



National  
Inpatient  
Experience  
Survey

# National Inpatient Experience Survey 2024

## Wexford General 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**



<b>16+</b> 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 <b>postal address</b> in the Republic of Ireland at the time of the survey		 Attended one of the 40 participating hospitals

**EXCLUSION CRITERIA**



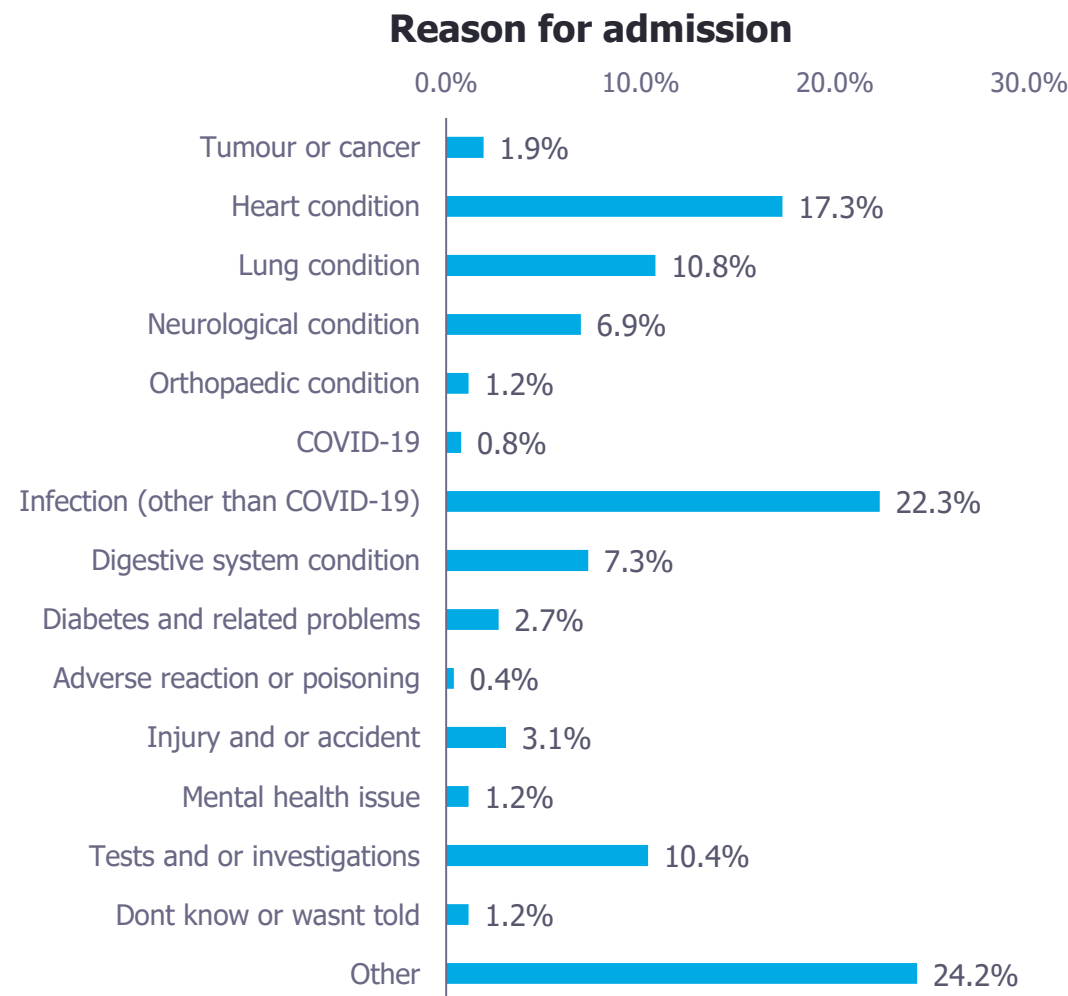
 Patients receiving services such as day care, maternity, psychiatric, paediatric and some other <b>specialist services</b>	 Patients receiving care in <b>private hospitals</b>
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# Participants

- 674 people who were admitted to Wexford General Hospital were invited.
- 262 took part (39%), compared to 41% nationally.
- 58% (151) completed the survey online, while 42% (111) completed the paper survey.

## Characteristics of participants

Age category	Number	%
16 to 35 years	28	10.7
36 to 50 years	42	16.0
51 to 65 years	36	13.7
66 to 80 years	100	38.2
81 years or older	56	21.4
Sex		
Male	119	45.4
Female	143	54.6
Admission route		
Emergency	236	90.1
Non-emergency	26	9.9



## Areas of good experience



### Privacy when examined or treated in the emergency department | Q4

Of the 222 people who answered this question, 72% (160) said they were definitely given enough privacy when being examined or treated in the emergency department.

*This question scored significantly above national average. Comments about other positive care experiences are included below.*

### Comments from patients

"Nurses in the ward were lovely and professional, the hospital catering staff were excellent and the food was very good. I was on an overflow ward, which was very clean. All the medical staff who carried out my tests were warm, respectful and professional and made me feel relaxed and comfortable."

"Very good care, helping with everything, help with translation as I don't speak in English."

"The whole hospital stay was very good. The nurses were really polite and helpful. They work so hard and very well. The surgeons/doctors were amazing and even the anaesthetist was so kind. I was really surprised with how pleasant everything was."

## Areas needing improvement



### Information about condition or treatment | Q18

Of the 236 people who answered this question, 31% (72) said that they did not receive enough information about their treatment or condition.

### Clear explanation of diagnosis | Q19

Of the 237 people who answered this question, 11% (26) said that their diagnosis was not explained to them in a way they could understand.

### Good communication between staff | Q36

Of the 225 people who answered this question, 12% (28) did not feel that there was good communication about their care and treatment between doctors, nurses and other hospital staff.

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

## Comments from patients

"To this day I have no idea what caused my health issue or how to treat it. I was treated inhumanely. The doctor was rude. Staff clearly feared stating opinions around him. He wanted a free bed, not find out what's wrong."

"Doctor communication- not got time to discuss problem or follow up treatment."

"COMMUNICATION! both within the hospital and externally to other hospitals. There were times when clearly the left hand was not aware of the right's intentions. I felt that diagnosis and remedies were being tossed around- very disappointing."

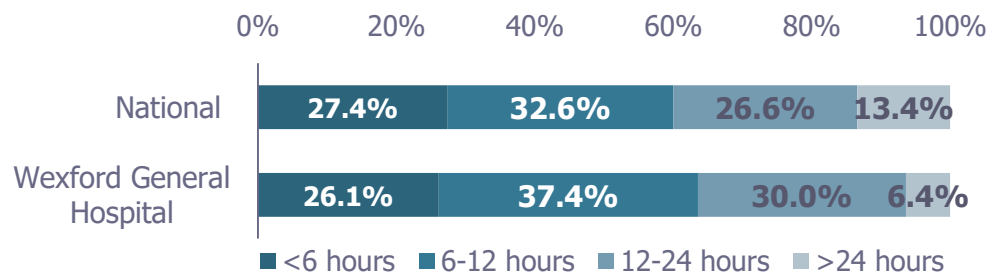


# Admissions

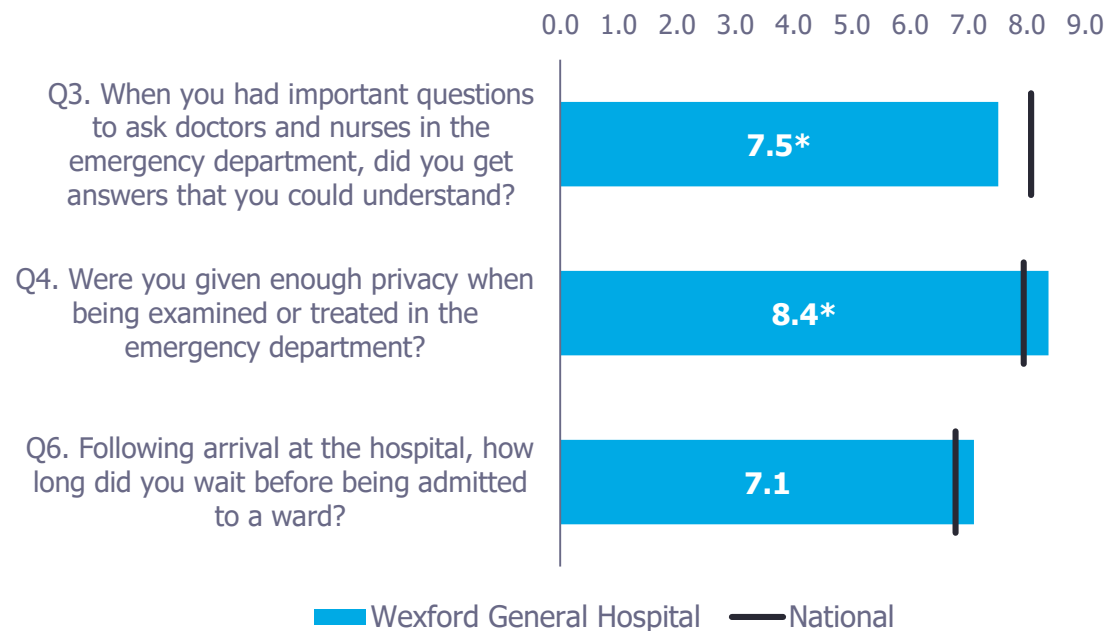


- Highest-scoring question:
  - 72% of people (160 of 222) said they were given enough privacy when they were being examined or treated in the emergency department.
- Lowest-scoring question:
  - 6% of people (13 of 203) waited more than 24 hours in the emergency department before they were admitted to a ward.

## Emergency department waiting times



## Average scores for questions on 'admissions'



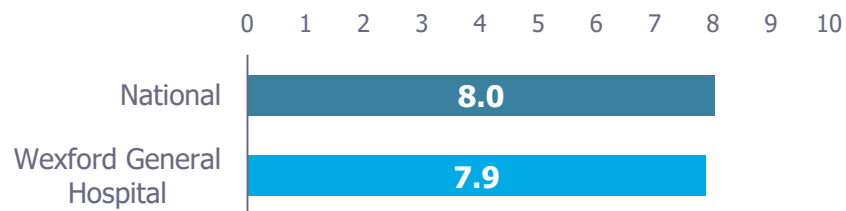
\* Denotes statistically significant differences from the national average.



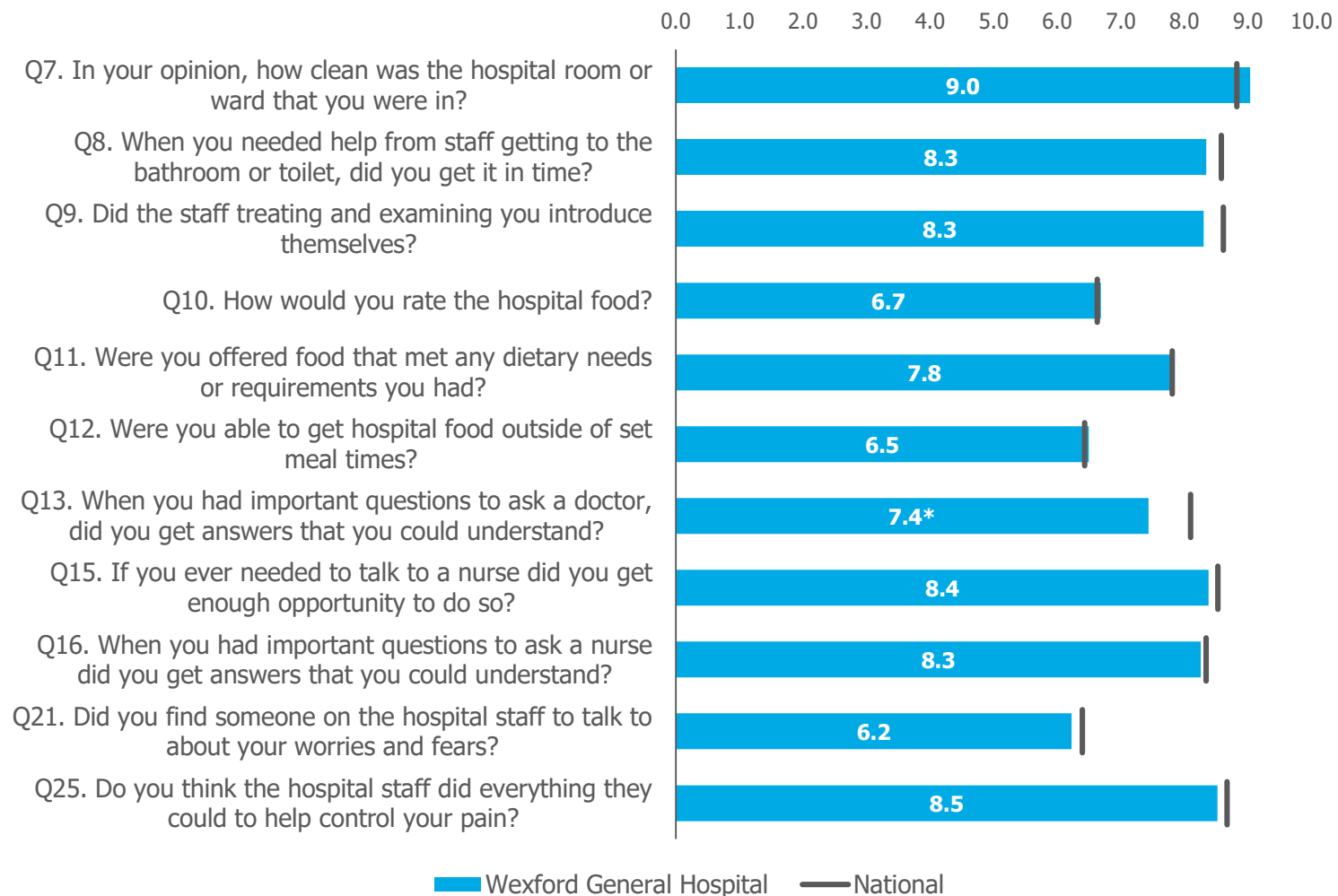
# Care on the ward

- Highest-scoring question:
  - 75% of people (174 of 233) said that the hospital room or ward they stayed in was 'very clean'.
- Lowest-scoring question:
  - 22% of people (37 of 172) people said they could 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 difference from the national average.

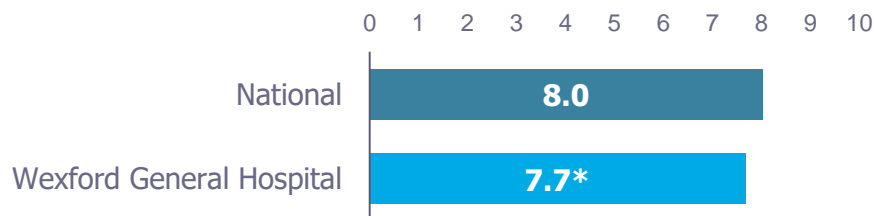




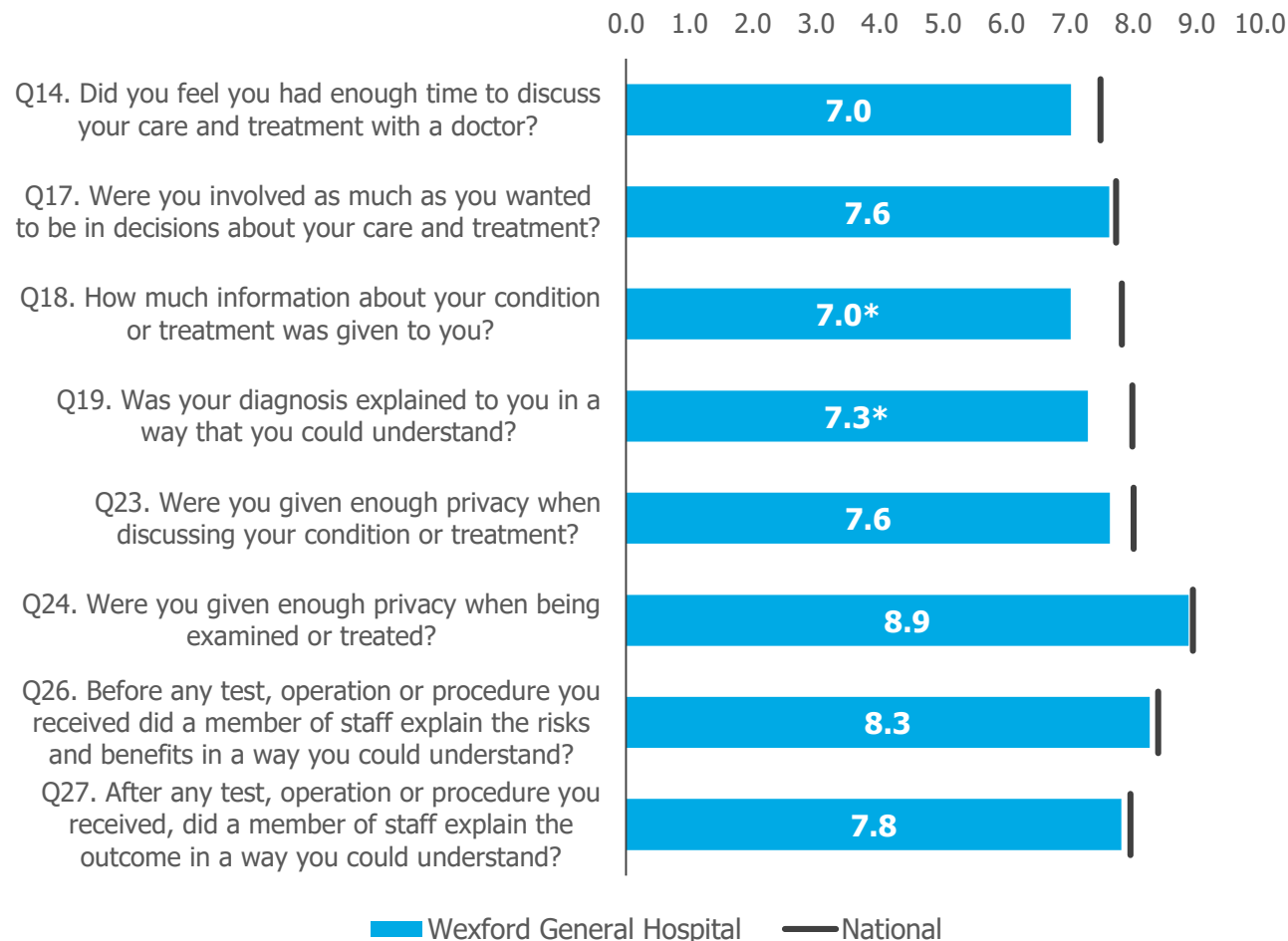
# Examinations, diagnosis and treatment

- Highest-scoring question:
  - 81% of people (192 of 237) said that they were always given enough privacy when being examined or treated in hospital.
- Lowest-scoring questions:
  - 14% of people (34 of 238) felt they did not have enough time to discuss their care and treatment with a doctor.
  - 31% of people (72 of 236) said that they did not receive enough information about their treatment or condition.

### Comparison with the national average



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



\* Denotes statistically significant differences from the national average.



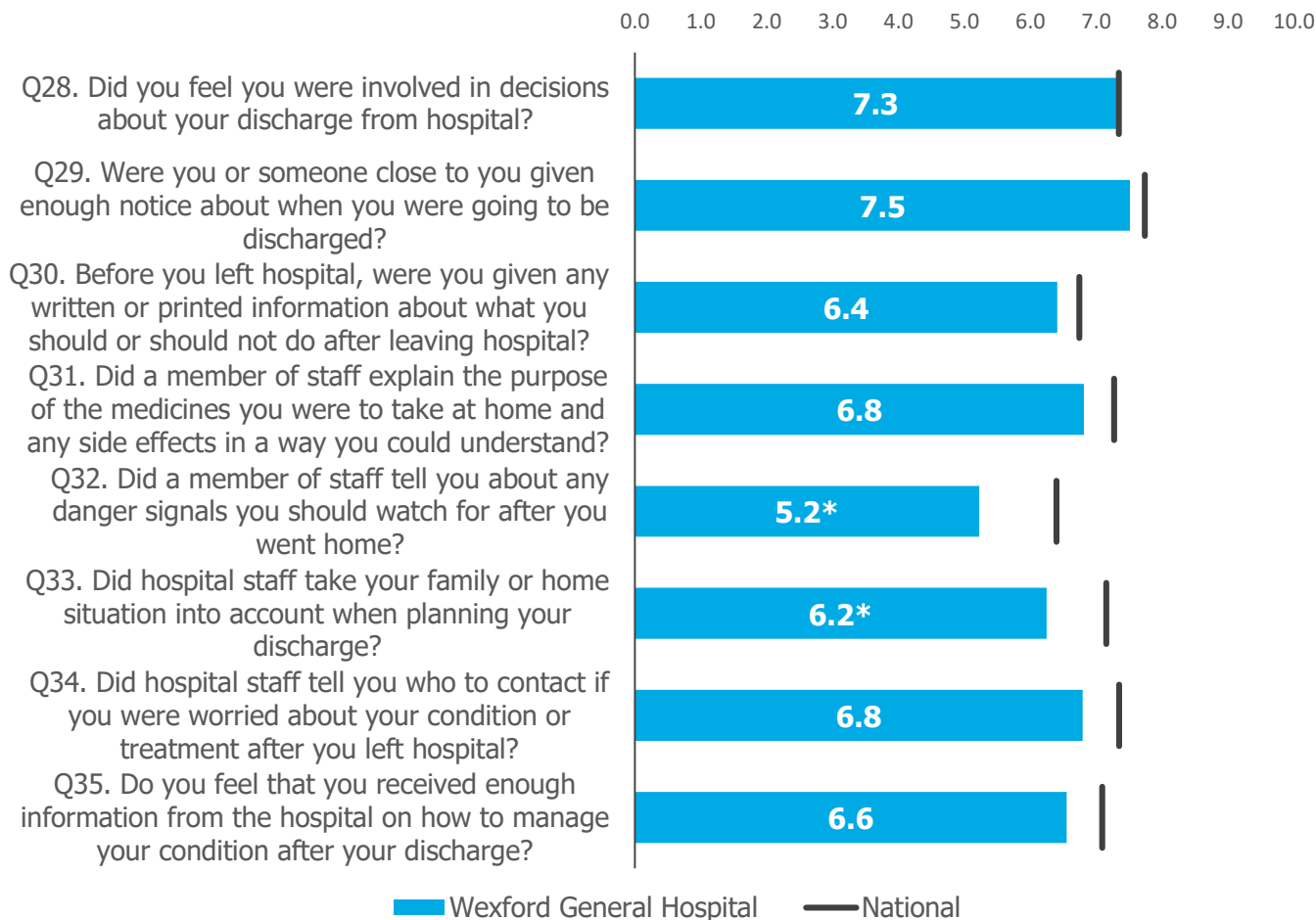
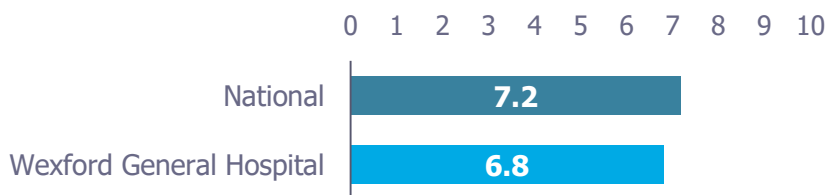


# Discharge or transfer

## Average scores for questions on 'discharge or transfer'

- Highest-scoring question:
  - 64% of people (153 of 238) said that they were definitely given enough notice about when they were going to be discharged.
- Lowest-scoring question:
  - 38% of people (70 of 186) said that a member of staff did not tell them about any danger signals they should watch out for after they went home.

### Comparison with the national average



\* Denotes statistically significant differences from the national average.

## Other aspects of care



- Highest-scoring question:
  - 78% of people (186 of 239) felt that they were treated with respect and dignity while they were in hospital.
- Lowest-scoring question:
  - 17% of people (29 of 175) said that their family or someone else close to them did not have enough opportunity to talk to a doctor.
- 44% of people (71 of 163) who wanted to give feedback or make a complaint knew how and where to do so, while 56% (92) did not.

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

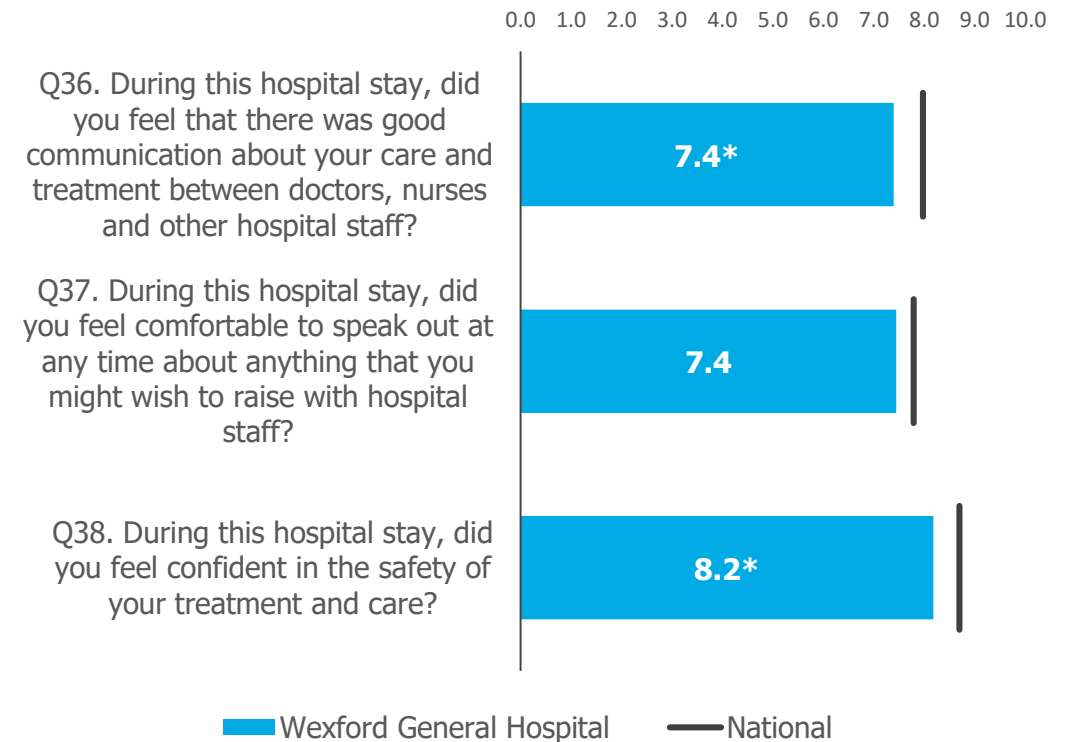


## Patient safety



- 13% of people (31 of 237) 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 patient falls.
- Highest-scoring question:
  - 70% of people (167 of 239) definitely felt confident in the safety of their treatment and care.
- Lowest-scoring questions:
  - 12% of people (28 of 225) did not feel that there was good communication about their care and treatment between doctors, nurses and other hospital staff.
  - 14% of people (30 of 212) did not feel comfortable to speak out at any time about anything that they wished to raise with hospital staff.

### Average scores for questions on 'patient safety'



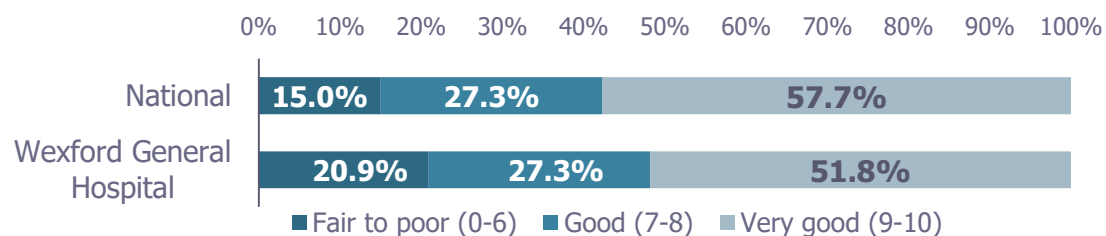
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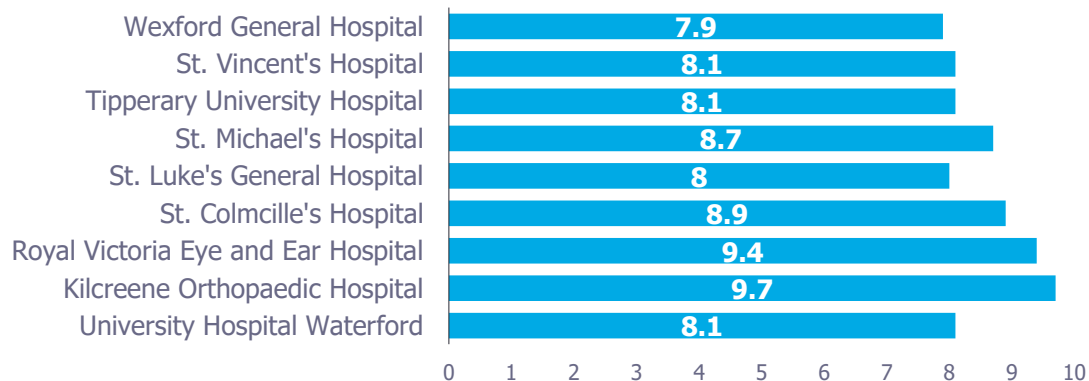
# Overall experience

- 79% of survey participants who were admitted to Wexford General Hospital said that they had a good to very good experience in hospital (overall rating between 7 and 10).
- Scores for 'Admissions' were significantly lower in 2024 compared to scores in 2022, but this may be due to changes to the questions for this stage in the 2024 survey.

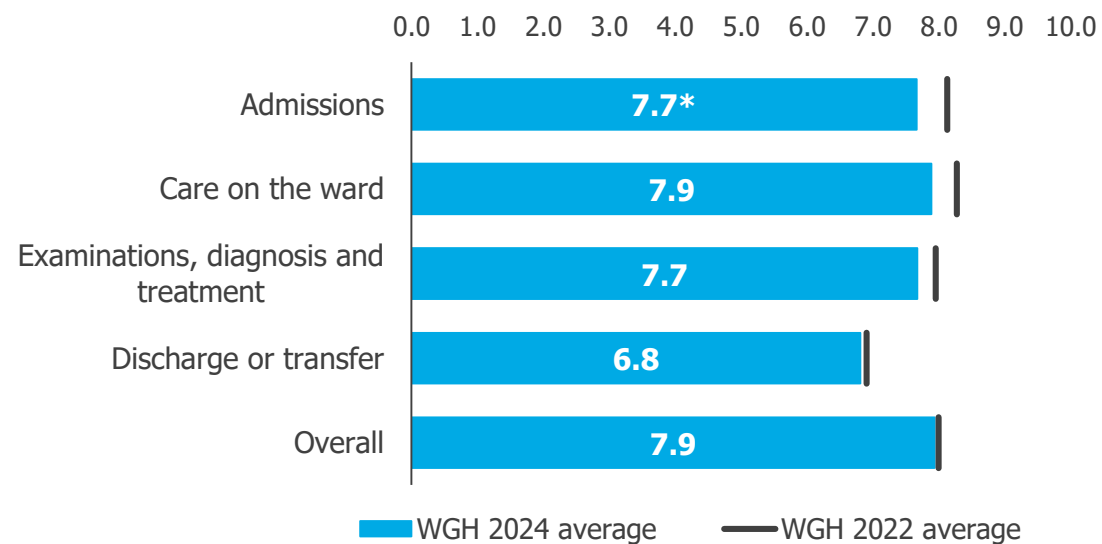
## Overall experience of care



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



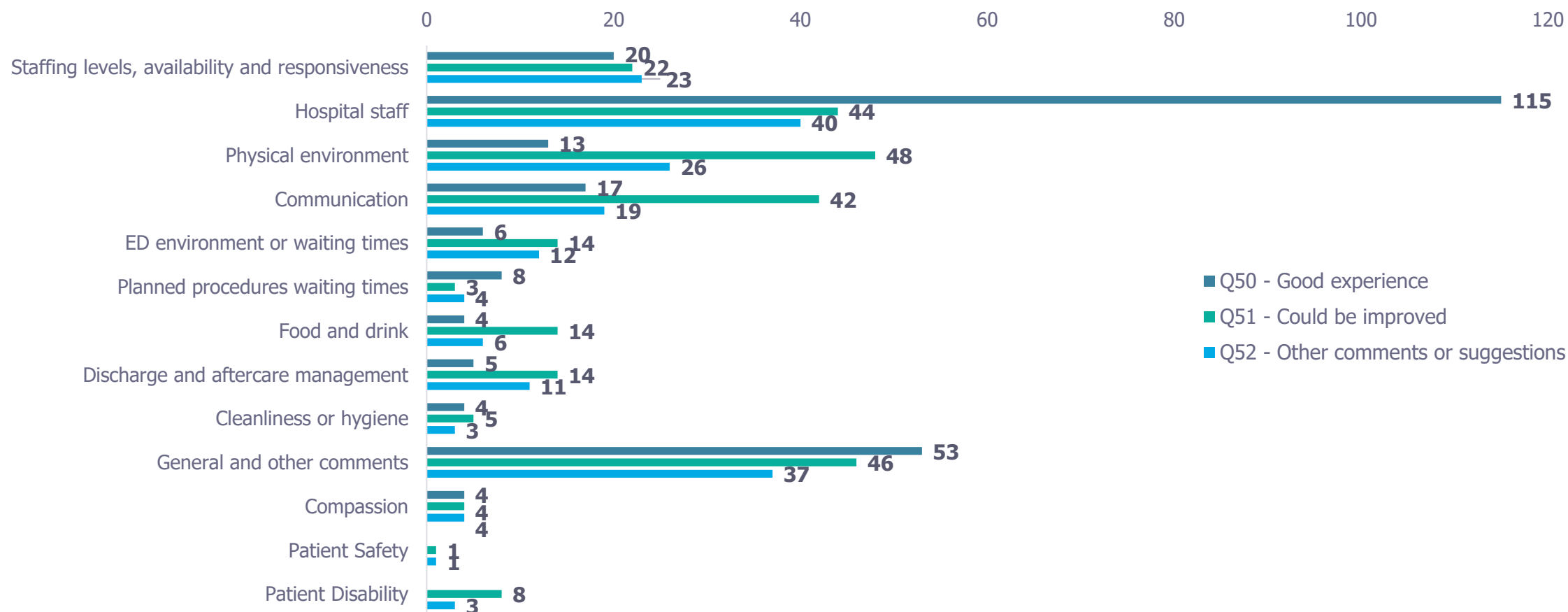
## Scores for stages of care and overall experience



\* 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).
- 377 comments were received from patients admitted to Wexford General Hospital. Comments were coded using the categories below.



## Conclusion



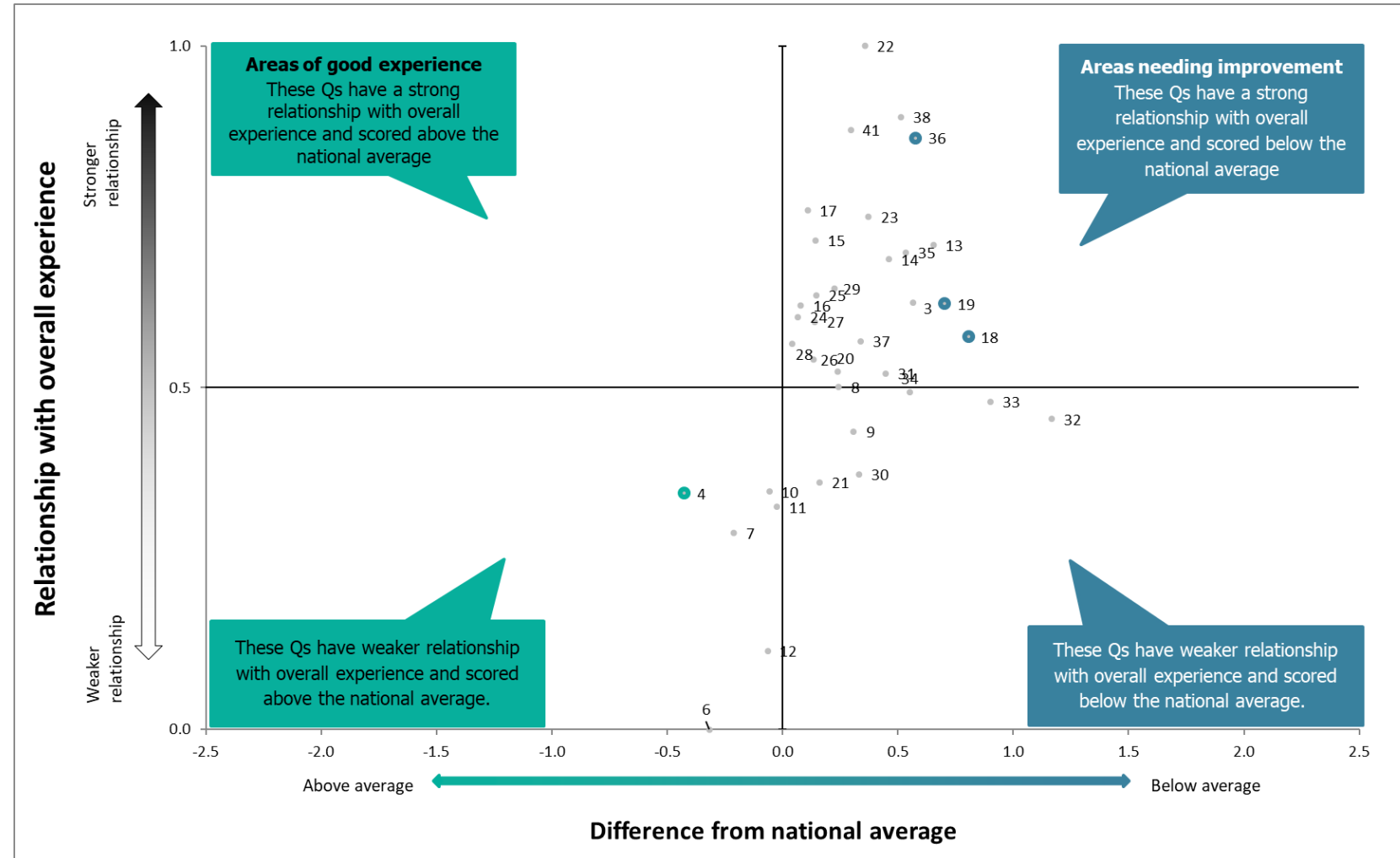
- Areas of good experience at Wexford General Hospital included patients given enough privacy when being examined or treated in the emergency department.
- Areas for improvement included information provided about conditions or treatments, clear explanation of a diagnosis, and communication about care and treatment between hospital staff.
- '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.
- 79% of survey participants at Wexford General Hospital said they had a good to very good overall experience, compared to 85% nationally.
- Scores for 'Admissions' were significantly lower in 2024 compared to scores in 2022, but this may be due to changes to the questions for this stage in the 2024 survey.

## Appendix 1

# Areas of good experience and areas needing improvement

### Improvement map Wexford General Hospital

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







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

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

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