



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

St. Vincent's University 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
---	--



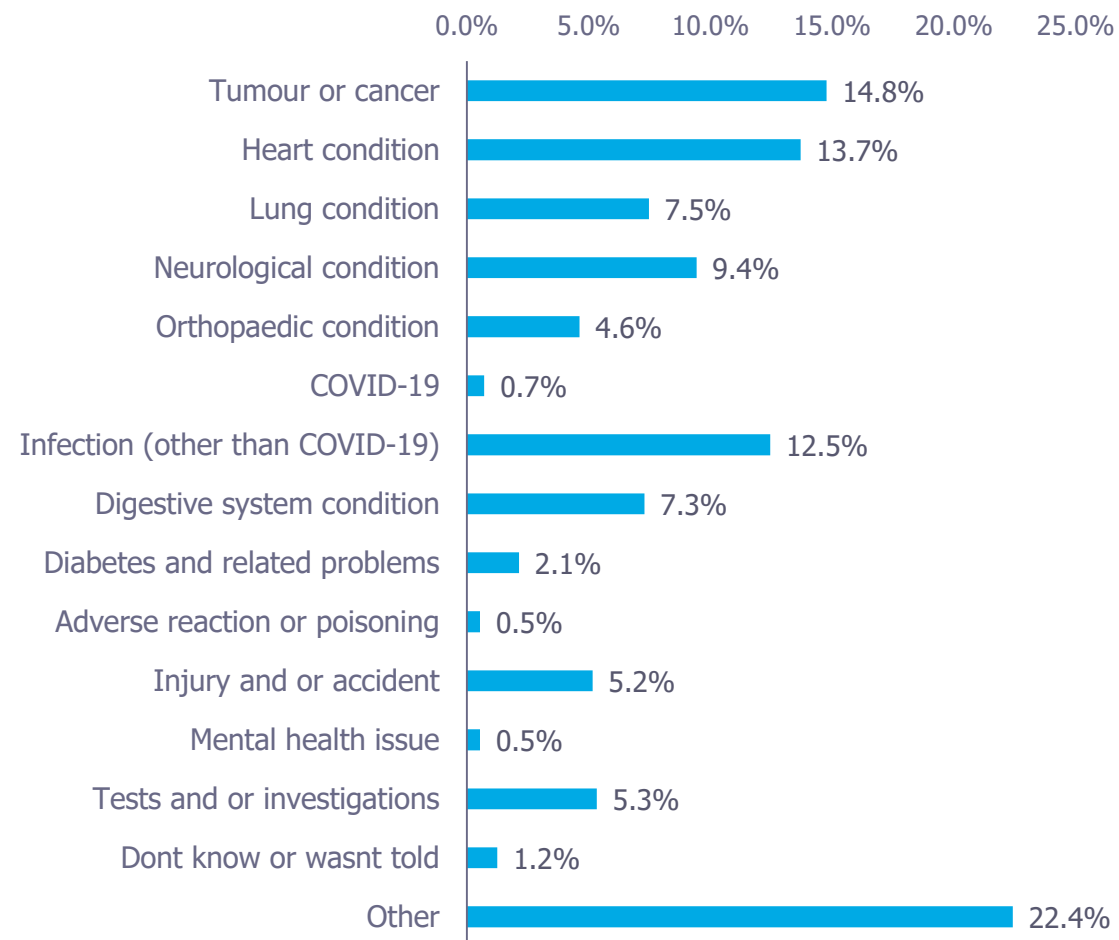
Participants

- 1,345 people who were admitted to St. Vincent's University Hospital were invited.
- 571 took part (42%), compared to 41% nationally.
- 58% (333) completed the survey online, while 42% (238) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	37	6.5
36 to 50 years	78	13.7
51 to 65 years	158	27.7
66 to 80 years	203	35.6
81 years or older	95	16.6
Sex		
Male	308	53.9
Female	263	46.1
Admission route		
Emergency	452	79.2
Non-emergency	119	20.8

Reason for admission



Areas of good experience



While no specific areas of good experience 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 good experiences are provided below.

Comments from patients

"After a 90 minutes in the ED waiting room I was triaged and put on oxygen immediately. Shortly after that I was transferred to a cubicle and it was "all systems go" I remained there overnight and after several x-rays, scans, and further tests I was transferred to a ward the following day where I received excellent treatment and I am now enjoying a much better quality of life."

"The ward staff were all lovely and every doctor was pleasant, some more than others, but did not feel like I was being talked down to. Everyone explained everything as best as they could with what information they had."

"The consultant, doctors and all the nurses who looked after me were all extremely kind caring and considerate and looked after me extremely well. The hospital food was better than I expected and I liked having a choice available."

Areas needing improvement



Cleanliness of hospital | Q7*

Of the 549 people who answered this question, 8% (43) said that the hospital room or ward they stayed in was “not very clean” or “not at all clean”.

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

Of the 547 people who answered this question, 12% (66) felt they did not have enough time to discuss their care and treatment with a doctor.

Involvement in decisions about discharge | Q28

Of the 531 people who answered this question, 17% (91) did not feel involved in decisions about their discharge from hospital.

These questions scored significantly above national average.

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

Comments from patients

“I'd like be able to communicate with the doctor for more information on the treatment that I've received and further recommendations.”

“The bathroom was flooded and slippery every time the shower was used. The nurses had to help wipe it down. It is not very safe”

“On the day I was discharged I was told at 9am that I was to be discharged. I was told at 1pm that I was not being discharged and at about 4:30pm I was told that I was being discharged. There should be a more organised discharge system to include a printed sheet of specific instructions for each patient.”

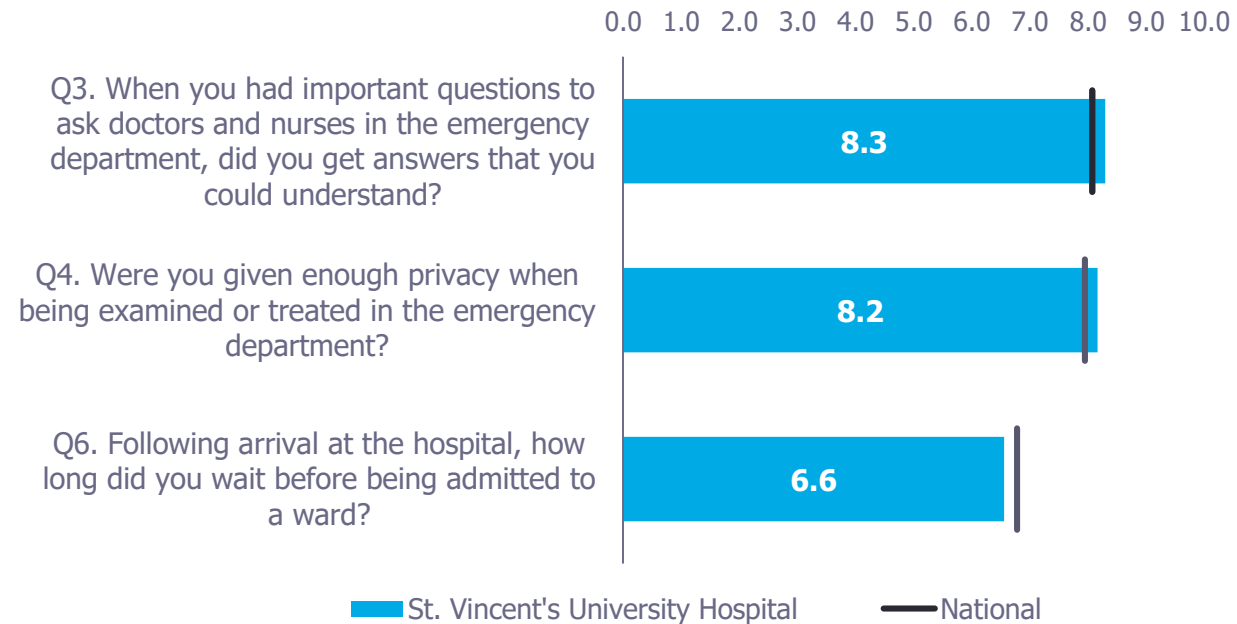


Admissions

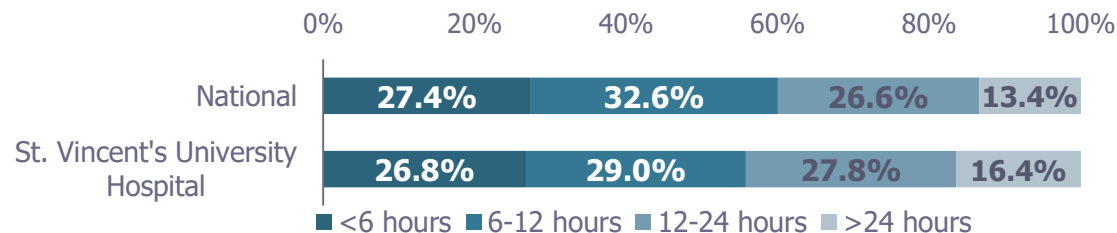


- Highest-scoring question:
 - 71% of people (257 of 360) said that they always got clear answers to their questions from doctors and nurses in the emergency department.
- Lowest-scoring question:
 - 16% of people (65 of 396) waited more than 24 hours in the emergency department before they were admitted to a ward.

Average scores for questions on 'admissions'



Emergency department waiting times

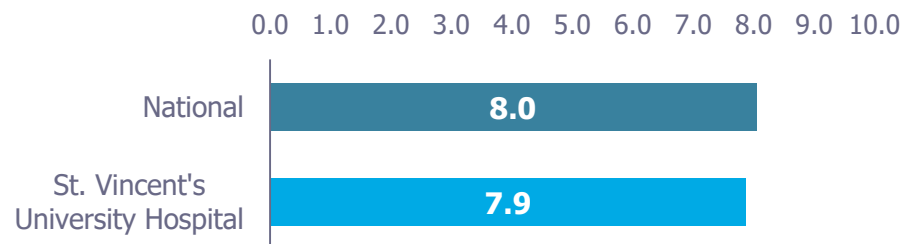




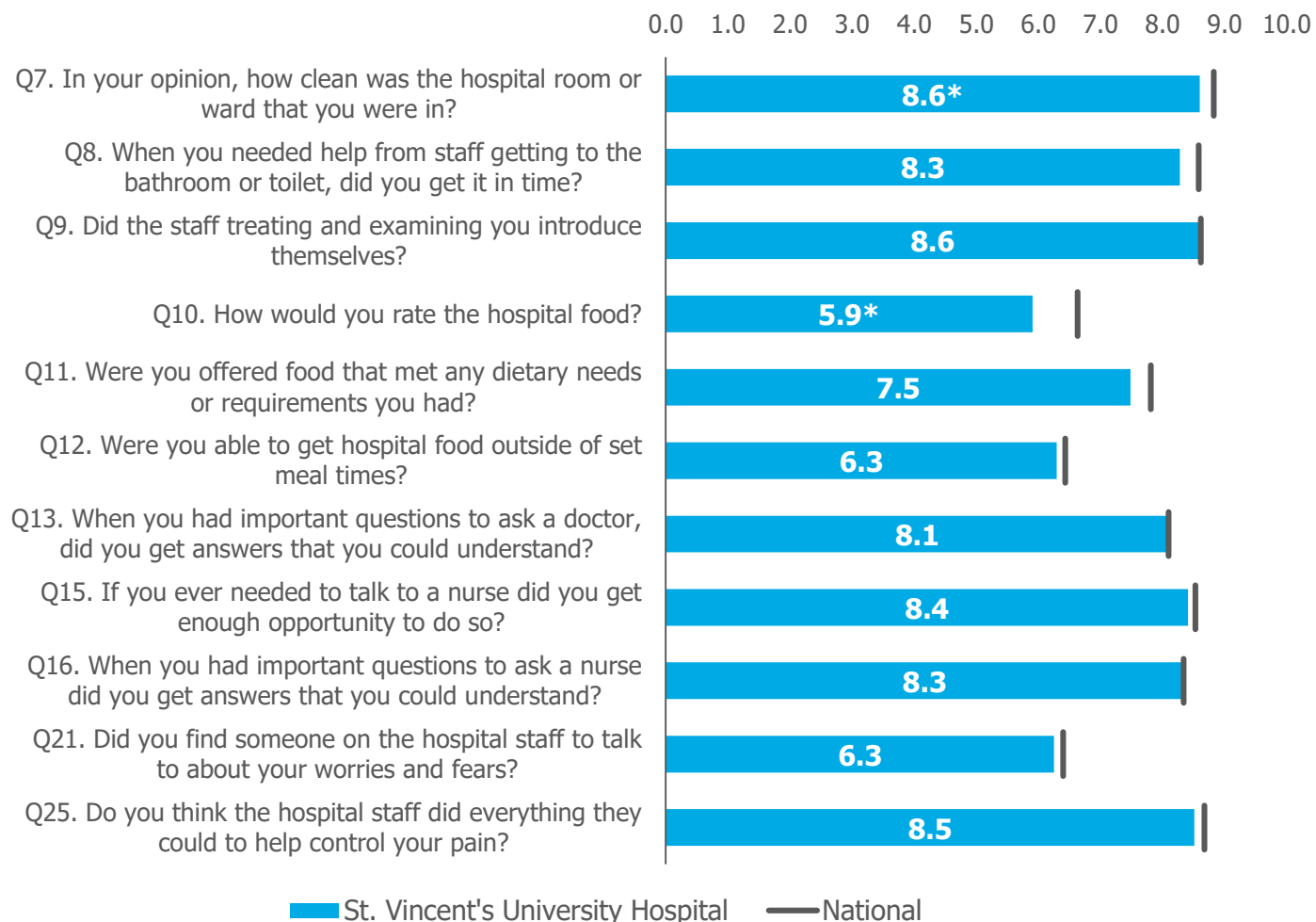
Care on the ward

- Highest-scoring questions:
 - 68% of people (373 of 549) said that the hospital was 'very clean'.
 - 76% of people (410 of 540) said that all of the staff treating and examining them introduced themselves.
- Lowest-scoring question:
 - 37% of people (198 of 532) rated the hospital food as 'fair' or 'poor'.

Comparison with the national average



Average scores for questions on 'care on the ward'



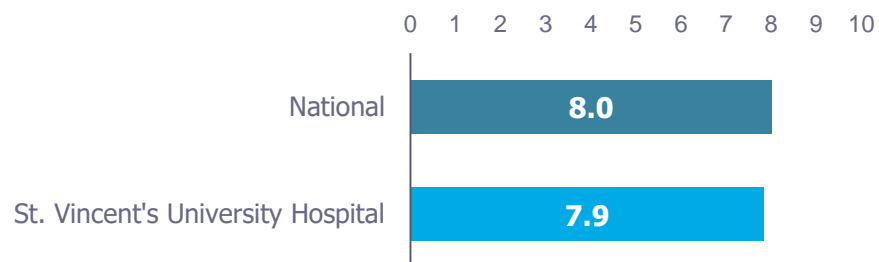
* Denotes statistically significant differences from the national average.



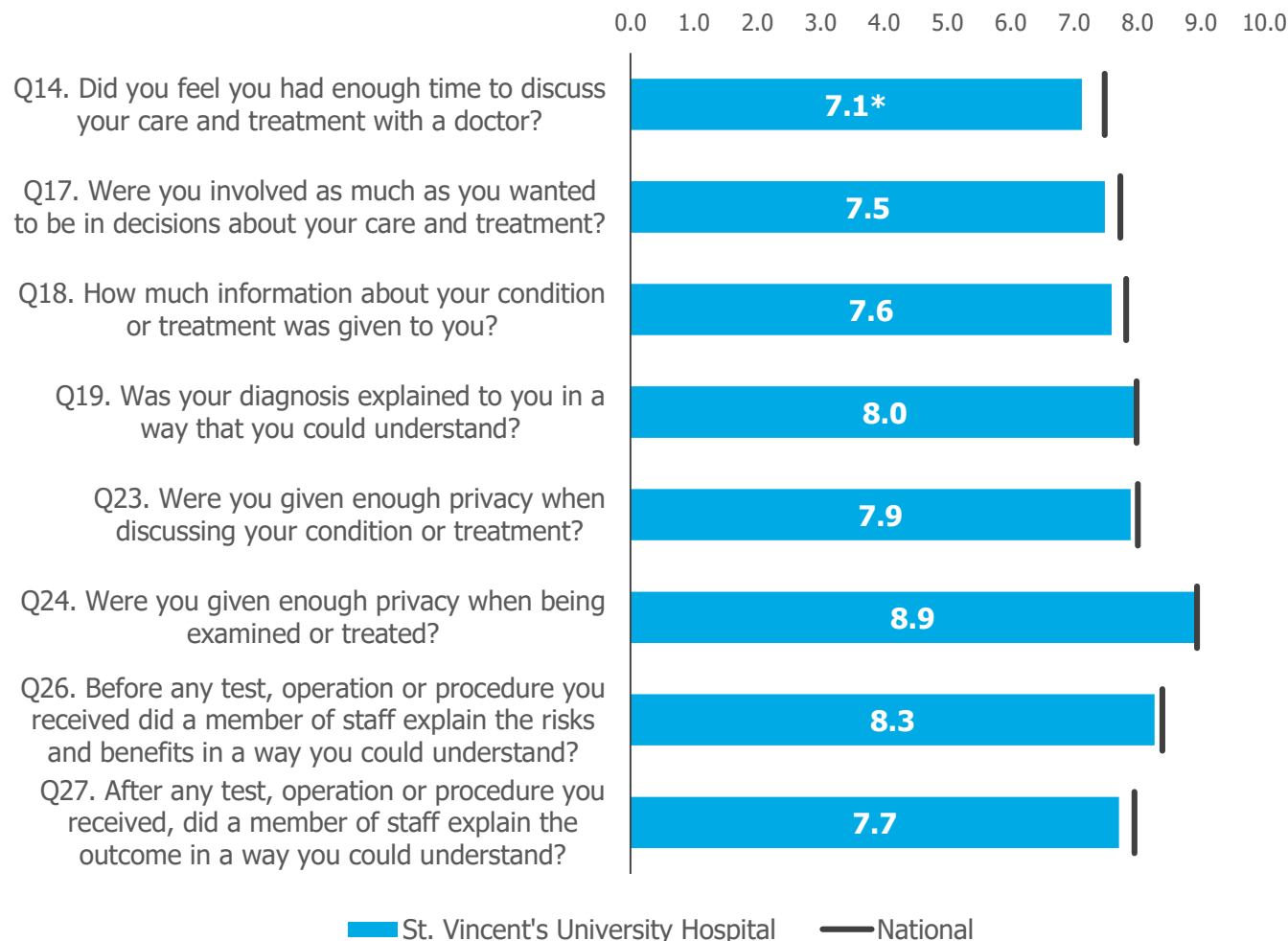
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 81% of people (446 of 549) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 12% of people (66 of 547) 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'



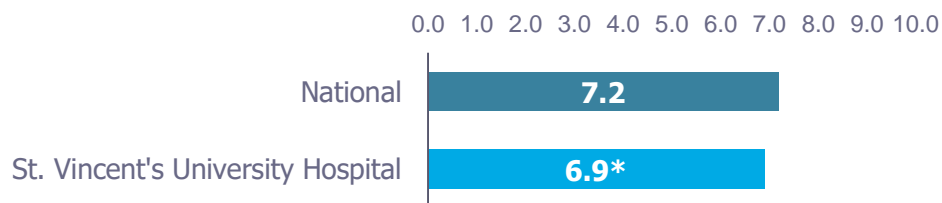
* Denotes statistically significant differences from the national average.



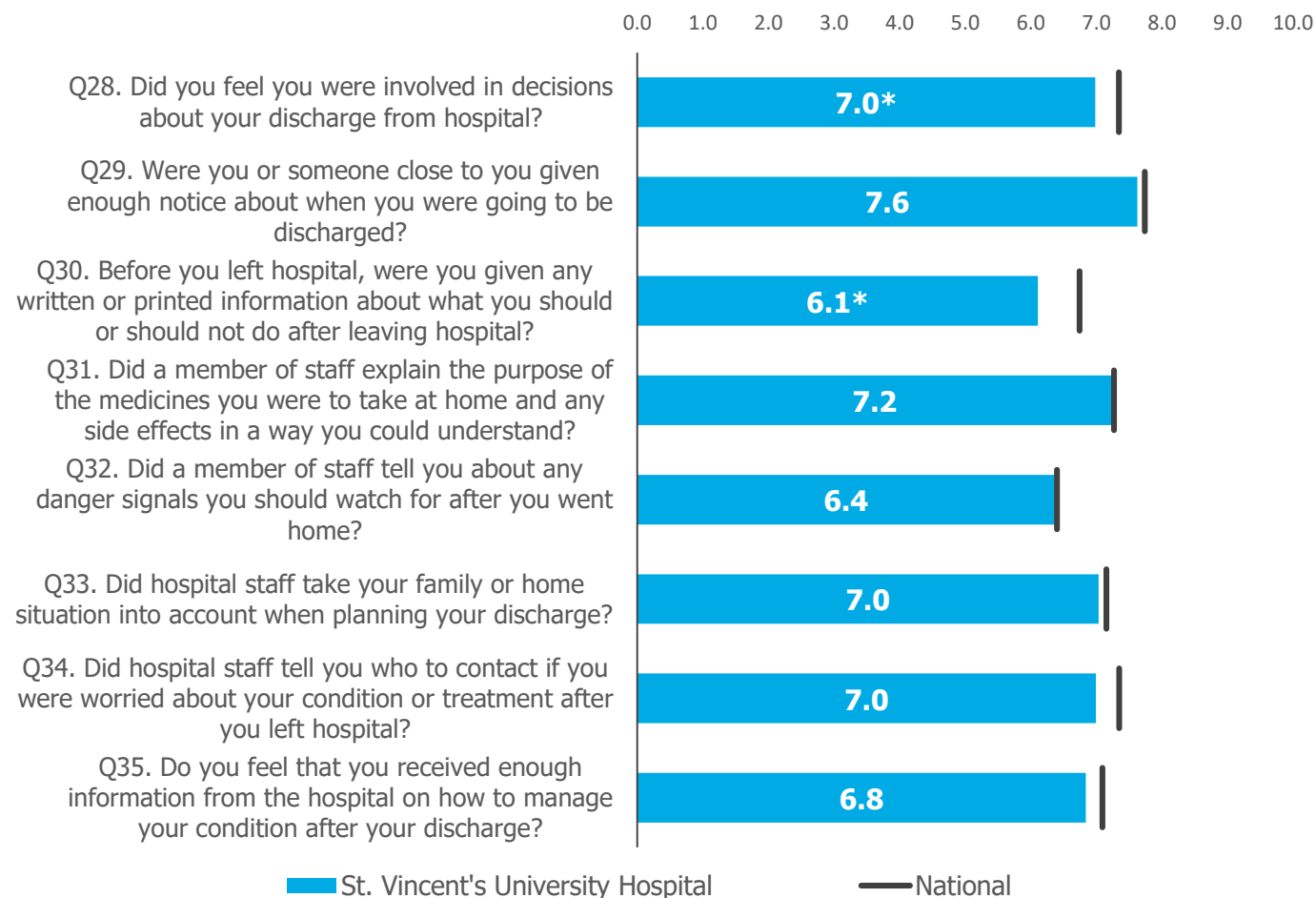
Discharge or transfer

- Highest-scoring question:
 - 64% of people (352 of 547) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
 - 39% of people (182 of 473) said that 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'



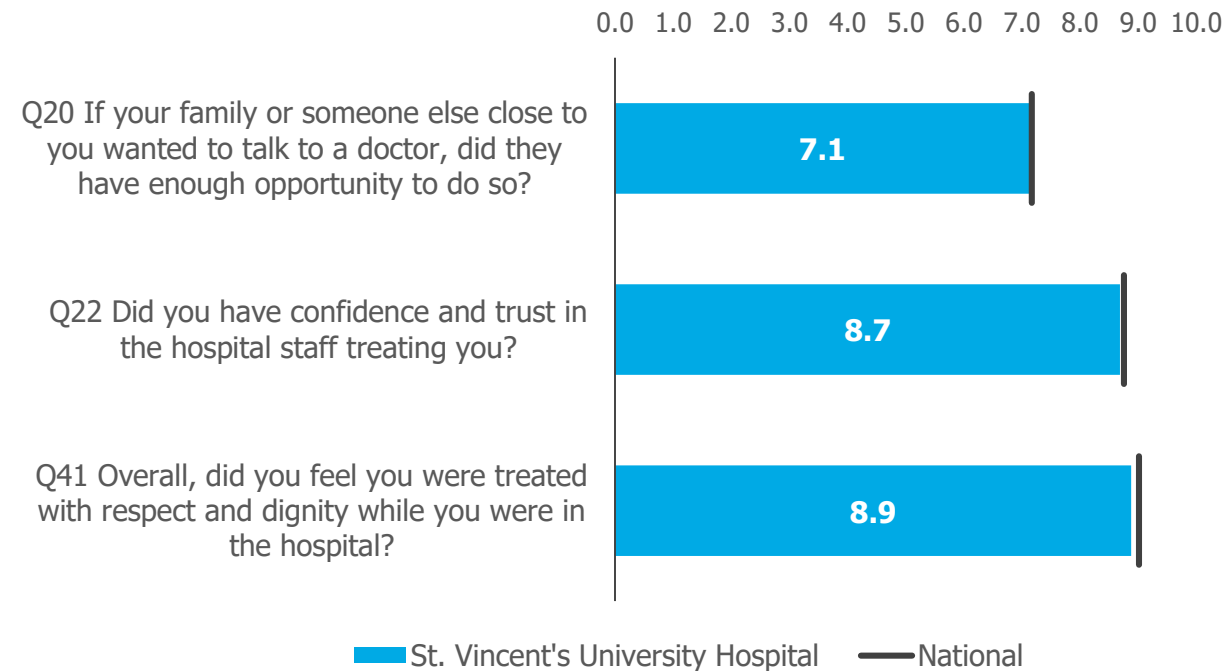
* Denotes statistically significant differences from the national average.

Other aspects of care



- Highest-scoring question:
 - 81% of people (446 of 551) felt that they were treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 15% of people (57 of 393) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 50% of people (186 of 373) who wanted to give feedback or make a complaint knew how and where to do so, while the other half (187 people) did not.

Average scores for questions on 'other aspects of care'

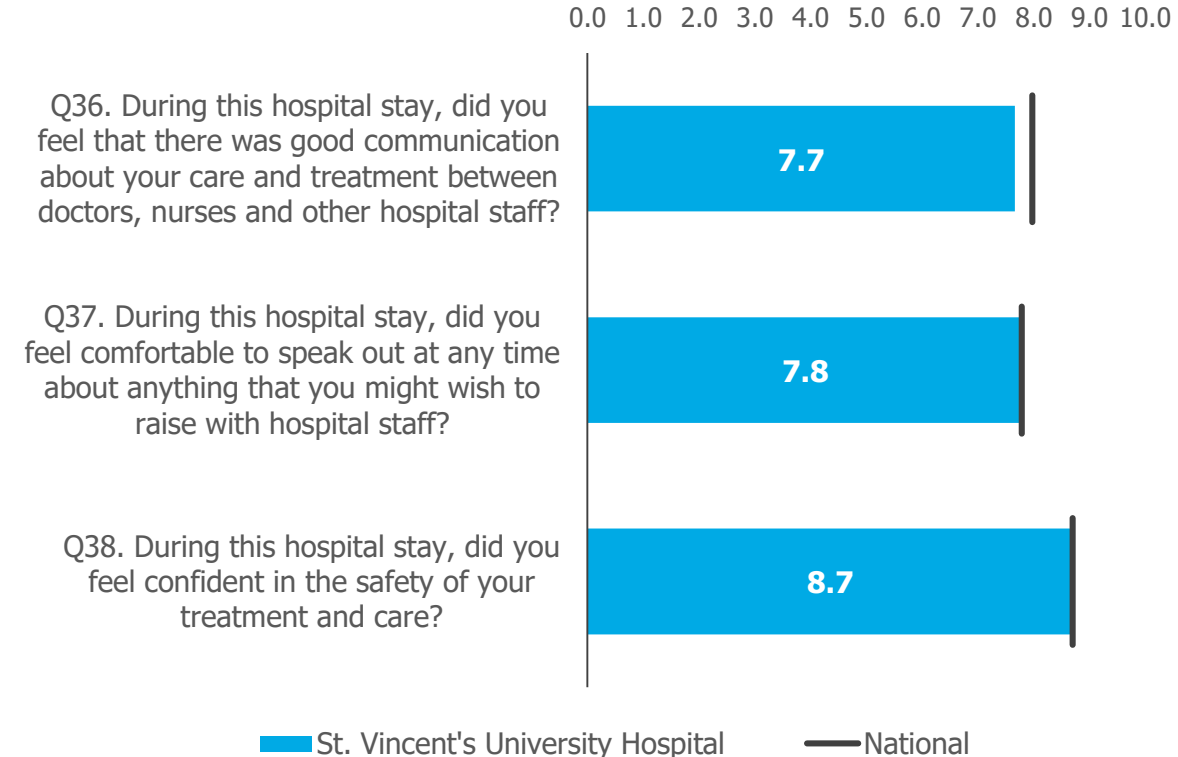


Patient safety



- 15% of people (80 of 541) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced by people was healthcare-associated infection.
- Highest-scoring question:
 - 79% of people (433 of 547) definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 12% of people (62 of 527) felt there was not good communication about their care and treatment between hospital staff.

Average scores for questions on 'patient safety'

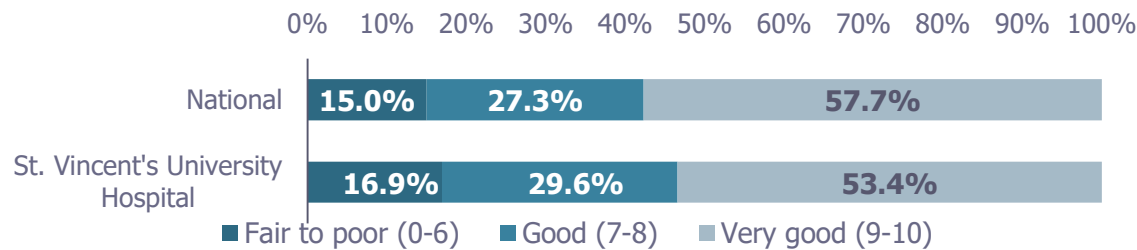




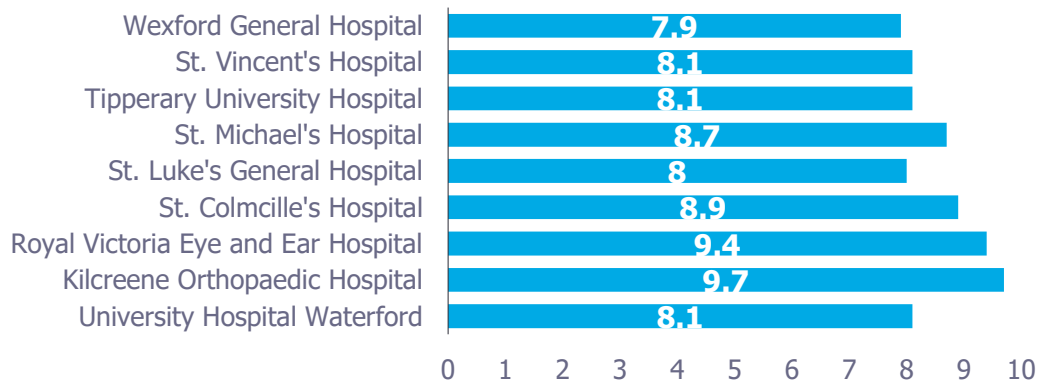
Overall experience

- 83% of survey participants who were admitted to St. Vincent's University 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 about the same in 2024 as they were in 2022.

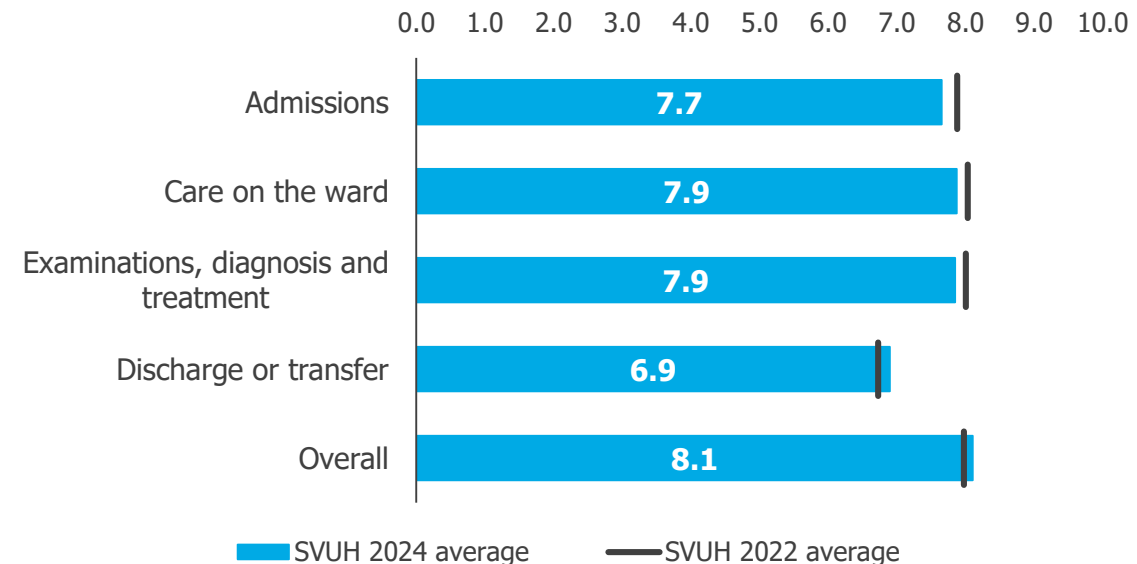
Overall experience of care



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



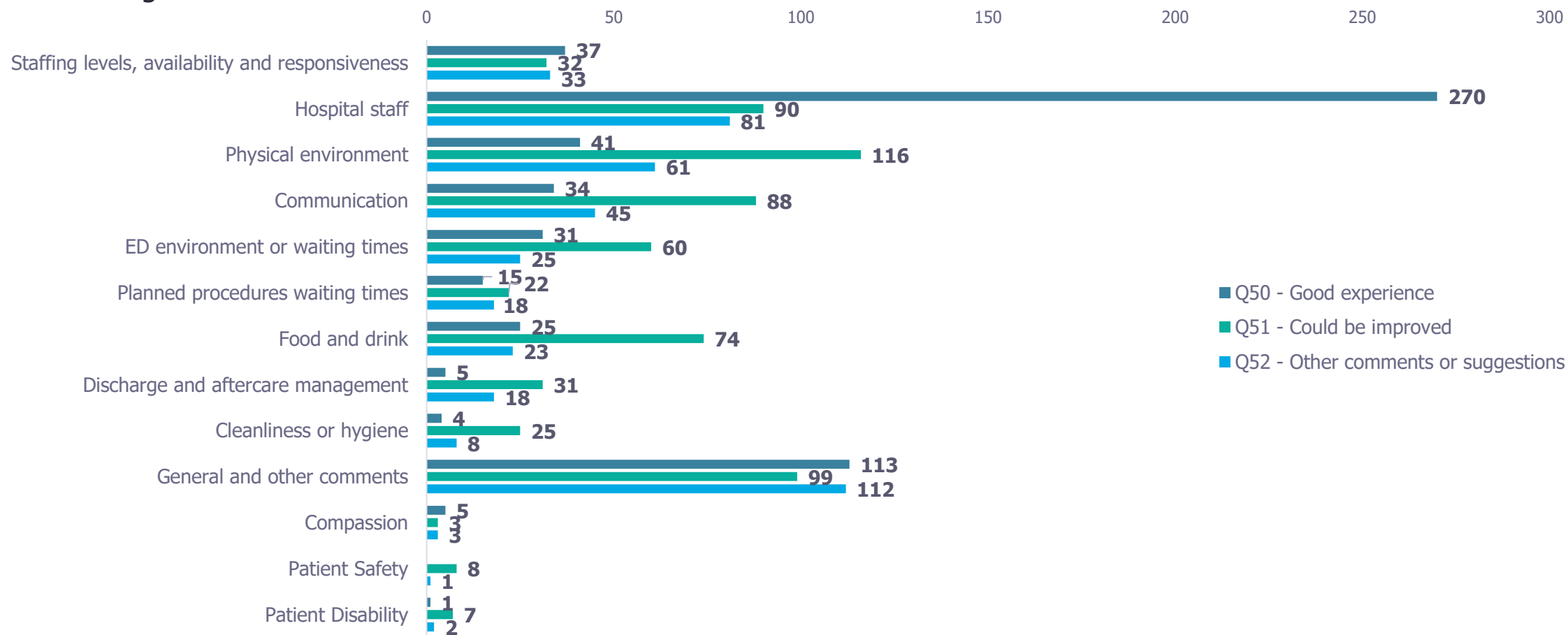
Scores for stages of care and overall experience





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



Conclusion



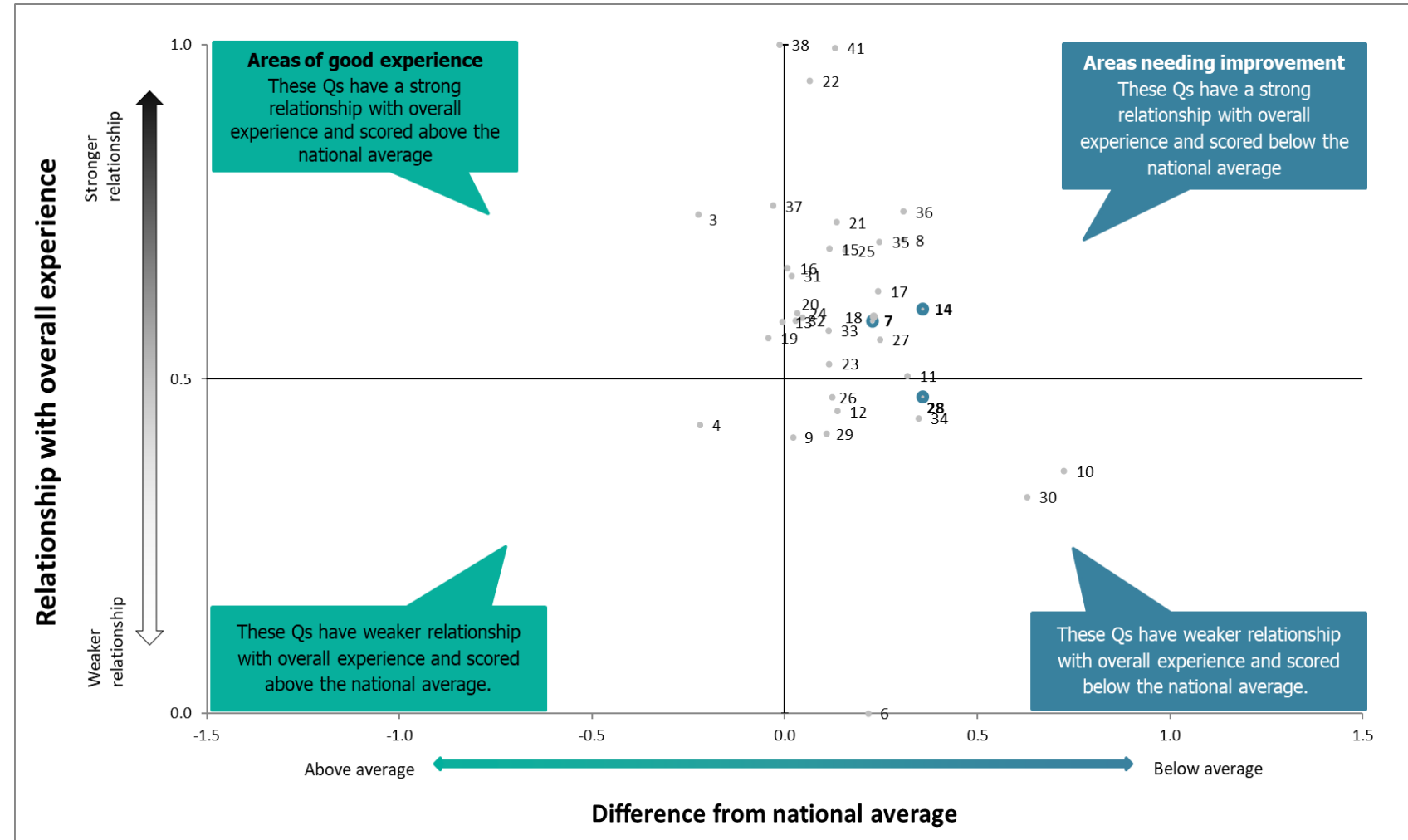
- Higher-scoring questions at St. Vincent's University Hospital related to patients being given enough privacy when being examined or treated, and feeling that they were treated with respect and dignity in hospital.
- Areas for improvement included cleanliness of the hospital rooms/ wards, sufficient time for patients to discuss their care and treatment with a doctor and patient involvement in decisions about discharge.
- 'Care on the ward' and 'Examinations, diagnosis and treatment' were the stages of care with the highest scores.
- 'Discharge or transfer' was the stage of care with the lowest score.
- 83% of survey participants at St. Vincent's University Hospital said they had a good to very good overall experience, compared to 85% nationally.
- Scores for all stages of care were about the same in 2024 as they were 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.
- Questions that scored significantly below average and had a weaker 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. Vincent's University 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