



# Self-reported data on patient safety in acute public hospitals in Ireland

*Findings from the 2024 National Inpatient Experience Survey*

Dr Lorna Sweeney, Faculty of Public Health Winter Scientific Meeting, 3 December 2025

Improving care experiences together

# Self-reported data on patient safety



- Patient safety an issue of public health, economic and ethical concern.
- Traditionally assessed via incident reporting systems and medical record reviews.
- Increased recognition of the importance of patient perspectives on patient safety culture and safety incidents.
- **WHO Global Patient Safety Action Plan 2021-2030:** Support patients and their families to share experience of patient safety issues in healthcare.
- **OECD 2019:** Patient-reported safety indicators, acute hospital setting.
- Policy need identified by Department of Health

Question module on patient safety included in 2024 Inpatient Survey.

**National Inpatient Experience Survey 2024**

**PATIENT QUESTIONNAIRE**  
Help us make hospital care better!

Suirbhíde Náisiúna ar Eispéiríocht Othar  
National Inpatient Experience Survey

**What is the survey about?**  
The National Inpatient Experience Survey is a nationwide survey asking patients about their recent stay in a public hospital. The results of the survey will be used to improve hospital care.

**Please use this questionnaire to provide general feedback about your hospital experience. If you would like to make a comment or complaint and receive a response, please email the HSE at [patientadvocacy@hse.ie](mailto:patientadvocacy@hse.ie) or phone 1800 424 555. You can also contact the Patient Advocacy Service, an independent advocacy service, which supports people who wish to make a complaint, at 0818 293 003 or [info@patientadvocacy.ie](mailto:info@patientadvocacy.ie)**

**Why did I get this questionnaire?**  
You got this questionnaire because you spent 24 hours or more in hospital, you are 16 years of age or over and you were discharged from hospital in the survey month.

**Can I do the questionnaire online?**  
Yes, please go to [survey.yourexpérience.ie](http://survey.yourexpérience.ie) to complete the questionnaire online.

**Can I ask someone to help me fill in the survey?**  
Yes, you can ask someone to help you fill in the questionnaire. You may also ask someone to fill in the questionnaire on your behalf. However, please make sure that the answers given reflect your experience of care.

**Completing the questionnaire**

- For each question please clearly tick  one box using a black or a blue pen.
- Please read the information in the boxes that accompany some of the questions as these provide important information to help you complete the questionnaire.
- Do not worry if you make a mistake; simply fill in the box  and put a tick  in the correct box.
- There is space at the end of the questionnaire for your written comments.
- **Please do not write your name or address anywhere on the questionnaire.**
- Please return this questionnaire in the Freepost envelope provided. No stamp is needed.

Thank you for completing the survey. If you have any questions about the survey, please call our Freephone number on 1800 314 093 (Monday-Friday, 9am-5pm), visit [www.yourexpérience.ie](http://www.yourexpérience.ie) or email us at [info@yourexpérience.ie](mailto:info@yourexpérience.ie)

To opt out of this survey, call the Freephone number on 1800 314 093 or go to our website [www.yourexpérience.ie](http://www.yourexpérience.ie).

**Your answers will remain anonymous and confidential.**  
**Your feedback will not affect your future care in any way.**

**Survey Code:**

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102

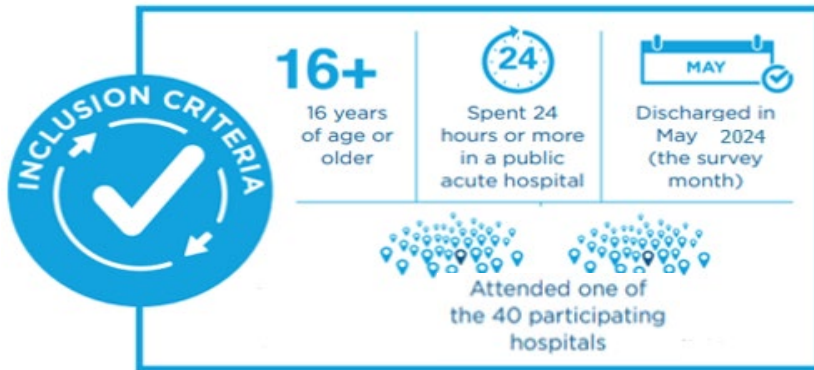
I had no need to ask/I was too unwell to ask any questions → Go to Q7

Don't know/ can't remember → Go to Q7

I was not admitted to a ward → Go to G44

# Who took part in the 2024 Inpatient Survey?

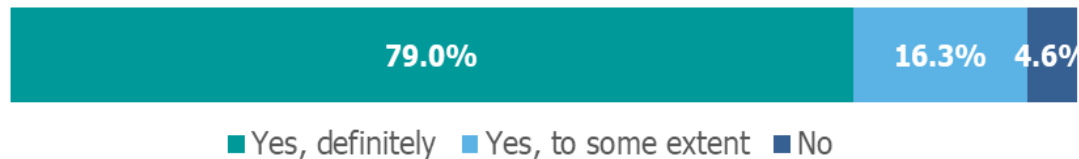
- 12,367 survey participants (41% response rate)
- 56% of participants completed the survey online, 44% completed a paper copy



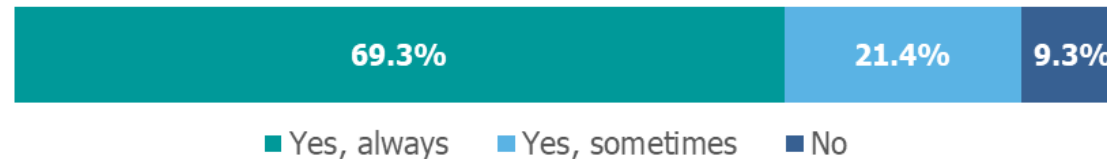
Age category	N	%
16 to 35 years	991	8.0
36 to 50 years	1611	13.0
51 to 65 years	3032	24.5
66 to 80 years	4638	37.5
81 years or older	2095	16.9
Sex		
Male	6040	48.8
Female	6327	51.2
Admission route		
Emergency	9649	78.0
Non-emergency	2718	22.0

# Findings on patient safety culture

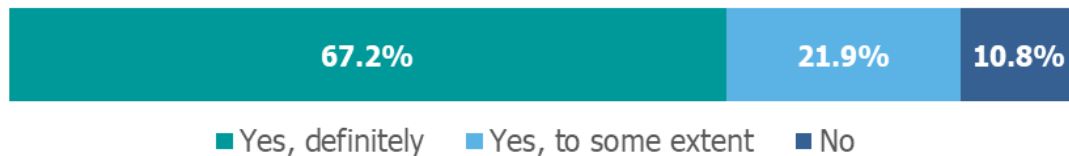
During this hospital stay, did you feel confident in the safety of your treatment and care?



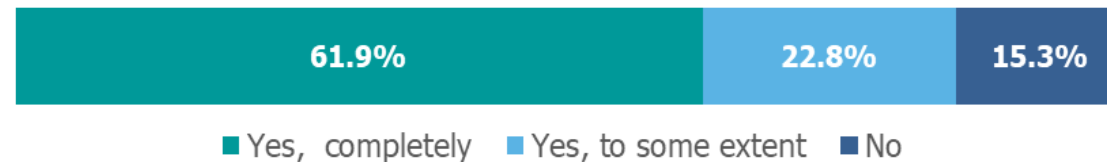
During this hospital stay, did you feel that there was good communication about your care and treatment between doctors, nurses and other hospital staff?



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?



Did a member of staff explain the purpose of the medicines you were to take at home and any side effects in a way you could understand?



# Findings on patient safety incidents



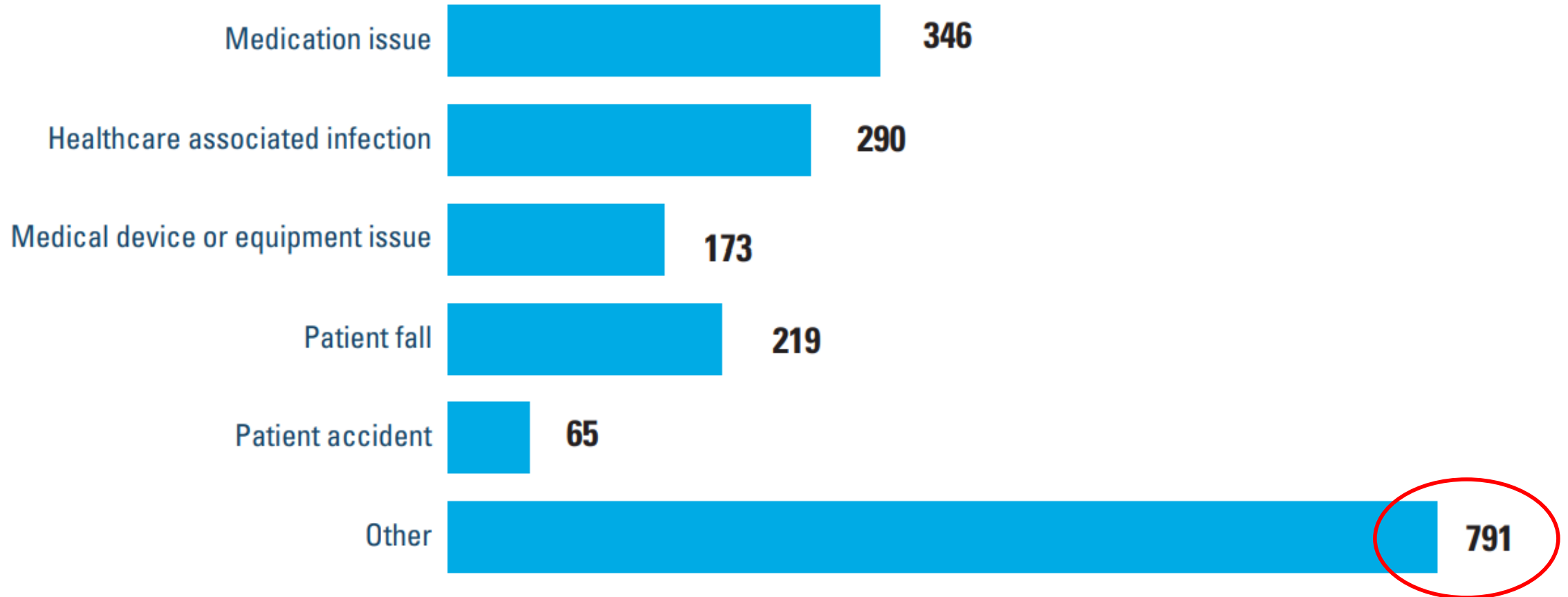
# Patient safety incidents

- Definition of patient safety incident provided in questionnaire:

“A patient safety incident is an incident (an event or circumstance) that could have resulted, or did result, in unnecessary injury or harm to you or put you at risk of injury or harm. This could be anything from you being given the wrong medication, to you getting an infection after surgery.”

- **11.1%** of participants (1,277 of 11,477) ticked ‘Yes’ when asked if they experienced a patient safety incident during their hospital stay.
- Significantly more likely to be self-reported by younger patients, female patients, patients with a disability, and patients who had an emergency admission to hospital.
- Experience of a patient safety incident significantly associated with lower overall rating of inpatient care experience.

# Type of patient safety incidents

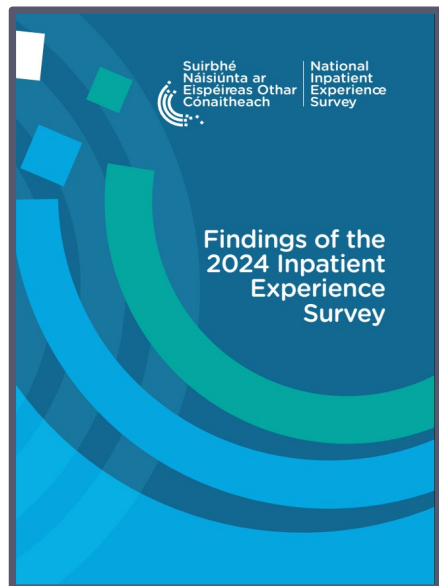


# Descriptions of patient safety incidents under 'Other'

Description of incident	% comments
Personal safety	17%
Staff responsiveness	10%
Hospital facilities	6%
Cleanliness or hygiene	5%
Complications from surgery or procedures	4%
Long wait times	4%
Incorrect patient information	4%
Staff member unable to do procedure	4%
Staff handling or behaviour	4%
Not applicable	24%

# Use of findings

- National report of survey findings, individual hospital reports.
- Survey conducted before the Patient Safety Act 2023 became fully operational- provides baseline dataset to compare against future patient-reported data.
- Will enable international comparison with patient-reported data from other OECD countries.





National Inpatient Experience Survey

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