



National  
Inpatient  
Experience  
Survey

# National Inpatient Experience Survey 2024

## University Hospital Limerick

Improving care experiences together









An Roinn Sláinte  
Department of Health









# Survey background

- 52 questions, covering experiences from admission through to discharge:

<p><b>ADMISSIONS</b></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><b>3 QUESTIONS</b></p>	<p><b>CARE ON THE WARD</b></p>  <p>Experiences while on the ward such as communication with hospital staff, pain management, cleanliness and food.</p> <p><b>11 QUESTIONS</b></p>	<p><b>EXAMINATIONS, DIAGNOSIS AND TREATMENT</b></p>  <p>Experiences while undergoing or receiving results of tests, treatments, operations and procedures.</p> <p><b>8 QUESTIONS</b></p>
<p><b>DISCHARGE OR TRANSFER</b></p>  <p>Experiences relating to discharge such as sufficient notice of discharge, and provision of information, advice and support.</p> <p><b>8 QUESTIONS</b></p>	<p><b>OTHER ASPECTS OF CARE</b></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><b>4 QUESTIONS</b></p>	<p><b>PATIENT SAFETY</b></p>  <p>Experiences relating to patient safety culture and patient safety incidents.</p> <p><b>5 QUESTIONS</b></p>

- Inclusion and exclusion criteria:

<p><b>INCLUSION CRITERIA</b></p> 	<p><b>16+</b></p> <p>16 years of age or older</p>	<p><b>24</b></p> <p>Spent 24 hours or more in a public acute hospital</p>	<p><b>MAY</b></p> <p>Discharged in May 2024 (the survey month)</p>
	<p>Held a <b>postal address</b> in the Republic of Ireland at the time of the survey</p> 	<p>Attended one of the 40 participating hospitals</p> 	
<p><b>EXCLUSION CRITERIA</b></p> 	<p>Patients receiving services such as day care, maternity, psychiatric, paediatric and some other <b>specialist services</b></p> 		<p>Patients receiving care in <b>private hospitals</b></p> 

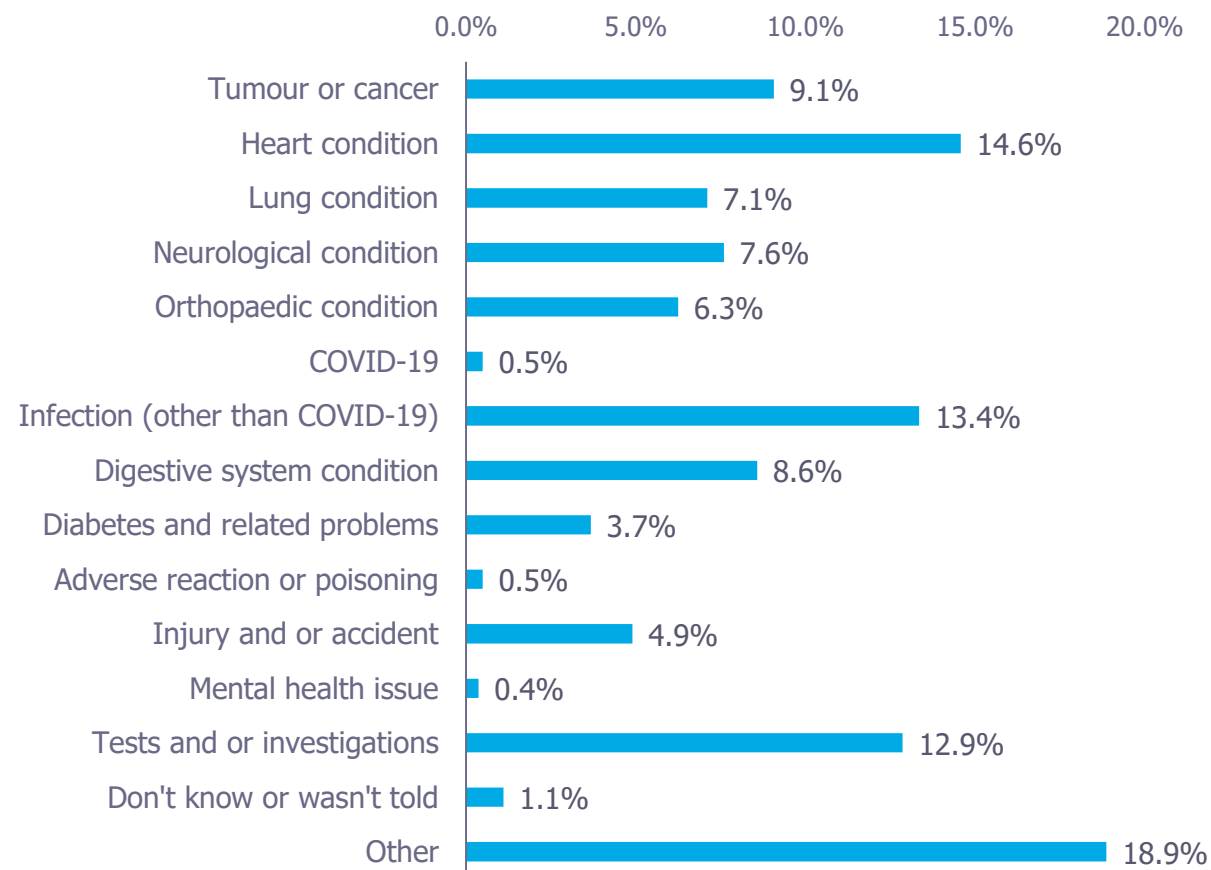
# Participants

- 2,216 people who were admitted to University Hospital Limerick were invited.
- 835 took part (38%), compared to 41% nationally.
- 58% (485) completed the survey online, while 42% (350) completed the paper survey.

## Characteristics of participants

Age category	Number	%
16 to 35 years	67	8
36 to 50 years	124	14.9
51 to 65 years	214	25.6
66 to 80 years	294	35.2
81 years or older	136	16.3
Sex		
Male	415	49.7
Female	420	50.3
Admission route		
Emergency	716	85.7
Non-emergency	119	14.3

## 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

“Every test that was needed was given. Test results followed up by doctor quickly. Nurses and doctors very kind and helpful even though hospital was full.”

“I had excellent care at all times. I was visited by my consultant every day and also by his team during the day! My room was very clean and very comfortable. Nurses were wonderful and friendly.”

“The doctors and nurses did a great job of putting me at ease and explaining the what and why of each test and procedure.”

## Areas needing improvement



### Clear answers from a doctor or nurse in the emergency department | Q3

12% of people (66 of 572) said that when they had important questions to ask doctors and nurses in the emergency department they did not get answers they could understand.

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

18% of people (113 of 637) said that they were not given enough privacy while being examined or treated in the emergency department.

### Privacy when being examined or treated | Q24

10% of people (71 of 741) said that they were not given enough privacy when being examined or treated during their hospital stay.

*These questions scored significantly below average and have a strong relationship with overall experience.*

## Comments from patients

"Experience of emergency dept. awful. Very noisy, bright lights overcrowding. Staff under extreme pressure, not seen for hours even though I came as emergency from GP surgery by ambulance. Chair taken from me, the PALs person got me chair and was helpful until my niece got me a trolley late into the night. One of the worst experiences of my life."

"Conditions in the public ward. No privacy, no air, very warm and loud, no sleep once I left HIU."

"There was no privacy in the ward. I could hear the treatment and conversations of all my fellow patients on the ward, and they could hear mine."

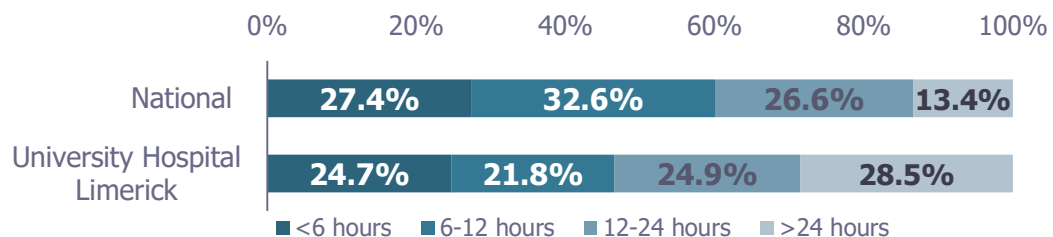


# Admissions

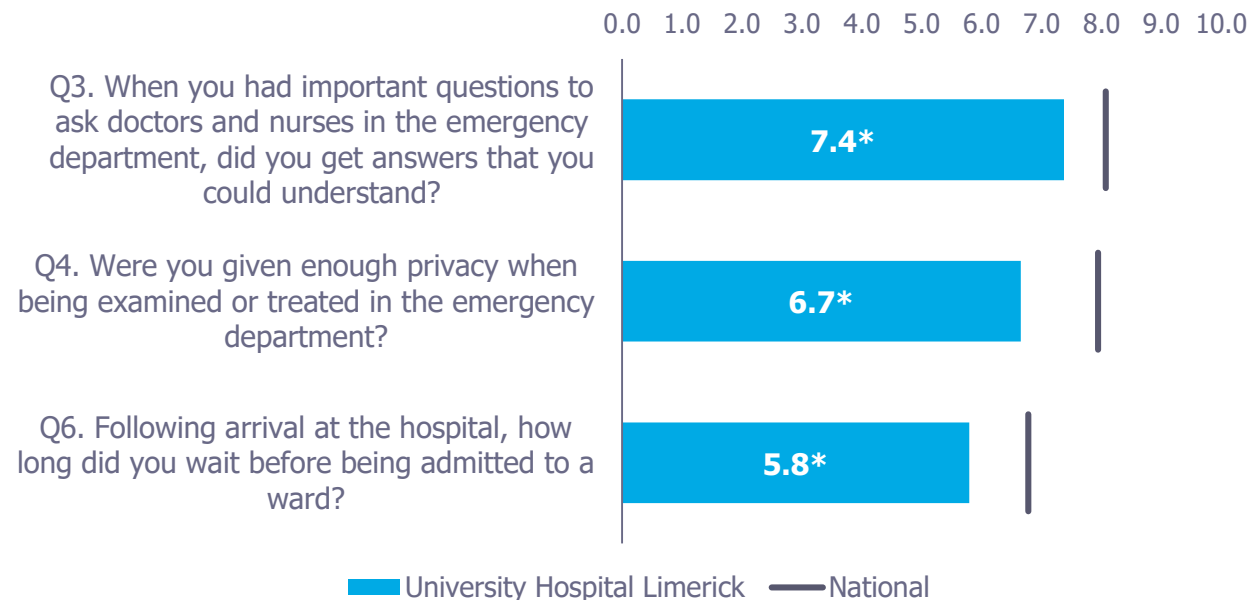


- Highest-scoring question:**
  - 59% of people (339 of 572) said that they always received clear answers to the questions they asked doctors and nurses in the emergency department.
- Lowest-scoring question:**
  - 29% of people (157 of 550) said that they waited more than 24 hours in the emergency department 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.

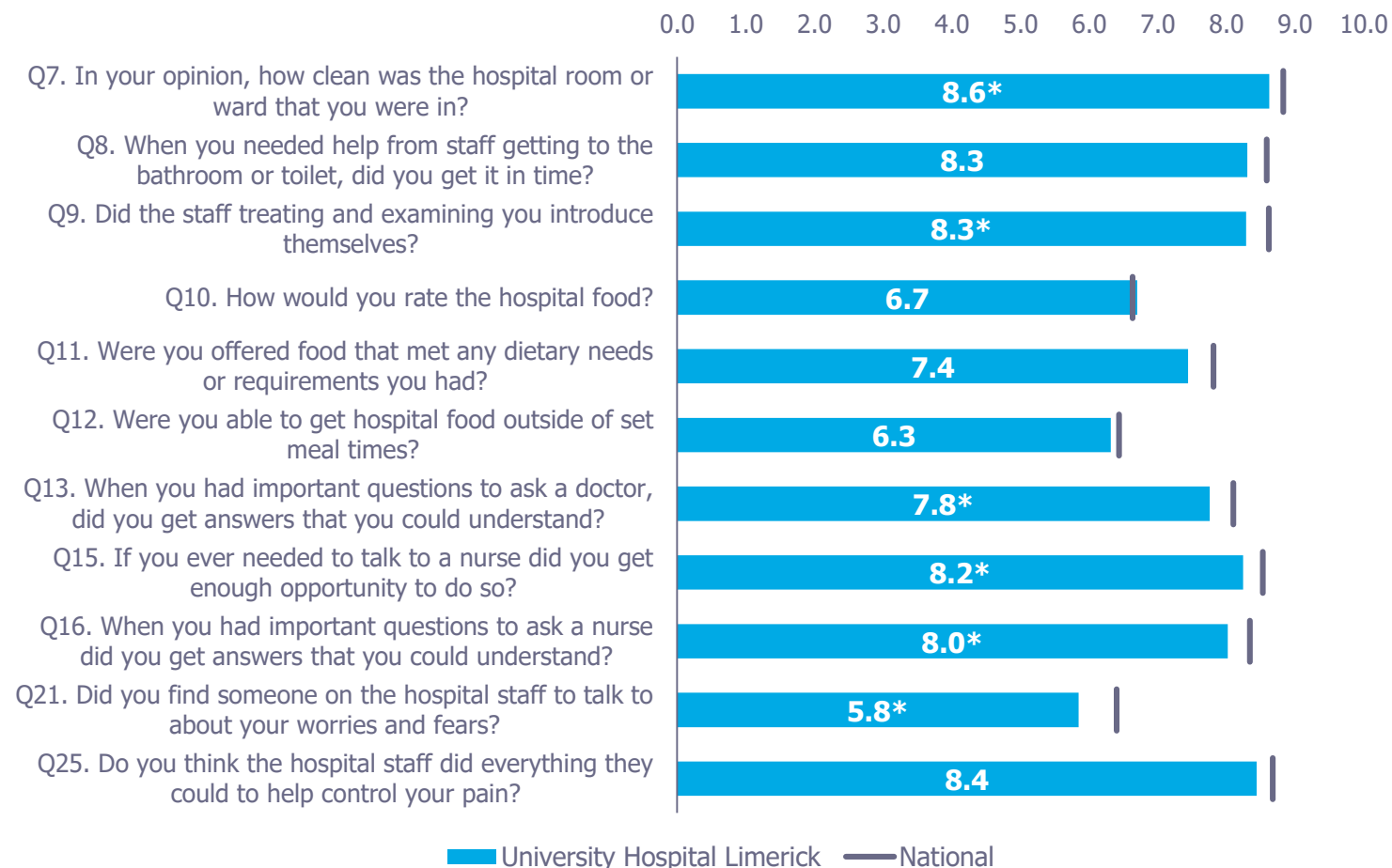
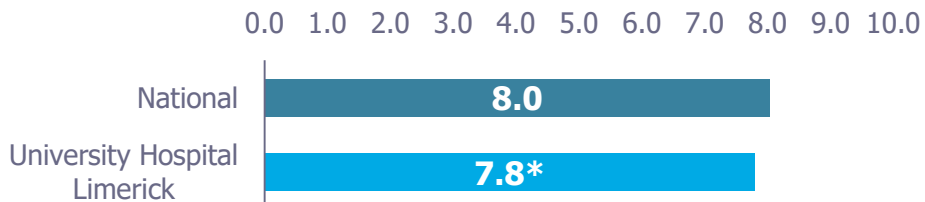


# Care on the ward

## Average scores for questions on 'care on the ward'

- Highest-scoring question:
  - 66% of people (486 of 735) thought the hospital was 'very clean'.
- Lowest-scoring question:
  - 25% of people (130 of 514) said they could not find someone on the hospital staff to talk to about their worries and fears.

### Comparison with the national average



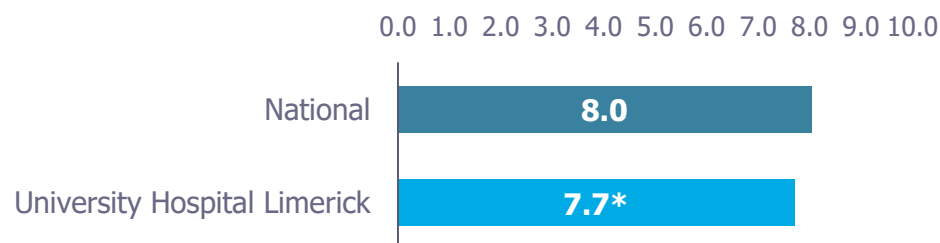
\* Denotes statistically significant differences from the national average.



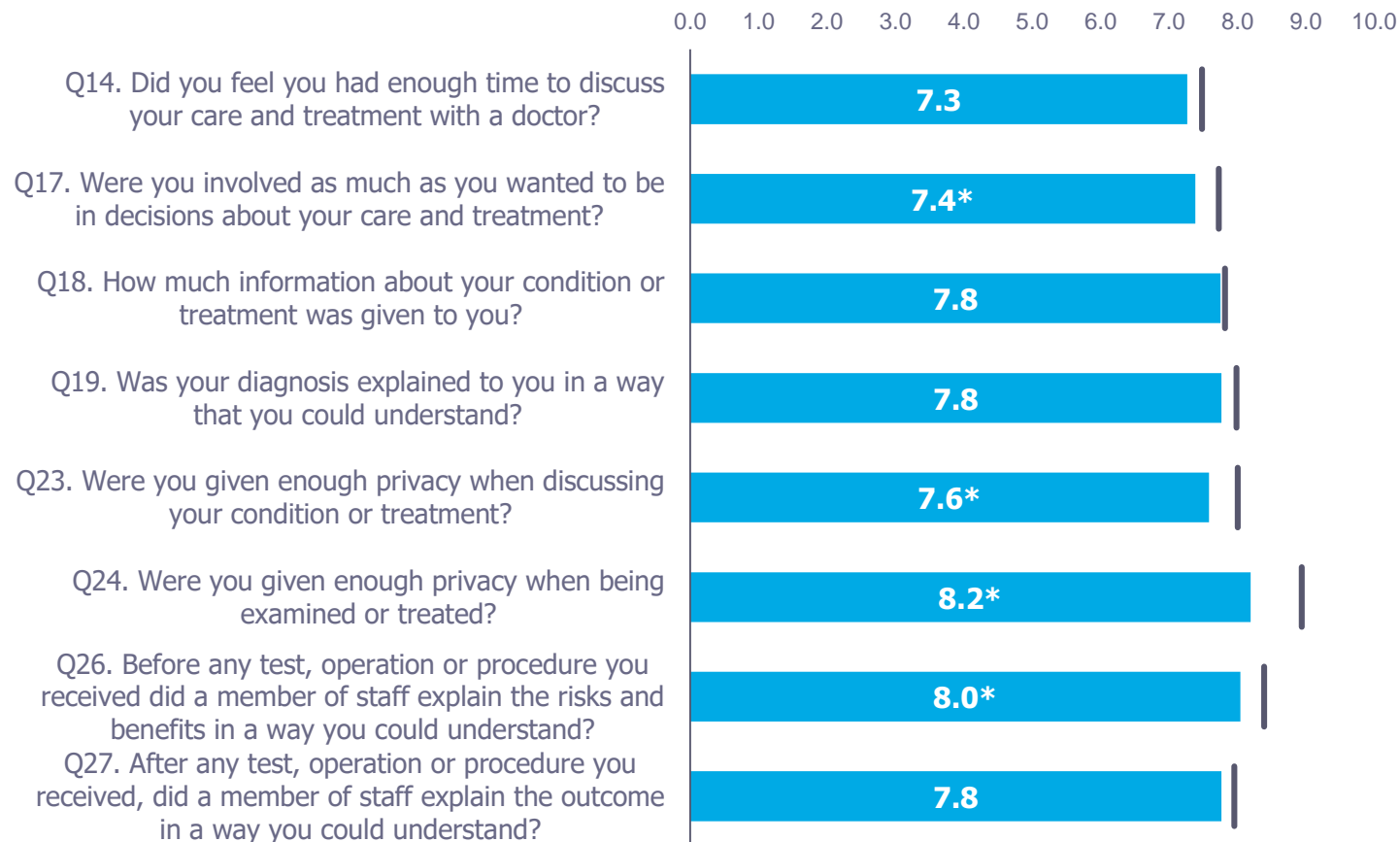
# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 72% of people (533 of 741) said that they were always given enough privacy when being examined or treated.
- Lowest-scoring question:
  - 13% of people (99 of 739) said that 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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\* Denotes statistically significant differences from the national average.

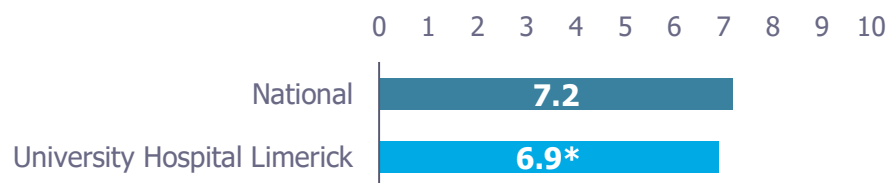




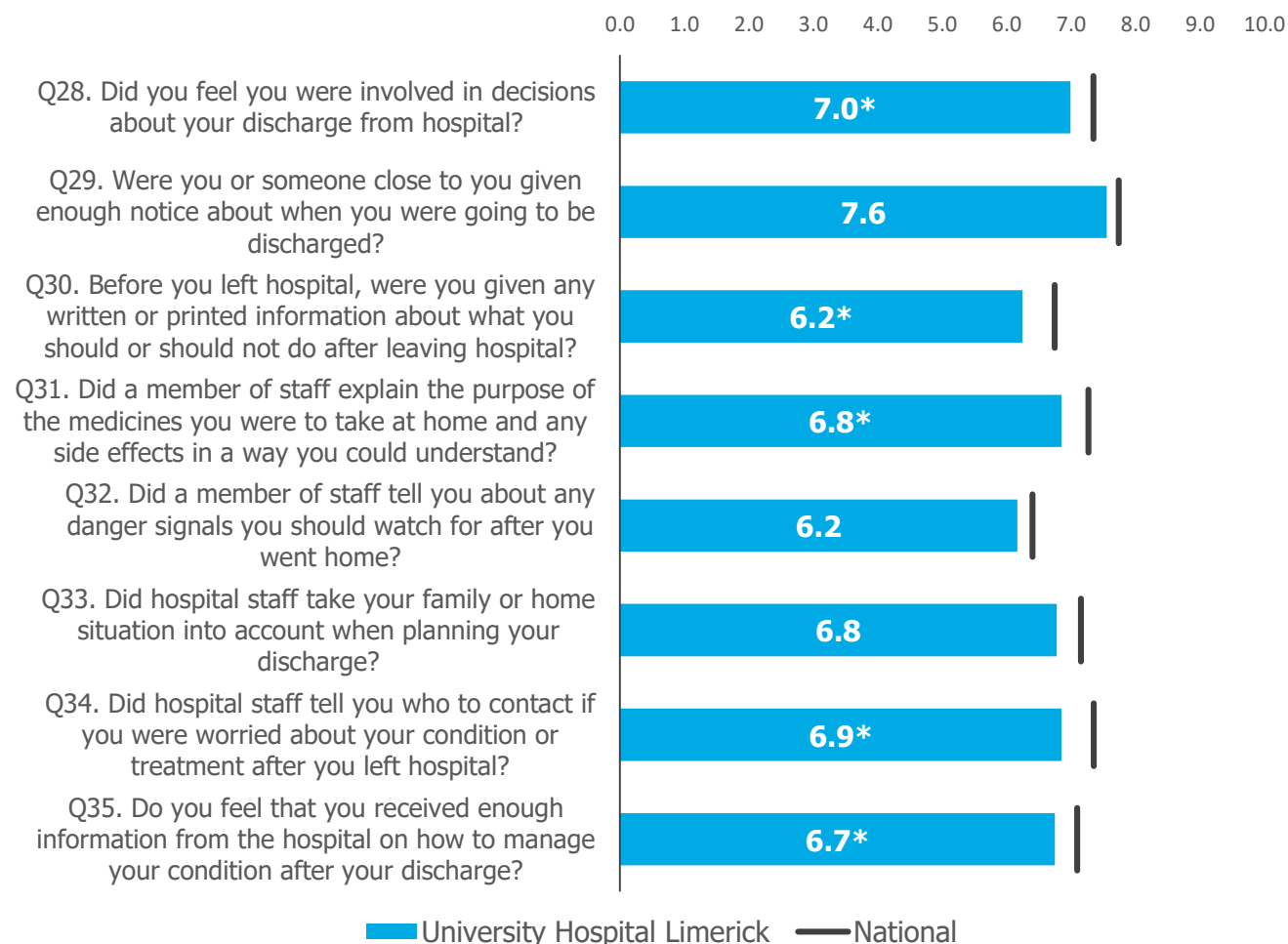
# Discharge or transfer

- Highest-scoring question:
  - 63% of people (461 of 730) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring questions:
  - 38% of people (246 of 644) said that they were not given any written or printed information about what they should or should not do after leaving hospital.
  - 29% of people (175 of 611) 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'



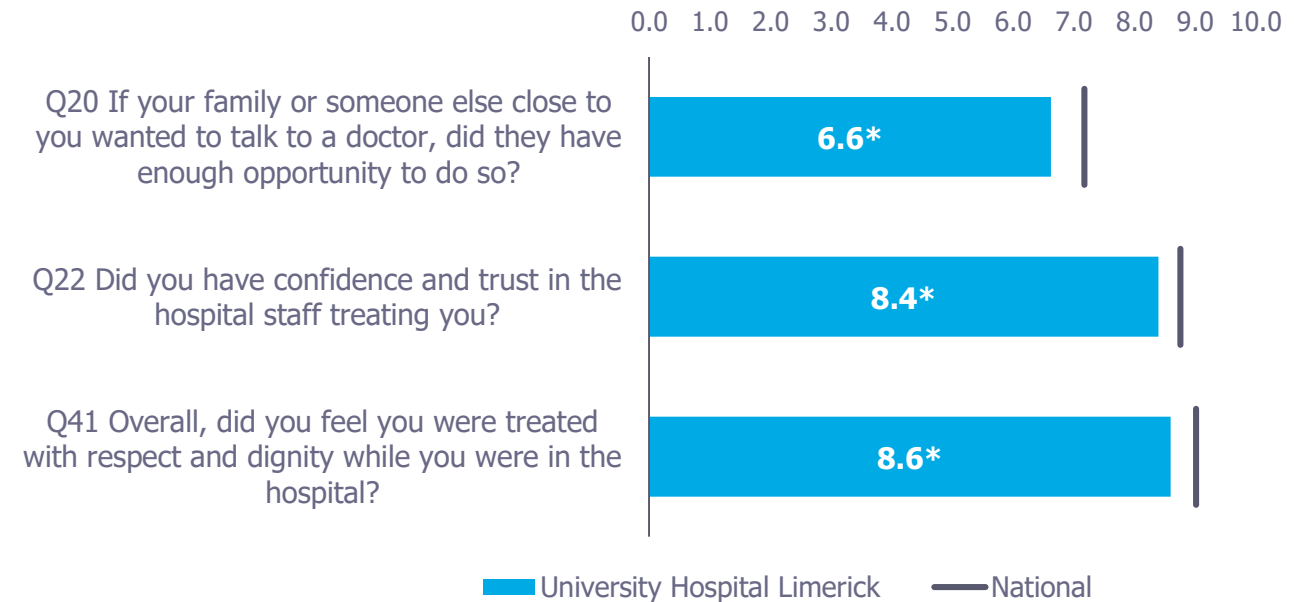
\* Denotes statistically significant differences from the national average.

## Other aspects of care



- Highest-scoring question:
  - 77% of people (564 of 732) said that they felt they were always treated with respect and dignity while in hospital.
- Lowest-scoring question:
  - 18% of people (97 of 531) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 48% of people (236 of 497) who wanted to give feedback or make a complaint knew how and where to do so, while 52% (261 people) did not.

### Average scores for questions on 'other aspects of care'



\* Denotes statistically significant differences from the national average.

## Patient safety



- 14% of people (105 of 734) indicated they had a patient safety incident during their hospital stay. The most common type of patient safety incident experienced was a healthcare-associated infection.
- Highest-scoring question:
  - 71% of people (524 of 736) said that they definitely felt confident in the safety of their treatment and care.
- Lowest-scoring question:
  - 14% of people (91 of 648) 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

0.0 1.0 2.0 3.0 4.0 5.0 6.0 7.0 8.0 9.0 10.0

Q36. During this hospital stay, did you feel that there was good communication about your care and treatment between doctors, nurses and other hospital staff?

7.6\*

Q37. During this hospital stay, did you feel comfortable to speak out at any time about anything that you might wish to raise with hospital staff?

7.5\*

Q38. During this hospital stay, did you feel confident in the safety of your treatment and care?

8.3\*

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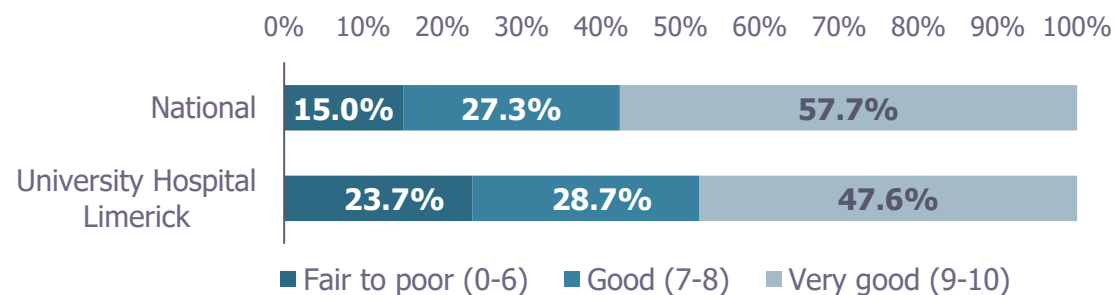
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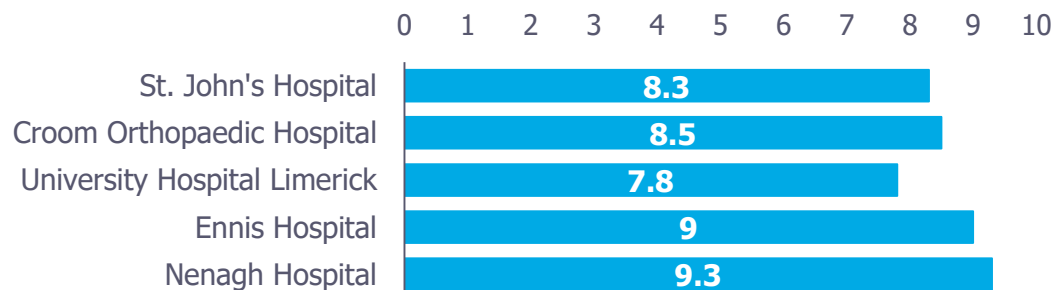
# Overall experience

- 76% of survey participants who were admitted to University Hospital Limerick said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- The overall rating of experience at University Hospital Limerick was significantly lower than the national average.
- However, the overall rating of experience at University Hospital Limerick has increased significantly since the 2022 survey.

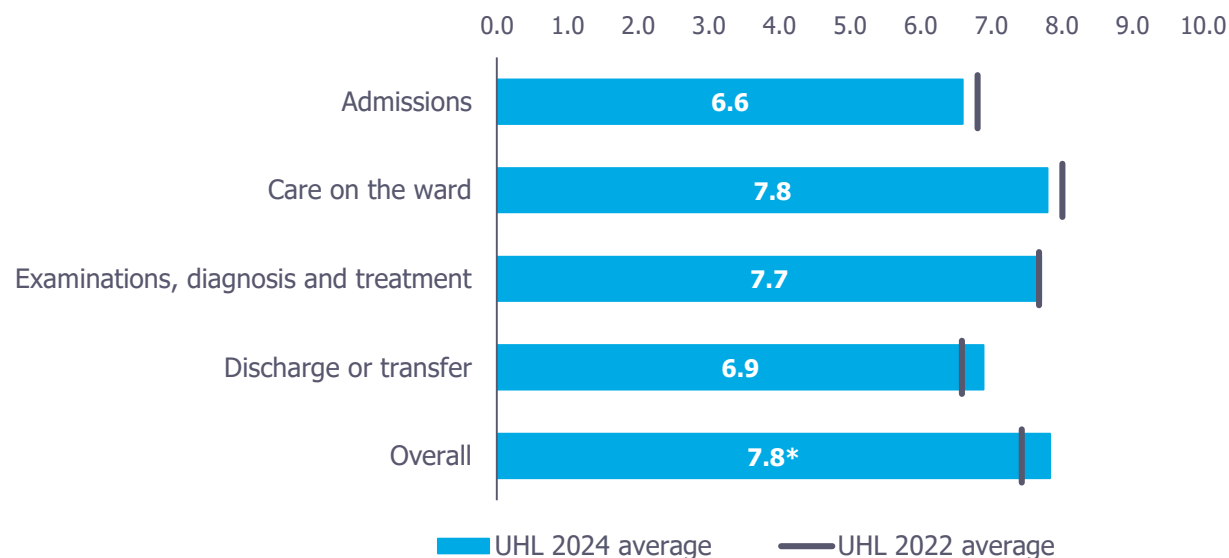
## Overall experience of care



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



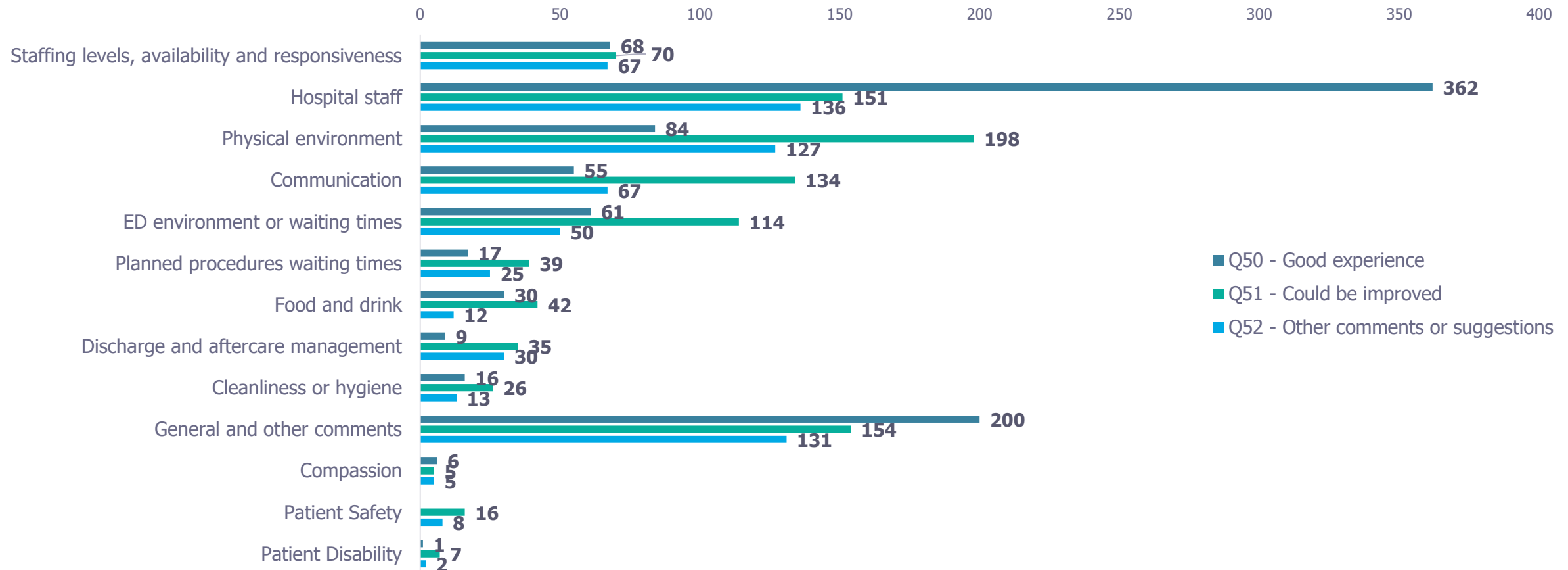
## Scores for stages of care and overall experience



\* 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).
- 1,386 comments were received from patients admitted to University Hospital Limerick. Comments were coded using the categories below.



## Conclusion



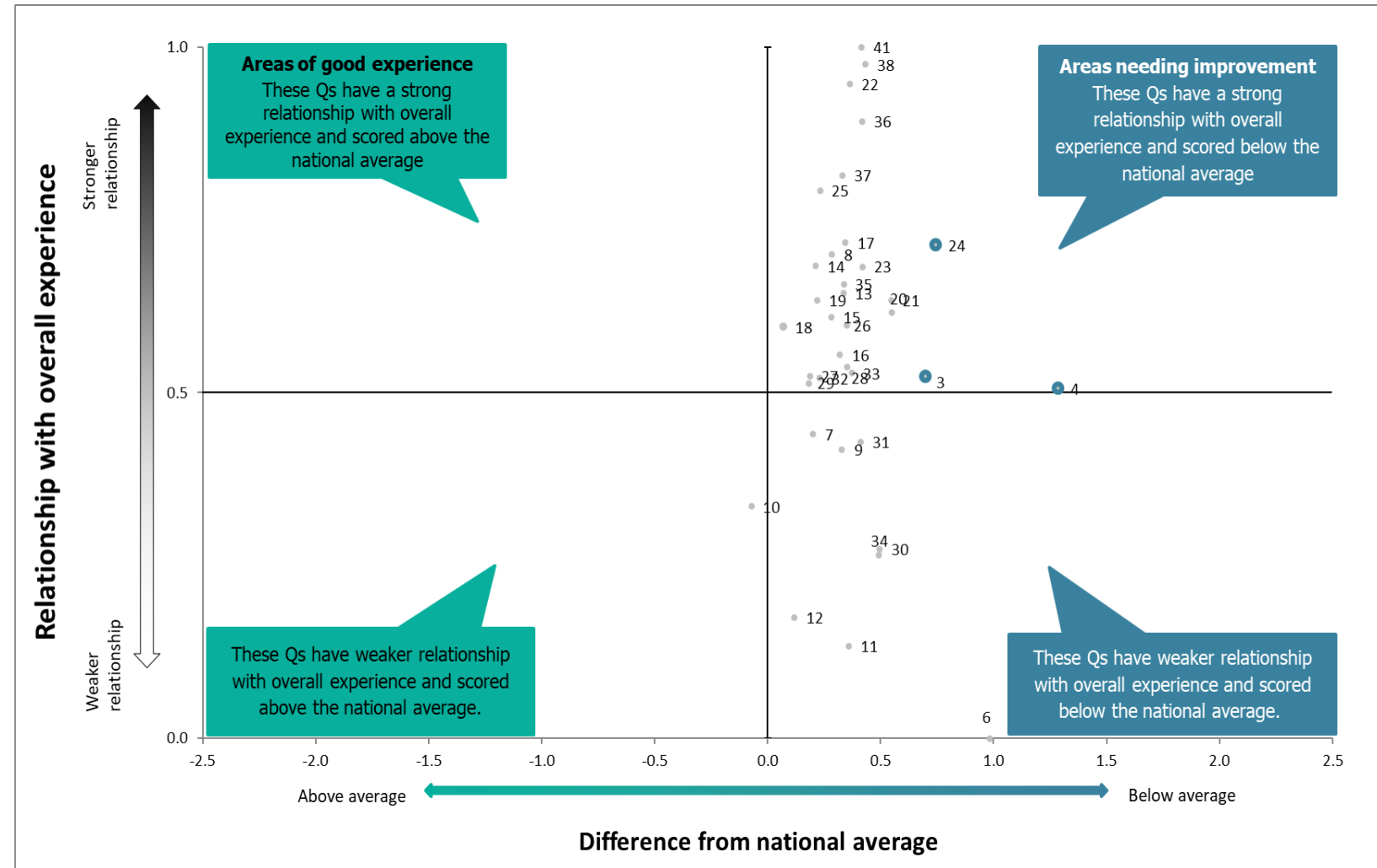
- The highest-scoring questions for University Hospital Limerick related to patients being treated with respect and dignity, the cleanliness of the room or ward, and confidence and trust in hospital staff.
- Areas needing improvement included privacy when being examined or treated in the emergency department and during hospital stay, and clear answers from a doctor or nurse in the emergency department.
- 'Care on the ward' was the stage of care with the highest score.
- 'Admissions' was the stage of care with the lowest score.
- 76% of survey participants at University Hospital Limerick said they had a good to very good overall experience, compared to 85% nationally.
- The overall rating of care experience at University Hospital Limerick was significantly lower than the national average.
- Scores for all stages of care were similar in 2024 to those in the 2022 survey, but the overall rating of care experience increased significantly in 2024.

## Appendix 1

# Areas of good experience and areas needing improvement

### Improvement map University Hospital Limerick

- 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.youexperience.ie](http://www.youexperience.ie).





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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](http://www.yourexperience.ie):

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

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