



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

Tipperary 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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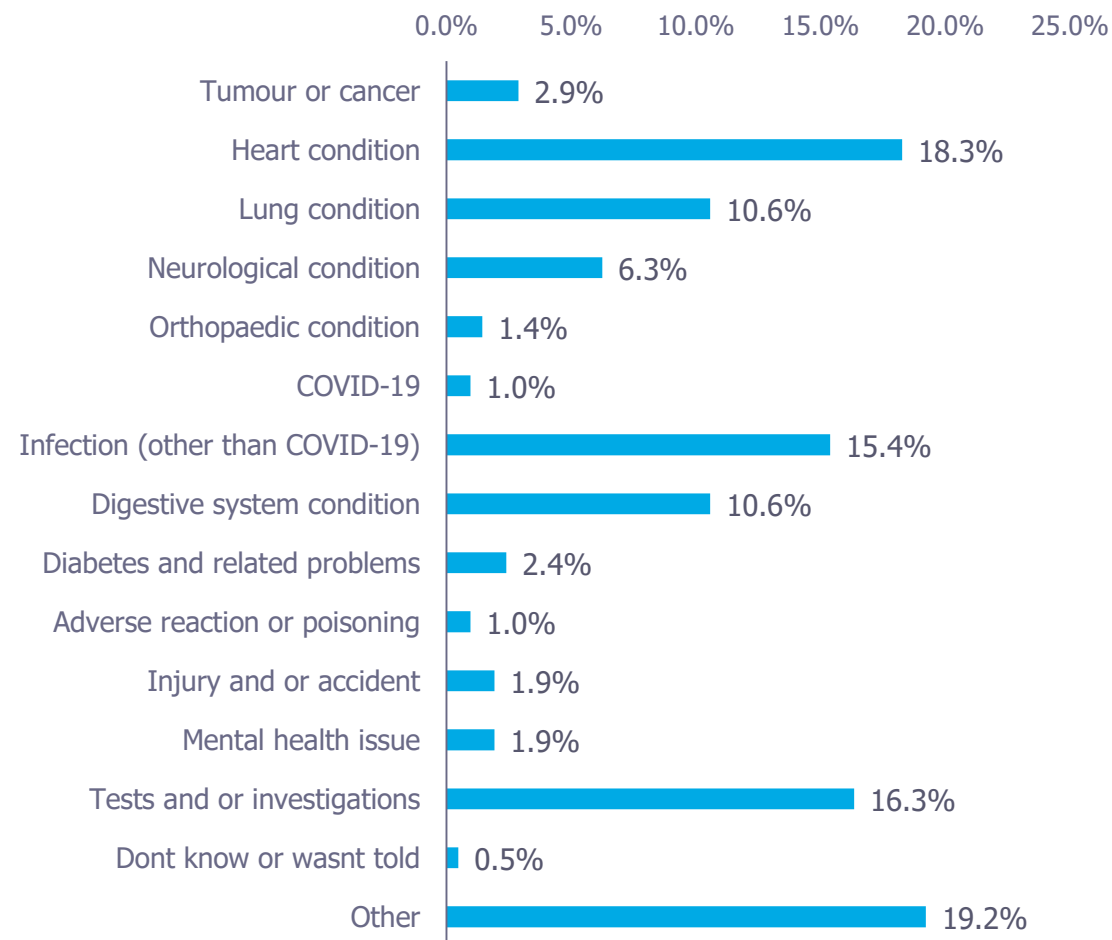
Participants

- 510 people who were admitted to Tipperary University Hospital were invited.
- 211 took part (41%), compared to 41% nationally.
- 55% (116) completed the survey online, while 45% (95) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	13	6.2
36 to 50 years	25	11.8
51 to 65 years	41	19.4
66 to 80 years	87	41.2
81 years or older	45	21.3
Sex		
Male	114	54
Female	97	46
Admission route		
Emergency	192	91.0
Non-emergency	19	9

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 areas of good experience is provided below.

Comments from patients

"The nurses and all healthcare staff were excellent. My father was in a room on his own so facilities were very good. Room was a good size with large bathroom."

"Response times good, attention to your needs very good. Friendliness also."

"Everything was good, from the consulting surgeon to the care staff, all very efficient and courteous. Food and cleanliness was excellent. Assistance was offered at all times. The nurses at pre anaesthetist appointment were very kind and considerate and explained all about the hernia operation."

Areas needing improvement



Clear answers from a doctor | Q13

Of the 199 people who answered this question, 9% (17) said that when they had important questions to ask a doctor, they did not get answers they could understand.

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

Comments from patients

“Yes, the doctors and the surgeons, I find that they don't listen to their patients and don't do tasks when they need to be done, they're put on the long finger. They try to mask the pain instead of dealing with the problem there and then.”

“I found the daily doctors visits very cold and aloof as if they were just going through the motion.”

“Yes, when I was discharged I got ready to leave my room and I was asked to please leave straight away, which I understand as the bed was needed, but I felt I should have been told earlier that I was being discharged at a certain time so I had time to organize my lift !!!!”

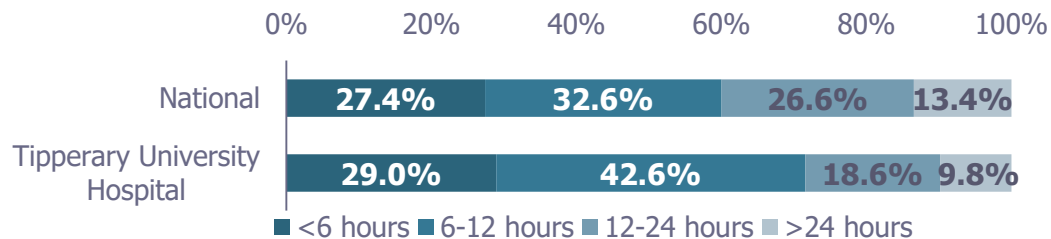


Admissions

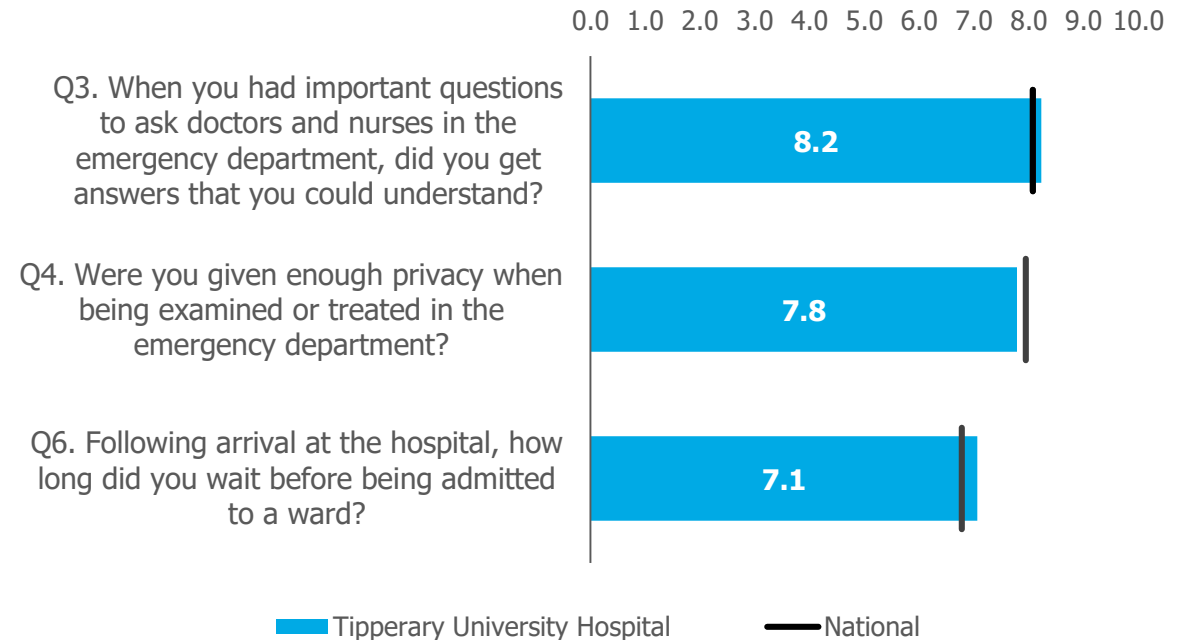


- Highest-scoring question:
 - 69% of people (115 of 167) said that they always got clear answers to their questions from doctors and nurses in the emergency department.
- Lowest-scoring question:
 - 10% of people (18 of 183) waited more than 24 hours in the emergency department before they were admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'

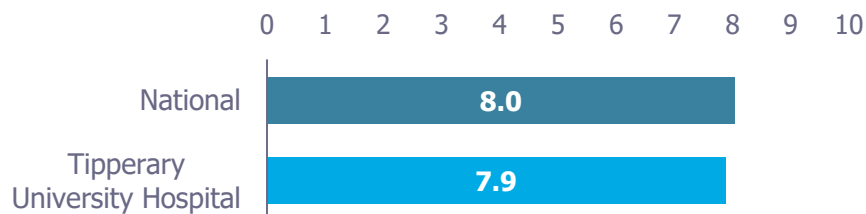




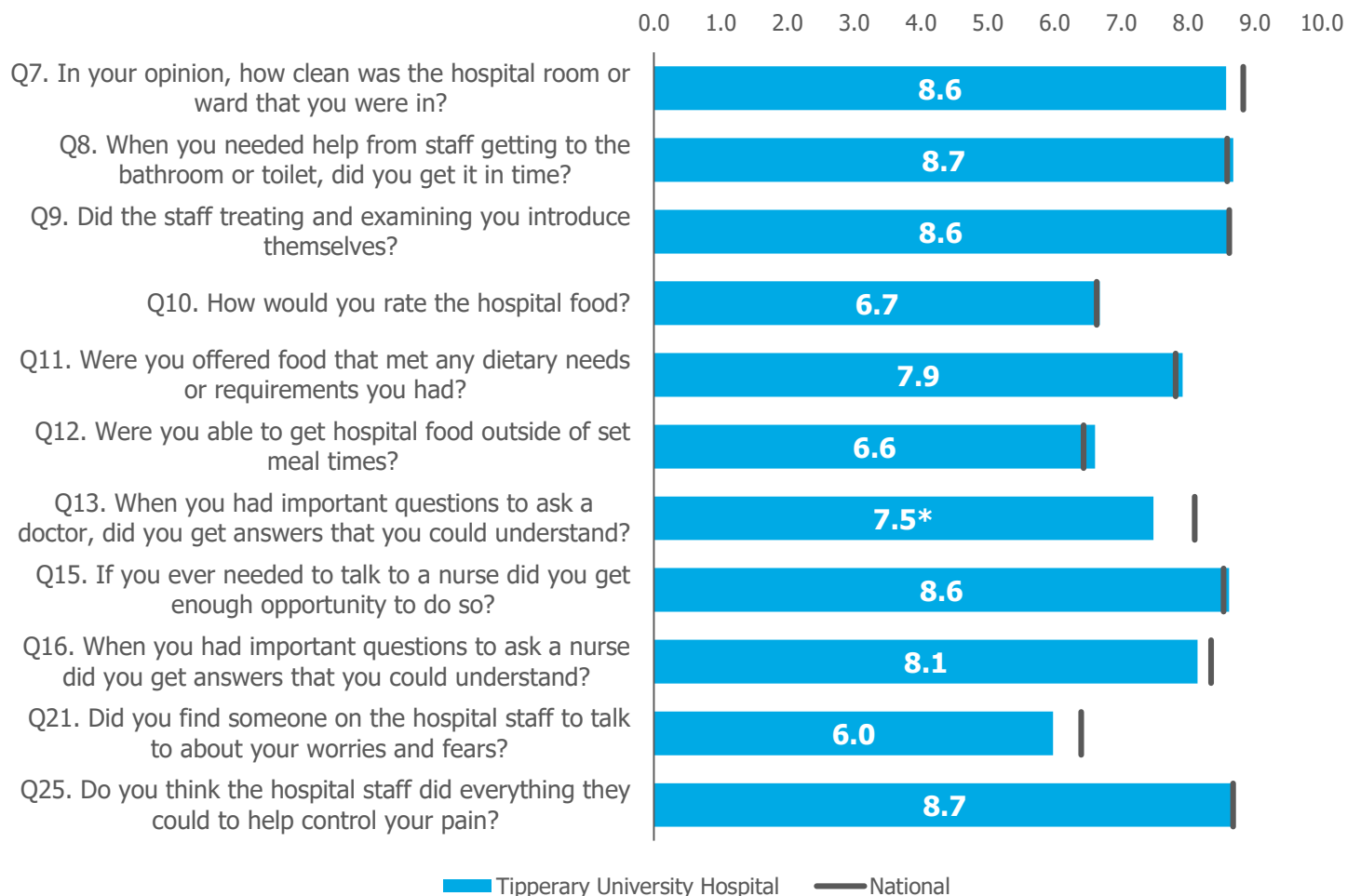
Care on the ward

- Highest-scoring questions:**
 - 77% of people (104 of 135) said that when they needed it, they always received help from hospital staff to get to the bathroom.
 - 80% of people (135 of 169) said that the hospital staff definitely did everything they could to help control their pain.
- Lowest-scoring question:**
 - 24% of people (34 of 1430) did not find someone on the hospital staff to talk to about their worries and fears.

Comparison with the national average



Average scores for questions on 'care on the ward'



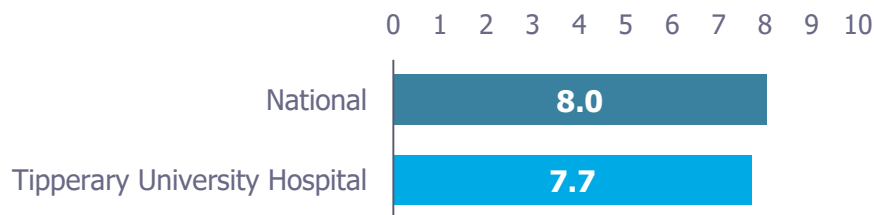
* Denotes statistically significant differences from the national average.



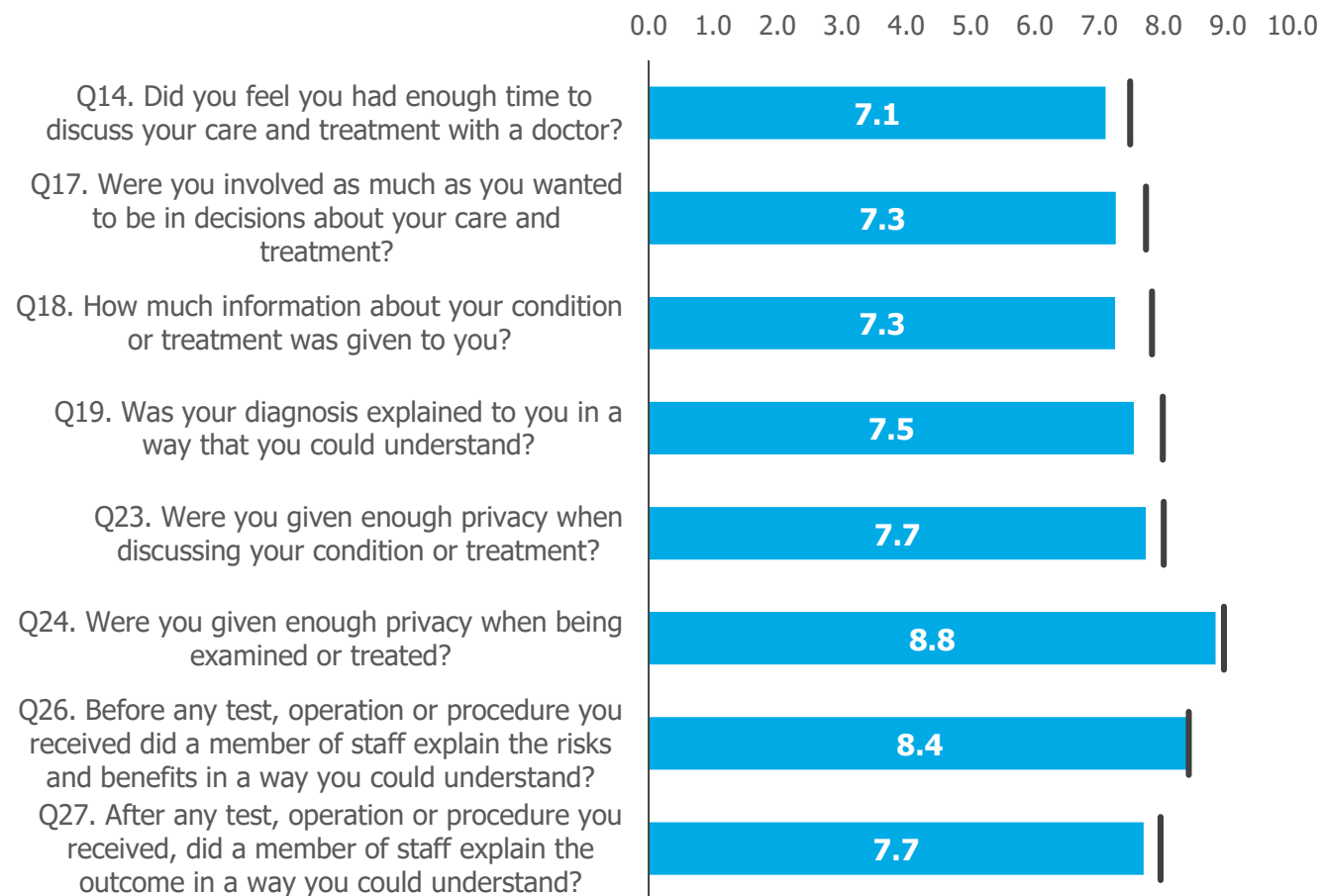
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 82% of people (167 of 204) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
 - 13% of people (27 of 204) 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'

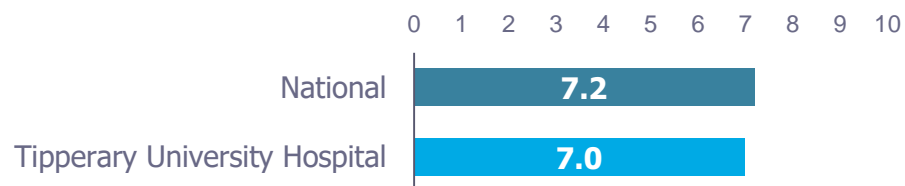




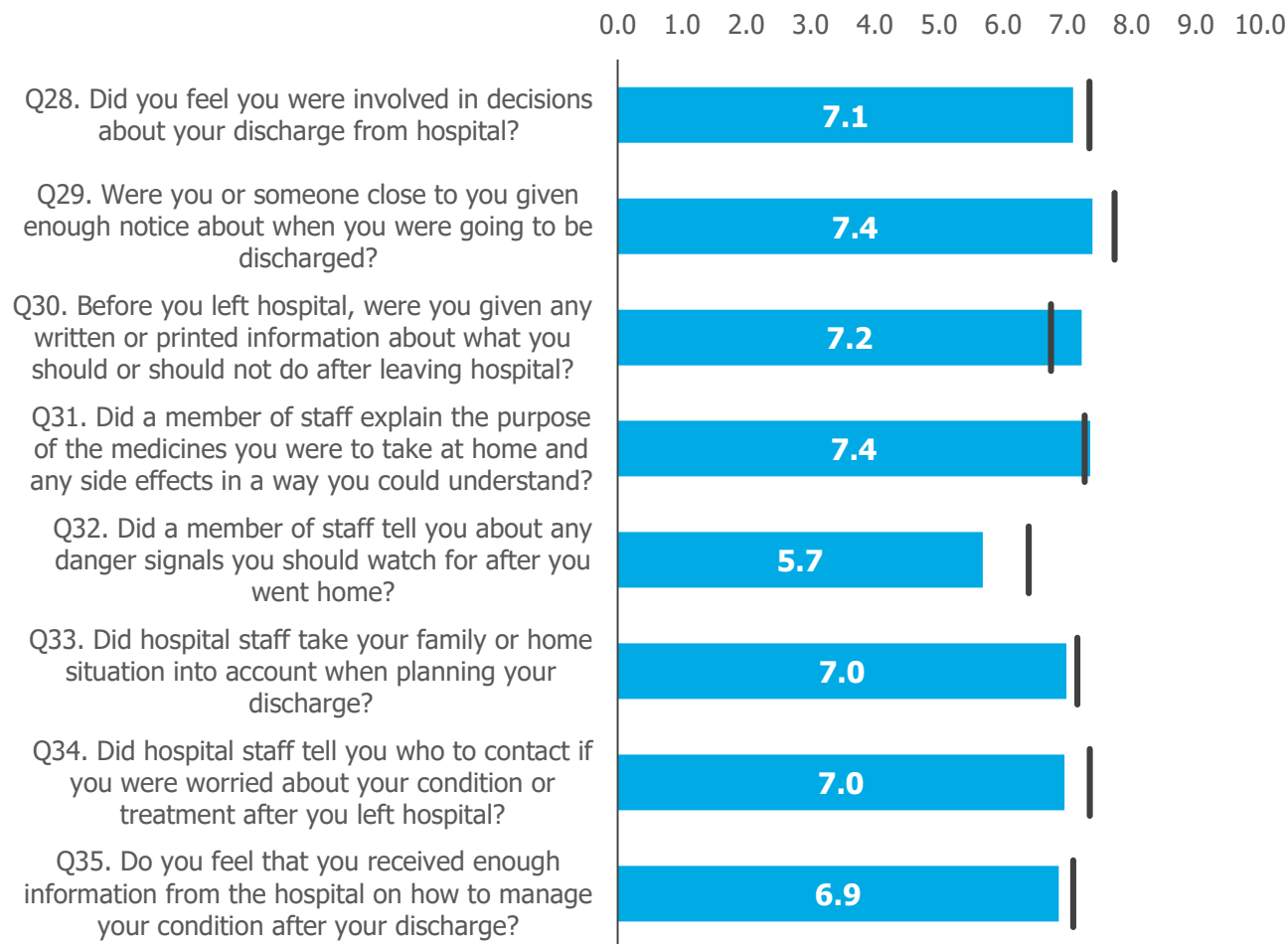
Discharge or transfer

- Highest-scoring questions:**
 - 61% of people (125 of 205) said that they were definitely given enough notice about when they were going to be discharged.
 - 62% of people (104 of 169) said that staff completely explained the purpose of the medicines they were to take at home and any side effects, in a way that they could understand.
- Lowest-scoring question:**
 - 34% of people (56 of 163) 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'



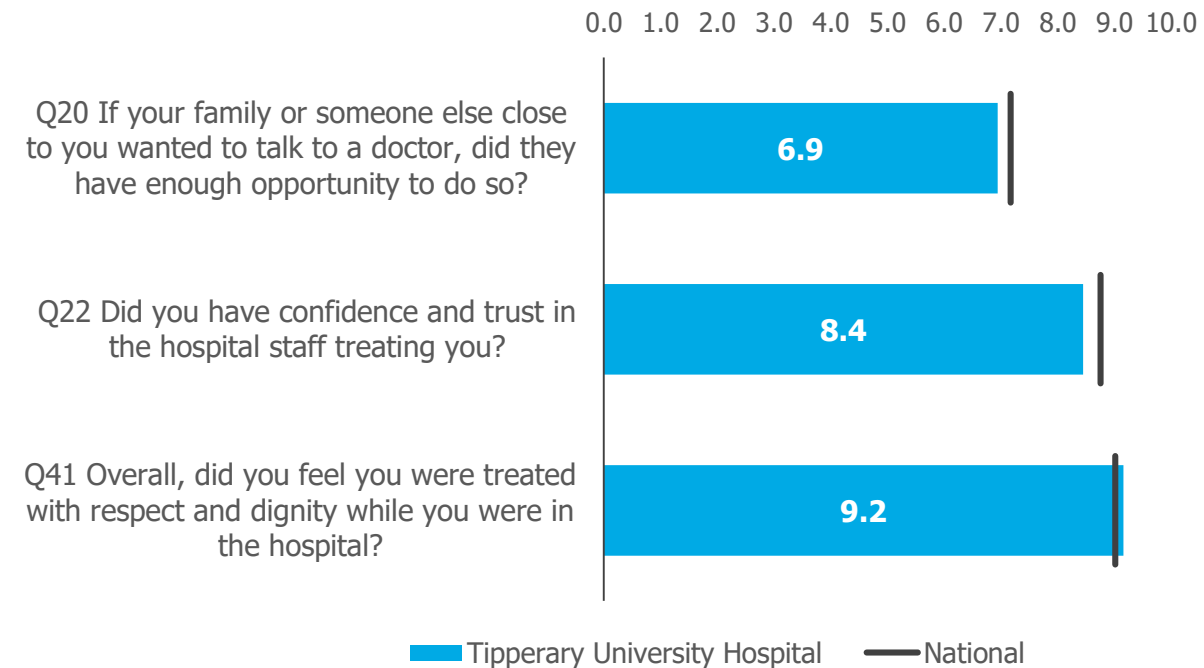
Tipperary University Hospital National

Other aspects of care



- Highest-scoring question:
 - 85% of people (175 of 205) felt they were always treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 16% of people (24 of 149) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 50% of people (72 of 144) who wanted to give feedback or make a complaint knew how and where to do so, while the other 50% did not.

Average scores for questions on 'other aspects of care'

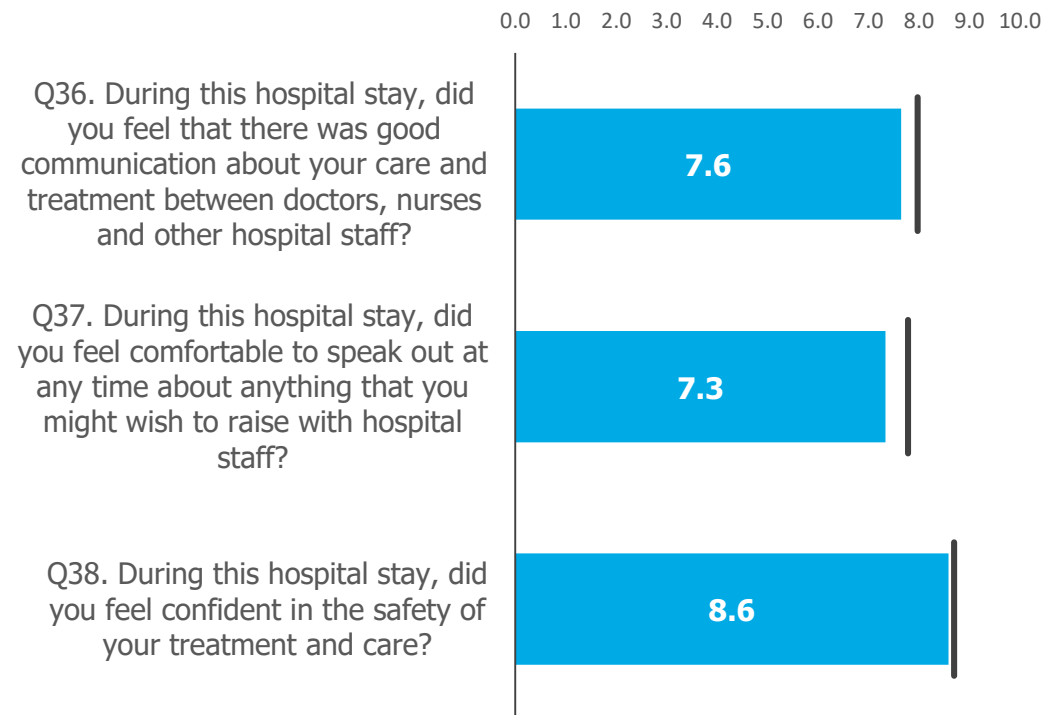


Patient safety



- 12% of people (25 of 201) indicated they had a patient safety incident during their hospital stay. The most common types of patient safety incident experienced by people were medication issues and healthcare-associated infections.
- Highest-scoring question:
 - 76% of people (156 of 206) definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 16% of people (27 of 172) 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'

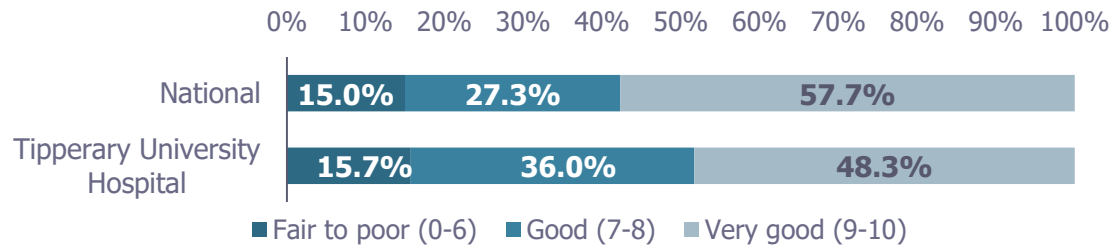




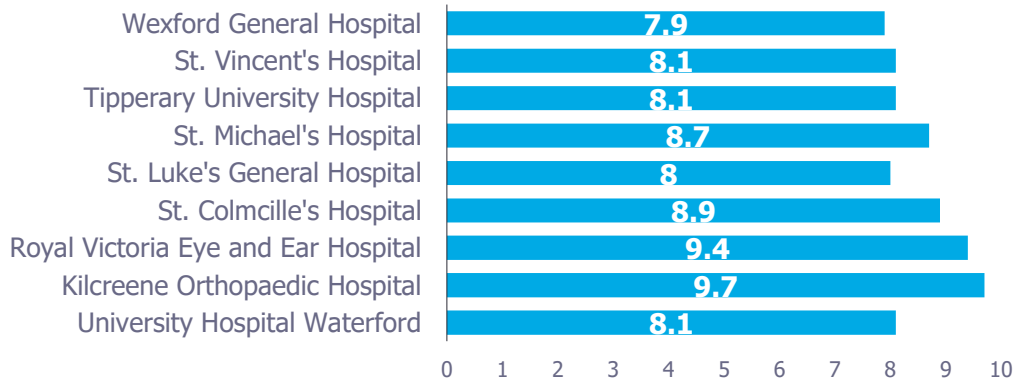
Overall experience

- 84% of survey participants who were admitted to Tipperary University Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for the 'Admissions' stage of care were significantly lower in 2024 compared to scores in 2022, but this may be due to changes to the questions in the 2024 survey.

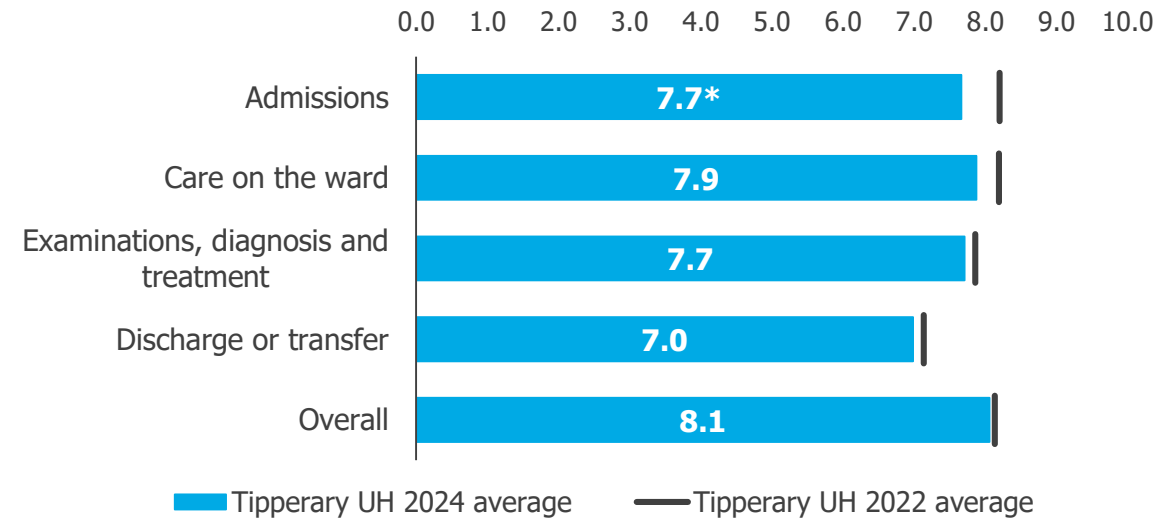
Overall experience of care



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



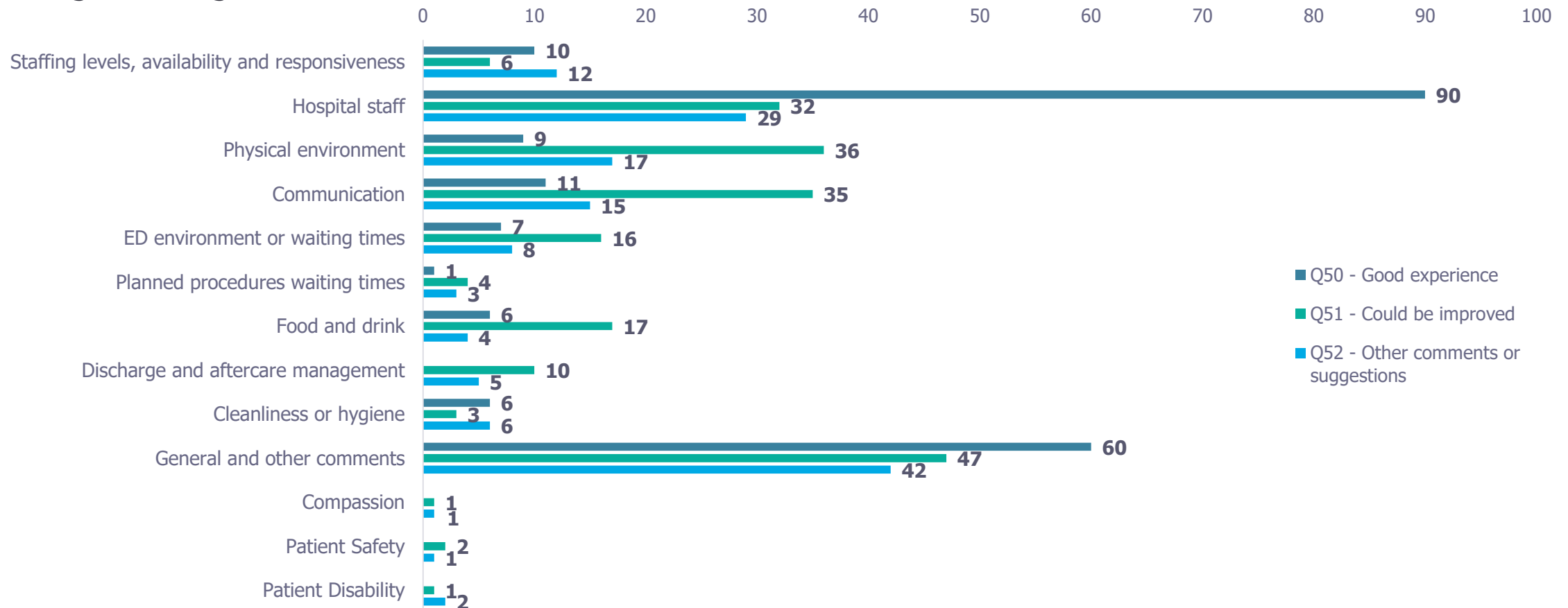
Scores for stages of care, patient safety and overall experience



* 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).
- 323 comments were received from patients admitted to Tipperary University Hospital. Comments were coded using the categories below.



Conclusion



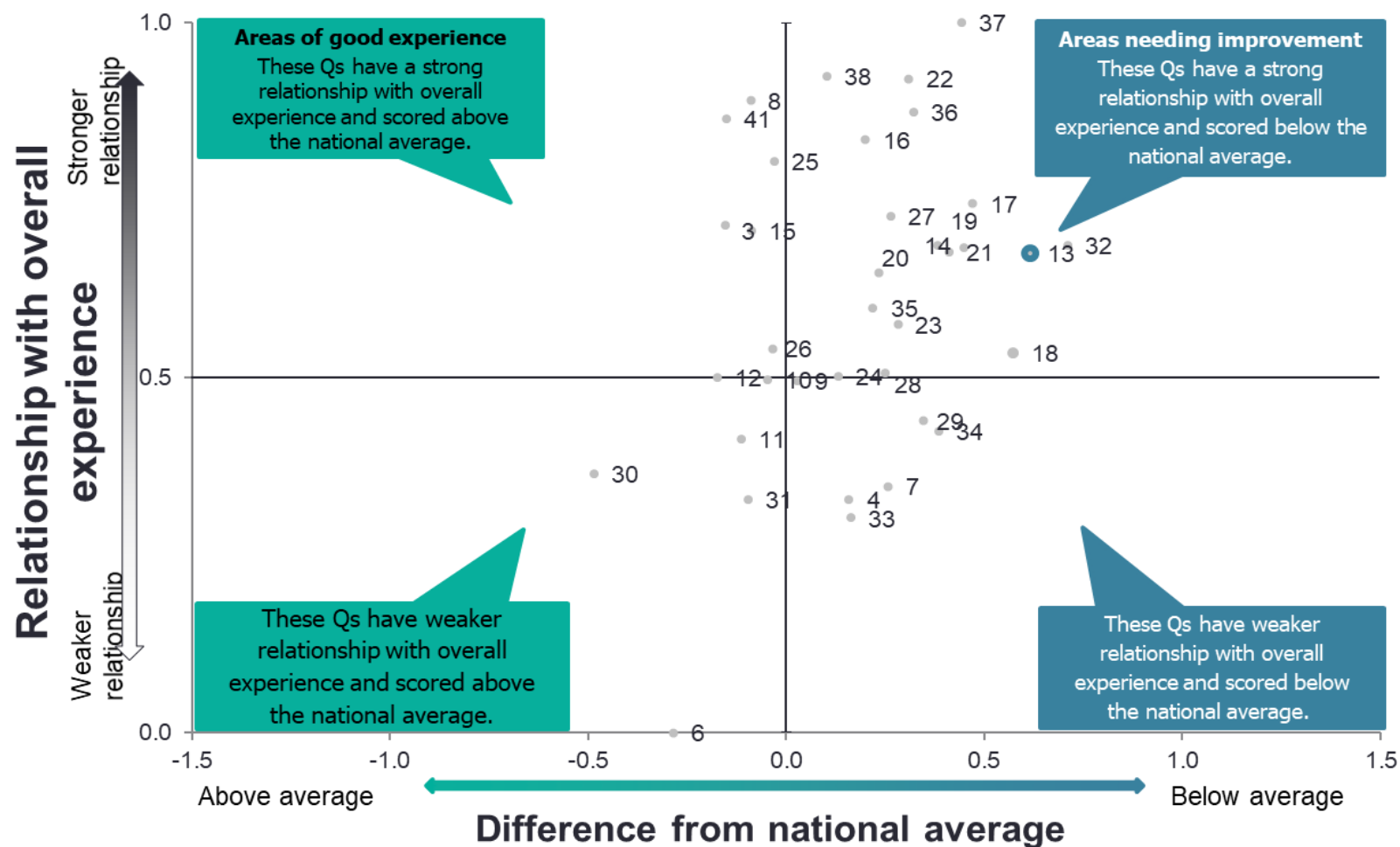
- Higher-scoring questions at Tipperary University Hospital related to patients having enough privacy when being examined or treated, and feeling that they were treated with respect and dignity in hospital.
- Areas for improvement include doctors providing patients with answers to their questions that they can understand.
- '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 Tipperary University Hospital said they had a good to very good overall experience, compared to 85% nationally.
- Scores for the 'Admissions' stage of care were significantly lower in 2024 compared to scores in 2022, though this may be due to changes in the questions asked for this stage in 2024.

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 Tipperary University Hospital





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Náisiúnta ar
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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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