



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

St. John's Hospital

Improving care experiences together









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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> 

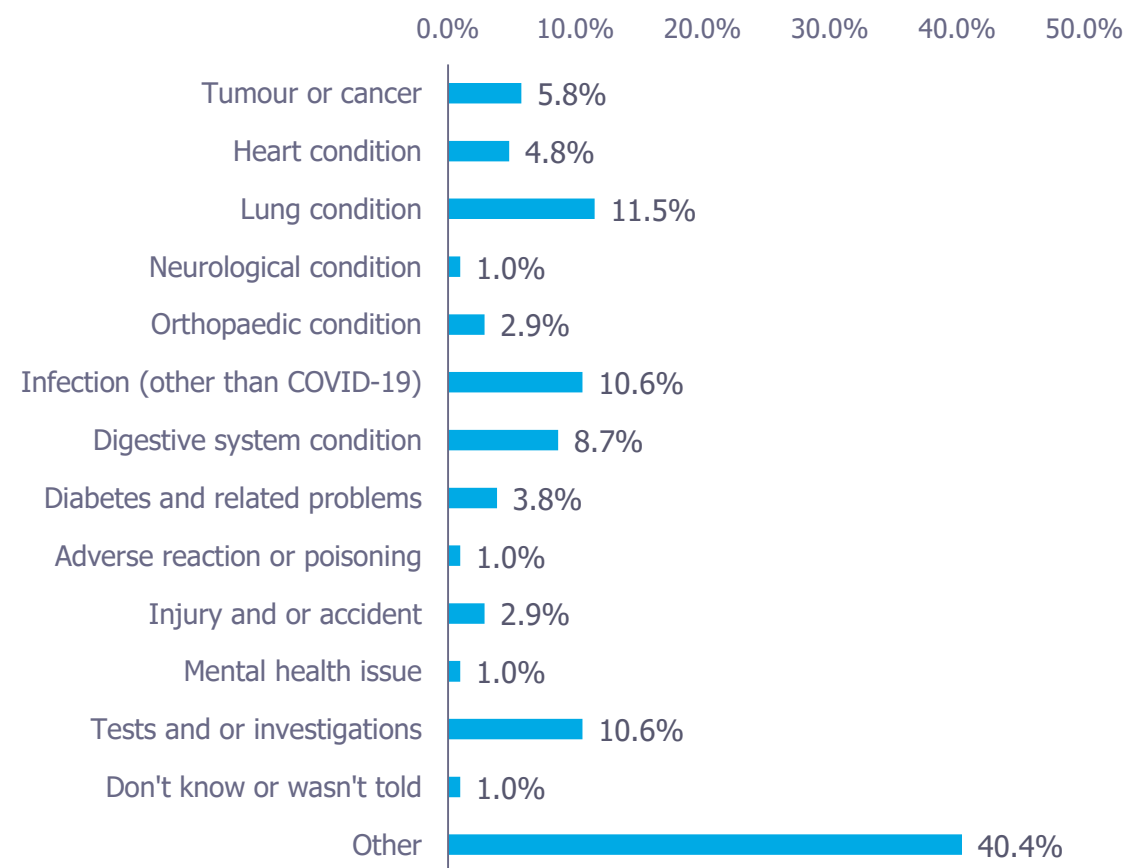
Participants

- 269 people who were admitted to St. John's Hospital were invited.
- 104 took part (39%), compared to 41% nationally.
- 59% (61) completed the survey online, while 41% (43) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	9	8.7
36 to 50 years	15	14.4
51 to 65 years	18	17.3
66 to 80 years	39	37.5
81 years or older	23	22.1
Sex		
Male	36	34.6
Female	68	65.4
Admission route		
Emergency	40	38.5
Non-emergency	64	61.5

Reason for admission



Areas of good experience



Help from staff to get to the bathroom | Q8

Of the 67 people who needed help getting to the bathroom or toilet, 85% (57) said they always got help from staff in time.

This question scored significantly above national average and has a strong relationship with overall experience.

Comments from patients

"I received excellent care from all the medical staff at St. John's Hospital. Everything explained to me and made to feel at ease. Nurses gave great care and attention. All the staff were friendly and helpful. Meals were best I've ever had out of any hospital I've been in."

"Nurses were rushed off their feet. They were just brilliant".

"So helpful, anything I needed was there. Hospital food was great. Hospital was so clean."

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

“There was too many patients to use only 2 toilets. I hated having to go to the toilet, most of the time they were always occupied. And, then not always clean.”

“Please improve air conditioning, air quality not good.”

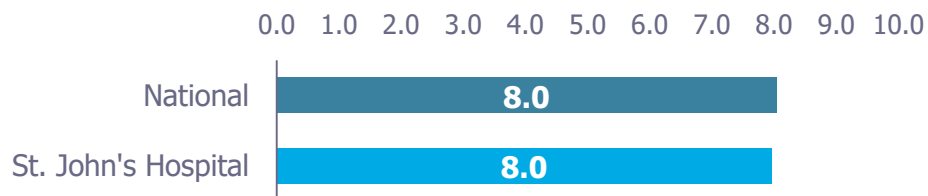
“There didn't seem to be any/ much communication between staff. The doctor told me I could leave but nurses would not let me leave for two hours as they didn't get a prescription. In the end I left without any prescription for pain relief as my husband was waiting outside for an hour.”



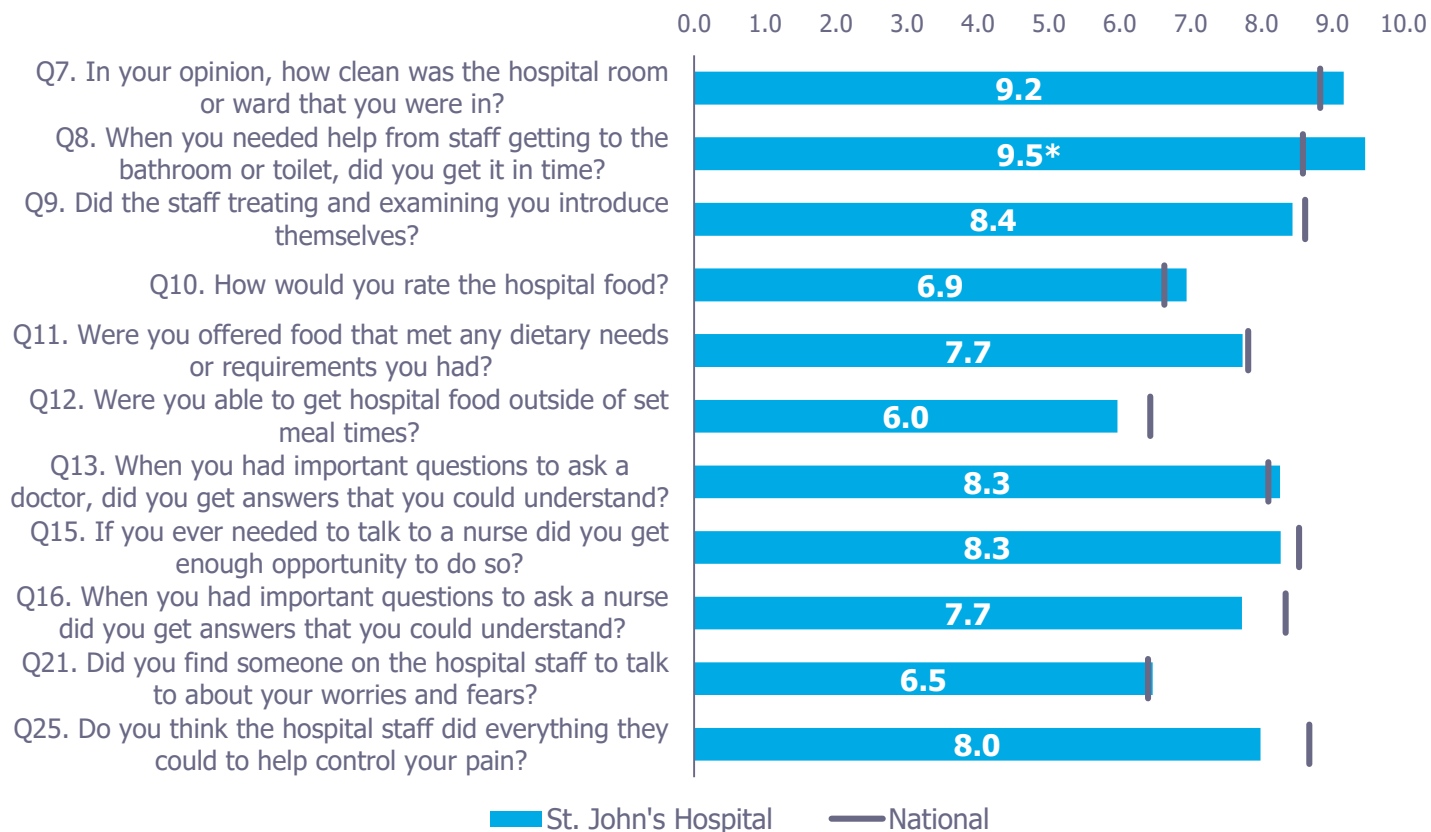
Care on the ward

- Highest-scoring question:
 - 85% of people (57 of 67) who needed help from staff getting to the bathroom or toilet said that they always got help in time.
- Lowest-scoring question:
 - 21% of people (12 of 58) 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'



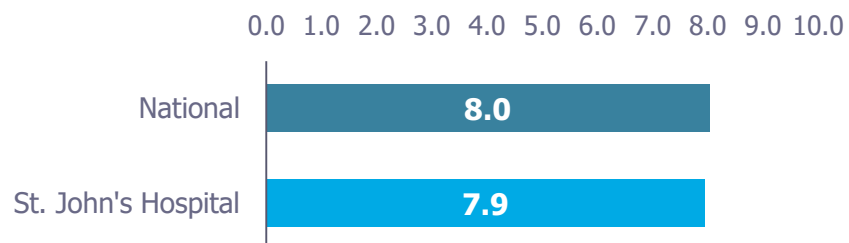
* Denotes statistically significant difference from the national average.



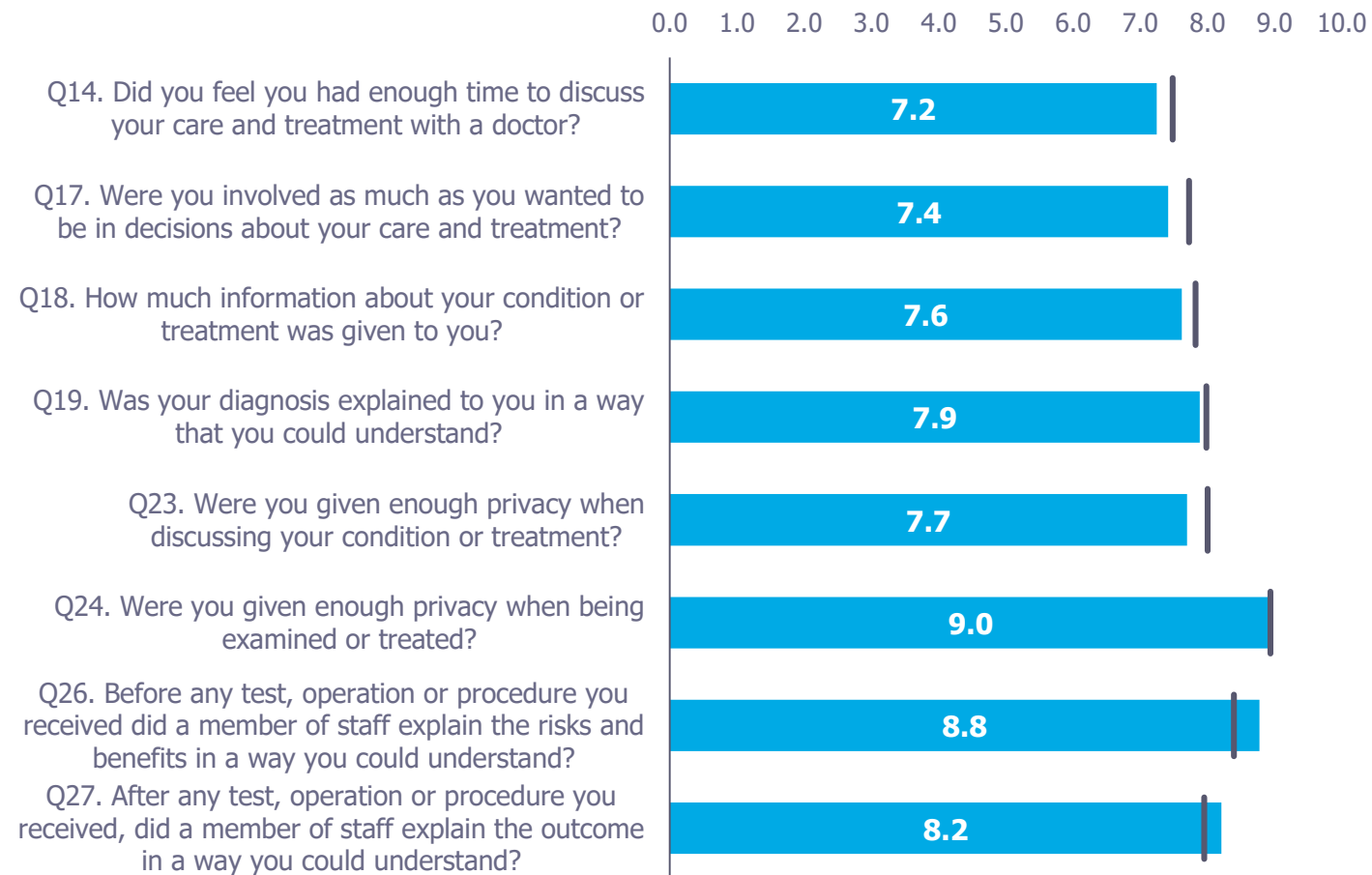
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 82% of people (82 of 100) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 11% of people (11 of 97) felt 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'



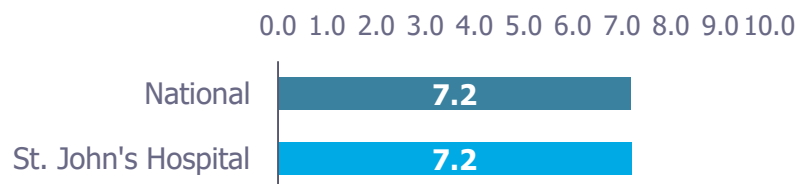
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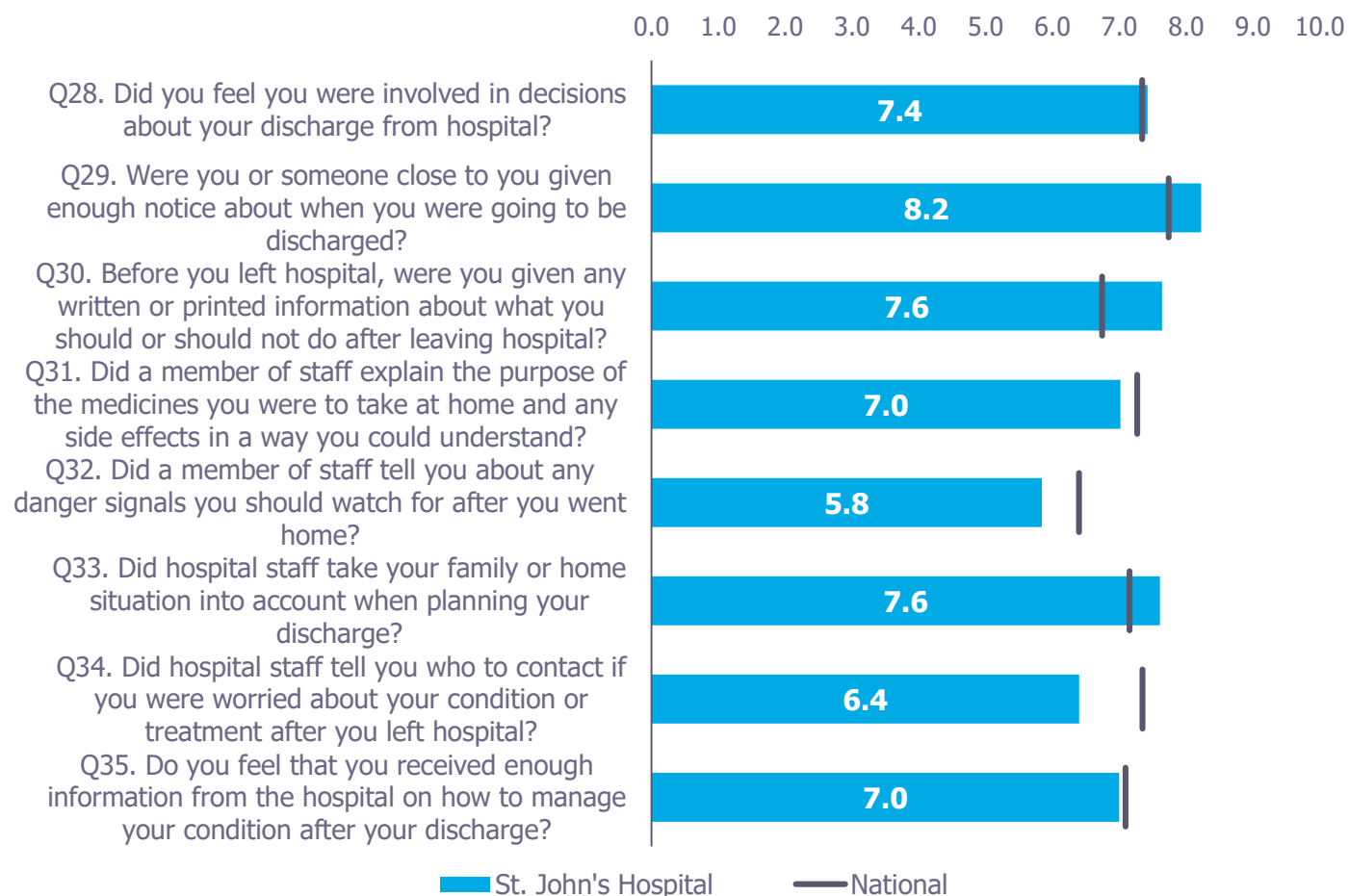
Discharge or transfer

- Highest-scoring question:
 - 67% of people (64 of 96) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 24% of people (20 of 82) 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'

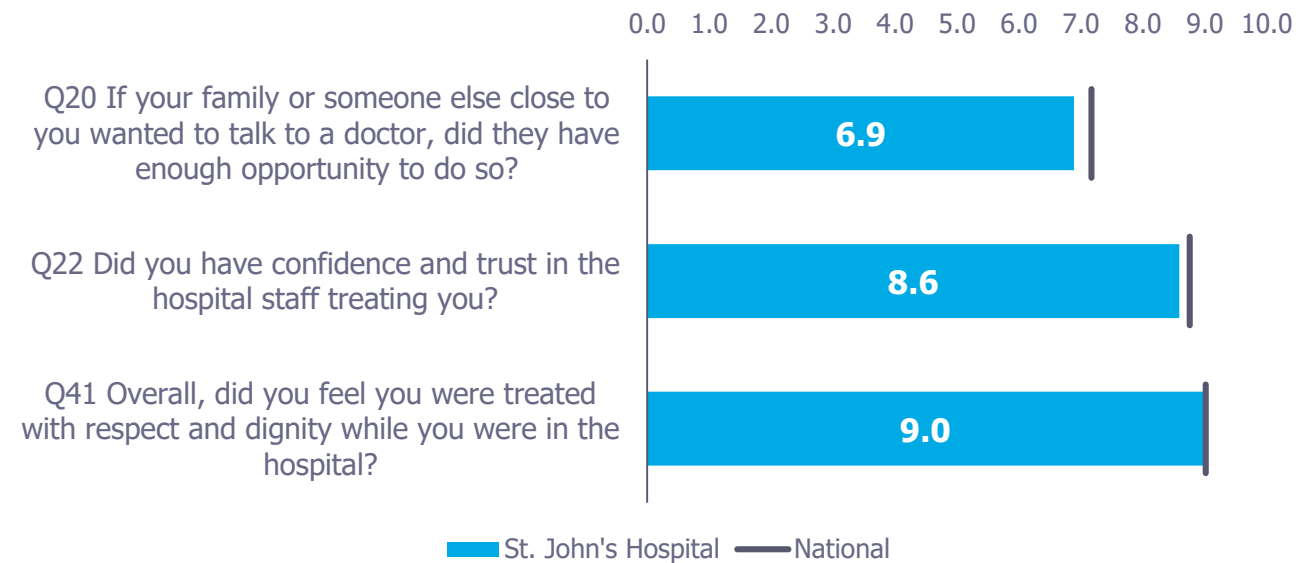


Other aspects of care



- Highest-scoring question:
 - 83% of people (84 of 101) said that they always felt treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 22% of people (14 of 63) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 48% of people (30 of 63) who wanted to give feedback or make a complaint knew how and where to do so, while 52% (33 people) did not.

Average scores for questions on 'other aspects of care'

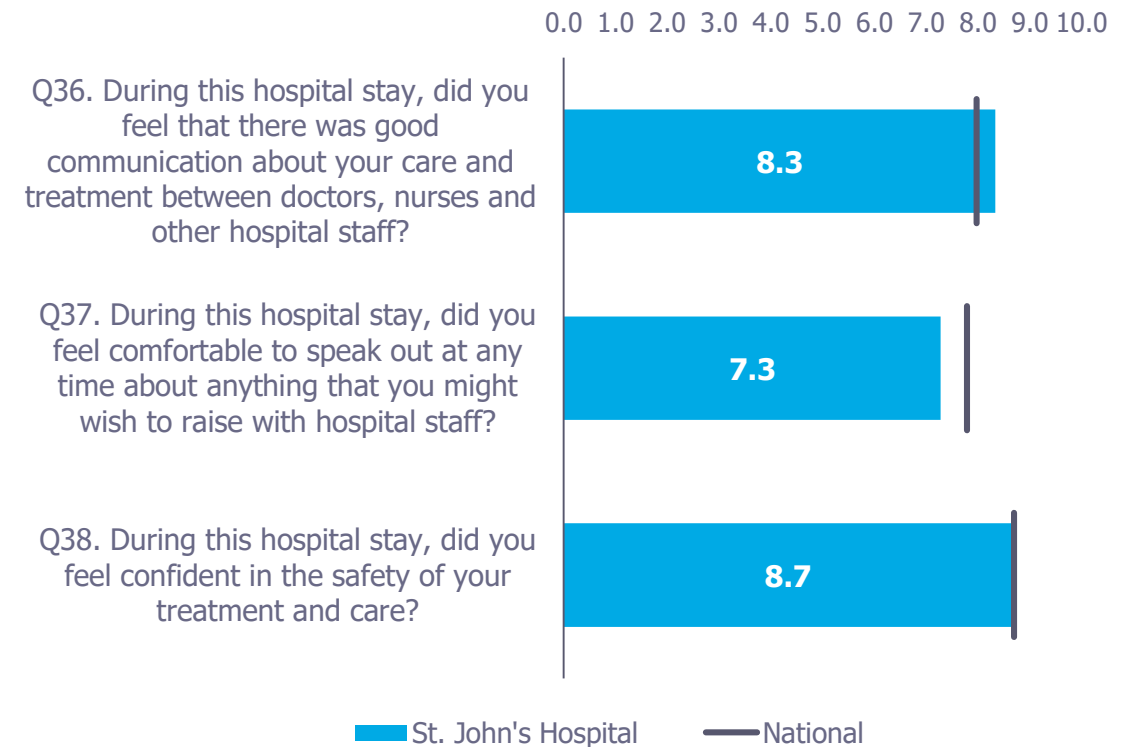


Patient safety



- 7% of people (7 of 99) indicated they had a patient safety incident during their hospital stay. These incidents included a medication issue, a healthcare-associated infection, a patient fall and a patient accident.
- Highest-scoring question:
 - 78% of people (79 of 101) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 12% of people (11 of 90) said that they did not feel comfortable to speak out about anything they wished to raise with hospital staff.

Average scores for questions on 'patient safety'

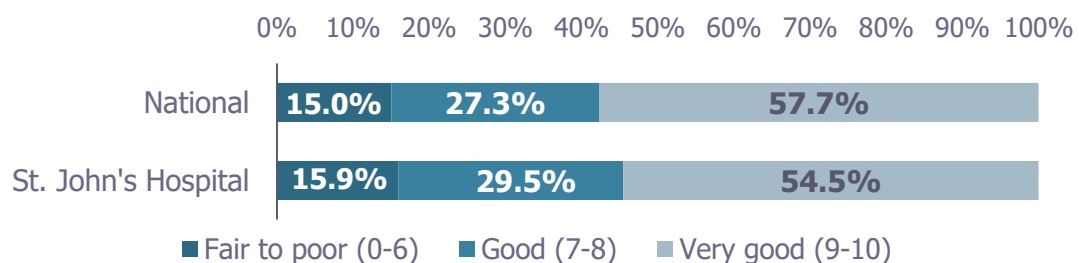




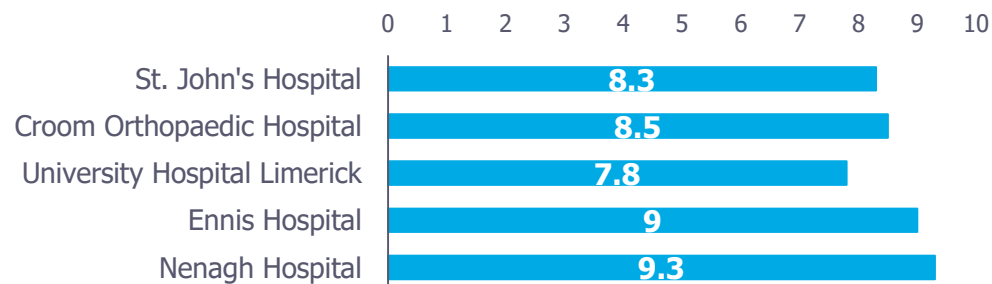
Overall experience

- 84% of survey participants who were admitted to St. John's Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for 'Care on the ward' were significantly lower in 2024 compared to scores in 2022, but this may be due to changes to questions for this stage in the 2024 survey. Scores for the 'Discharge or transfer' were also significantly lower in 2024 compared to scores in 2022.

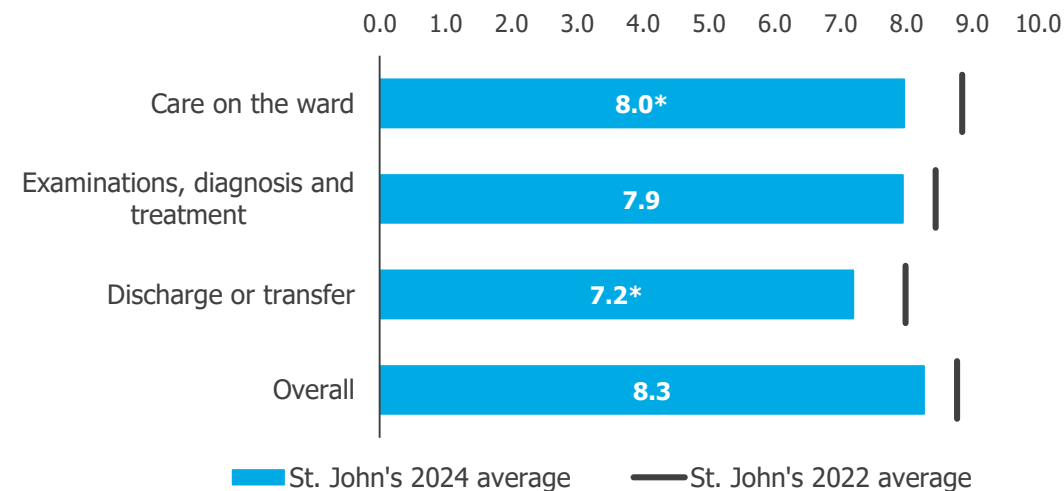
Overall experience of care



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



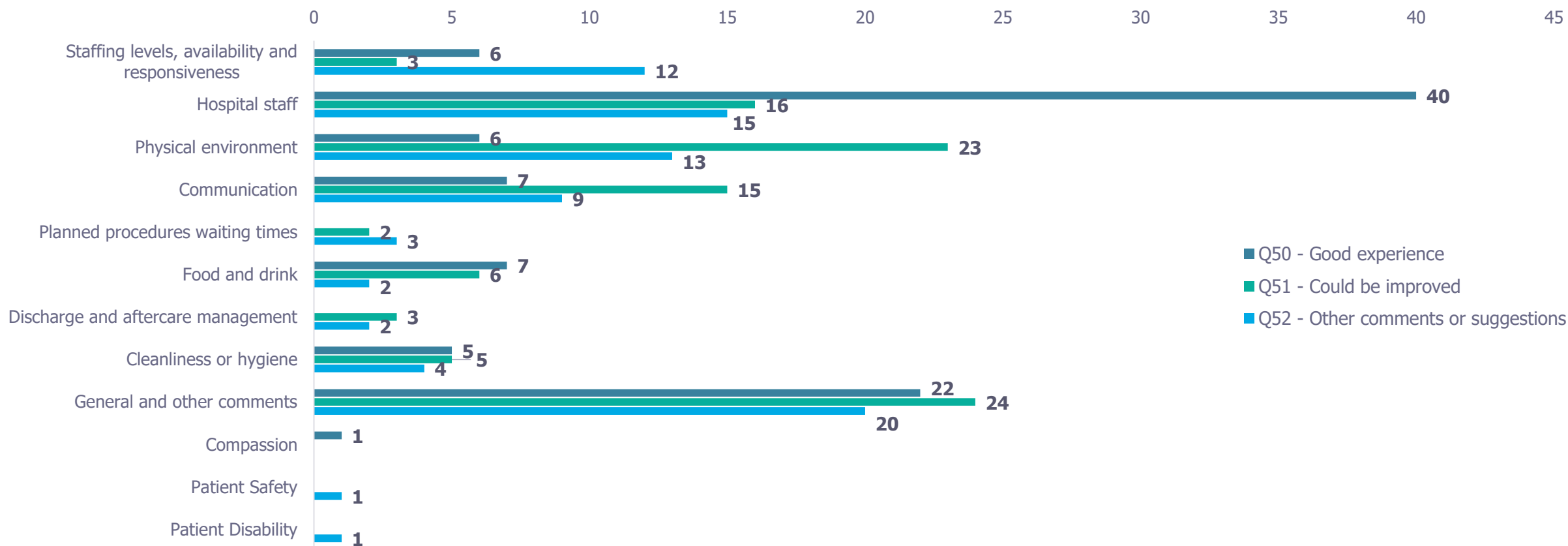
Scores for stages of care and overall experience



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



Conclusion



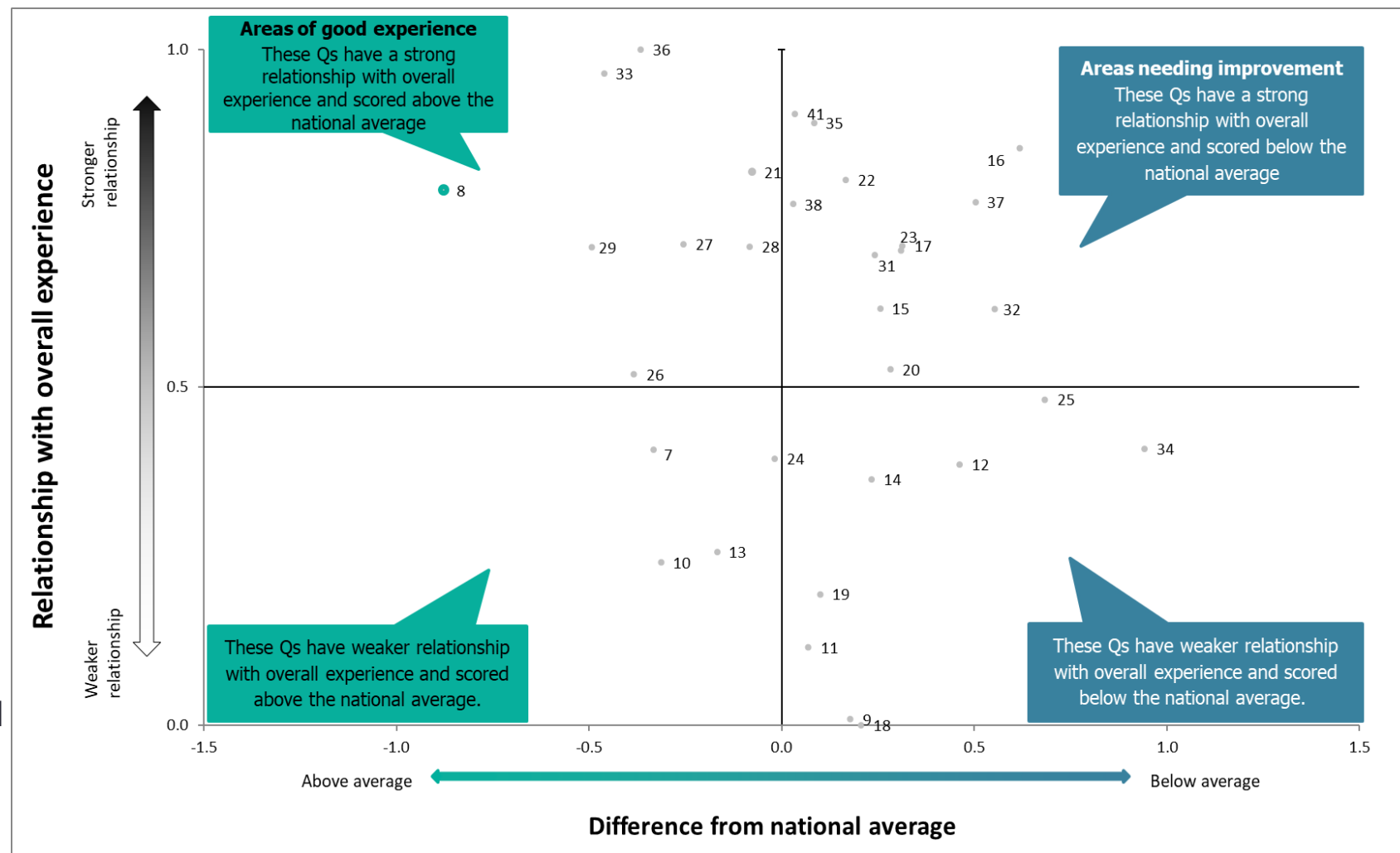
- Areas of good experience at St. John's Hospital included help from staff to get to the bathroom or toilet.
- The hospital's lowest-scoring questions related to food outside of set meal times and information on discharge about danger signals to watch for and support services.
- 'Care on the ward' was the stage of care with the highest score.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 84% of survey participants at St. John's Hospital said they had a good to very good overall experience, compared to 85% nationally.
- Scores for 'Care on the ward' were significantly lower in 2024 compared to scores in 2022, but this may be due to changes to the questions for this stage of care in the 2024 survey. Scores for 'Discharge or transfer' were also significantly lower in 2024 compared to scores in 2022.

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.

Improvement map St. John's 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:

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

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