



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

St Luke's General 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:

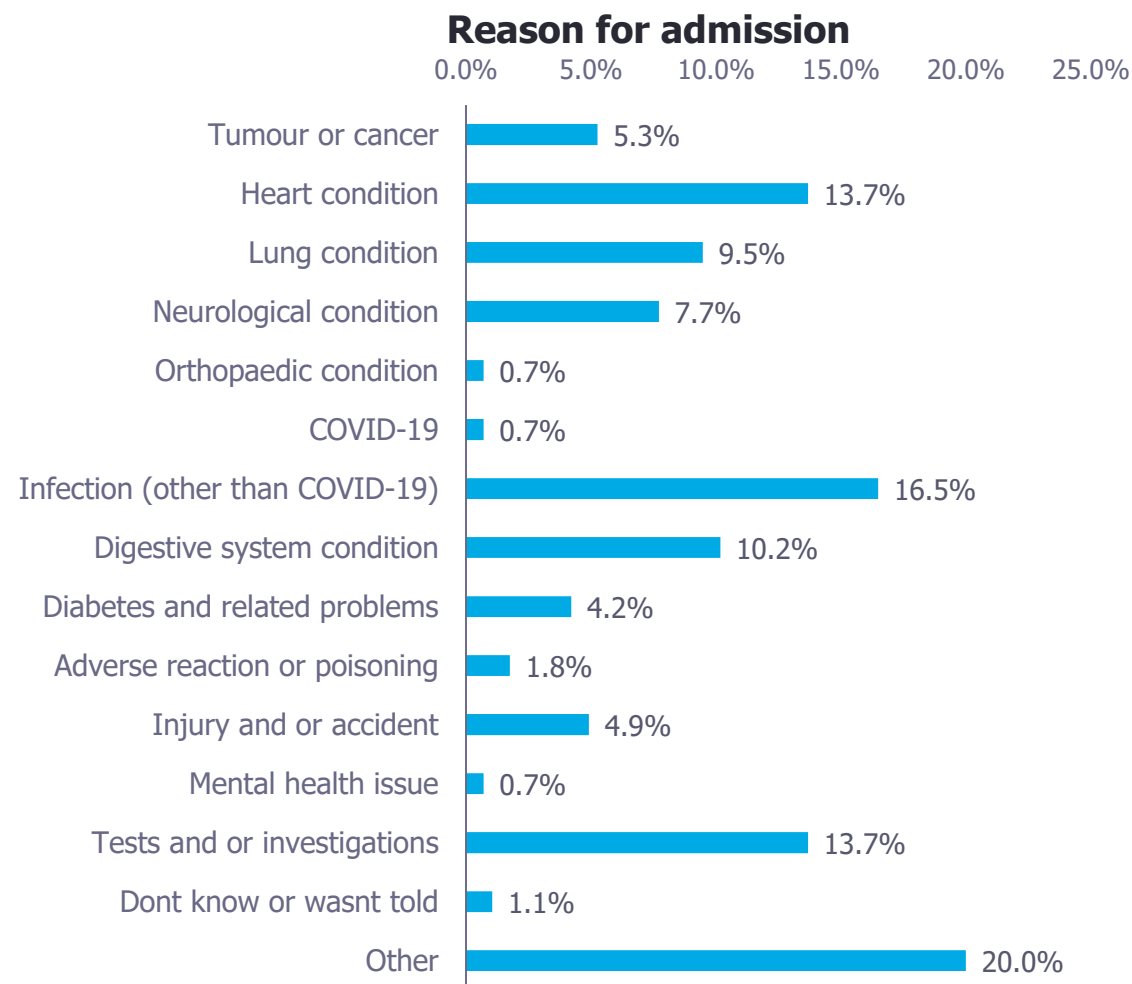
<p>INCLUSION CRITERIA</p> 	<p>16+</p> <p>16 years of age or older</p>	<p>24</p> <p>Spent 24 hours or more in a public acute hospital</p>	<p>MAY</p> <p>Discharged in May 2024 (the survey month)</p>
	<p>Held a postal address in the Republic of Ireland at the time of the survey</p> 	<p>Attended one of the 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

- 751 people who were admitted to St Luke's General Hospital were invited.
- 289 took part (38%), compared to 41% nationally.
- 53% (154) completed the survey online, while 47% (135) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	28	9.3
36 to 50 years	36	12.5
51 to 65 years	71	24.9
66 to 80 years	106	36.7
81 years or older	48	16.6
Sex		
Male	137	47.4
Female	152	52.6
Admission route		
Emergency	259	89.6
Non-emergency	30	10.4



Areas of good experience



Privacy while being examined or treated in the emergency department | Q4

Of the 250 people who answered this question, 77% (192) said that they were definitely given enough privacy while being examined or treated in the emergency department.

Emergency department waiting times | Q6

Of the 229 people who answered this question, 72% (165) waited less than, or up to, 12 hours in the emergency department before they were admitted to a ward.

These questions scored significantly above national average.

Comments from patients

"The A/E experience and care was efficient and I was triaged quickly and sent to MAU. The staff were all excellent and knew what they should be doing. I was confident in their knowledge and care."

"I was actually surprised at the kindness from the time I arrived in the hospital. A nurse explained that they would have a room ready for me in no time so all very efficient."

"I found St. Luke's to be a very good hospital, anytime I had to go I got excellent treatment. The doctors, nurses and all the medical staff were so kind. The hospital was very clean, the food was excellent, highly rate this hospital 100%."

Areas needing improvement



Information about condition or treatment | Q18

Of the 277 people who answered this question, 29% (80) said that they did not receive enough information about their treatment or condition.

Confidence and trust in hospital staff | Q22

Of the 276 people who answered this question, 6% (16) said that they did not have confidence and trust in the hospital staff treating them.

Danger signals to watch out for | Q32

Of the 228 people who answered this question, 34% (78) said that they were not told about any danger signals to watch out for when they went home.

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

Comments from patients

"Very bad handling of diagnosis. [I was] told 'this looks very bad' and 'why did you leave it so long?'. Not appropriate language. Changed hospital, got better care."

"Communication from nurses. I was left in dirty bed linen. My son had to complain about it. My overall hospital experience is extremely poor. No care provided on ward by nurses. Too busy eating chocolates/ talking. No communication to me about my discharge. I was sent home with no PHN referral. I was very chesty in the bed, no-one checked on me."

"Contact information to ask questions about how to proceed [...] there is no one in the hospital that I can get in contact with to find out if this is normal or not. When I was released I was not given any information as to when I would be back to 'normal'."

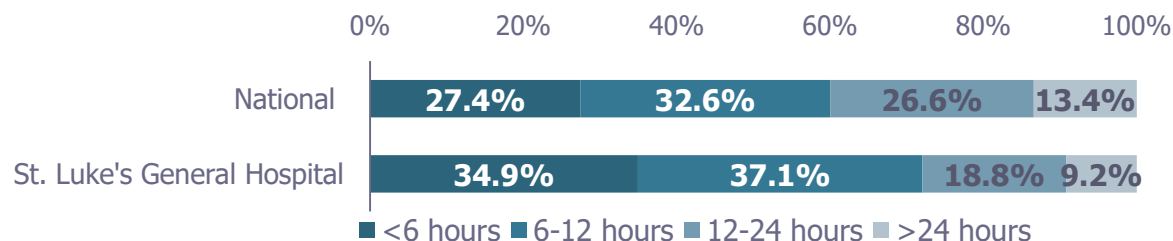


Admissions

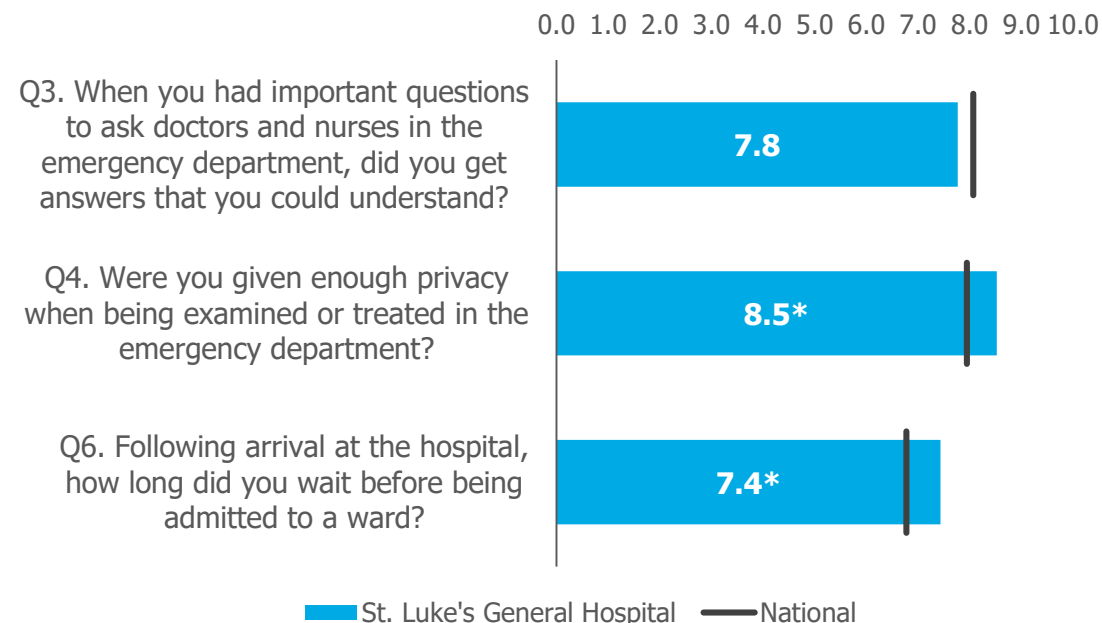


- Highest-scoring question:
 - 77% of people (192 of 250) were given enough privacy when they were examined or treated in the emergency department.
- Lowest-scoring question:
 - 9% of people (21 of 229) waited more than 24 hours before they were admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



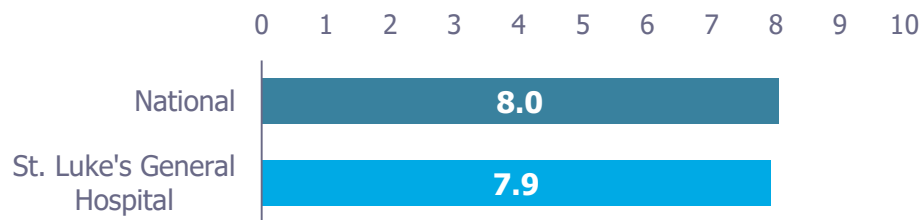
* Denotes statistically significant differences from the national average.



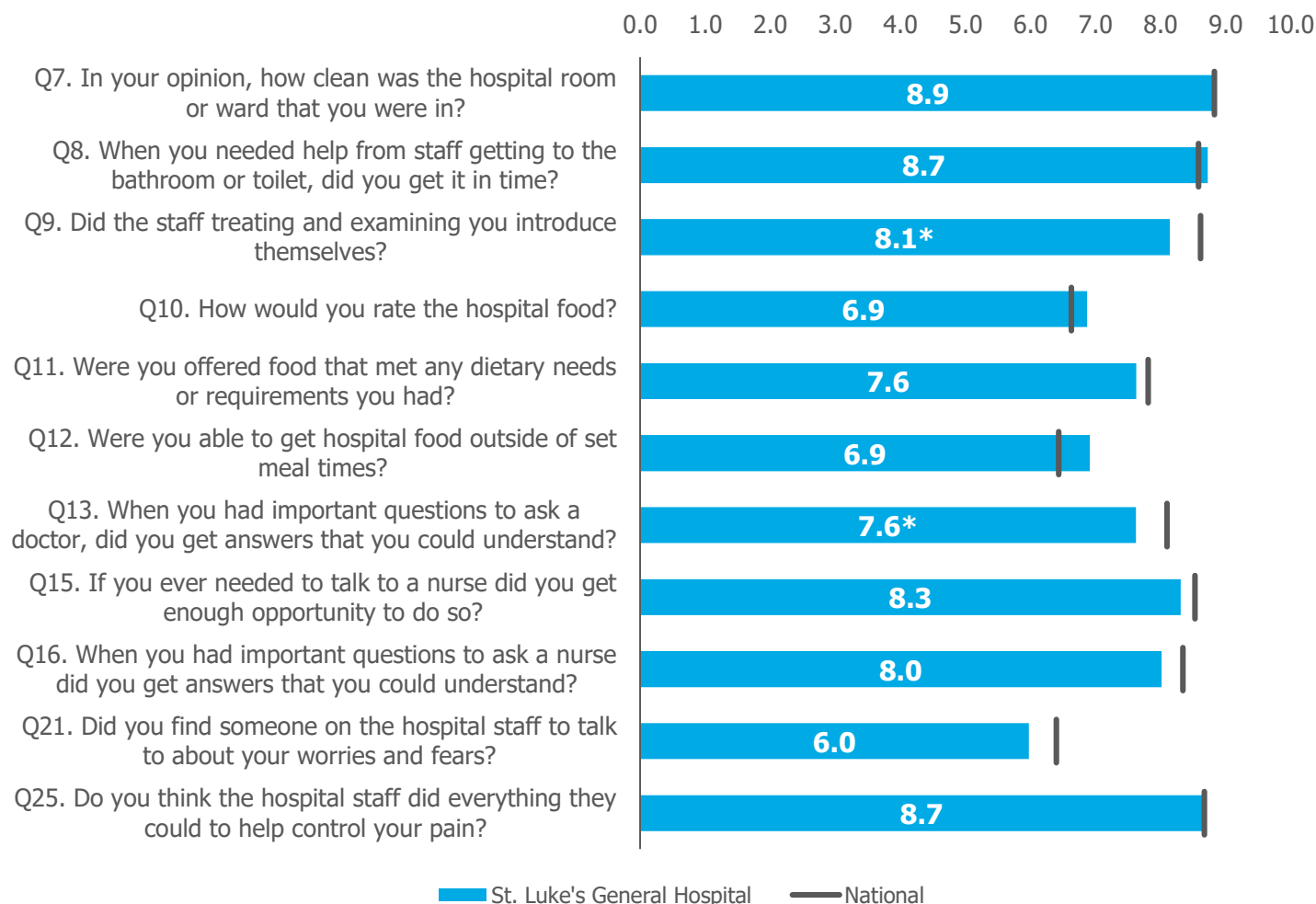
Care on the ward

- Highest-scoring question:
 - 72% of people (199 of 278) said that the hospital room or ward was 'very clean'.
- Lowest-scoring question:
 - 23% of people (44 of 190) said they could not find someone to talk to about their worries and fears.

Comparison with the national average



Average scores for questions on 'care on the ward'



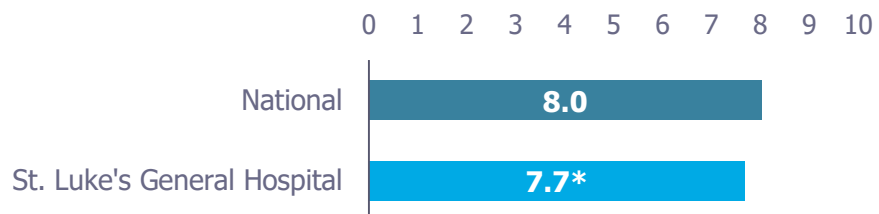
* Denotes statistically significant differences from the national average.



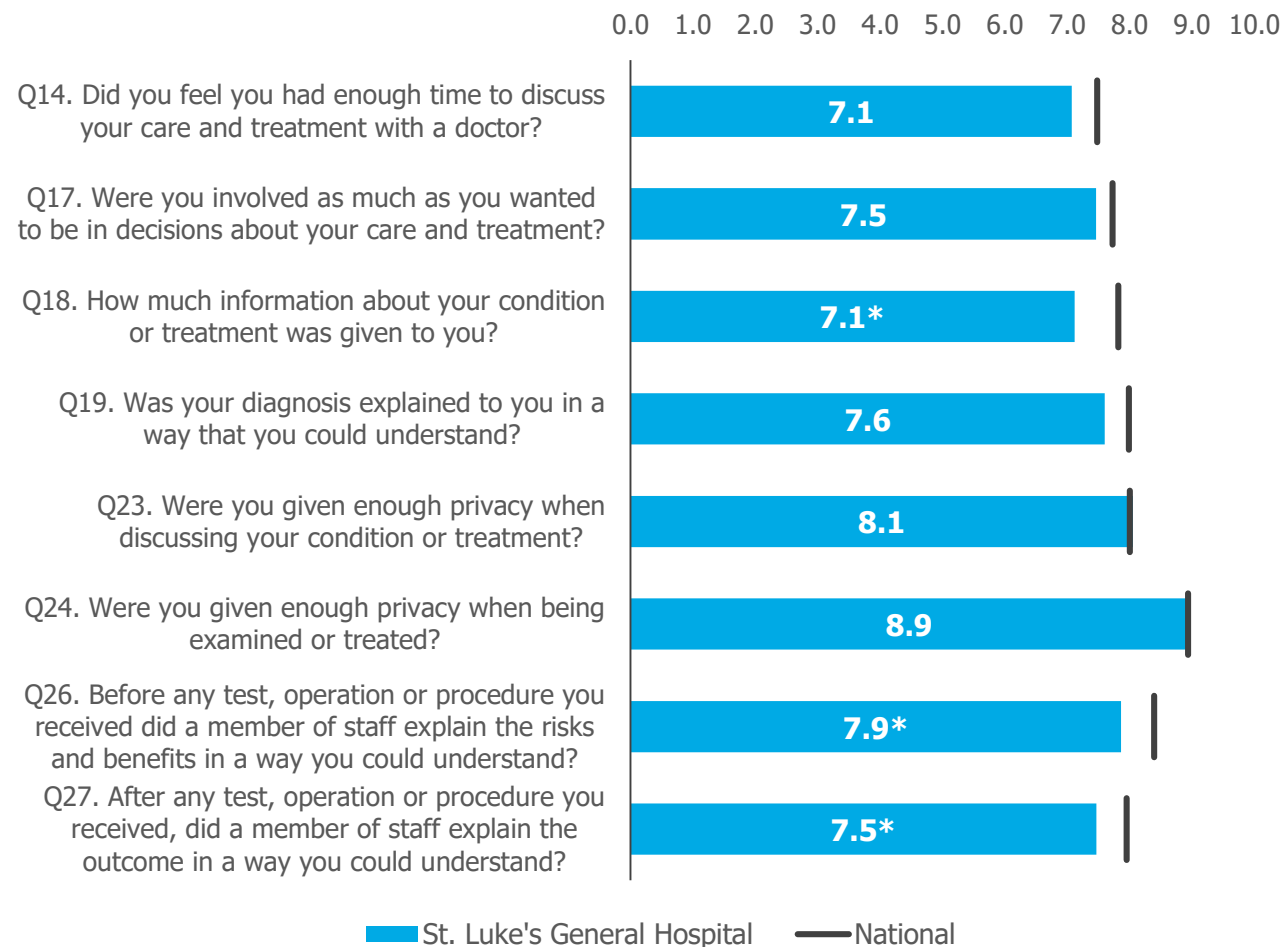
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 84% of people (232 of 277) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring questions:
 - 14% of people (40 of 278) felt they did not have enough time to discuss their care and treatment with a doctor.
 - 29% of people (80 of 277) said that they did not receive enough information about their condition or treatment.

Comparison with the national average



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



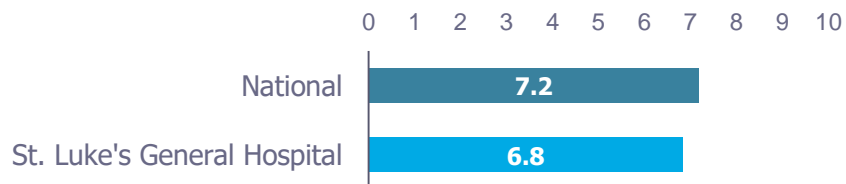
* Denotes statistically significant differences from the national average.



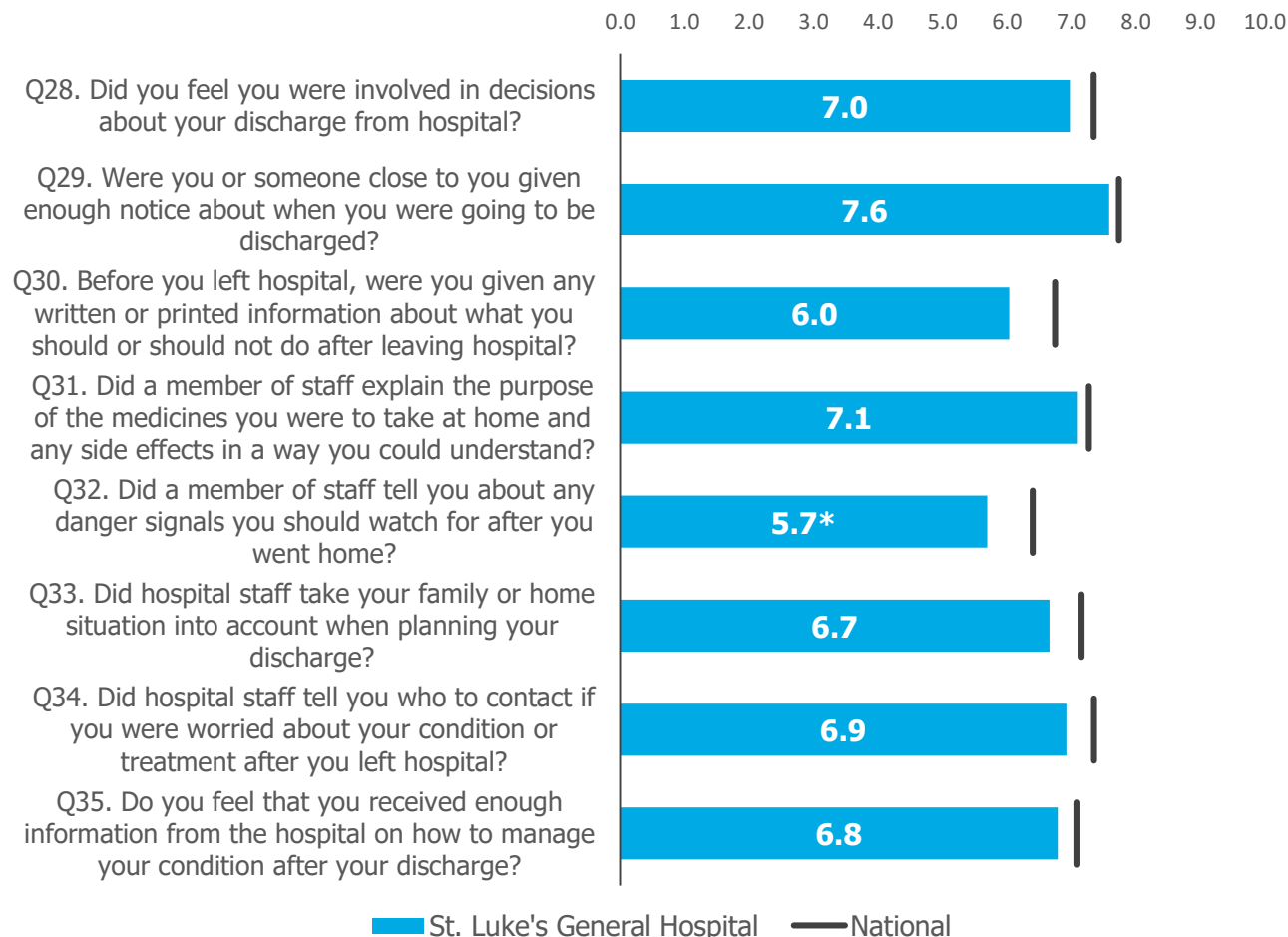
Discharge or transfer

- Highest-scoring question:
 - 65% of people (177 of 273) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 34% of people (78 of 228) said they were not told of danger signals they should watch out for.

Comparison with the national average



Average scores for questions on 'discharge or transfer'



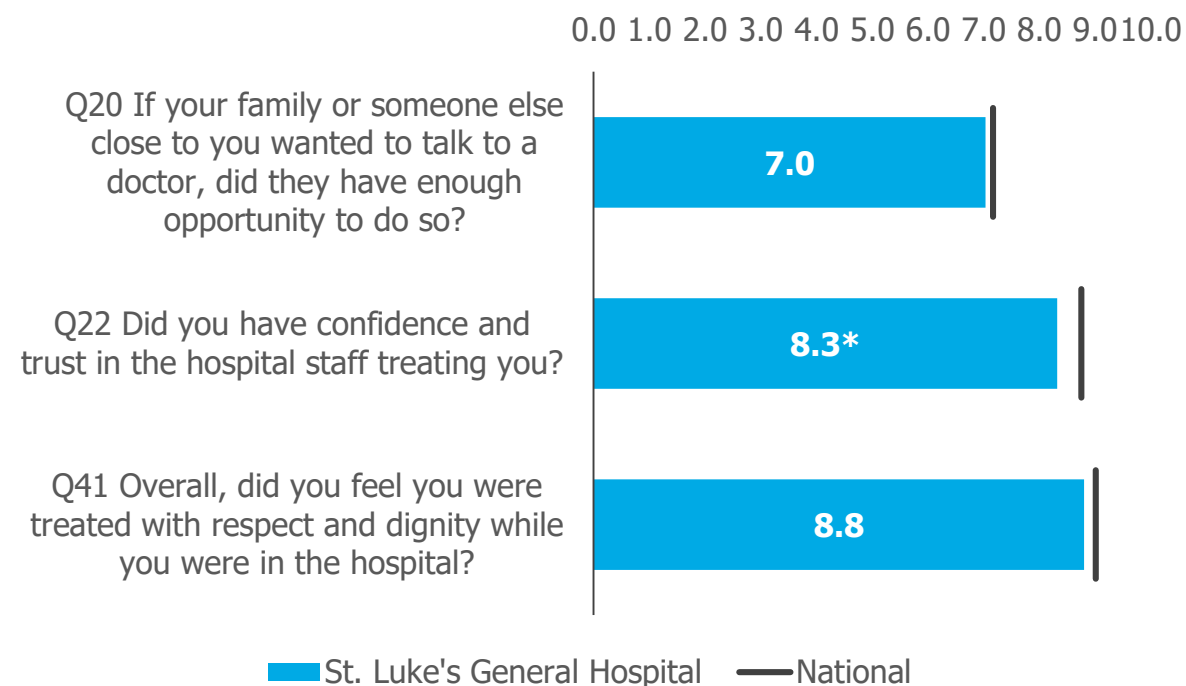
* Denotes statistically significant difference from the national average.

Other aspects of care



- Highest-scoring question:
 - 81% of people (224 of 276) felt that they were treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 18% of people (35 of 198) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 55% of people (91 of 165) who wanted to give feedback or make a complaint knew how and where to do so, while 45% (74 people) did not.

Average scores for questions on 'other aspects of care'



* Denotes statistically significant difference from the national average.

Patient safety



- 7% of people (19 of 272) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced by people was a medical device or equipment issue.
- Highest-scoring question:
 - 75% of people (209 of 278) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 14% of people (32 of 234) 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'

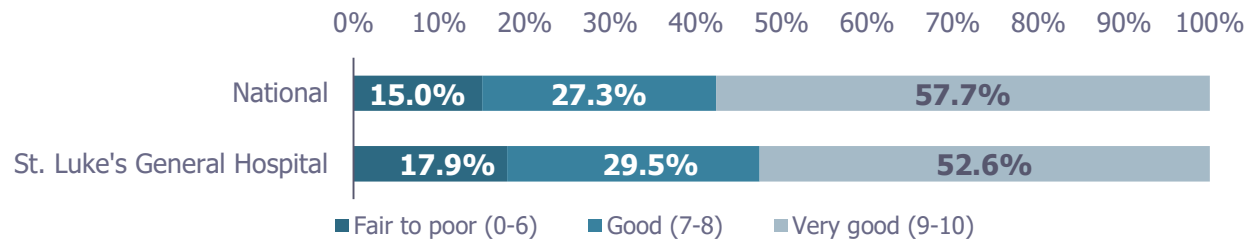




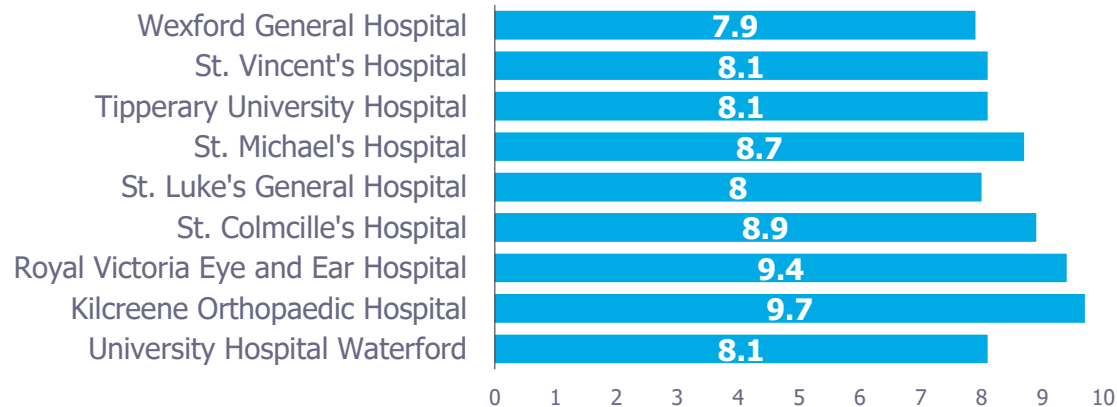
Overall experience

- 82% of survey participants who were admitted to St Luke's General Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for 'admissions' were significantly higher in 2024 than in the 2022 survey.

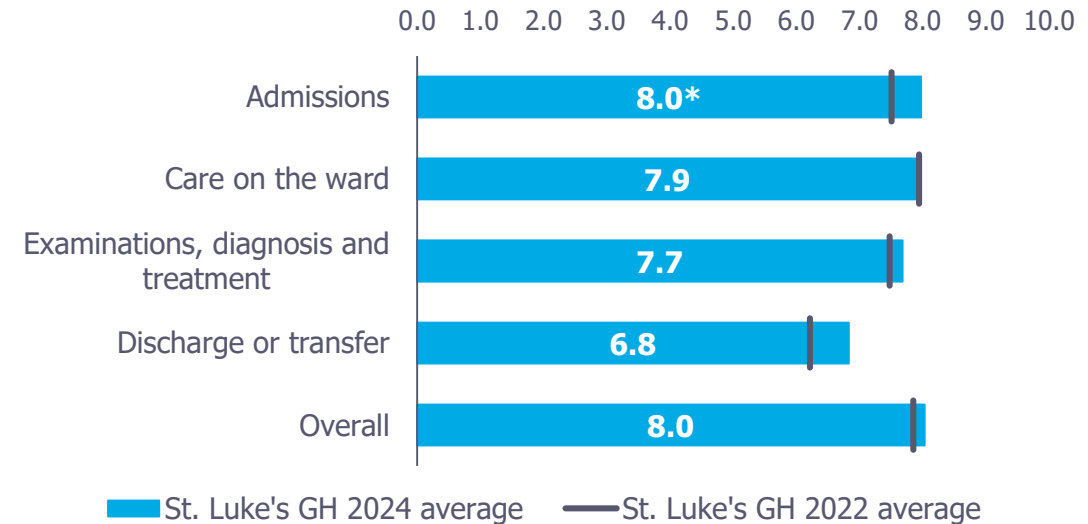
Overall experience of care



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



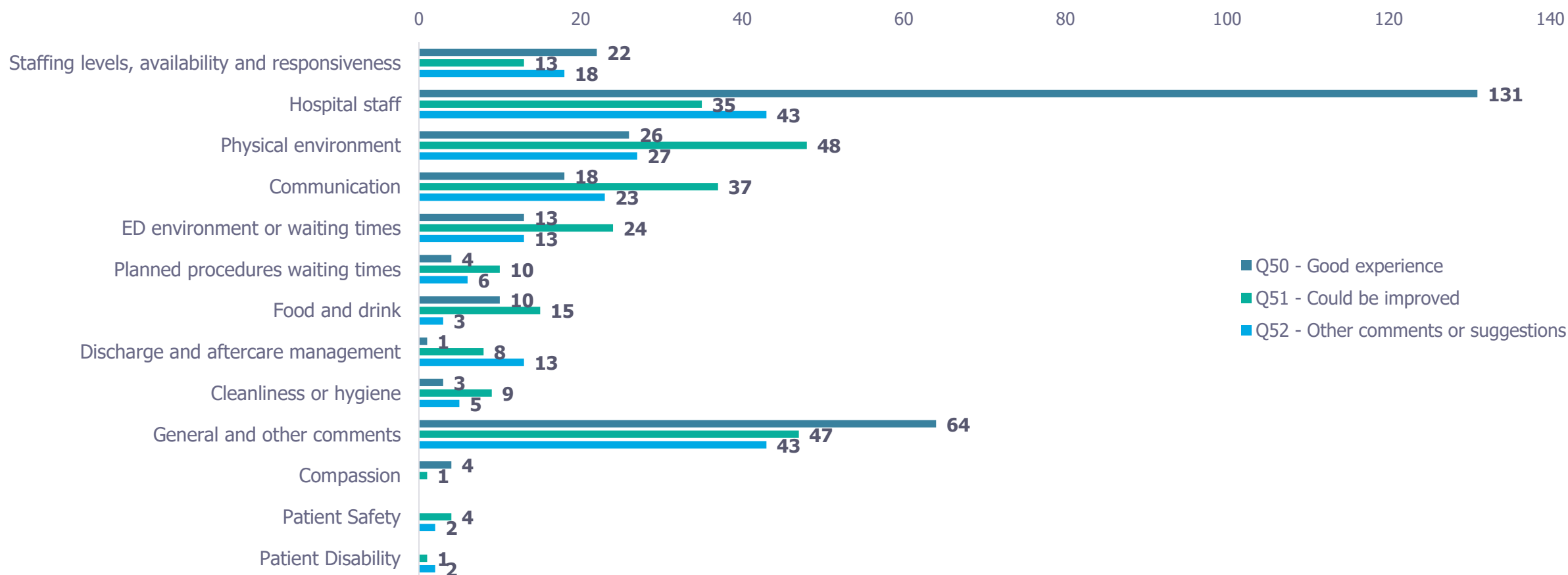
Scores for stages of care and overall experience



* Denotes statistically significant difference.

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



Conclusion



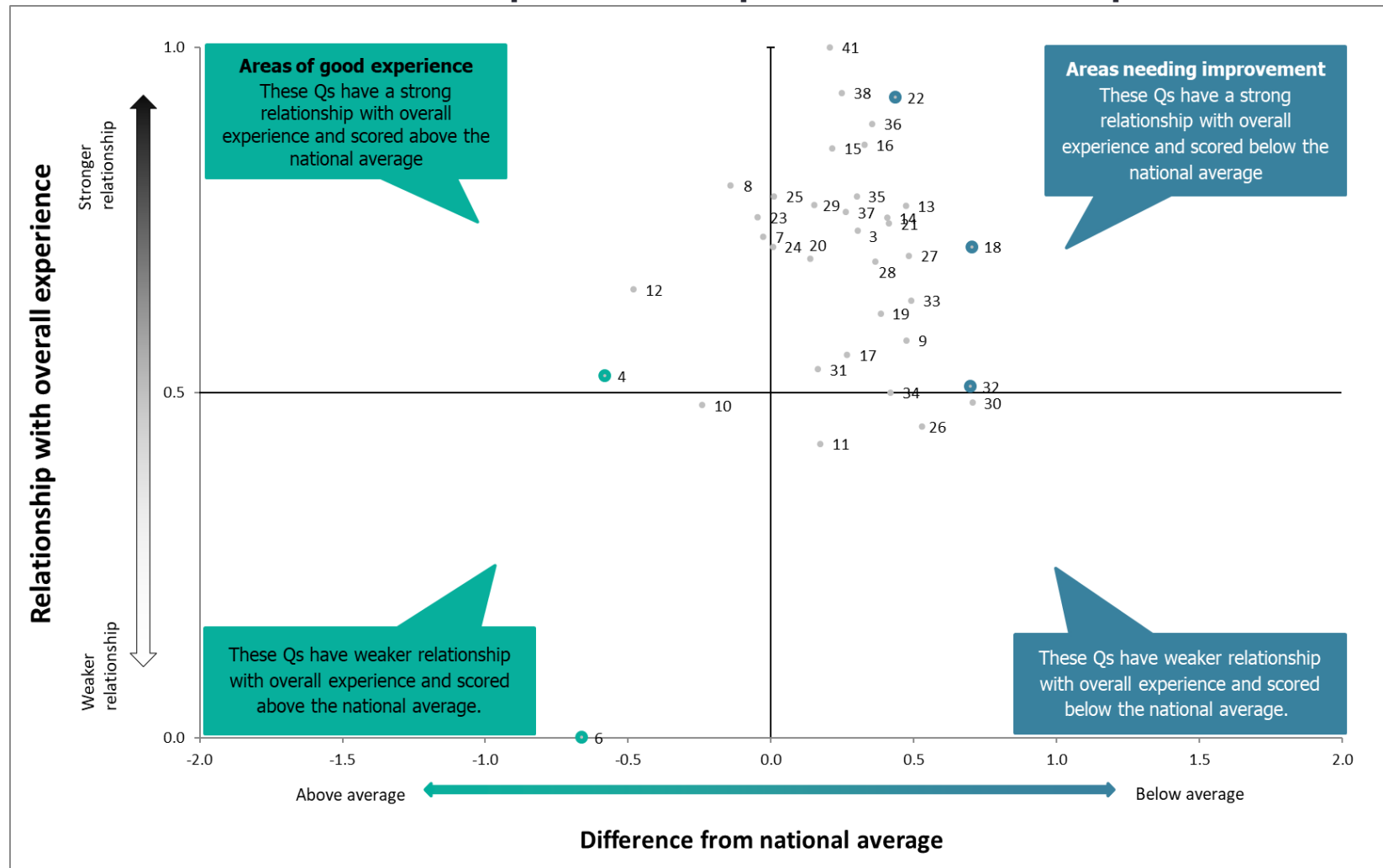
- Positive areas of experience at St Luke's General Hospital included patients being given enough privacy while being examined or treated in the emergency department, and the emergency department waiting times.
- Areas for improvement included information provided about conditions or treatment, patient confidence and trust in hospital staff, and staff telling patients about any danger signals to watch out for when patients go home.
- '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.
- 82% of survey participants said they had a good to very good overall experience, compared to 85% nationally.
- Scores for 'Admissions' were significantly higher in 2024 compared to scores 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.
- More information on the science behind the improvement map is available at www.yourexperience.ie.

Improvement map St Luke's General Hospital





Suirbhé
Náisiúnta ar
Eispéireas Othar
Cónaitheach

National
Inpatient
Experience
Survey

More information on the National Inpatient Experience Survey 2024 is available from www.yourexperience.ie:

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

Follow us on:



@CareExperience



/YourInpatientExperience
/CareExperience



@CareExperience

Improving care experiences together



An Roinn Sláinte
Department of Health