



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Tallaght 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



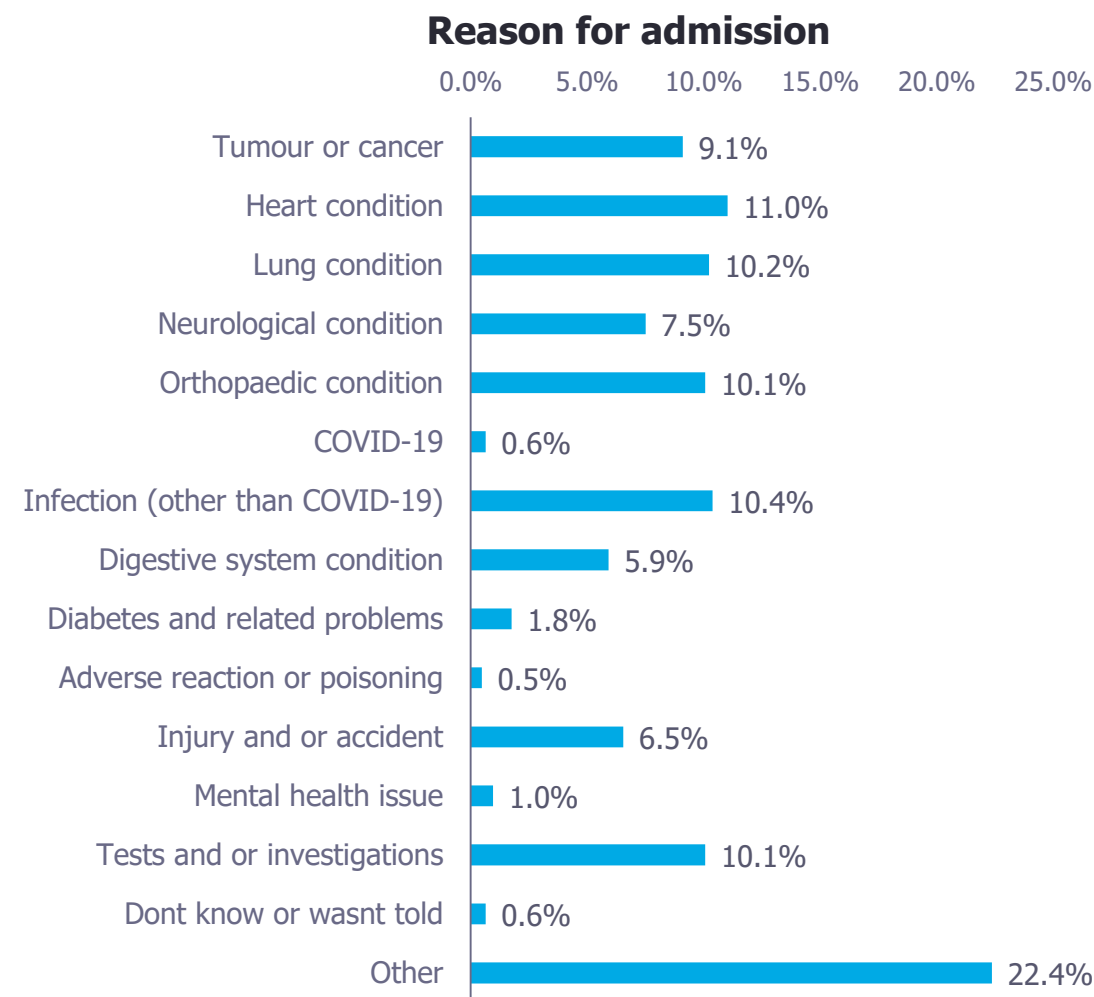
 Patients receiving services such as day care, maternity, psychiatric, paediatric and some other specialist services	 Patients receiving care in private hospitals
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Participants

- 1,538 people who were admitted to Tallaght University Hospital were invited.
- 632 took part (41%). The national response rate is also 41%.
- 61% (383) completed the survey online, while 39% (249) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	52	8.2
36 to 50 years	99	15.7
51 to 65 years	153	24.2
66 to 80 years	245	38.8
81 years or older	83	13.1
Sex		
Male	289	45.7
Female	343	54.3
Admission route		
Emergency	493	78
Non-emergency	139	22



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 areas of good experience are provided below.

Comments from patients

"All staff were very kind and caring. They helped me when I needed anything. I take insulin and while I was in A&E they gave me toast and tea etc. The doctors and nurses in the hospital are very competent and excellent at their jobs."

"Our night nurse was amazing. Competent, efficient, checked in with each person about their day, their pain and needs."

"My consultant was excellent at listening to me and working with me to ensure I was discharged in time to attend a family wedding. He explained everything to me in plain language and was very willing to answer questions."

Areas needing improvement



Food rating | Q10

40% of people (226 of 567) rated the hospital food as 'fair' or 'poor'.

Privacy when discussing condition or treatment | Q23*

12% of people (71 of 579) said that they were not given enough privacy when discussing their condition or treatment.

Pain management | Q25*

7% of people (34 of 515) did not think the hospital staff did everything they could to help control their pain.

These questions scored significantly below national average.

** These questions also had a strong relationship with overall experience.*

Comments from patients

"The food was very bad. I was advised not to eat fatty foods, however all options were high in fat. Any veg were overcooked and lacking nutritional value. Would suggest more high protein options and salads or fresh fruit, healthy food will aid people's recovery."

"It's difficult to keep past medical history or any information private when talking with medical and nursing staff on the wards, as a curtain separating beds doesn't offer much of a barrier."

"I was not given pain medication when I needed it. I had major surgery and the key to pain management is to stay on schedule. Notes were for Ibuprofen every 4-6 hours. When I asked the nurse at 4 hours she said I could not have it until 6 hours. She did not return or offer alternatives and I was in tears for over 2 hours."

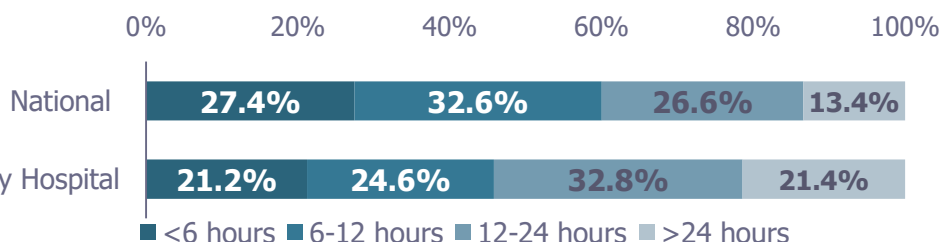


Admissions

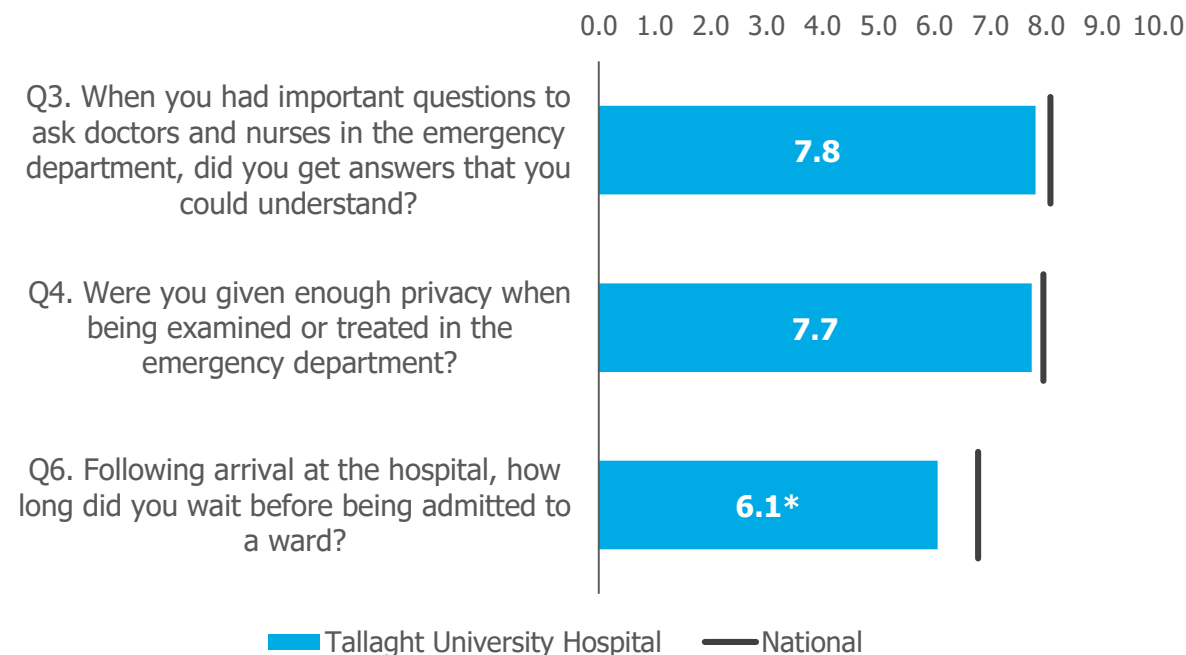


- Highest-scoring question:
 - 62% of people (249 of 399) said that they always got clear answers to their questions from doctors and nurses in the emergency department.
- Lowest-scoring question:
 - 21% of people (87 of 406) waited more than 24 hours in the emergency department before they were admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



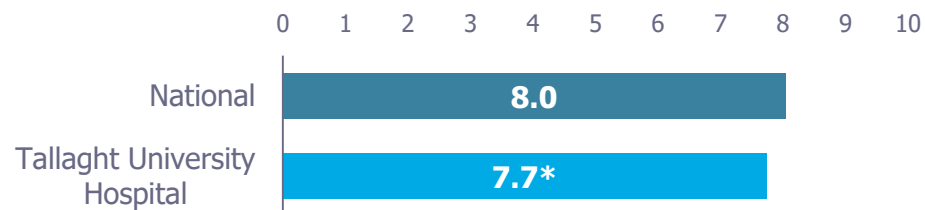
* Denotes statistically significant differences from the national average.



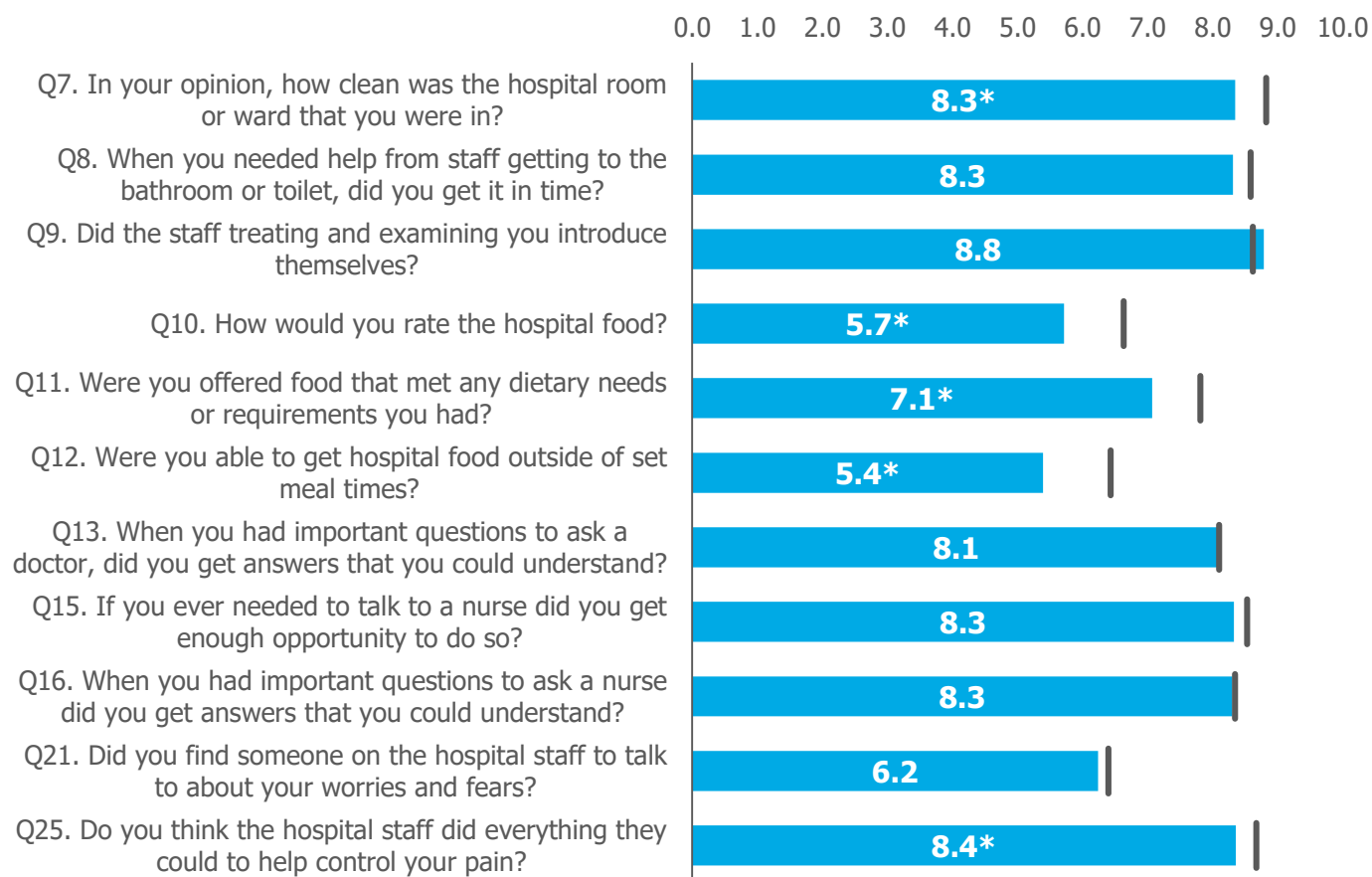
Care on the ward

- Highest-scoring question:
 - 79% of people (452 of 575) said that all of the staff treating and examining them introduced themselves.
- Lowest-scoring question:
 - 28% of people (95 of 334) 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'



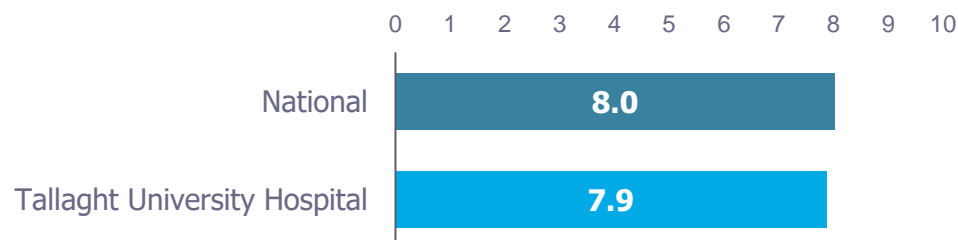
■ Tallaght University Hospital — National

* Denotes statistically significant differences from the national average.

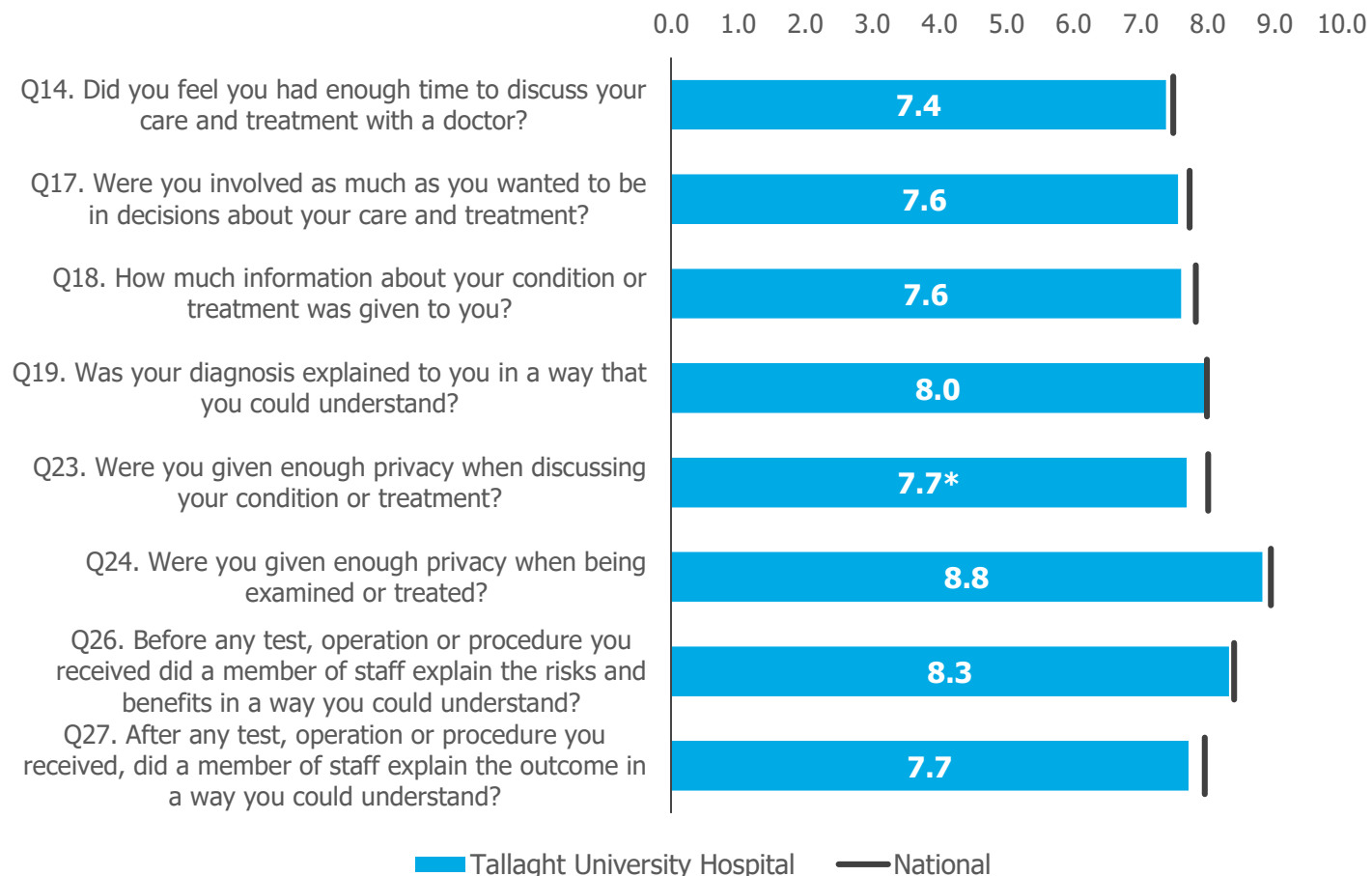
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 81% of people (472 of 582) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 10% of people (55 of 577) said 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'



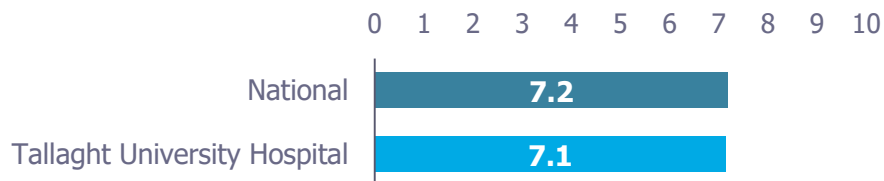
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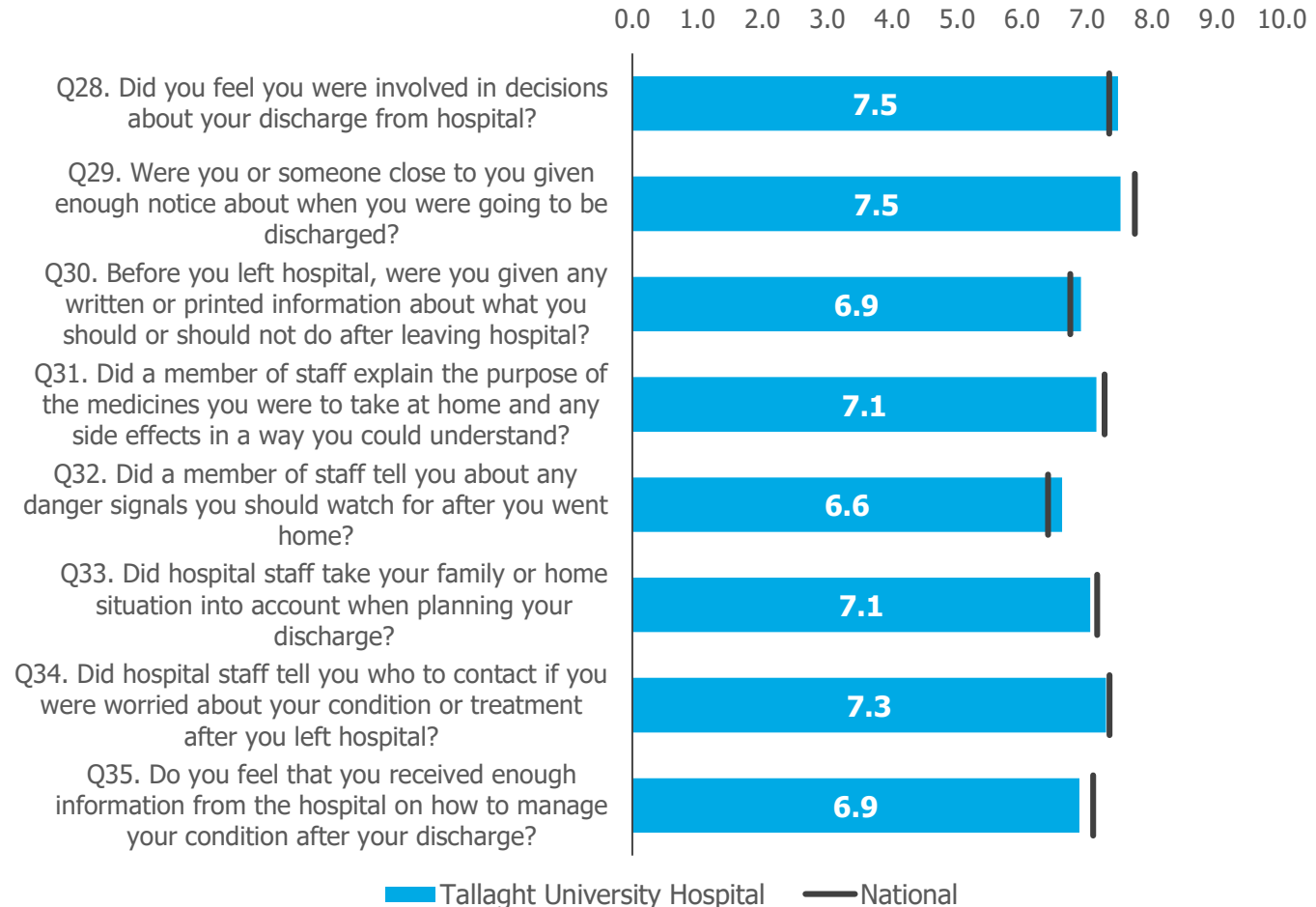
Discharge or transfer

- Highest-scoring questions:**
 - 61% of people (342 of 565) said that they definitely felt involved in decisions about their discharge from hospital.
 - 63% of people (362 of 571) said that they were definitely given enough notice about their discharge from hospital.
- Lowest-scoring question:**
 - 23% of people (112 of 494) 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'

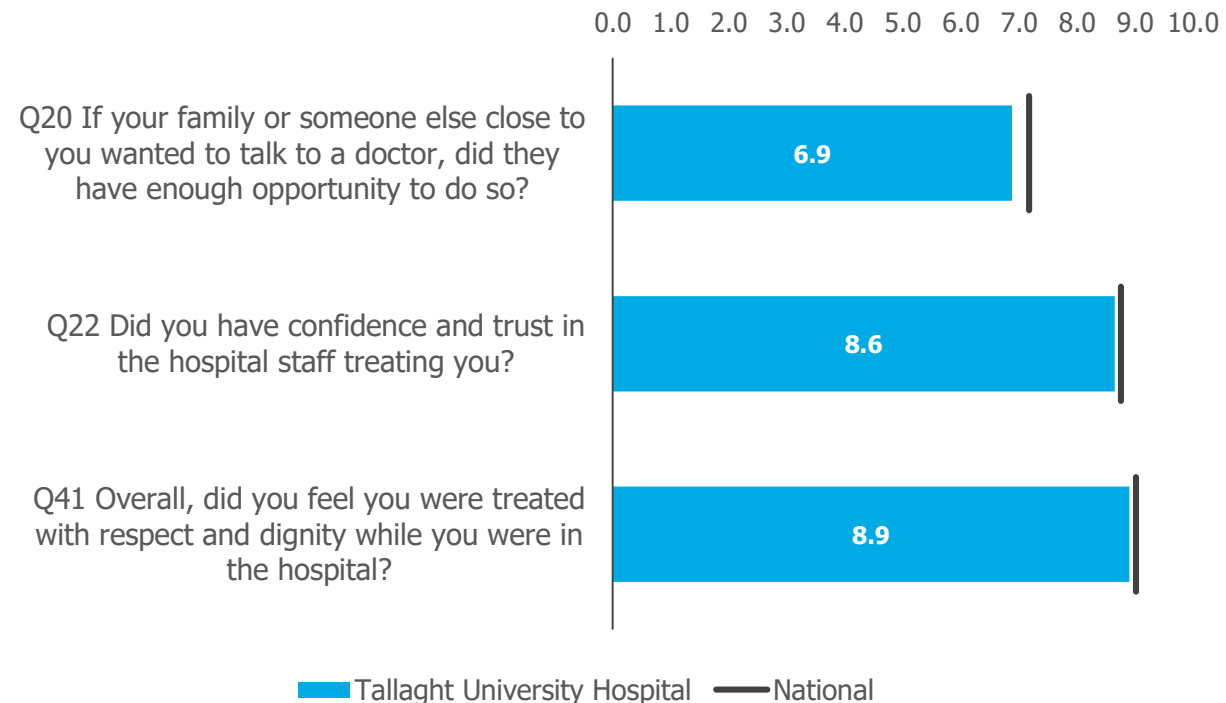


Other aspects of care



- Highest-scoring question:
 - 81% of people (471 of 581) felt they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 15% of people (62 of 420) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 49% of people (199 of 410) who wanted to give feedback or make a complaint knew how and where to do so, while 51% (211 people) did not.

Average scores for questions on 'other aspects of care'

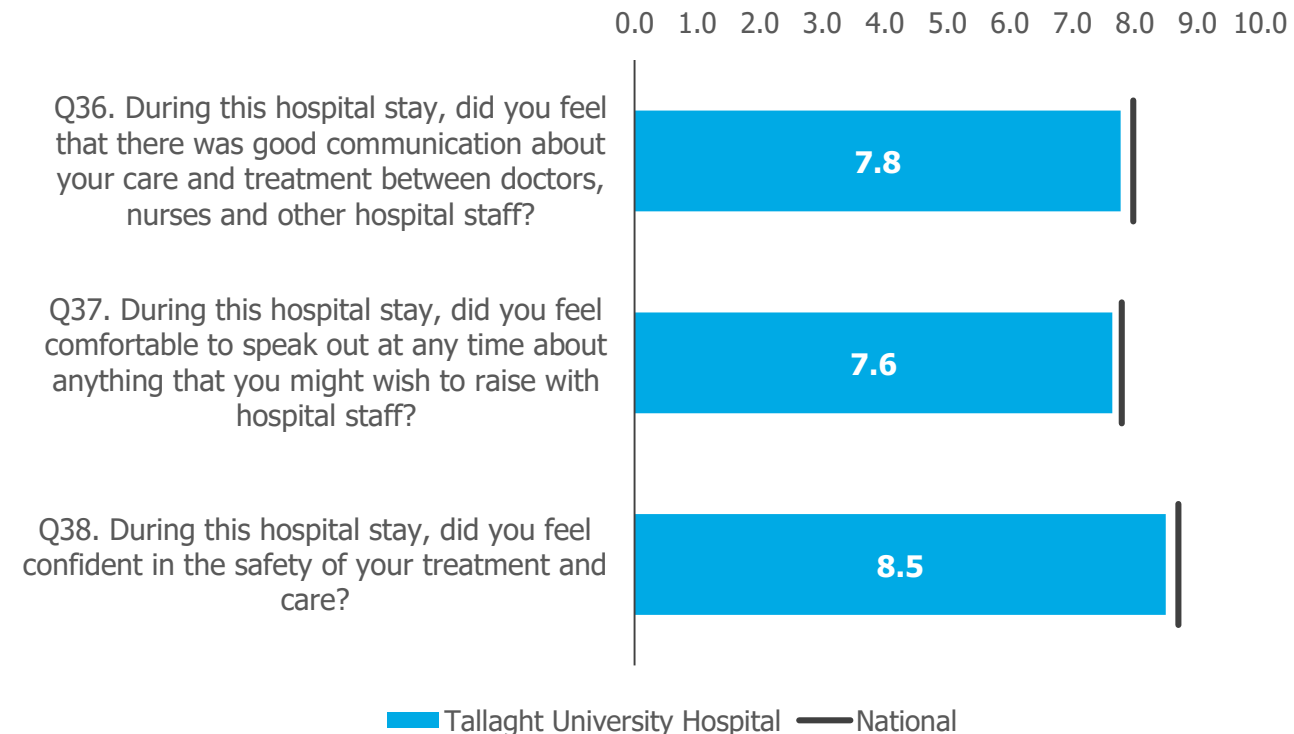


Patient safety



- 13% of people (76 of 569) 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:
 - 77% of people (443 of 578) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 11% of people (56 of 513) 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'

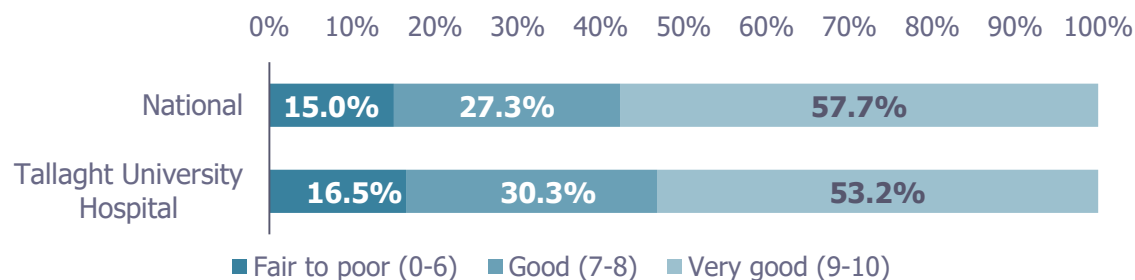




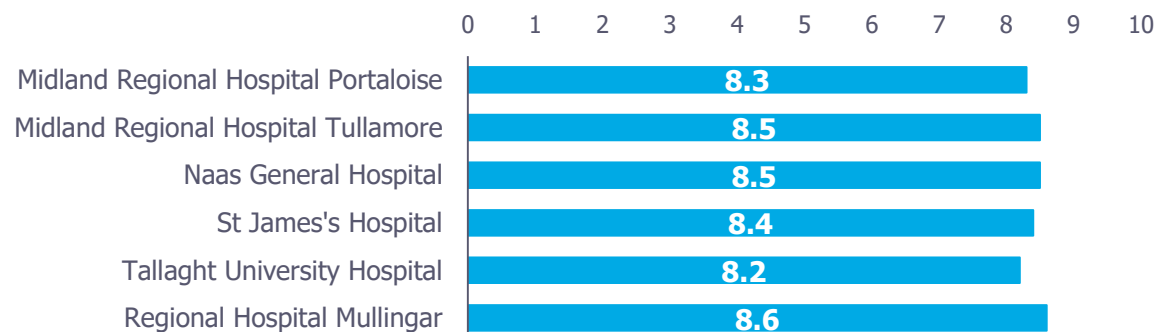
Overall experience

- 84% of survey participants who were admitted to Tallaght University 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 score for the 'Discharge or transfer' stage of care has also increased significantly since 2022.

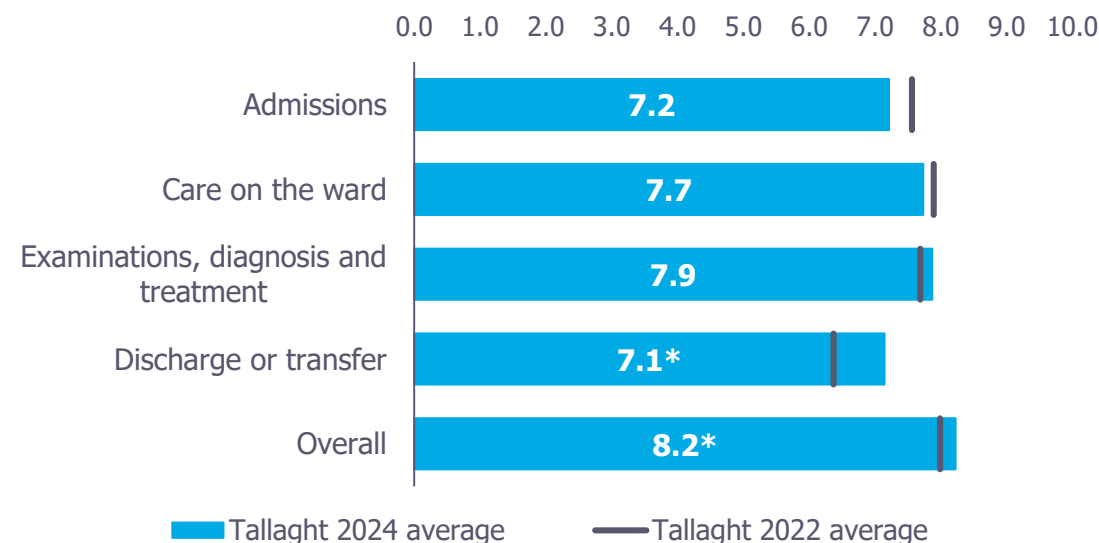
Overall experience of care



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



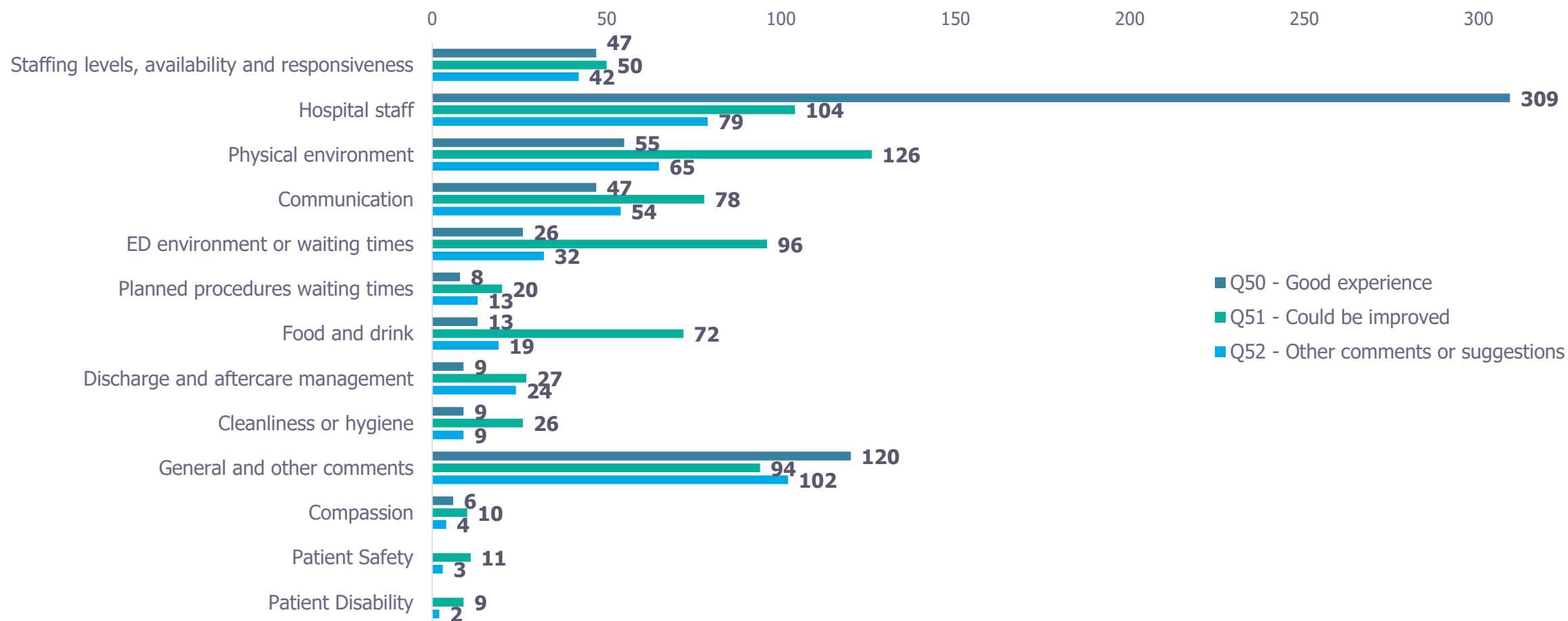
Scores for stages of care and overall experience



* 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).
- 1,050 comments were received from patients at Tallaght University Hospital. Comments were coded using the categories below.



Conclusion



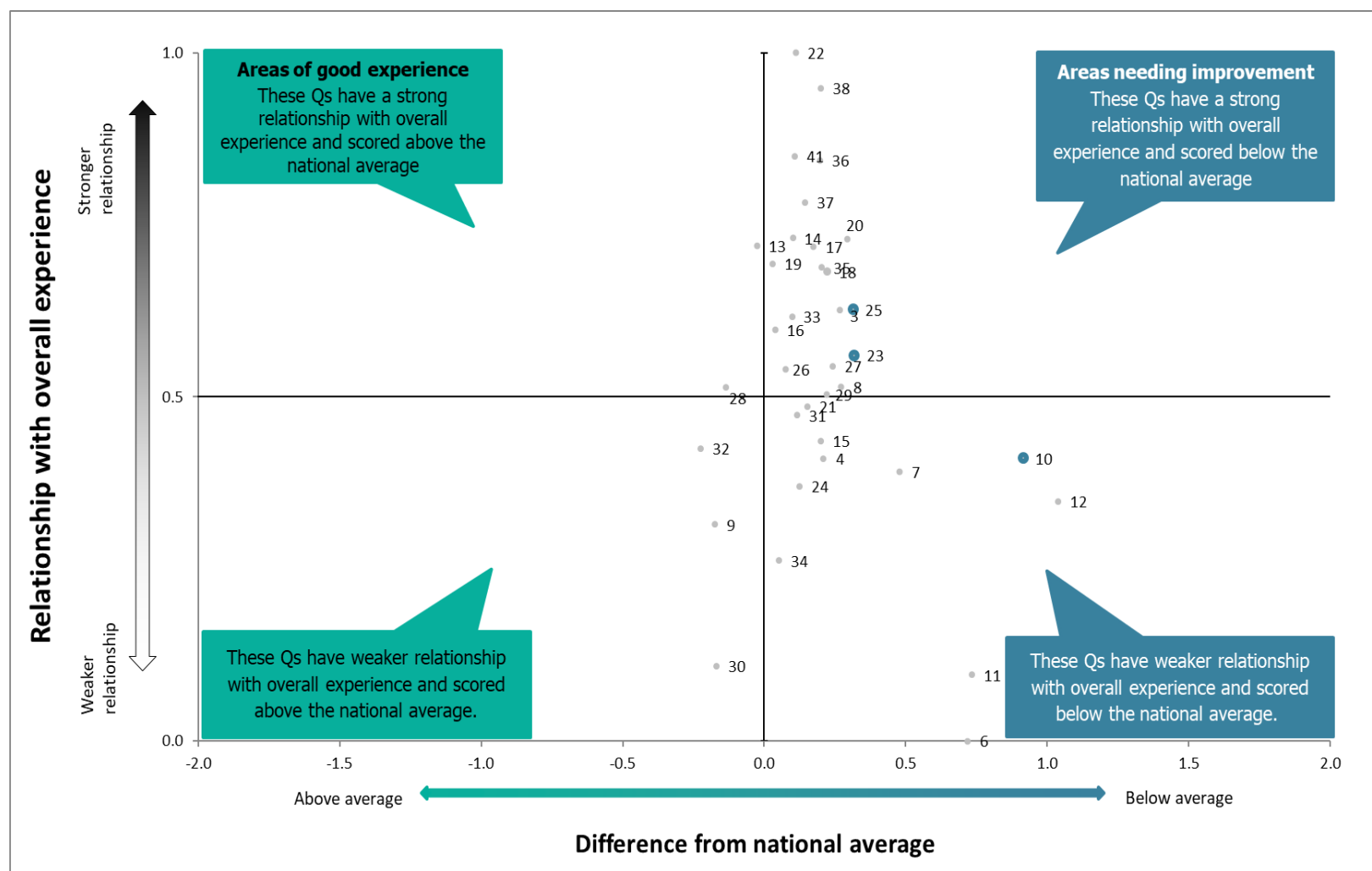
- The highest-scoring questions at Tallaght University Hospital related to patients feeling that they were treated with respect and dignity in hospital, staff introducing themselves to patients, and privacy for patients when being examined or treated.
- Areas for improvement related to hospital food, pain management, and privacy for patients when discussing conditions or treatment.
- '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, though this score had improved significantly since 2022.
- 84% of survey participants at Tallaght University Hospital said they had a good to very good overall experience, compared to 85% nationally.
- The overall rating of care experience for Tallaght University Hospital has increased significantly since 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 Tallaght University Hospital





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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