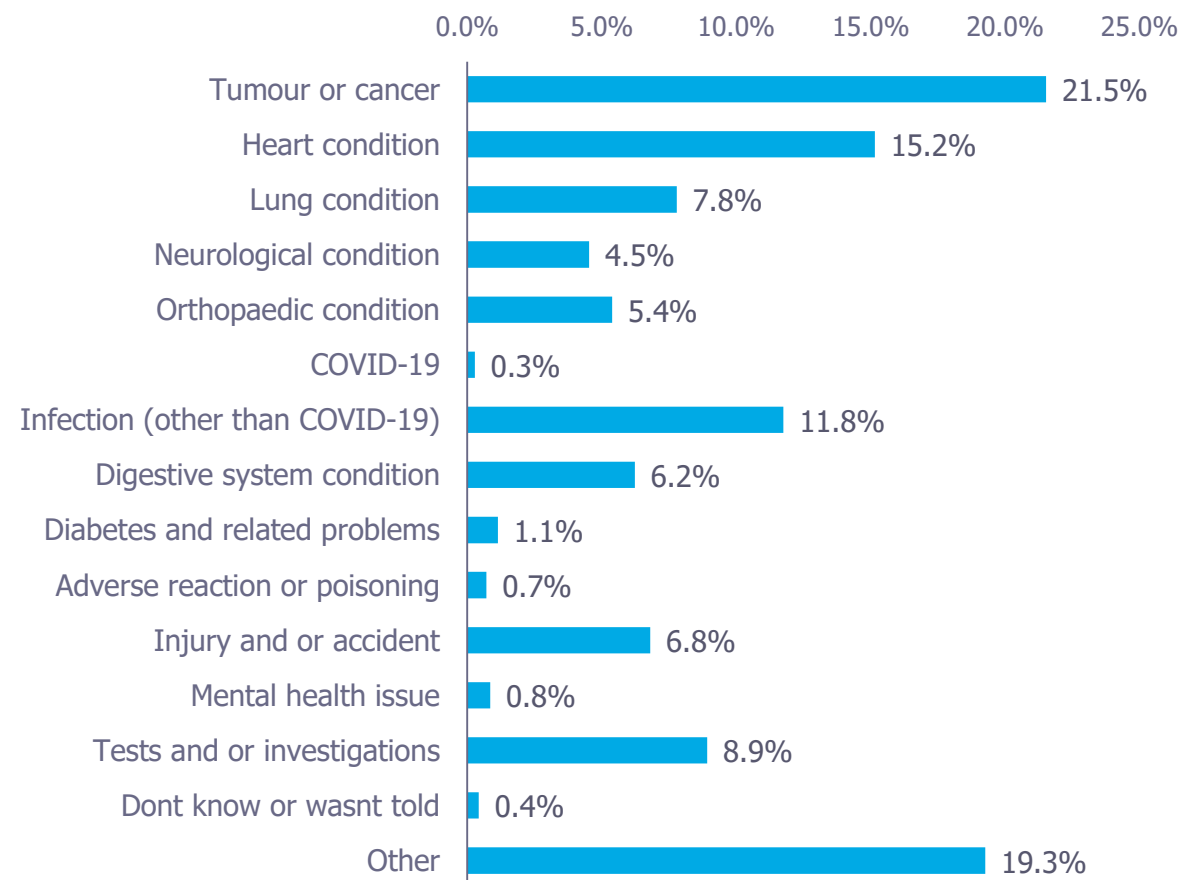
Participants

- 1,690 people who were admitted to St. James's Hospital were invited.
- 715 took part (42%), compared to 41% nationally.
- 55% (392) completed the survey online, while 45% (323) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	64	9
36 to 50 years	94	13.1
51 to 65 years	180	25.2
66 to 80 years	272	38.0
81 years or older	105	14.7
Sex		
Male	347	48.5
Female	368	51.5
Admission route		
Emergency	526	73.6
Non-emergency	189	26.4

Reason for admission



Areas of good experience



Time to discuss care and treatment with a doctor | Q14

Of the 673 people who answered this question, 64% (433 people) felt they definitely had enough time to discuss their care and treatment with a doctor.

Written or printed information | Q30

Of the 624 people who wanted written or printed information on discharge about what they should or should not do after leaving hospital, 79% (490 people) said they were given the information.

Explanation of the purpose and side effects of medications | Q31

Of the 568 people who indicated this question was relevant to them, 66% (373 people) said that a member of staff explained the purpose of the medicines they were to take at home and any side effects in a way they could understand.

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

Comments from patients

"I appreciated the respect, availability, attentiveness, and honesty of the surgeon and his team. He explained clearly the benefits and risks of the surgery and the possible side-effects."

"The nurses and staff were very efficient and friendly. The two doctors who came to see me from oncology were excellent, gave me great information. From all, great care and kindness."

"[Dr Name] was very kind and attentive, and spent time explaining my condition to me. He is an exceptional doctor and I was privileged to be in his care."

Areas needing improvement



Cleanliness of hospital | Q7*

6% of people (43 of 675) said that the hospital room or ward was 'not very clean' or 'not at all clean'.

Food rating | Q10

34% of people (222 of 653) rated the hospital food as 'fair' or 'poor'.

Food outside meal times | Q12

23% of people (87 of 373) said that they were not able to get hospital food outside of set meal times.

These questions scored significantly below national average.

** This question had a strong relationship with overall experience.*

Comments from patients

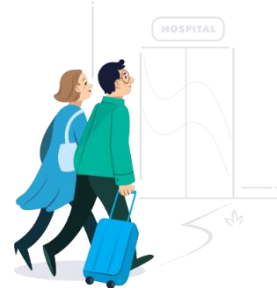
"Overall cleanliness of ward and toilets very dirty. Didn't feel comfortable washing or using toilet facilities. Hospital needs a deep clean."

"The food that I was given was of a very poor quality, I do believe food should be changed. Maybe healthy options, not processed food."

"The food was poor. Dinner times came at the same time as medications which made me very nauseous."

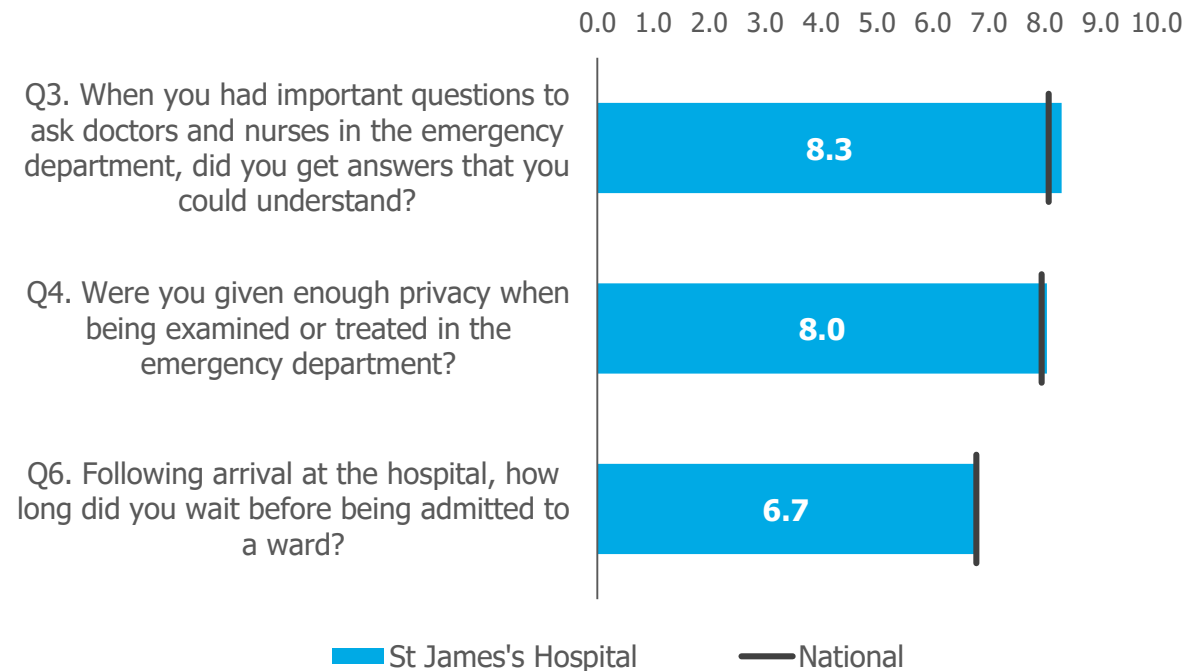


Admissions

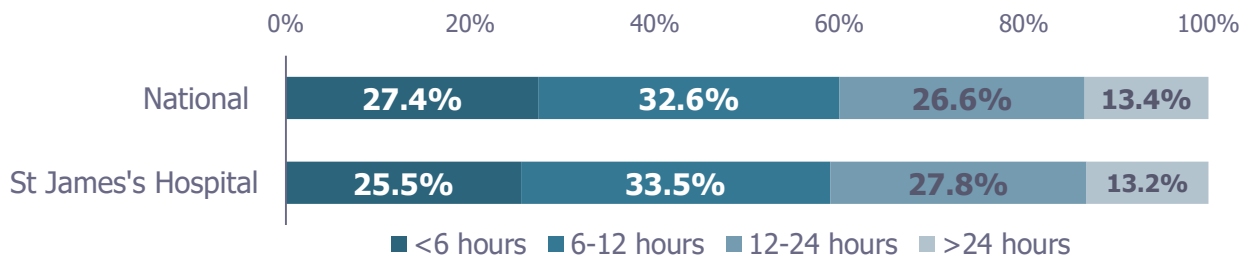


- Highest-scoring question:**
 - 71% of people (292 of 414) said that they always got clear answers to their questions from doctors and nurses in the emergency department.
- Lowest-scoring question:**
 - 13% of people (58 of 439) waited 24 hours or more in the emergency department before they were admitted to a ward.

Average scores for questions on 'admissions'



Emergency department waiting times

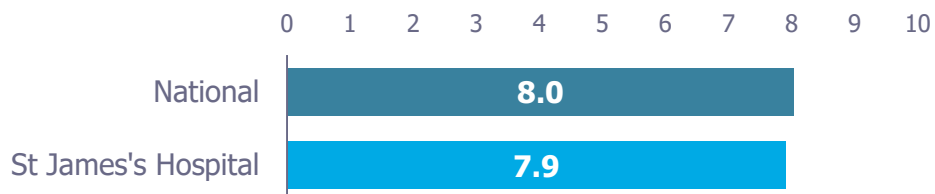




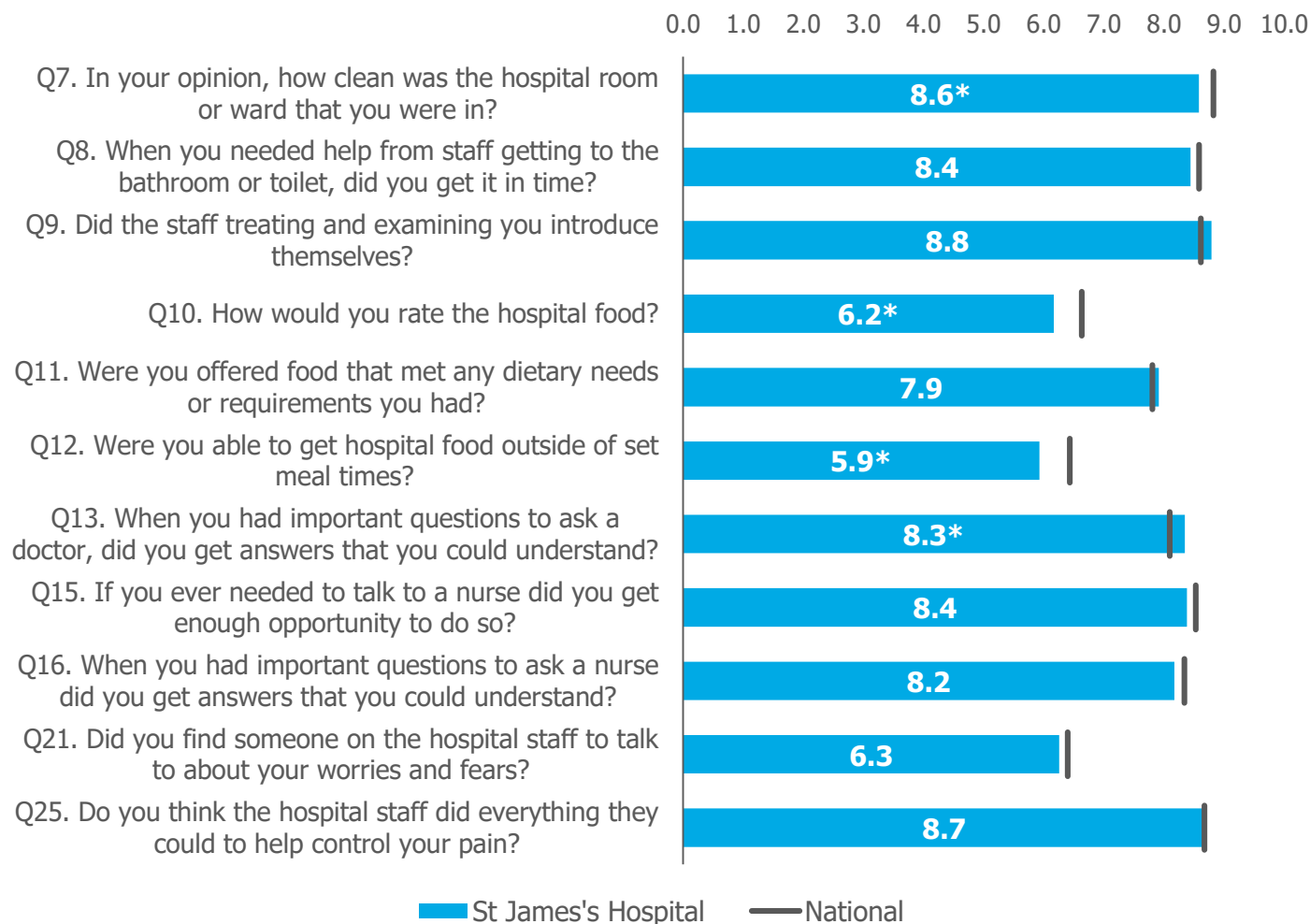
Care on the ward

- Highest-scoring question:
 - 79% of people (528 of 671) said that all of the staff treating and examining them introduced themselves.
- Lowest-scoring question:
 - 23% of people (87 of 373) 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'



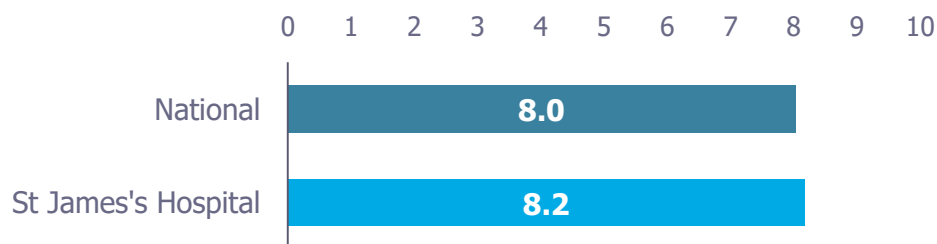
* Denotes statistically significant differences from the national average.



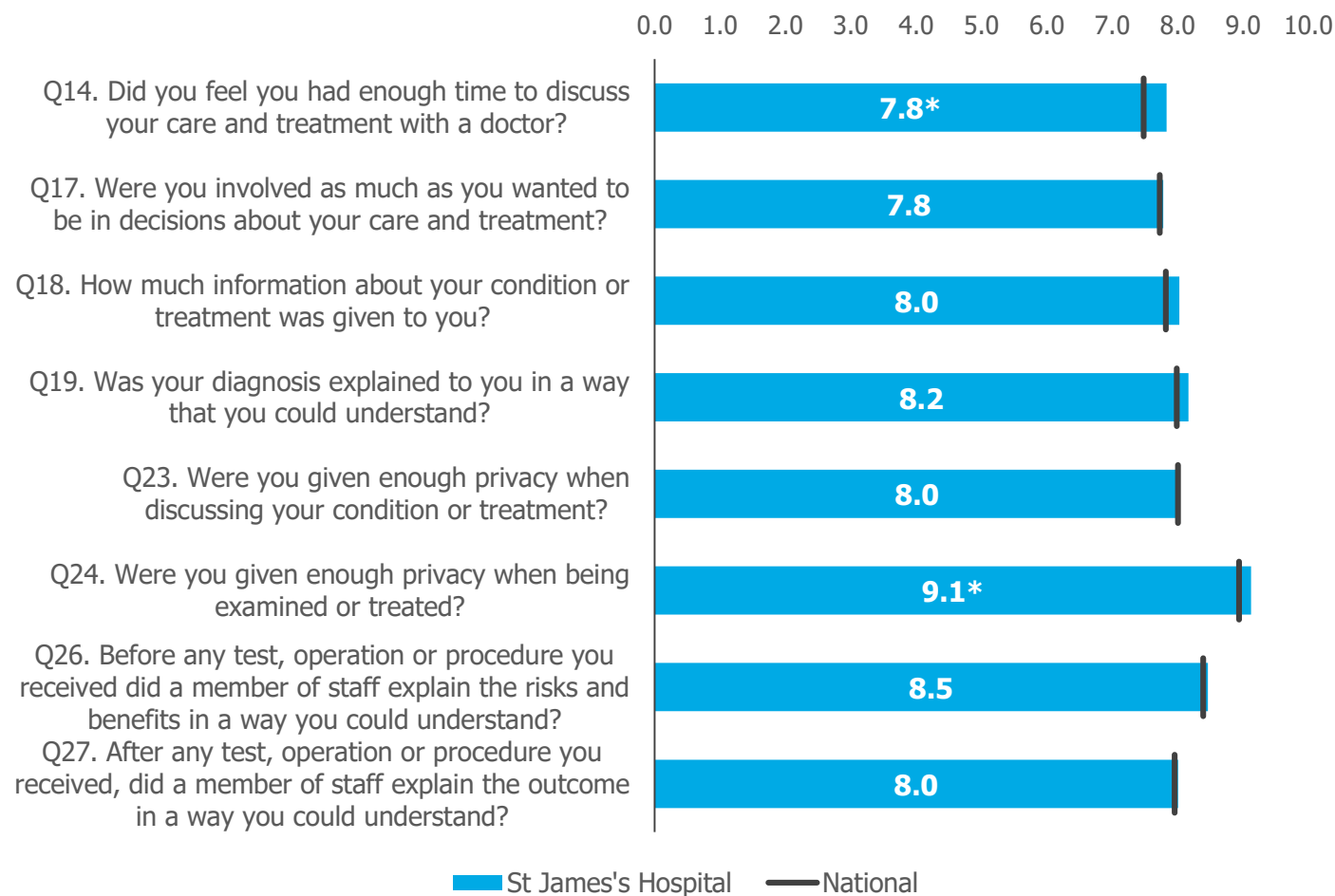
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 85% of people (570 of 673) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 7% of people (46 of 673) said they did not have enough time to discuss their care and treatment with a doctor.
 - 7% of people (50 of 675) did not feel as involved as they wanted to be in decisions about their care and treatment.

Comparison with the national average



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



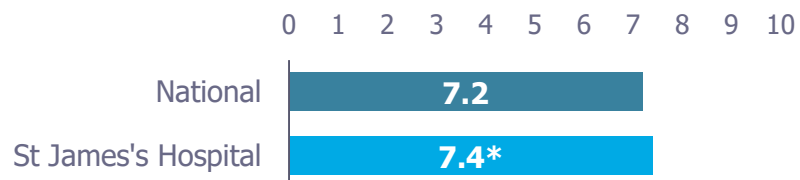
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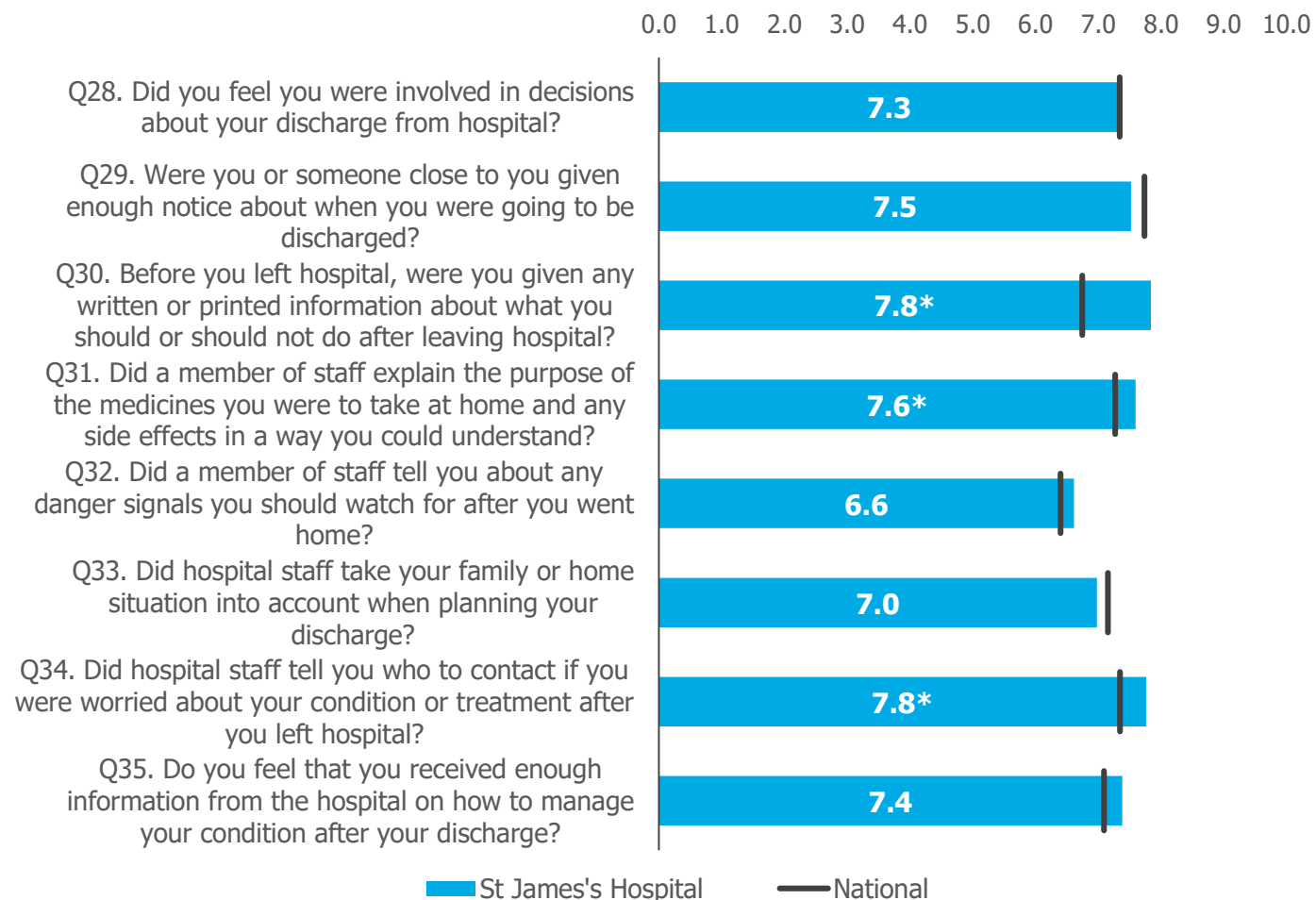
Discharge or transfer

- Highest-scoring questions:**
 - 79% of people (490 of 624) said they were given written or printed information about what they should or should not do after leaving hospital.
 - 78% of people (488 of 624) said that hospital staff told them who to contact if they were worried about their condition or treatment after leaving hospital.
- Lowest-scoring question:**
 - 22% of people (122 of 563) 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'



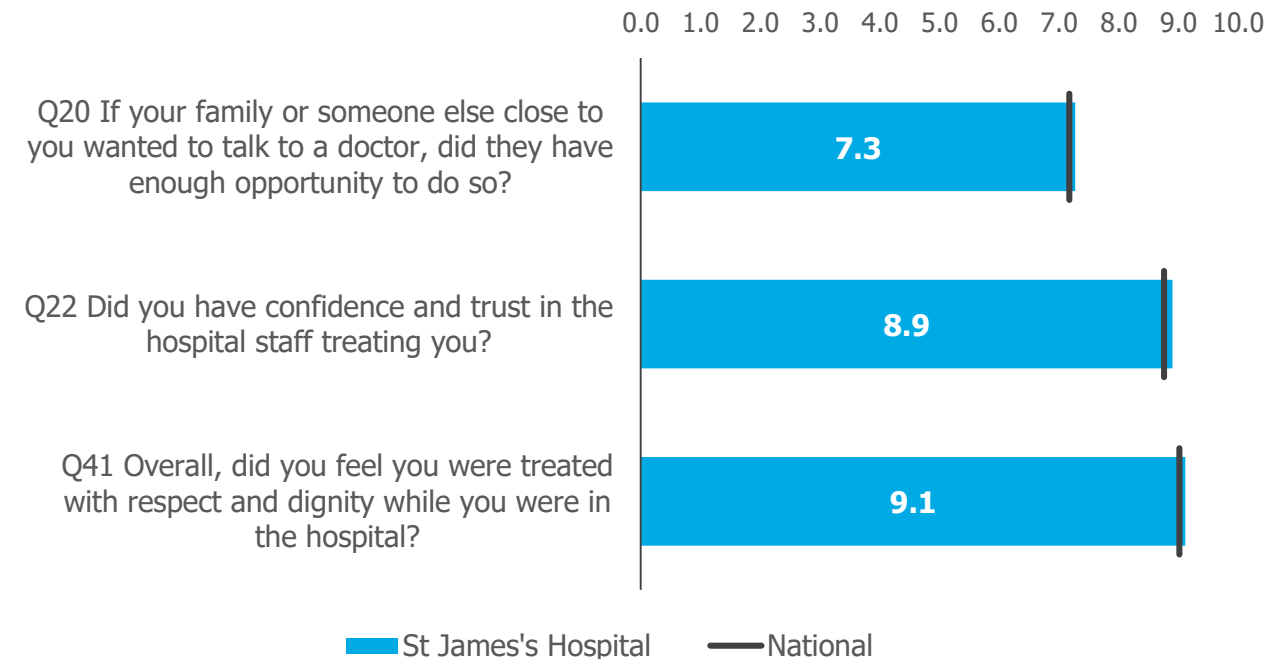
* Denotes statistically significant differences from the national average.

Other aspects of care



- Highest-scoring question:
 - 85% of people (574 of 678) felt they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 12% of people (57 of 469) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 55% of people (242 of 440) who wanted to give feedback or make a complaint knew how and where to do so, while 45% (198 people) did not.

Average scores for questions on 'other aspects of care'

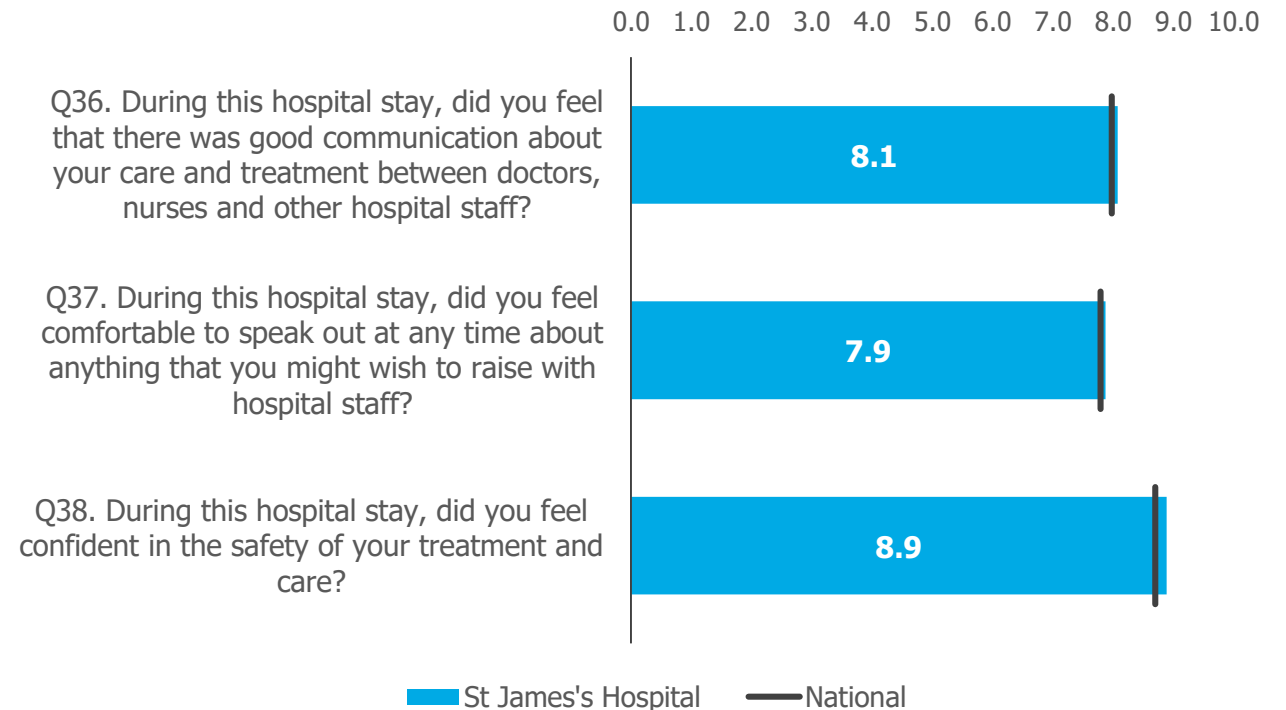


Patient safety



- 13% of people (86 of 665) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced by people was a medication issue.
- Highest-scoring question:
 - 82% of people (551 of 675) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 11% of people (66 of 600) said that they did not feel comfortable to speak out at any time about anything they wished to raise with hospital staff.

Average scores for questions on 'patient safety'

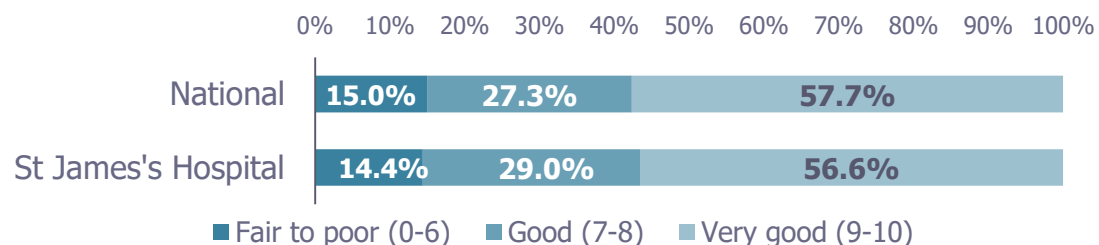




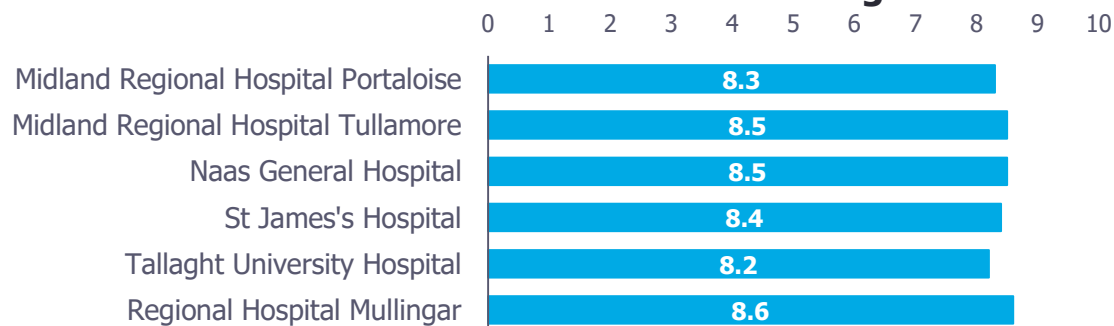
Overall experience

- 86% of survey participants who were admitted to St. James's Hospital said they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of care experience has increased significantly since the 2022 survey.
- The scores for the 'Care on the ward' stage of care have decreased significantly since 2022, but this may be due to changes in the questions asked in the 2024 survey.

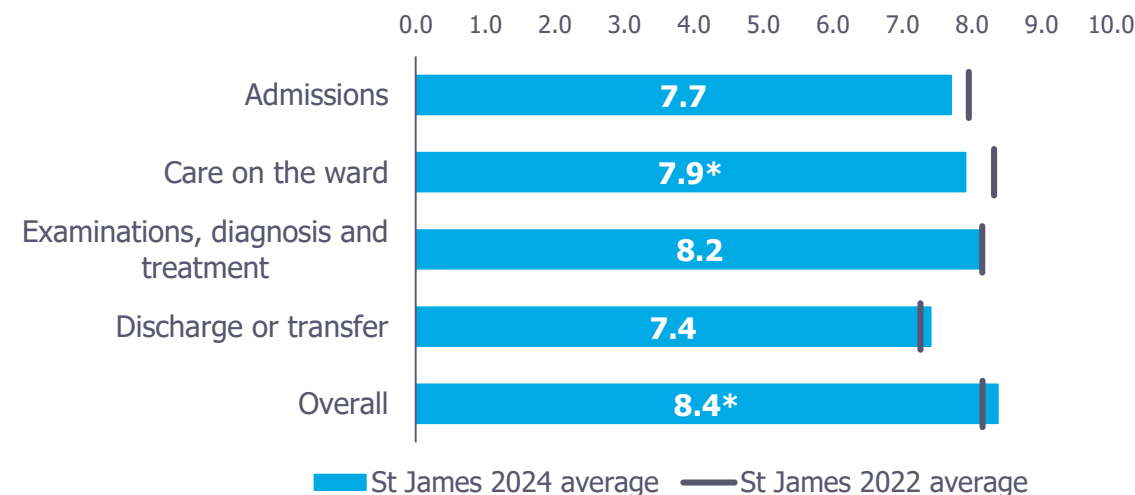
Overall experience of care



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



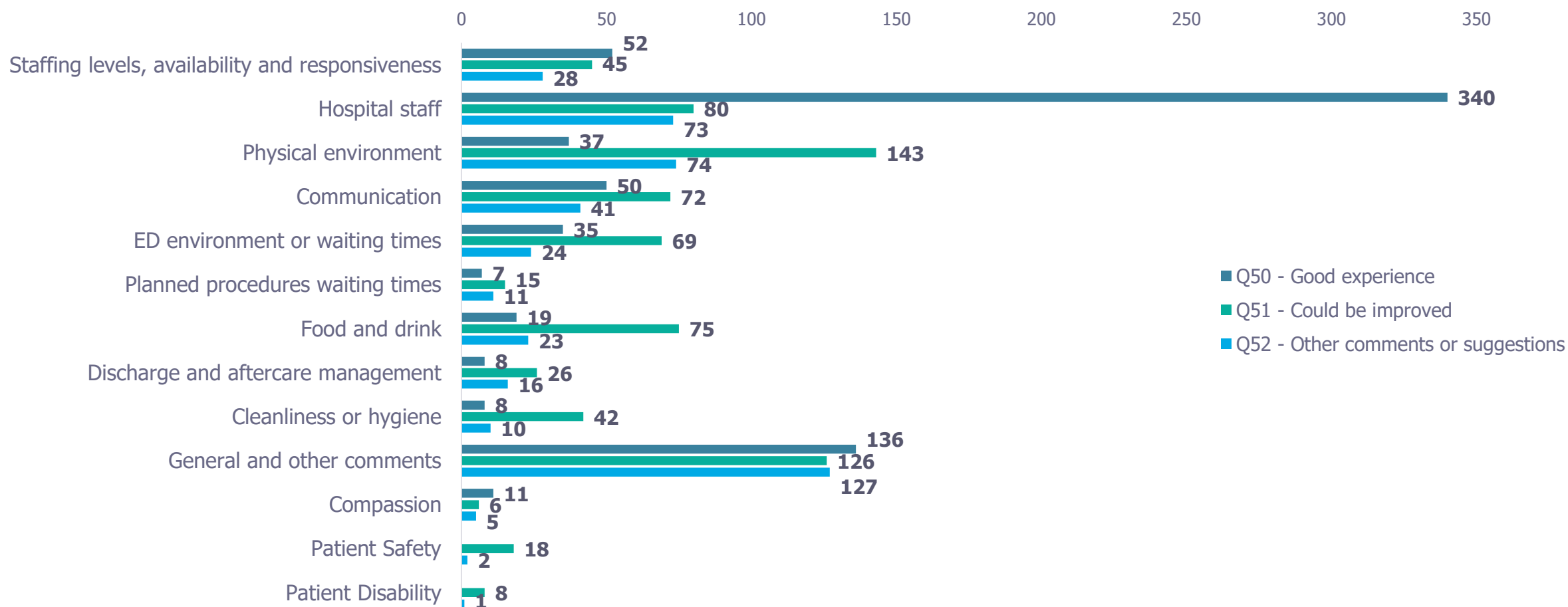
Scores for stages of care and overall experience



* 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).
- 1,103 comments were received from patients at St. James's Hospital. Comments were coded using the categories below.



Conclusion



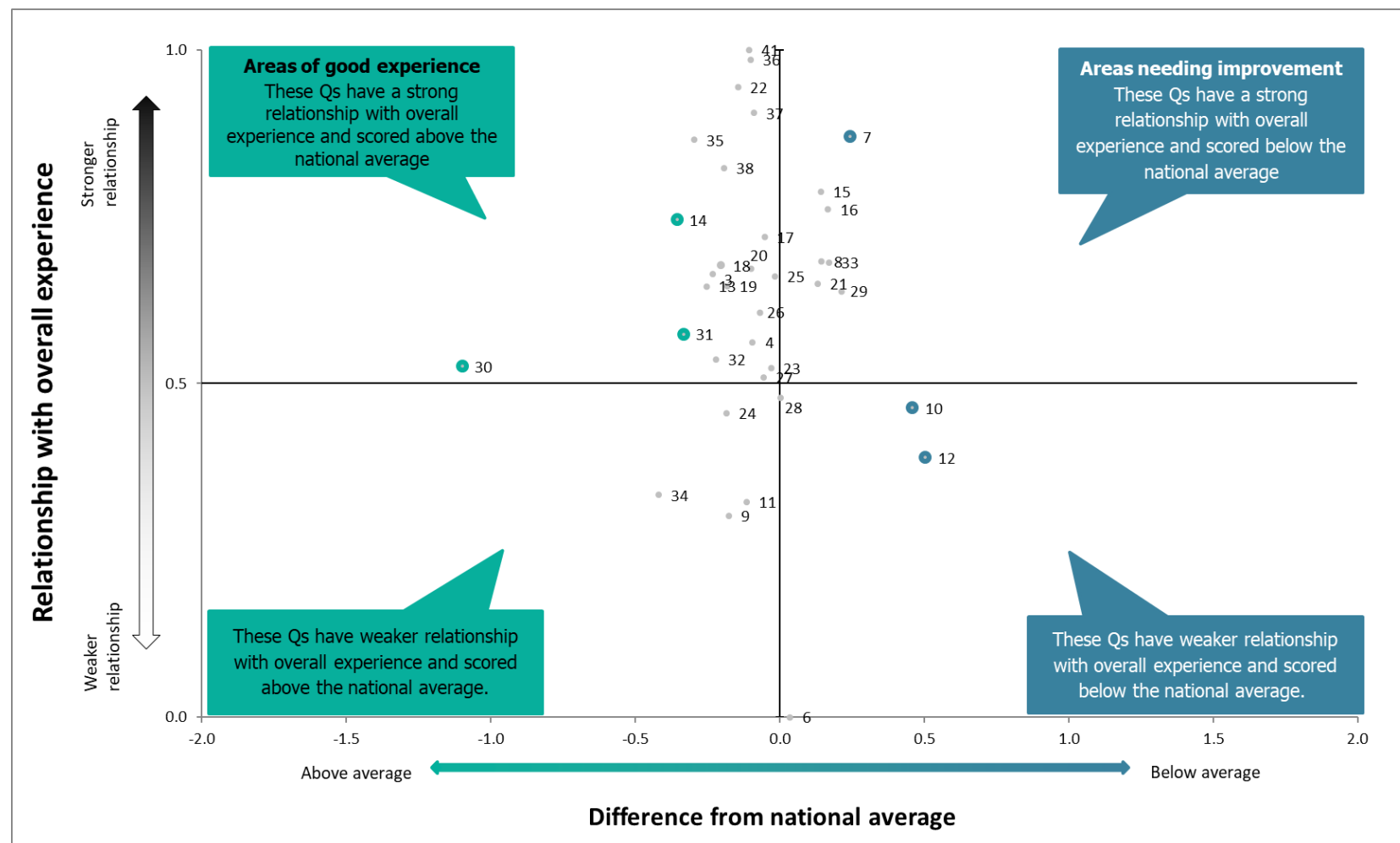
- Areas of good experience at St. James's Hospital related to time to discuss care and treatment with a doctor, written or printed information on discharge, and clear explanations about the purpose of medicines to take at home and any side effects.
- Areas for improvement related to the cleanliness of the hospital, the hospital food and the provision of food outside of set meal times.
- '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.
- 86% of survey participants who were admitted to St. James's Hospital said they had a good to very good overall experience, compared to 85% nationally.
- Scores for the 'Care on the ward' stage of care decreased significantly in 2024 compared to the 2022 survey, but this may be due to changes to the questions asked for this stage in the 2024 survey.
- The overall rating of care experience at St. James's Hospital increased significantly in 2024 compared to the 2022 survey.

Appendix 1

Areas of good experience and areas needing improvement

Improvement map St. James'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.yourexprience.ie.





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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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