



National
Inpatient
Experience
Survey

National Inpatient Experience Survey 2024

University Hospital Kerry

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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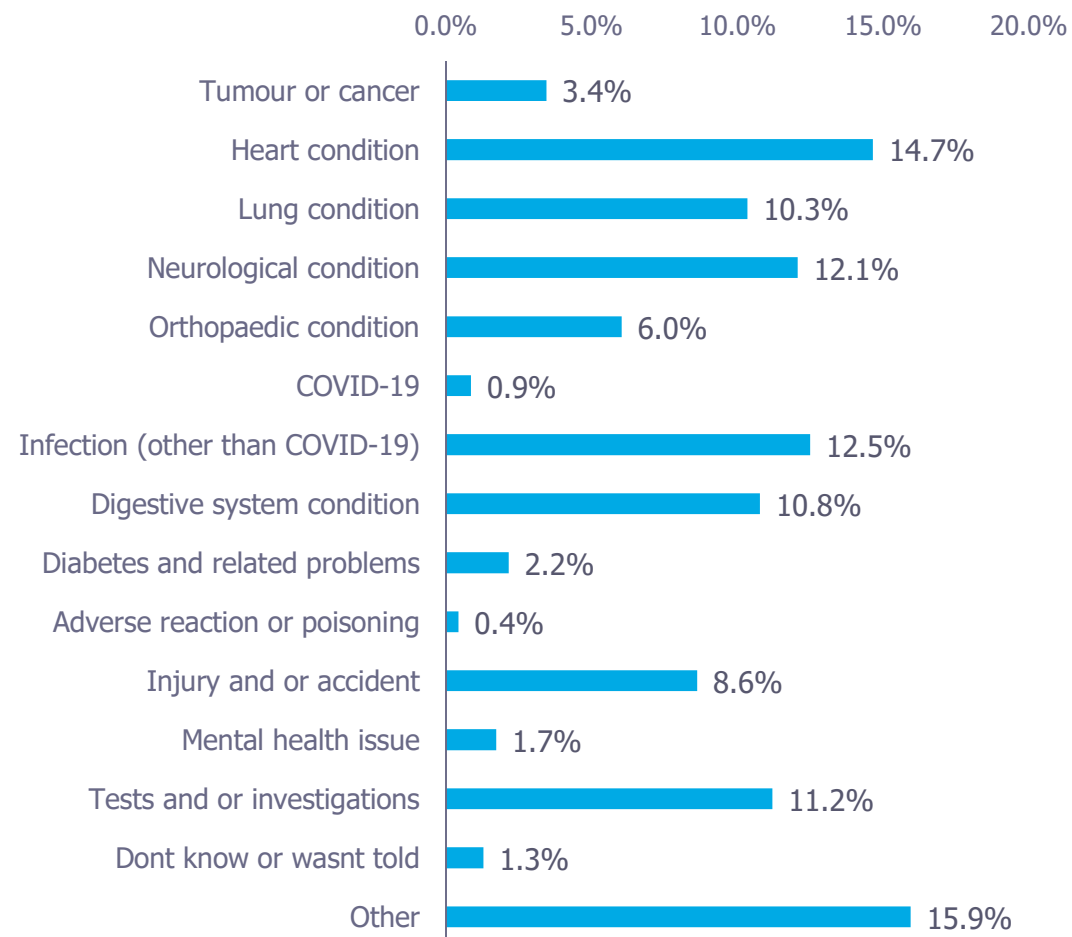
Participants

- 546 people who were admitted to University Hospital Kerry were invited.
- 234 took part (43%), compared to 41% nationally.
- 47% (110) completed the survey online, while 53% (124) completed the paper survey.

Characteristics of participants

Age category	Number	%
16 to 35 years	19	8.1
36 to 50 years	25	10.7
51 to 65 years	45	19.2
66 to 80 years	87	37.2
81 years or older	58	24.8
Sex		
Male	109	46.6
Female	125	53.4
Admission route		
Emergency	222	94.9
Non-emergency	12	5.1

Reason for admission



Areas of good experience



Opportunity for family members to talk to a doctor | Q20

Of the 155 people who answered this question, 62% (96) said that their family or someone close to them definitely had enough opportunity to talk to a doctor when they wanted to.

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

Comments from patients

"All the nurses were very kind and helpful. All the doctors spoke to relatives when requested. The care is "second to none" and a very high standard in all areas."

"Dr [Name] provided excellent care and met my family on a fortnightly basis with her team to provide updates on care and answer any questions."

Areas needing improvement



Emergency department waiting times | Q6

Of the 191 people who answered this question, 20% (39) said that they had to wait more than 24 hours before being admitted to a ward.

Help from staff to get to the bathroom | Q8*

Of the 154 people who answered this question, 9% (14) said that, when needed, they did not get help from staff in time to get to the bathroom or toilet.

These questions scored significantly below average.

**This question has a stronger relationship with overall experience.*

Comments from patients

"A&E Department was totally unacceptable through no fault of the staff. I arrived by ambulance at 10pm on a Wednesday night with severe pains and was put in a hard seat without any assistance until about 10am on the following morning. I finally saw an A&E doctor and was then put sitting on a hard chair in a busy corridor until 9pm that evening."

"After coming into A&E at 11pm, didn't see a doctor till the following day at 11.30am. So that was 12 hours and the infection got worse."

"Change patients more often. Not left sit all day in wet pads. Was given the feeling if you are over a certain age they don't want to know you."

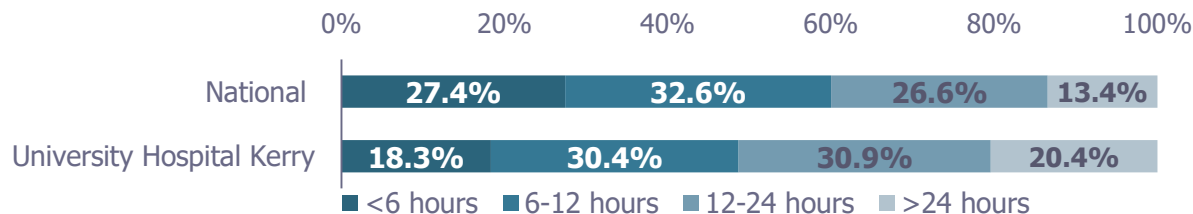


Admissions

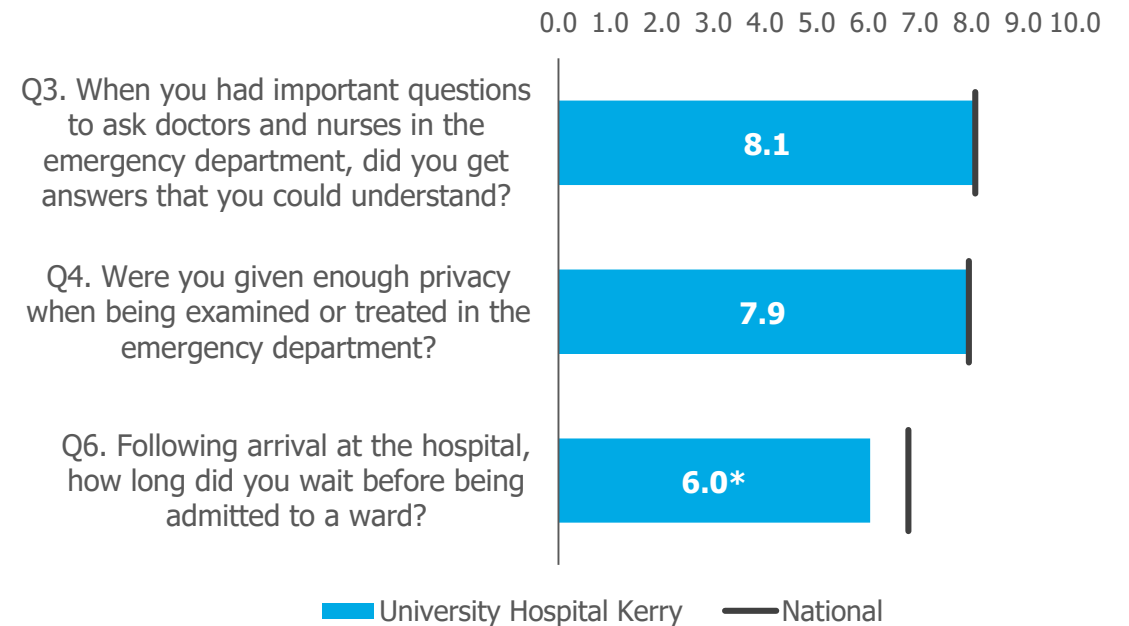


- Highest-scoring question:
 - 66% of people (121 of 184) said that when they had important questions to ask doctors and nurses in the emergency department, they always got answers that they could understand.
- Lowest-scoring question:
 - 20% of people (39 of 191) waited more than 24 hours in the emergency department before they were admitted to a ward.

Emergency department waiting times



Average scores for questions on 'admissions'



* Denotes statistically significant difference from the national average.

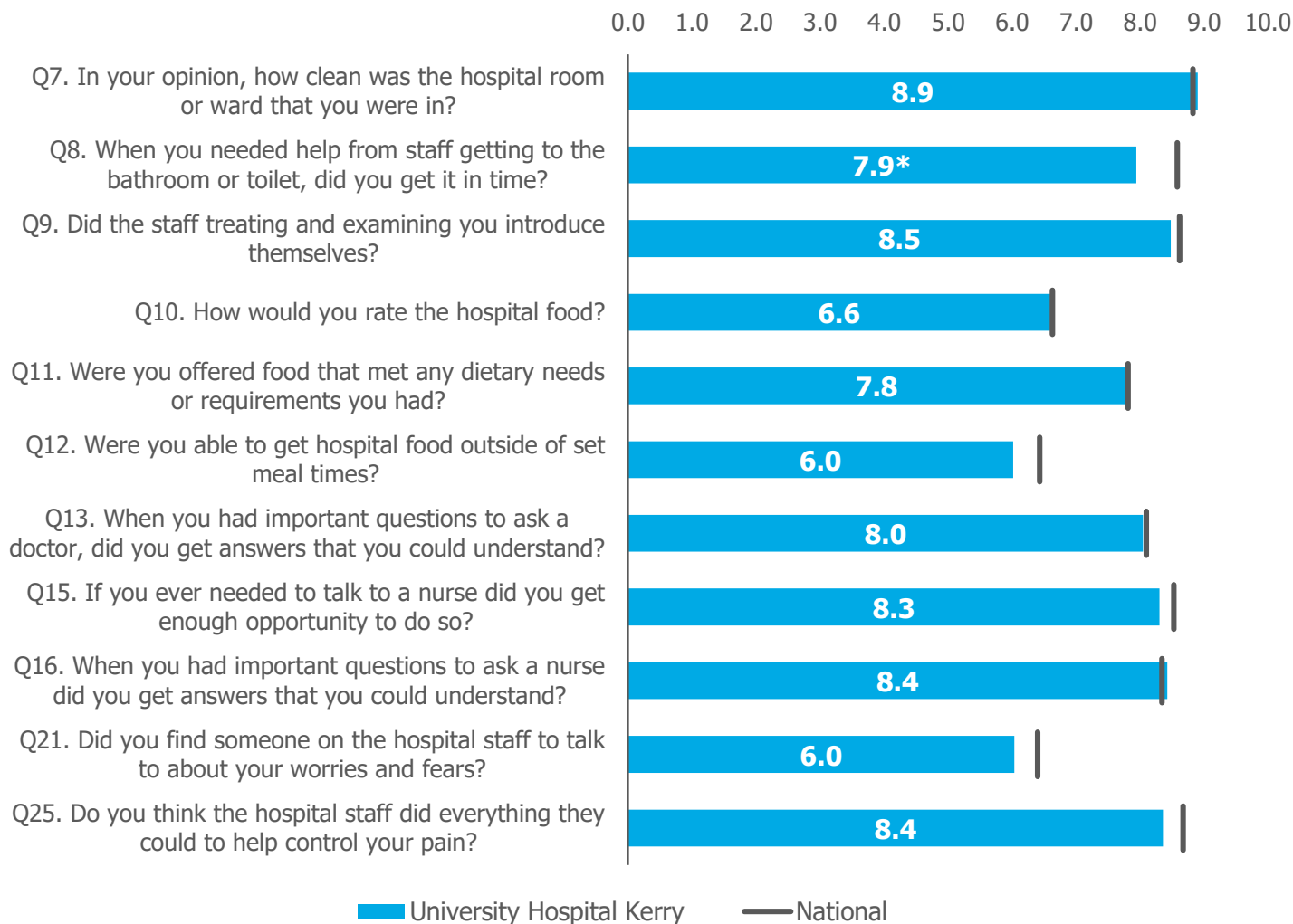
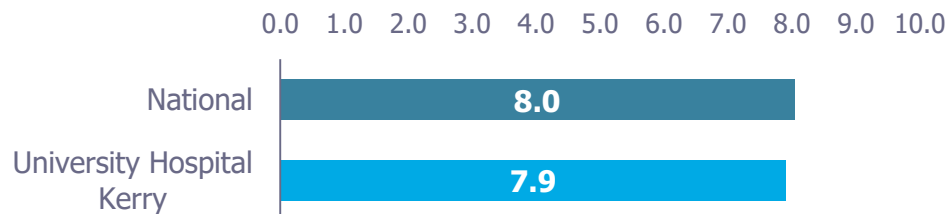


Care on the ward

Average scores for questions on 'care on the ward'

- Highest-scoring question:
 - 72% of people (158 of 220) said that the hospital was 'very clean'.
- Lowest-scoring questions:
 - 29% of people (31 of 108) said they were not able to get hospital food outside of set meal times.
 - 22% of people (33 of 150) said they were not able to find someone to talk to about their worries and fears.

Comparison with the national average



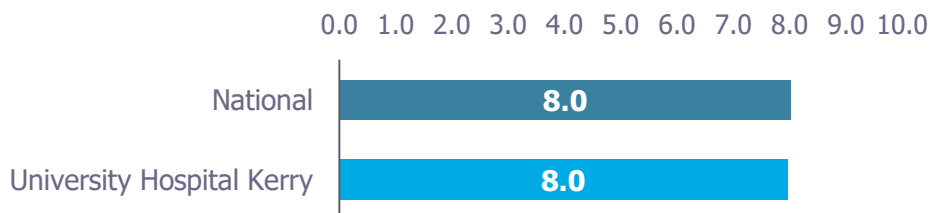
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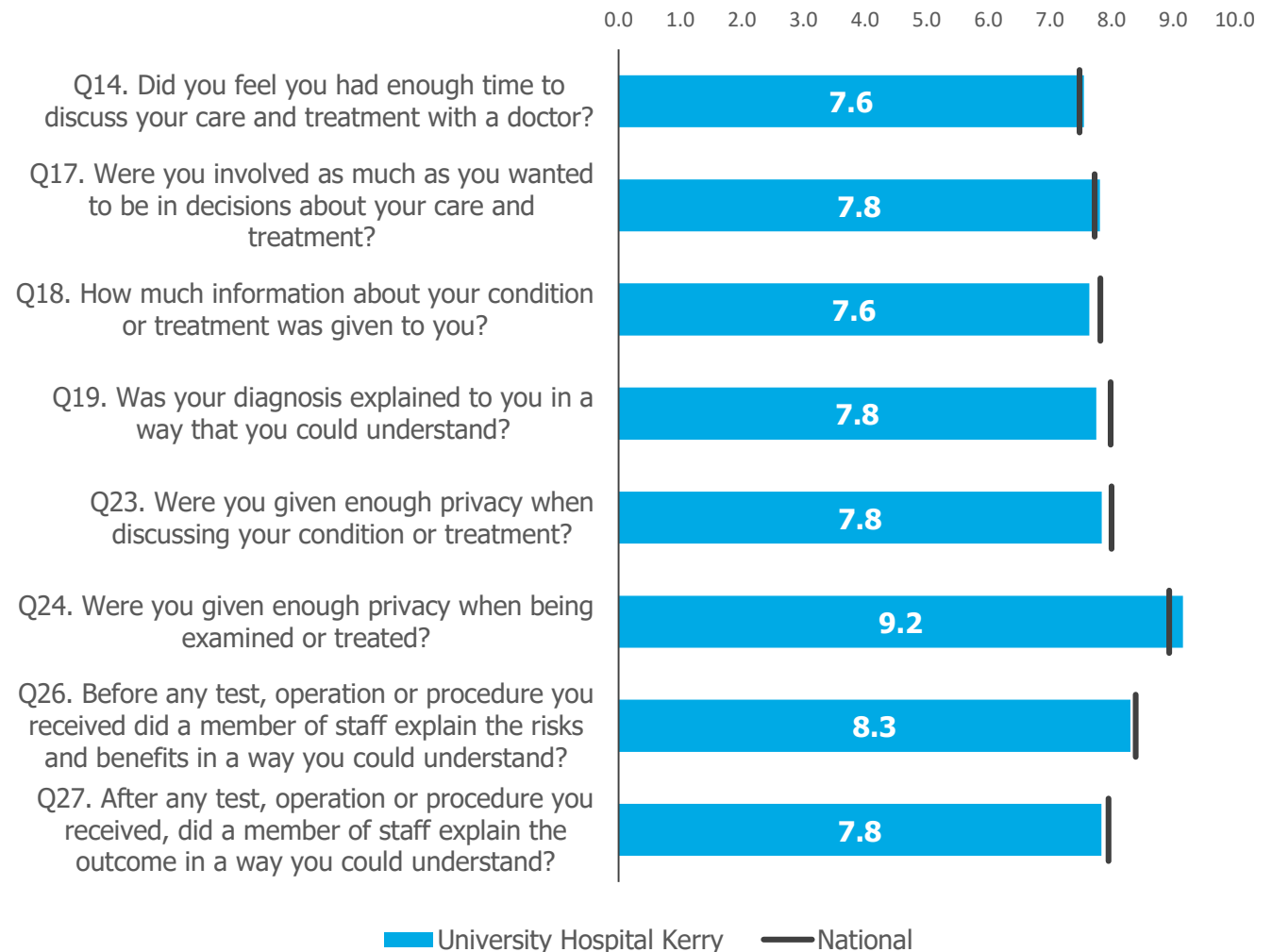
Examinations, diagnosis and treatment

- Highest-scoring question:
 - 83% of people (184 of 222) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring questions:
 - 8% of people (18 of 223) felt they did not have enough time to discuss their care and treatment with a doctor.
 - 23% of people (50 of 222) said that they were not given enough information about their condition or treatment.

Comparison with the national average



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

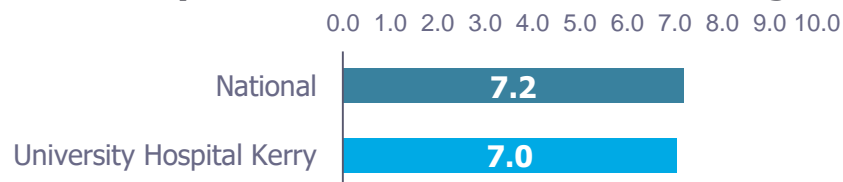




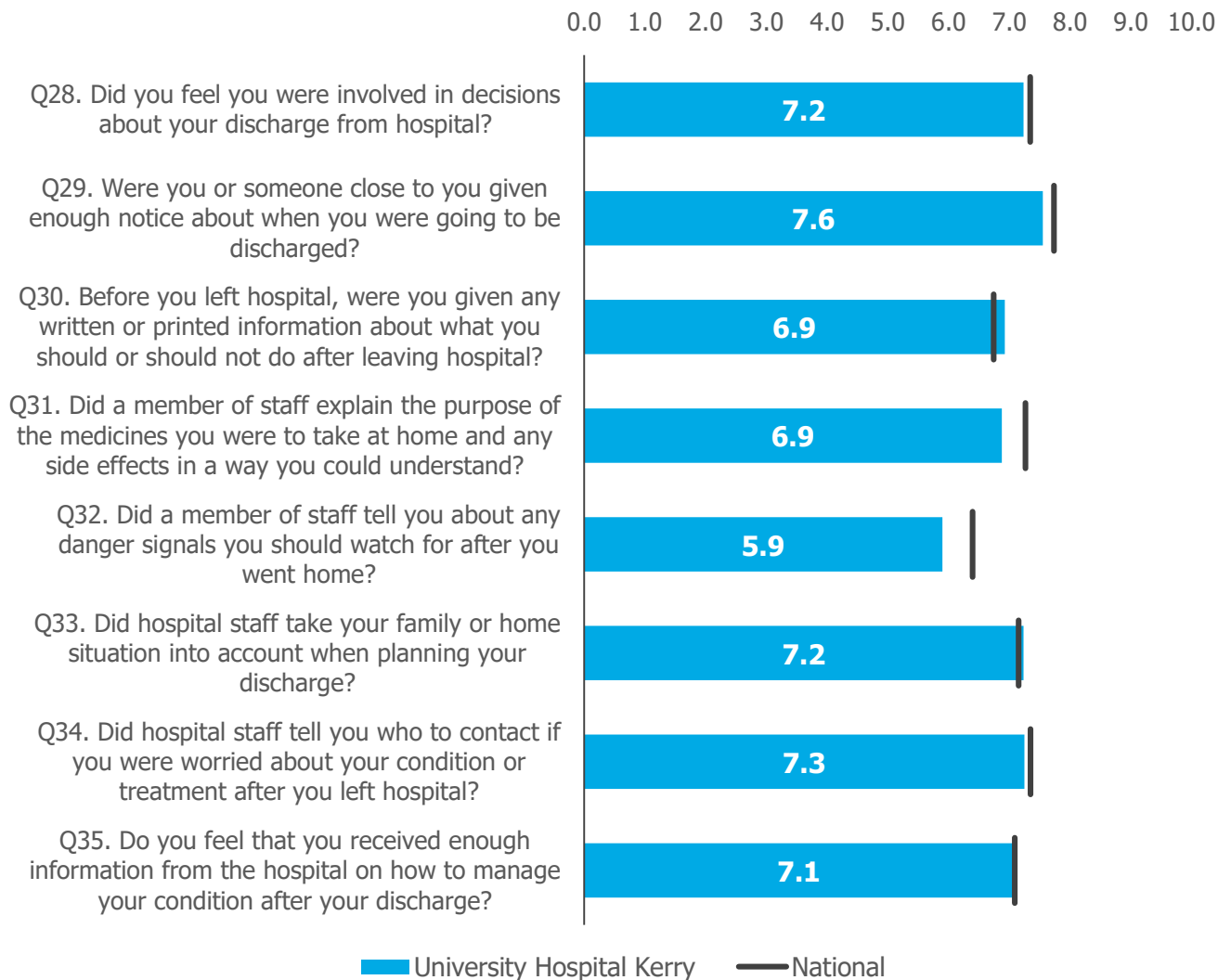
Discharge or transfer

- Highest-scoring question:**
 - 60% of people (131 of 217) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:**
 - 31% of people (58 of 190) 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'

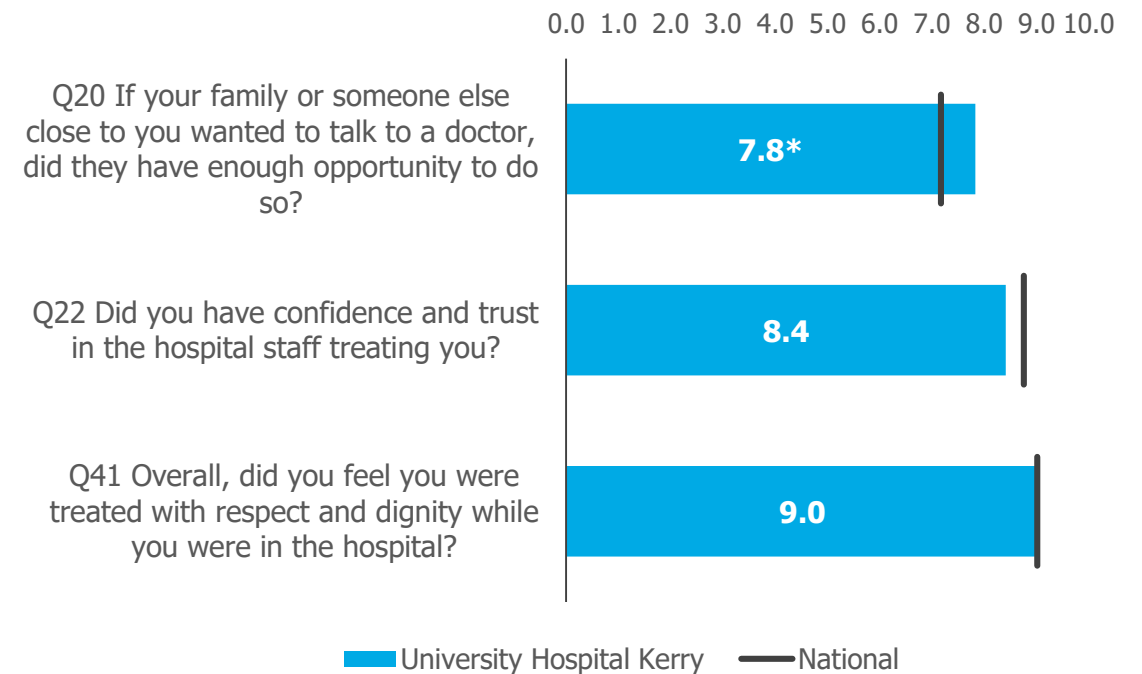


Other aspects of care



- Highest-scoring question:
 - 82% of people (181 of 221) felt that they were treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
 - 10% of people (15 of 155) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 56% of people (84 of 150) who wanted to give feedback or make a complaint knew how and where to do so, while 44% (66 people) did not.

Average scores for questions on 'other aspects of care'



* Denotes statistically significant difference from the national average.

Patient safety



- 12% of people (27 of 217) 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:
 - 71% of people (154 of 218) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
 - 14% of people (27 of 187) did not feel comfortable to speak out about anything they wished to raise with hospital staff.

Average scores for questions on 'patient safety'

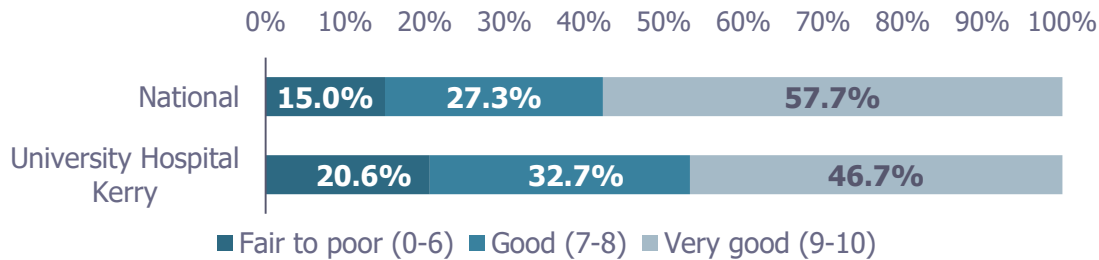




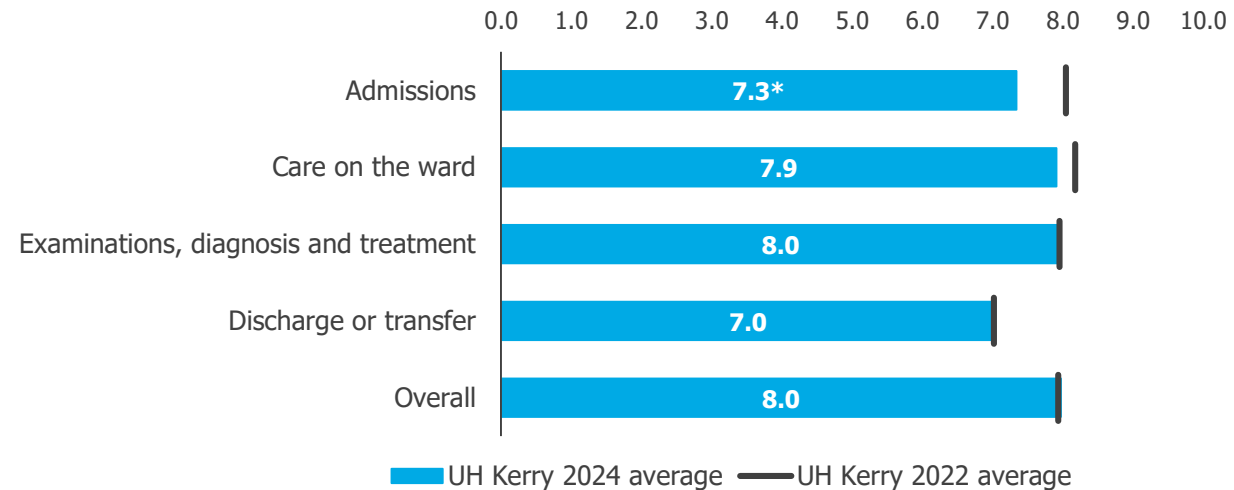
Overall experience

- 79% of survey participants who were admitted to University Hospital Kerry said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Score 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.

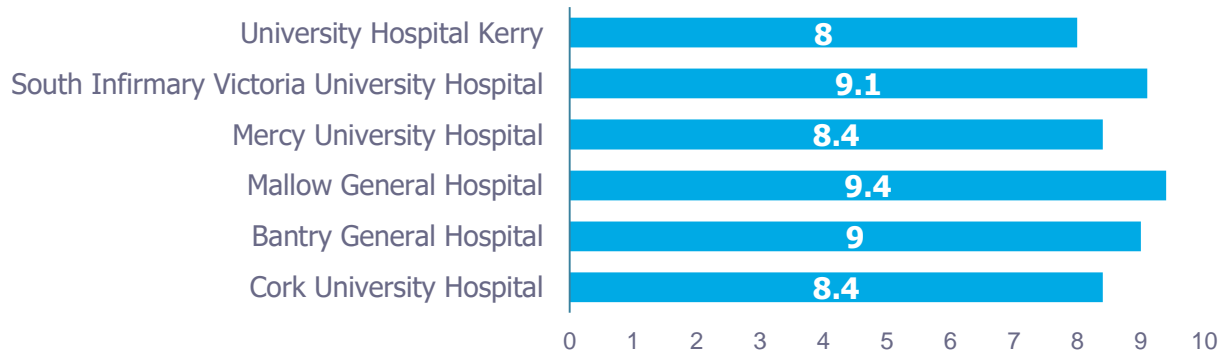
Overall experience of care



Scores for stages of care and overall experience



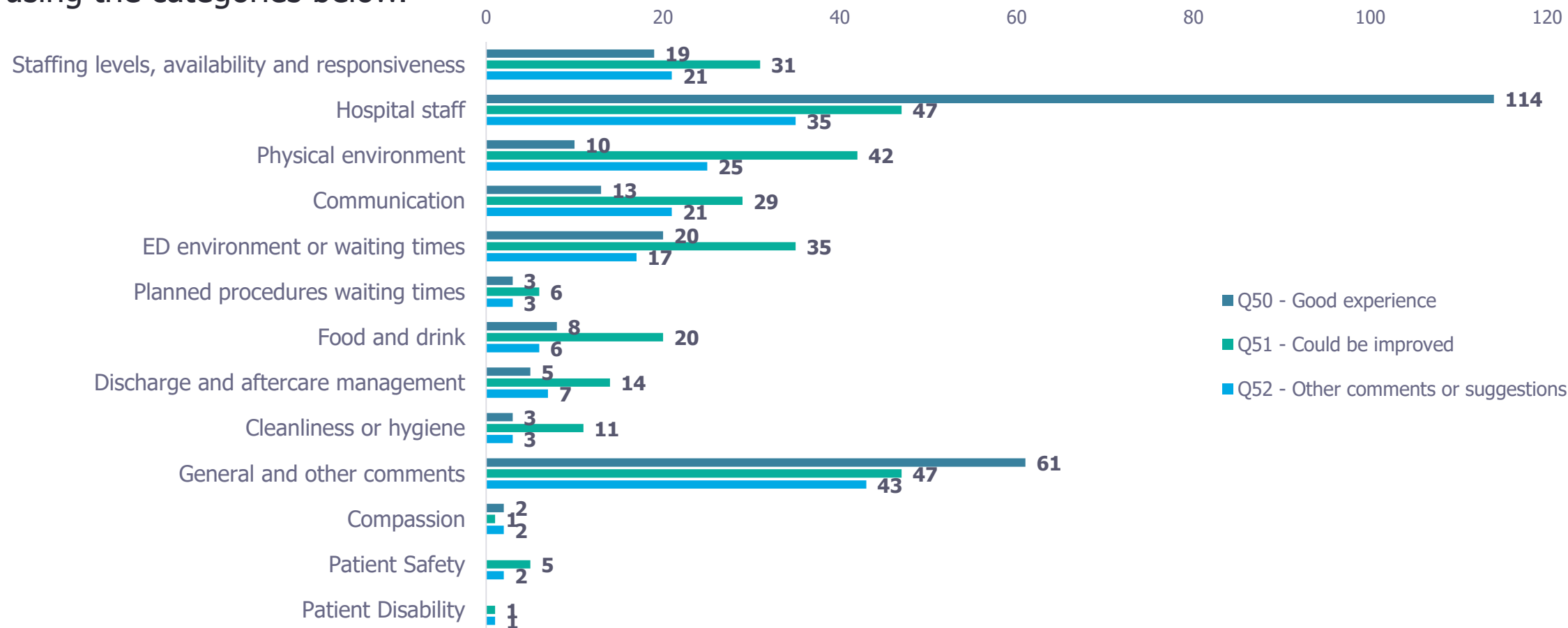
Overall experience of care scores for hospitals in the HSE South West health region



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



Conclusion



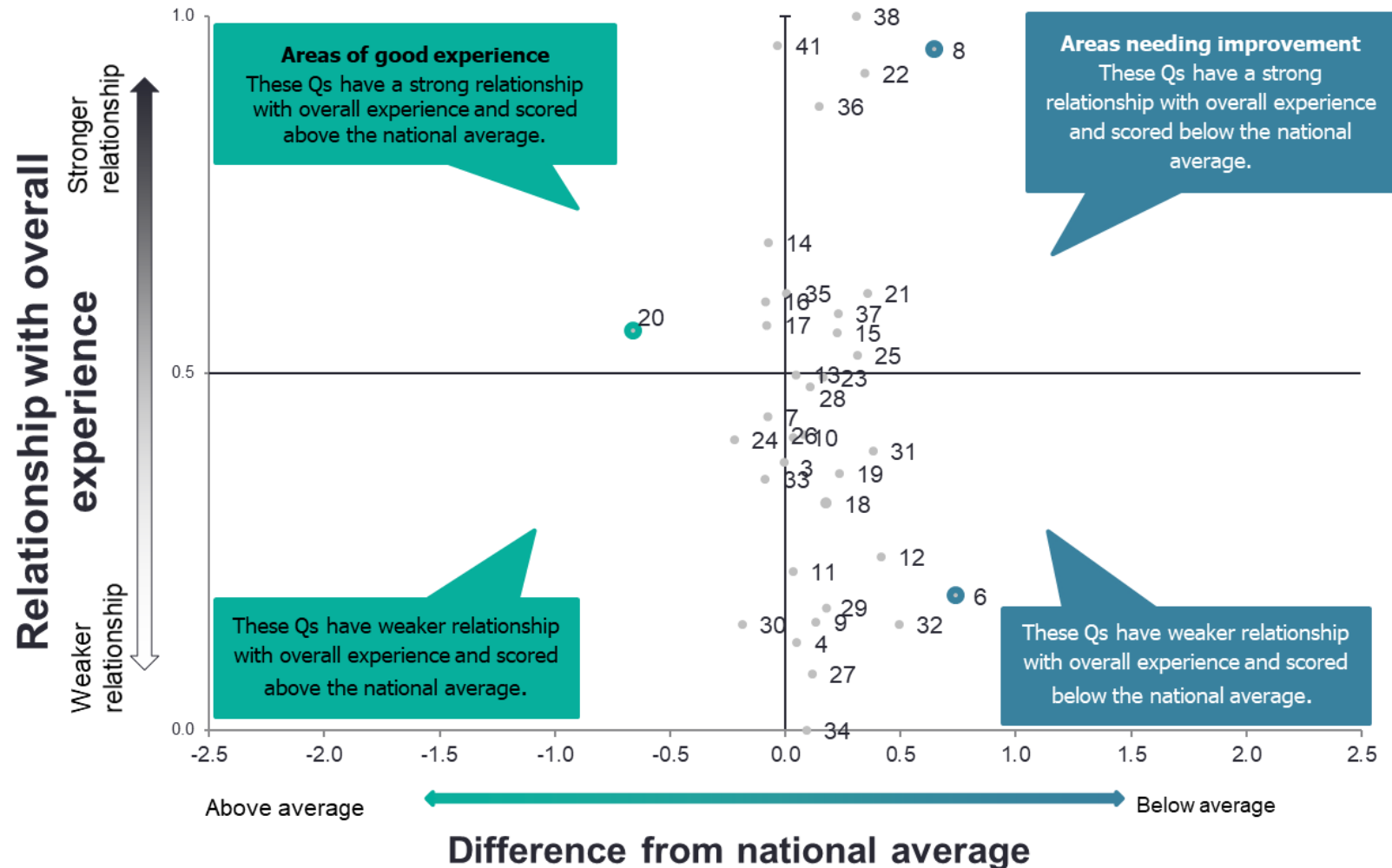
- Areas of good experience at University Hospital Kerry related to family members having the opportunity to talk to a doctor.
- Areas for improvement included emergency department waiting times and help from staff to get to the bathroom.
- 'Examinations, diagnosis and treatment' was the stage of care with the highest scores.
- 'Discharge or transfer' was the stage of care with the lowest scores.
- 79% of survey participants at University Hospital Kerry said they had a good to very good overall experience, compared to 85% nationally.
- Score 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.

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.youexperience.ie.

Improvement map University Hospital Kerry





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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