

INFORMATION
ANALYSIS
DIRECTORATE



Inpatient Patient Experience Survey 2017



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Inpatient Patient Experience Survey 2017

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Information Analysis Directorate (IAD) sits within the **Department of Health** and carries out various statistical work and research on behalf of the department. It comprises four statistical areas: Hospital Information, Community Information, Public Health Information & Research and Project Support Analysis.

IAD is responsible for compiling, processing, analysing, interpreting and disseminating a wide range of statistics covering health and social care.

The statisticians within IAD are out-posted from the Northern Ireland Statistics & Research Agency (NISRA) and our statistics are produced in accordance with the principles and protocols set out in the UK Code of Practice for Official Statistics.

About Public Health Information and Research Branch

The role of Public Health Information and Research Branch (PHIRB) is to support the public health survey function and to provide support on public health issues within the Department. The head of the branch is the Principal Statistician, Mr. Bill Stewart.

In support of the public health survey function, PHIRB is involved in the commissioning, managing and publishing of results from departmental funded surveys, such as the Health Survey Northern Ireland, All Ireland Drug Prevalence Survey, Young Persons Behaviour & Attitudes Survey, and the Adult Drinking Patterns Survey.

PHIRB provides support to a range of key DoH NI strategies including Making Life Better, a 10 year cross-departmental public health strategic framework as well as a range of other departmental strategies such as those dealing with suicide, sexual health, breastfeeding, tobacco control and obesity prevention. It also has a key role in supporting the Alcohol and Drug Strategic Direction, by maintaining and developing key departmental databases such as, the Substance Misuse Database, Impact Measurement Tool and the Census of Drug & Alcohol Treatment Services, which are all used to monitor drug misuse and treatments across Northern Ireland.

The branch also houses the NI Health and Social Care Inequalities Monitoring System which covers a range of different health inequality/equality based projects conducted for both the region as well as for more localised area levels.

Key findings

Results from the Northern Ireland Inpatient Patient Experience Survey 2017 suggest:

- More than four-fifths of respondents rated their admission to hospital as either excellent (42%) or good (40%).
- Of those respondents who had been admitted to hospital through A&E/Emergency department, 89% rated their care and treatment in A&E as either excellent (56%) or good (33%).
- Almost three-quarters of respondents (71%) whose admission to hospital was planned felt the length of time they were on the waiting list was acceptable, 29% felt it was too long.
- As regards communication between patient and staff,
 - a fifth felt doctors talked in front of them as if they were not there,
 - less than a fifth (15%) felt nurses talked in front of them as if they were not there, and
 - around a third (29%) indicated that on occasion they received conflicting messages with one member of staff saying one thing with another saying something quite different.
- The majority of respondents (89%) reported that they always felt they were treated with respect and dignity whilst in hospital.
- Around a quarter of respondents (23%) were bothered at night by noise from hospital staff; a larger proportion were bothered at night by noise from other patients (37%).
- A quarter of respondents reported that their bed was in an area of the ward where male and female patients were being cared for beside each other.
- Overall, around two-thirds of respondents (65%) rated the hospital food as good or very good while 11% rated the food as poor or very poor.
 - four-fifths (81%) of respondents were always offered a choice of food,
 - four-fifths (79%) always felt that their individual dietary needs were provided for, and,
 - 71% indicated that they felt there was always healthy food on the hospital menu.
- On the day they left hospital, almost a third of respondents (31%) had their discharge delayed. The main reason noted by respondents was that they had to wait for medicines.
- Whilst high levels of satisfaction were reported generally, almost a fifth (18%) of respondents noted that they were dissatisfied with some aspect of their care.

the hospital environment

• 93% satisfied

care and treatment

• 93% satisfied

staff

• 92% satisfied

overall experience in hospital

• 92% satisfied

Introduction

Background

Patient experience is a recognised component of high quality care. The Northern Ireland Quality 2020 strategy defines quality under 3 main themes: safety, effectiveness, and patient and client focus. This focus on the patient and their experience of care is to ensure that the health service is always centred on the needs of the patient. Identification of these needs is therefore of the utmost importance. Patient experience is also recognised as an outcome indicator under the 2016-21 Programme for Government.

The Department of Health in Northern Ireland, working in conjunction with the HSC Business Services Organisation (BSO), carried out the Inpatient Patient Experience Survey (IPES) in 2017, a repeat of the first IPES which was carried out in 2014. The 2017 IPES questionnaire was modified slightly from 2014 to ensure appropriate benchmarking and monitoring of healthcare experience quality indicators as defined through the 2016-21 Programme for Government, and to incorporate a small number of changes suggested through informal consultation with HSC Trusts and their patient groups. It is anticipated that this survey will be followed by a programme of patient experience surveys across HSC services. The aim is to gain a greater understanding of the aspects of care that are of most importance to patients, to act on patients' feedback, and to improve the quality of health and social care.

Methodology

The IPES was conducted as a postal survey where a questionnaire was posted to all eligible inpatients (aged 16+) that had been discharged from a HSC hospital in Northern Ireland during a six week period in Sept/Oct 2017. The following table outlines the number of questionnaires that were issued for each HSC Trust, the number of questionnaires returned and the corresponding response rates.

HSC Trust	No. of questionnaires issued	No. of questionnaires received	Response rate (%)
Belfast	5,667	2,249	40
Northern	2,956	998	34
South Eastern	3,116	1,179	38
Southern	3,399	1,177	35
Western	3,437	1,265	37
Total NI	18,575	6,868	37

In respect of results and analysis, the data has been weighted for non-response. The results have been weighted by HSC Trust, sex, age and method of admission (planned or emergency) to account for differences between the characteristics of those patients who were sent a questionnaire and those that returned a questionnaire. This ensures that the published results are more representative of the views of the inpatient population. The table below compares the proportions for each demographic in the survey population with that of respondents:

	% inpatient population	% questionnaires returned
Sex		
Male	47	47
Female	53	53
Age-group		
16-29	11	6
30-44	14	10
45-59	21	22
60-74	26	34
75+	28	28
Method of admission		
Planned	30	35
Emergency	70	65

This publication along with a copy of the questionnaire and more detailed tables can be accessed on the DoH website at the following address:

<https://www.health-ni.gov.uk/articles/inpatient-patient-experience-survey>

Journey to hospital



Over two-fifths of respondents (45%) travelled to hospital by ambulance and the vast majority of those who did, rated the care they received as excellent (87%).

This high positive rating was found across all age-groups and for males and females.

Proportion of respondents answering positively on a range of questions on ambulance staff

Did ambulance staff...	%	Base number
introduce themselves to you?	97	2,138
behave in a polite and courteous manner?	98	2,132
show care and compassion towards you?	98	2,114
speak to you in a way which you could easily understand?	98	2,103
explain to you what was happening in relation to your treatment/care?	94	2,057
make you feel safe and secure?	98	2,140
maintain your privacy and dignity?	99	2,106

A&E

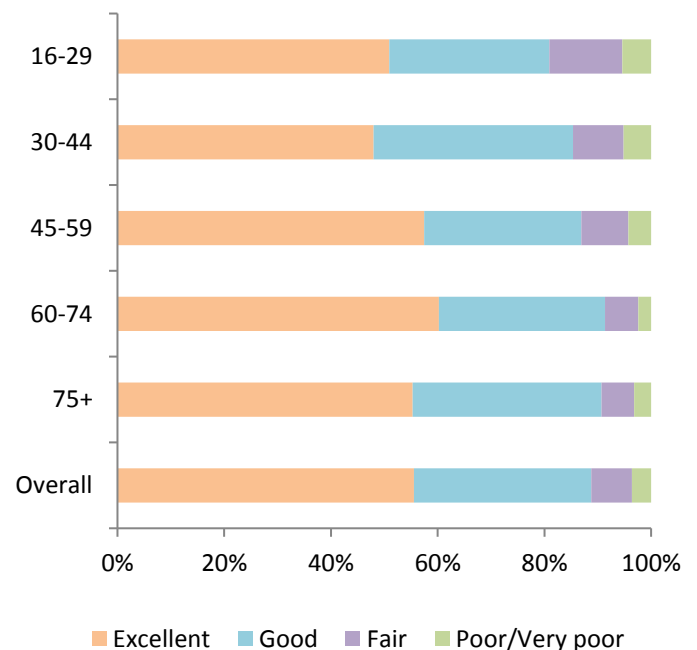


Respondents were asked to indicate whether their most recent hospital stay had been planned in advance or whether it was an emergency.

Of respondents admitted to hospital via an emergency care department, 89% rated their care and treatment in A&E / emergency department as either excellent (56%) or good (33%). Less than one in ten respondents (8%) rated their care and treatment as fair while 4% of respondents gave a rating of poor or very poor. Older respondents were more likely to rate their care and treatment in A&E positively than younger respondents.

The vast majority of respondents (95%) reported that staff in A&E had introduced themselves.

Respondents rating of their care and treatment in A&E



Admission to hospital

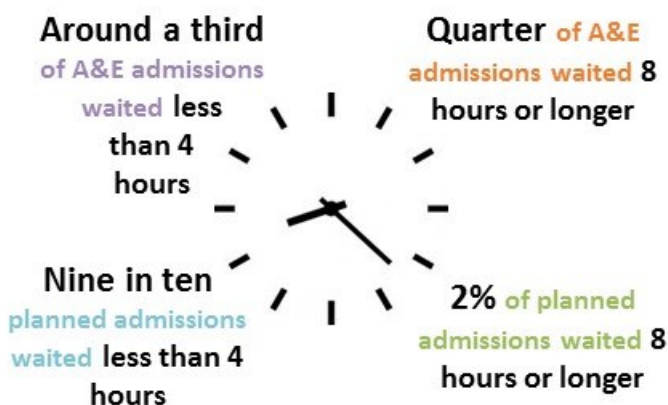
Planned admission

Of respondents that indicated that their most recent hospital visit had been planned in advance, almost three-quarters (71%) viewed the length of time they were on a waiting list as acceptable. The admission date for four out of five respondents was not changed by the hospital while 7% of respondents had their admission date brought forward and 14% had their date put back.

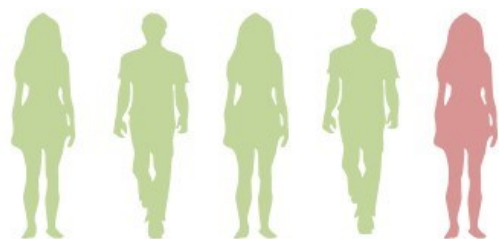
Of those respondents that had their admission date put back, around a third (32%) indicated that it involved over 30 additional days. Of those respondents that had their admission date brought forward, more than a third (36%) noted that it involved less than 5 fewer days whilst 16% of respondents noted that it had been moved forward by at least 30 days.

Waiting times

Respondents were asked to provide an approximate time for how long they waited from arriving at hospital to being admitted to a bed on a ward. The vast majority of respondents (90%) who were a planned admission reported that they waited less than 4 hours however the corresponding figure for those admitted via A&E was just over a third (35%).



When asked their views on the length of time they had to wait, the majority of respondents who were a planned admission (84%) felt that they did not have to wait a long time; the corresponding figure for those admitted through A&E was 44%. Comparing with waiting times experiences, those who had to wait a shorter period were less likely to feel they had to wait a long time to be admitted to a bed on a ward.



Overall **more than four-fifths** rated their admission to hospital as **excellent (42%) or good (40%)**

Arrival on the ward

The majority of respondents (88%) reported that staff had been expecting them and had been prepared for their arrival when they first arrived on the ward. A similarly high proportion (90%) indicated that staff were understanding of their condition or presenting problem.

Respondents were asked about when they first arrived on the ward whether a member of pharmacy staff had checked what medicines they were currently taking. Over half (56%) indicated that this had happened while a quarter (25%) reported that it had not. Around a fifth of respondents (19%) stated it was not relevant or did not know if pharmacy staff had checked regarding medicines.

Experience in hospital



Respondents were asked their views on the behaviour and attitude of staff during their stay in hospital. The findings are presented for

each of the patient and client experience standards¹. The 5 core standards embrace the concept that patients and clients have a right to experience respectful and professional care, in a considerate and supportive environment, with effective communication, where their privacy is protected and dignity maintained; these are considered key to promoting a positive patient and client experience.

Attitude

Just under nine in ten respondents indicated that staff were always approachable (86%), caring and compassionate (87%), with around three-quarters of respondents (74%) noting that staff were always aware of when they were upset or distressed.

Behaviour

The majority of respondents (84%) noted that staff always introduced themselves and felt that staff always behaved in a courteous manner (89%). While three-quarters of respondents (76%) reported that staff always knew enough about their condition, around a fifth (19%) noted that this was only true sometimes.

Just over two-fifths of respondents (44%) had pressed the call button for assistance during their hospital stay, with almost three-quarters (72%) reporting that they always got help as soon as they wanted it. A quarter of respondents (23%) indicated that they sometimes got help and 5% of respondents noted that they rarely or never got help as soon as they wanted it.

Respect

While 9 in 10 respondents (92%) indicated that staff always or sometimes explained the reasons for any interruptions during their care and treatment, a sizeable proportion of respondents felt that staff talked in front of them as if they were not there.



A fifth of respondents felt doctors talked in front of them as if they weren't there

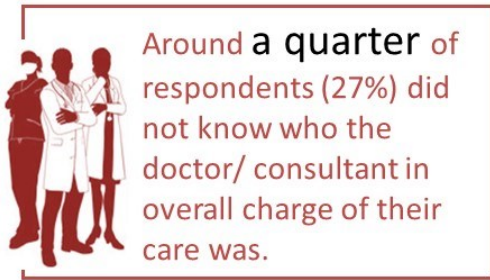
Less than a fifth of respondents felt nurses talked in front of them as if they weren't there



Communication

Communication between hospital staff and patients is extremely important thus respondents were asked to rate different aspects of communication. The majority of respondents felt that doctors (82%) and nurses (82%) always took the time to listen to any questions or concerns they had with a similar proportion noting that they always got answers they could understand. However, over a quarter of respondents indicated that on occasion they received conflicting messages with one member of staff saying one thing with another saying something quite different.

¹ <http://www.publichealth.hscni.net/publications/patient-client-experience-standards>



Three-fifths of respondents (60%) stated that they or their family had the opportunity to meet or talk with the ward sister or nurse in charge. However nearly one in five respondents (18%) indicated that they had not been given this opportunity, with the remaining 22% of respondents indicating that they did not want or need to.

Privacy and dignity

The majority of respondents reported having always been given enough privacy when either being examined or treated (92%), having discussions about their condition (86%) or washing and dressing (94%). Around four in five respondents reported always getting help when needed for washing and dressing and going to the bathroom/toilet.

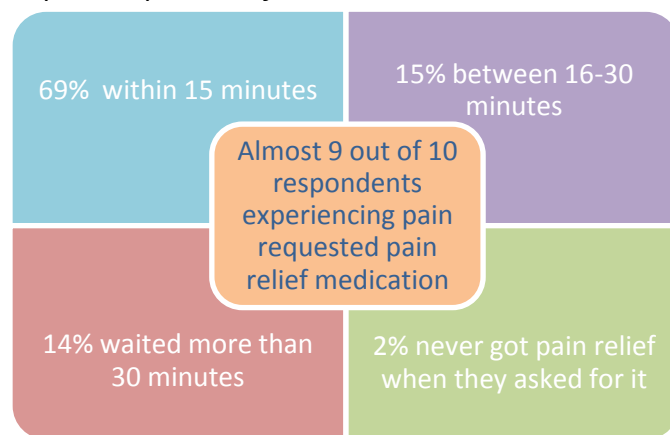
During their stay in hospital, 64% of respondents had stayed in one ward while 7% had stayed on 3 or more wards. Of those respondents who had moved ward, almost three-quarters indicated that they did not mind.

Around a quarter of respondents (24%) reported that their bed was in an area of the ward where male and female patients were being cared for beside each other. This was true for half of these respondents (49%) for most of their stay. The majority of these respondents (87%) indicated that they were not given the option to move to another part of the ward where male and female patients were not being cared for beside each other.

Pain relief

Around two-thirds of respondents (64%) reported having been in pain during their hospital stay with the vast majority of these respondents (85%) requesting pain relief medication. More than two-thirds of those who requested medication (69%) indicated that they waited less than 15 minutes while 14% waited more than 30 minutes and 2% reported that they never got pain relief medication when they asked for it.

Length of time respondents waited after they requested pain relief



Generally, four-fifths of respondents (81%) that had been in pain during their hospital stay felt that hospital staff did everything they could to help control their pain, with only a small proportion (4%) disagreeing with this.

Overall, the majority of respondents (89%) reported that they always felt they were treated with respect and dignity whilst in hospital.

Leaving hospital



Respondents were asked a range of questions concerning their discharge and the arrangements made for them leaving hospital. Around three-quarters of respondents (75%) felt they were definitely ready to be discharged with a similar proportion indicating that they were given enough notice (72%).

In relation to the arrangements made for them leaving hospital, three-quarters of respondents (75%) noted that their home situation was fully taken into account and 69% of respondents indicated that hospital staff fully talked through with them whether they would have the help they needed when they left hospital.

Around two-thirds of respondents (68%) felt they definitely received enough care and assistance from health services after they left hospital. Around a fifth (17%) felt that to some extent they had received enough care and assistance with a similar proportion (15%) indicating that they had not received enough care and assistance.

Around two-thirds of respondents (67%) reported that staff had given them (or their family) all the information they needed to help care for themselves. However, around a third (33%) indicated that this had not been the case.

Around two-thirds (67%) had been provided with contact details of who to contact if they had questions about their condition or treatment.

On the day they left hospital, just under a third of respondents (31%) had their discharge delayed. Of those that had been informed and were aware of the reason, two-thirds (66%) were waiting for medicines, with 10% waiting for an ambulance/transport, and 9% waiting to see a doctor.

Just under a third of respondents had a delayed discharge

Main reasons for delay:

66% waiting for medicines

9% waiting to see a doctor

10% waiting for ambulance/transport

15% other reason

Medicines

The vast majority of respondents (89%) had been given medicines to take at home when they were leaving hospital. Most of these respondents (87%) stated that the medicines were packaged and labelled for their own use.

Of those respondents who had needed an explanation, around nine in ten (89%) had received a complete explanation of how to take their medication with 83% having received a complete explanation on the purpose of their medication. However over a third of respondents (35%) were not told about the side-effects to watch for, which they felt was necessary.

Overall, the majority of respondents (79%) rated the arrangements for them leaving hospital as excellent or good.

The hospital environment

Cleanliness

Nearly all respondents felt the ward (98%) and the treatment rooms (99%) were very clean or fairly clean, with 93% of respondents rating the toilets and bathrooms as very clean or fairly clean.

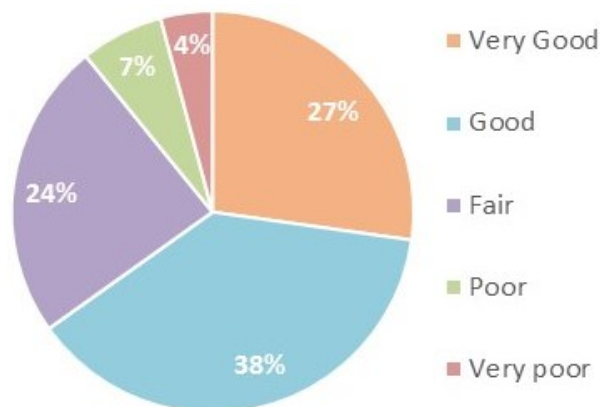
Noise

Almost **two-fifths** of respondents were bothered at night by **noise from other patients**.

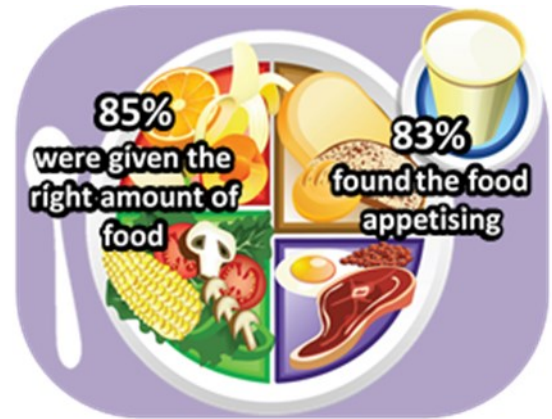
Almost a quarter of respondents (23%) were bothered at night by noise from hospital staff. A larger proportion was bothered at night by noise from other patients (37%). A fifth of respondents were bothered by brightness/lighting in the ward at night (21%) and by the temperature of the ward at night (20%).

Food

Respondents were asked a range of questions relating to the food and drink provided during their stay in hospital. Overall, around two-thirds of respondents (65%) rated the hospital food as good or very good while 11% rated the food as poor or very poor.



The majority of respondents felt that there had always been healthy food on the hospital menu (71%) and a choice of food on offer (81%). Over four-fifths (85%) of respondents noted that they had been given the right amount of food and 83% found the food appetising all or some of the time.



Around three-fifths of respondents (61%) reported that staff always or sometimes monitored how much food they ate with a similar proportion of respondents (61%) indicating that they always got help to eat when they needed it. Over a tenth of respondents (14%) indicated that they sometimes got help whilst around a quarter (24%) reported that they rarely or never got help to eat when required.



Around three-quarters of respondents (77%) reported that staff always or sometimes monitored the amount of fluid they drank. Almost two-thirds of respondents (64%) reported always getting help to drink when they needed it. Over a tenth of respondents (14%) indicated that they sometimes got help whilst over a fifth (22%) reported that they rarely or never got help to drink when they needed it.

One in five (19%) respondents indicated that they had been interrupted during mealtimes by a member of staff.

More than a quarter of respondents (27%) indicated that they had at some point been unable to eat during mealtimes. Of these respondents, half had always been offered a replacement whilst almost a third of respondents (31%) were not offered.

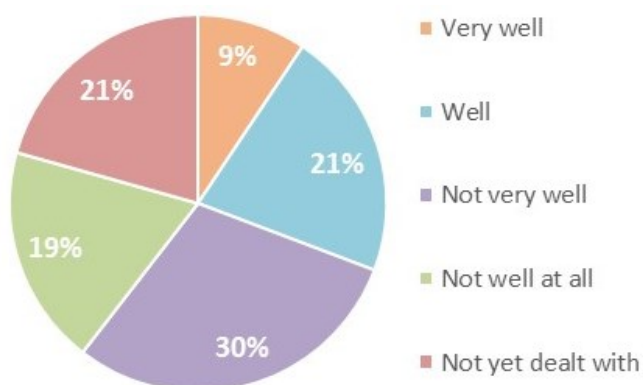
Complaints

Less than a fifth of respondents (18%) stated that they were dissatisfied with some aspect of their care. Three-fifths of these respondents (61%) spoke to a member of staff about their concerns and of those who did, a third (33%) reported that the member of staff was able to deal with their concerns to their satisfaction.

Less than half of respondents (47%) who indicated that they were dissatisfied with some aspect of their care were aware of the process for making a formal complaint within their Health & Social Care Trust.

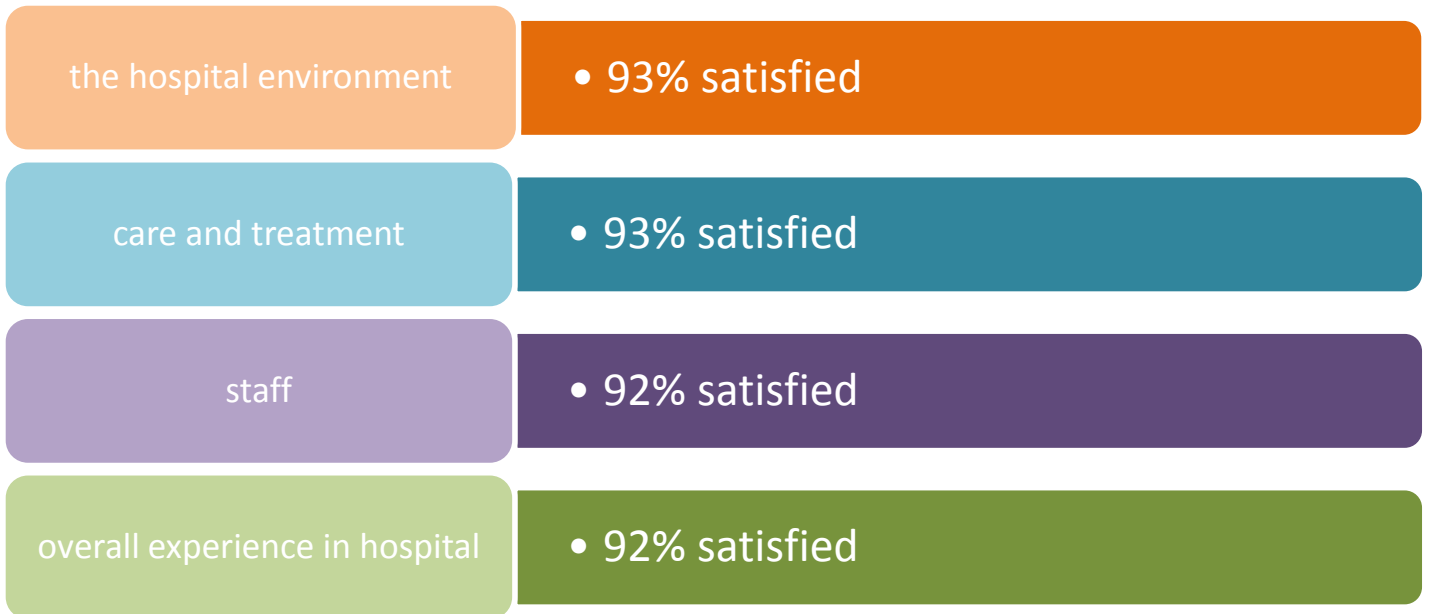
Less than a third (29%) of those who had been dissatisfied with some aspect of their care had made a verbal complaint to ward staff and a further 6% had made a written complaint. Of these respondents, just under a third (30%) indicated that their complaint had been dealt with well or very well; a higher proportion (49%) indicated that their complaint had not been dealt with well. Just over a fifth of respondents (21%) noted that their complaint, at the time of the survey, had not yet been dealt with.

Respondents views on how well their complaint was dealt with



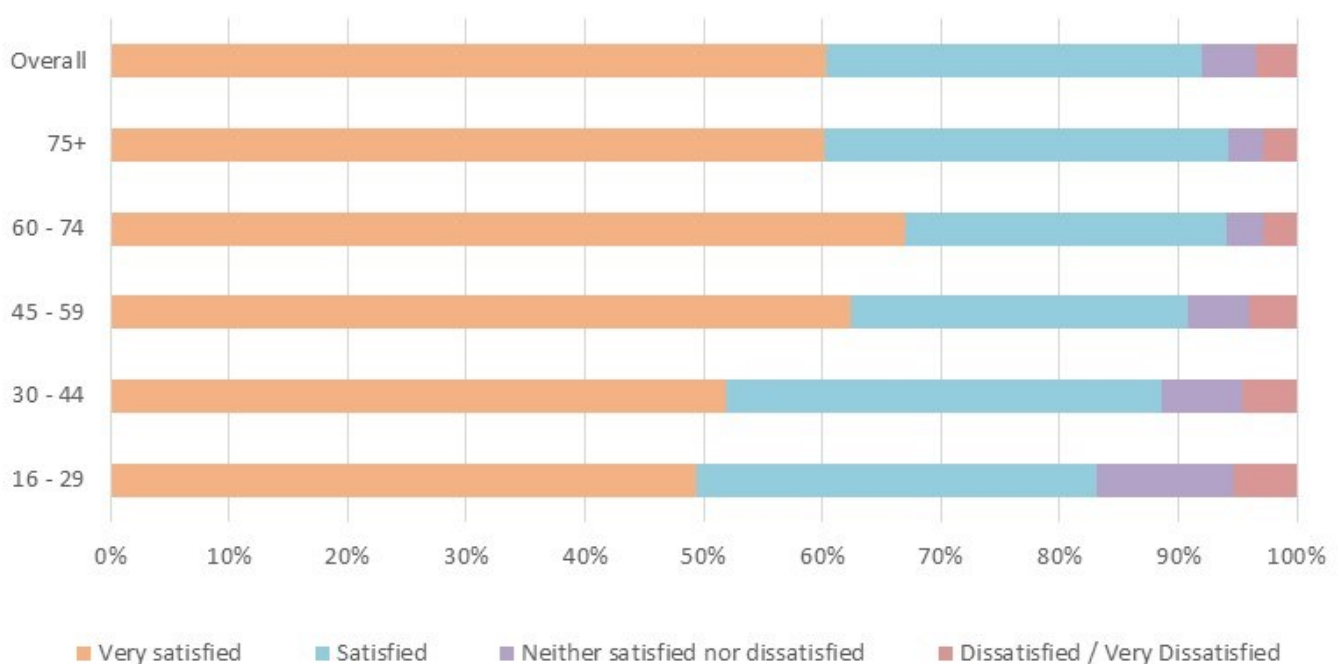
Overall experience

Respondents were asked to rate their level of satisfaction with certain aspects of their overall hospital experience, with very high satisfaction rates reported across the indicators.



Males and females were as likely to rate their experience positively, with 93% of males indicating they were satisfied or very satisfied with their overall experience in hospital compared with 91% of females. Older respondents were more likely to rate their experience positively than younger respondents.

Respondents level of satisfaction with their overall hospital experience



another” and “I had to keep answering the same questions over and over”. Some respondents also felt more time was needed to discuss their illness with staff; this was often noted alongside a recommendation for more staff. With respect to their discharge, some respondents mentioned poor arrangements, specifically the length of time taken to get medicines and poor communication leading to long delays, for example, “if discharge procedure was more effective it would free up beds earlier”. There were also a series of suggestions for improvements with respect to the hospital environment, ranging from “recovery ward could help with pain more quickly” to “staff need to be quieter at nights”.

Analysis by Health & Social Care Trust

Northern Ireland is split geographically into 5 Health & Social Care Trusts: Belfast, Northern, South Eastern, Southern and Western. This next section presents an overview of the findings for each of the 5 Health & Social Care Trusts.

An examination of the results by HSC Trust will allow for more meaningful analysis at a local level. Trust staff will be able to understand more about the experiences of their patients and this feedback can be used to form the basis of action plans dedicated to improve the patients' experience and the quality of care delivered. Whilst this report provides an overview of Trust findings, each Trust will have the opportunity to undertake a more detailed analysis of the data to enable local priorities to be identified.

The Trust findings are presented as both overall satisfaction ratings and a more detailed look at the actual experience of patients. Results are included where the Trust result compares favourably or unfavourably with the overall Northern Ireland result. For the most part, Trust results that differ by at least 5 percentage points have been reported.

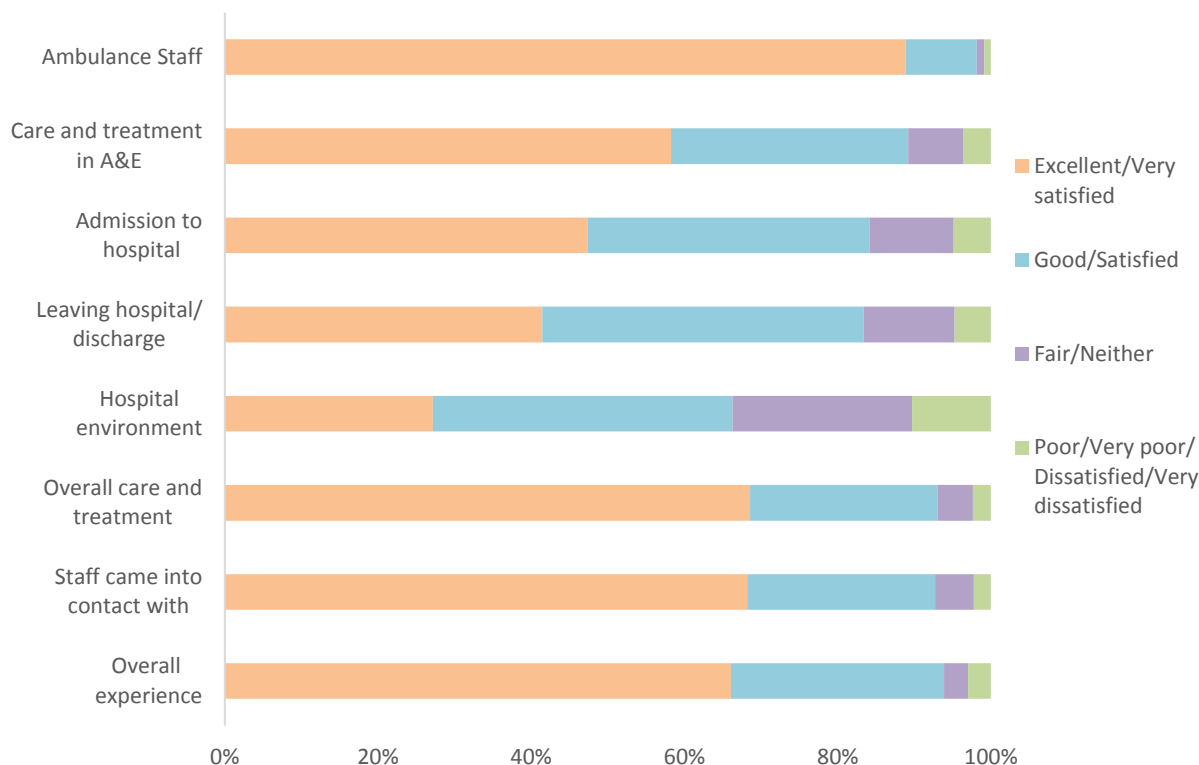
The tables below present the demographic breakdown of respondents in each of the HSC Trusts.

HSC Trust	Male %	Female %
Belfast	50	50
Northern	45	55
South Eastern	45	55
Southern	45	55
Western	48	52
Total NI	47	53

HSC Trust	16-29 %	30-44 %	45-59 %	60-74 %	75+ %
Belfast	6	9	23	37	24
Northern	6	10	21	32	31
South Eastern	6	9	21	32	32
Southern	5	11	21	33	30
Western	6	10	23	34	26
Total NI	6	10	22	34	28

Analysis by Health & Social Care Trust: Belfast

The response rate for the Belfast Health & Social Care Trust (40%) was higher than the overall Northern Ireland response rate (37%). Respondents were asked to rate their overall experience on a number of aspects of their inpatient stay which are set out in the chart below.



Most favourable and least favourable results for the Belfast Trust relative to the overall Northern Ireland results:

Most favourable:

- Four-fifths of respondents (80%) in Belfast Trust knew who the doctor/consultant in overall charge of their care was, higher than the corresponding Northern Ireland figure of 73%.
- A higher proportion of respondents indicated that they had received a complete explanation of symptoms to watch out for when they left hospital in the Belfast Trust (66%) than in Northern Ireland overall (60%).

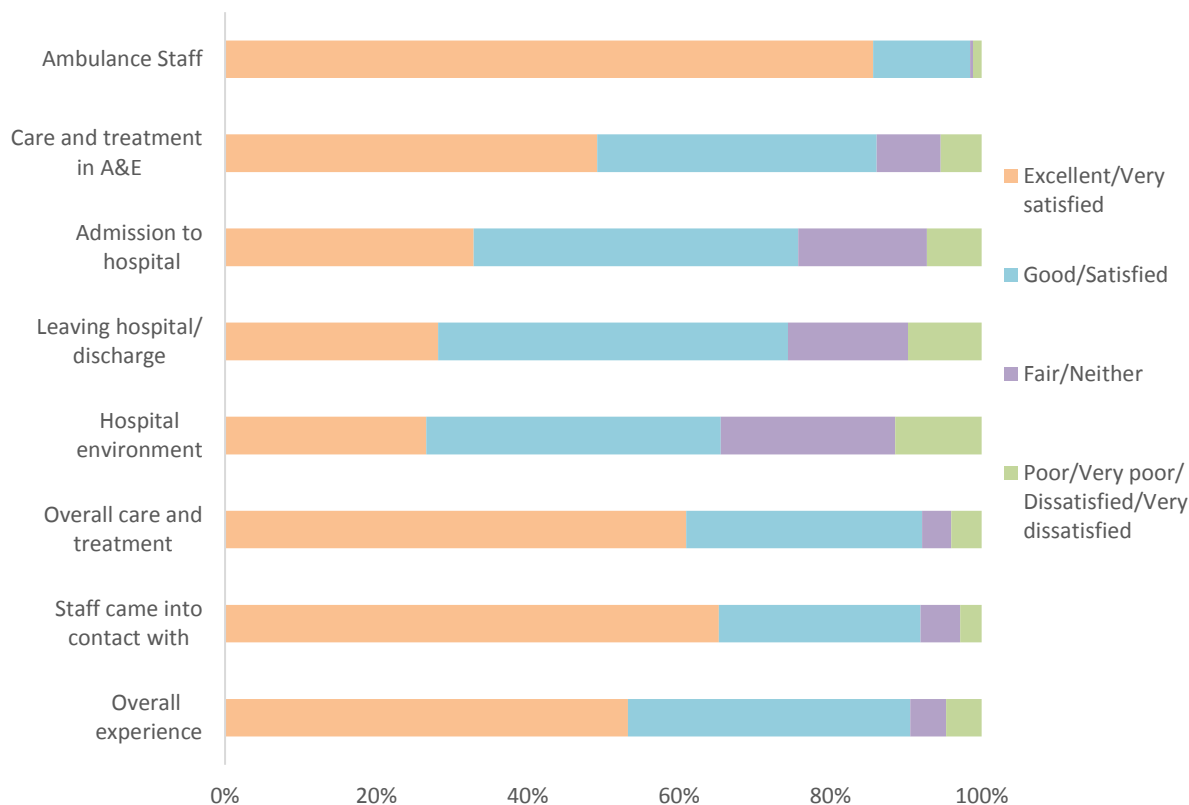
Least favourable:

- Respondents in Belfast were more likely to report that they were bothered at night by brightness/lighting in the ward (26% compared with 21% in Northern Ireland overall).
- The proportion of respondents rating the hospital food as good or very good was lower in Belfast (61%) than in Northern Ireland overall (65%).

Complaints: Less than one-fifth of respondents (17%) in the Belfast Trust indicated that there was some aspect of their care that they were dissatisfied with (compared with 18% overall in NI). Of these respondents, just under a third (30%) had made a verbal complaint to ward staff and 11% had made a written complaint.

Analysis by Health & Social Care Trust: Northern

The response rate for the Northern Health & Social Care Trust (34%) was lower than the overall Northern Ireland response rate (37%). Respondents were asked to rate their overall experience on a number of aspects of their inpatient stay which are set out in the chart below.



Most favourable and least favourable results for the Northern Trust relative to the overall Northern Ireland results:

Most favourable:

- Of respondents that stated they had requested pain relief medication, almost three-quarters (73%) in the Northern Trust indicated that they received medication within 15 minutes of requesting it compared with the Northern Ireland finding of 69%.

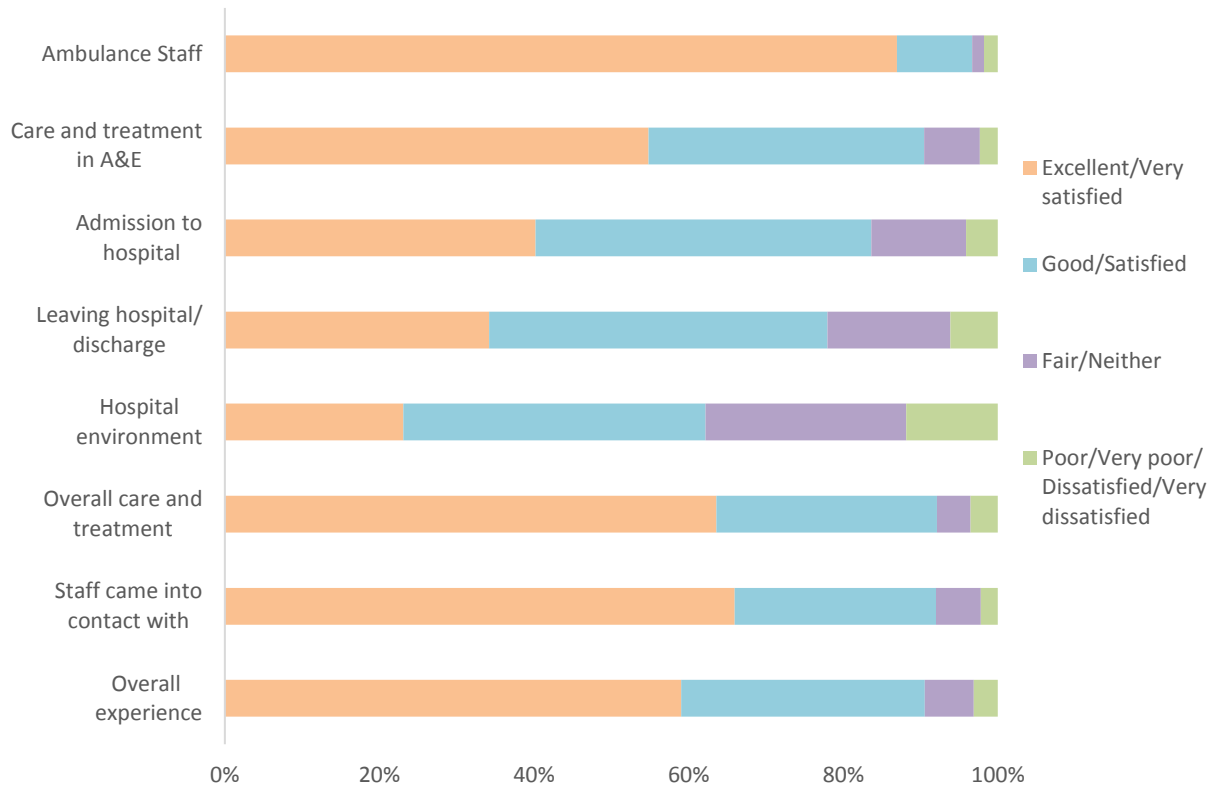
Complaints: Just over a fifth of respondents (21%) in the Northern Trust indicated that there was some aspect of their care that they were dissatisfied with. Of these respondents, almost a third (31%) had made a verbal complaint to ward staff and 5% had made a written complaint.

Least favourable:

- Around half of respondents (49%) in the Northern Trust reported that they had received a complete explanation about any symptoms they should watch for after they went home compared with 60% of respondents regionally.
- Respondents in the Northern Trust were less likely to rate their arrangements for leaving hospital as excellent (28%) than in Northern Ireland as a whole (36%).
- The proportion of respondents rating their admission to hospital as excellent or good was lower in the Northern Trust (76%) than in Northern Ireland overall (82%).

Analysis by Health & Social Care Trust: South Eastern

The response rate for the South Eastern Health & Social Care Trust (38%) was higher than the overall Northern Ireland response rate (37%). Respondents were asked to rate their overall experience on a number of aspects of their inpatient stay which are set out in the chart below.



Most favourable and least favourable results for the South Eastern Trust relative to the overall Northern Ireland results:

Most favourable:

- A lower proportion of respondents in the South Eastern Trust indicated they were ever bothered at night by noise from other patients (29%) than in Northern Ireland overall (37%).

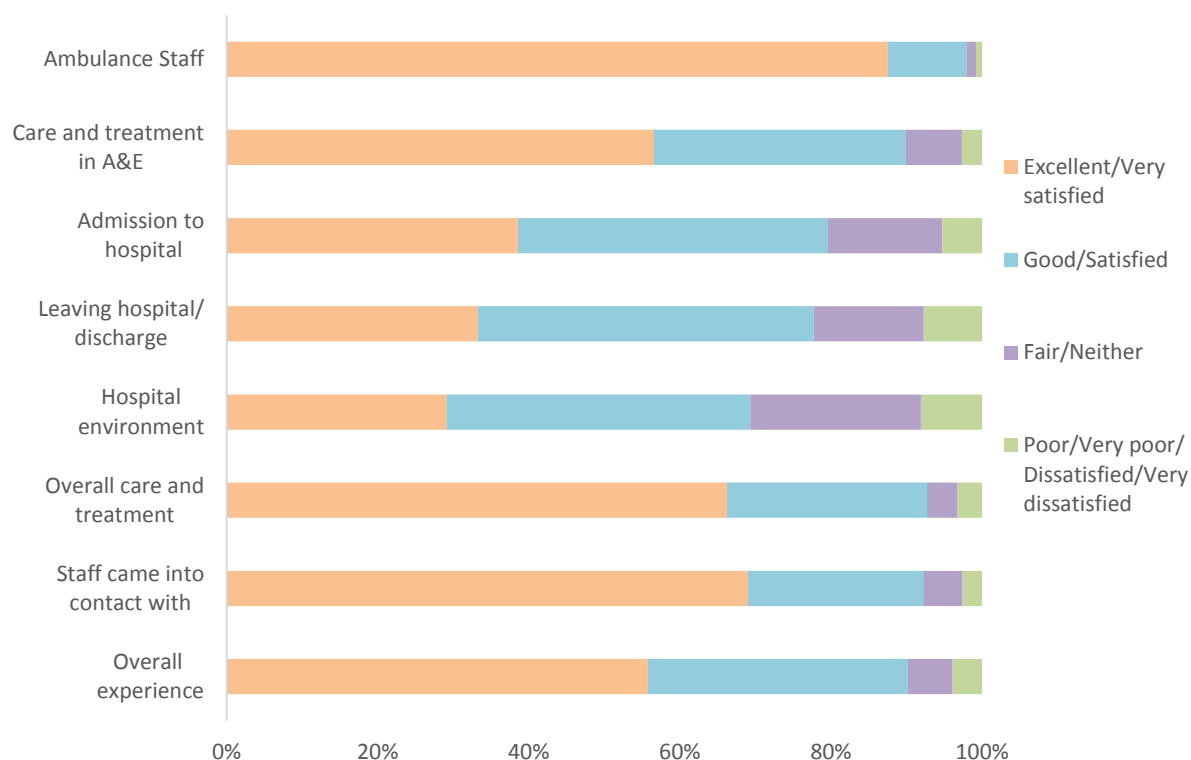
Complaints: Just under a fifth of respondents (19%) in the South Eastern Trust indicated that there was some aspect of their care that they were dissatisfied with. Of these respondents, just over a quarter (27%) had made a verbal complaint to ward staff and 4% had made a written complaint.

Least favourable:

- A higher proportion of respondents in the South Eastern Trust indicated that they never got help to eat when they needed it (28%) than in Northern Ireland overall (20%).
- Respondents in the South Eastern Trust were less likely to report that they always got help to drink when they needed it (53%) than Northern Ireland overall (64%).
- More than two-thirds of respondents (71%) in the South Eastern Trust reported that they had always got help going to the bathroom or toilet compared with 78% of respondents overall.

Analysis by Health & Social Care Trust: Southern

The response rate for the Southern Health & Social Care Trust (35%) was less than the overall Northern Ireland response rate (37%). Respondents were asked to rate their overall experience on a number of aspects of their inpatient stay which are set out in the chart below.



Most favourable and least favourable results for the Southern Trust relative to the overall Northern Ireland results:

Most favourable:

- A higher proportion of respondents in the Southern trust stated that they had been offered a choice of food (89%) than in Northern Ireland overall (81%).
- Around four in five respondents (81%) in the Southern Trust reported that they felt there had always been healthy food on the hospital menu compared with the Northern Ireland finding of 71%.

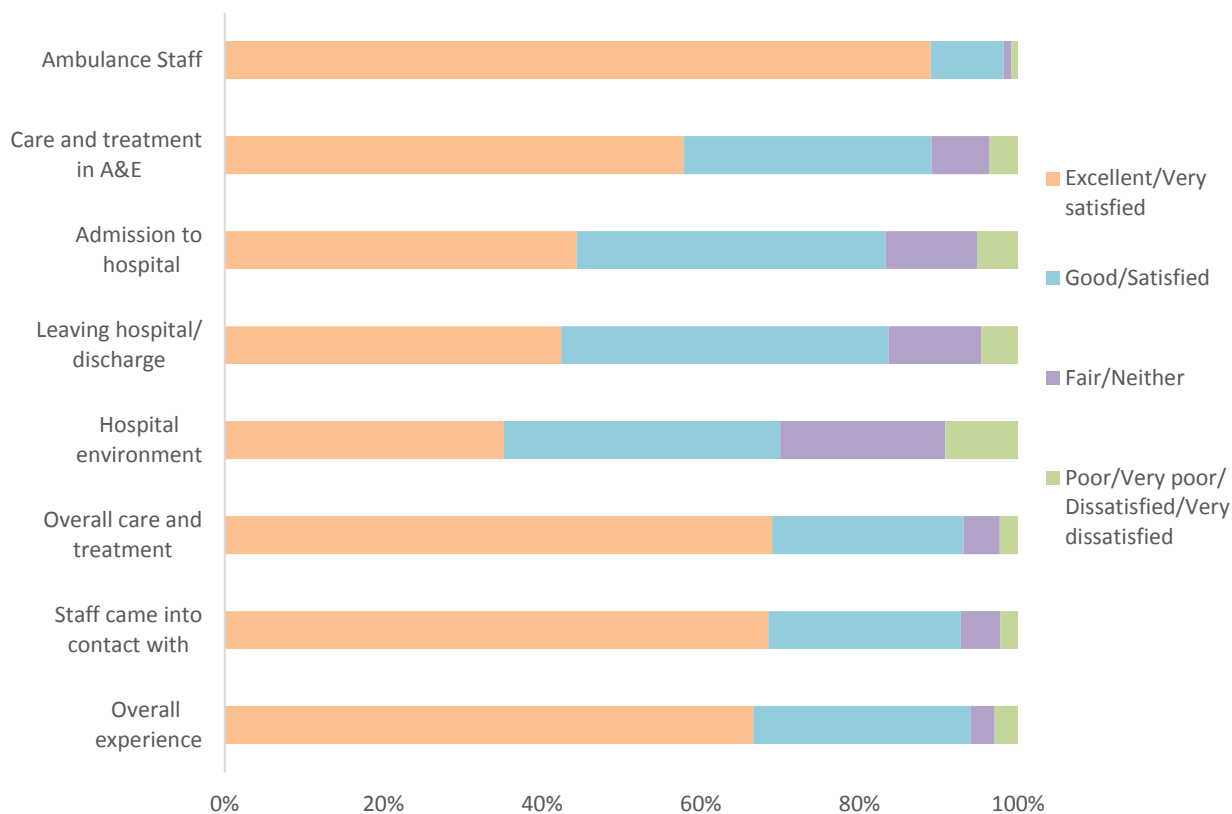
Complaints: Just over a fifth of respondents (21%) in the Southern Trust indicated that there was some aspect of their care that they were dissatisfied with. Of these respondents, 30% had made a verbal complaint to ward staff and 3% had made a written complaint.

Least favourable:

- Over two-fifths of respondents (43%) stated that they had ever been bothered at night by noise from other patients compared with 37% of respondents in Northern Ireland overall.
- A larger proportion of respondents in the Southern Trust (81%) indicated that they had always been given enough privacy when discussing their condition or treatment, than in Northern Ireland overall (86%).
- Just over two-thirds (68%) of respondents in the Southern Trust reported knowing who the doctor/consultant in overall charge of their care was, compared with 73% regionally.

Analysis by Health & Social Care Trust: Western

The response rate for the Western Health & Social Care Trust (37%) was similar to the overall Northern Ireland response rate (37%). Respondents were asked to rate their overall experience on a number of aspects of their inpatient stay which are set out in the chart below.



Most favourable and least favourable results for the Western Trust relative to the overall Northern Ireland results:

Most favourable:

- Respondents in the Western Trust were less likely to report that they had been bothered at night by noise from other patients (28% compared with 37% of overall respondents) or noise from hospital staff (18% compared with 23% of overall respondents).
- The proportion of respondents rating the food as good or very good was higher in the Western Trust (70%) than in Northern Ireland overall (65%).
- Around four-fifths of respondents (79%) in the Western Trust reported that the toilets and bathrooms they used were very clean compared with 71% of respondents overall.
- A higher proportion of respondents in the Western Trust reported that a member of staff always told them (or their carer) about medication side effects to watch for when they went home (57% compared with 49% overall).

Complaints: Just under a fifth of respondents (16%) in the Western Trust indicated that there was some aspect of their care that they were dissatisfied with. Of these respondents, 26% had made a verbal complaint to ward staff and 6% had made a written complaint.

Benchmarking with other countries

Patient Experience indicators

It is important to note when benchmarking that there are some differences in the way that NI results have been calculated with those for England and Scotland. The 2017 NI Inpatient Patient Experience Survey does contain broadly comparable questions to those that were used to create both the English and Scottish inpatient indicator scores. However precise comparisons of scores are not possible due to slight differences in the wording of questions and response options. Also it should be noted that the English results are the unweighted mean result of all NHS Trusts. However the Scottish results have been calculated by weighting the results by the total number of eligible inpatients attending a particular hospital over the year to provide results more representative of the population. The NI results have also been weighted by the number of eligible patients over the identified survey period to make results more representative.

When applying the English overall patient experience method for Northern Ireland, the score (77) was similar in comparison with the 2016 score for England (77).



When applying the Scottish healthcare experience indicator method for Northern Ireland, the score (84) was broadly comparable to the 2016 (latest available) for Scotland (83).



Further comparisons

Further comparisons are made below between results from the NI survey with the most recent English and Scottish surveys. Results are compared for a number of questions in terms of the percentage of patients answering negatively as it is not always possible to compare accurately positive responses due to slightly different wording or answer options across the three countries. This should also be taken into account when considering some of the observed differences.

Comparative results for admission to hospital

	Question	Result	
NI	Was your most recent hospital stay planned in advance or were you admitted via A&E	Planned admission	33%
		Unplanned admission	62%
		Other	5%
England	Was your most recent stay planned in advance or an emergency	Waiting list or planned in advance	37%
		Emergency or urgent	61%
		Something else	3%
Scotland	Was your most recent stay planned in advance or an emergency	Waiting list or planned in advance	37%
		Emergency or urgent	63%
NI	From the time you arrived at hospital, did you feel that you had to wait a long time to get to a bed on a ward	Yes, definitely	22%
England	From the time you arrived at hospital, did you feel that you had to wait a long time to get to a bed on a ward	Yes, definitely	14%
Scotland	From the time you arrived at hospital, how did you feel about the time you had to wait to get to a bed on the ward	It was too long	14%

The table above shows comparable results from the NI, English and Scottish inpatient surveys about patients' experience of admission to hospital. NI respondents (22%) were more likely than their Scottish (14%) and English counterparts (14%) to have felt that they had to wait a long time to wait to get to a bed on a ward.

Comparative results for the hospital and ward

	Question	Result	
NI	In your opinion how clean were the hospital room or ward that you were in	Not very clean/not at all clean	2%
England	In your opinion how clean was the hospital room or ward that you were in	Not very clean/not at all clean	2%
Scotland	The main ward or room I stayed in was clean	Strongly disagree/Disagree	1%
NI	In your opinion how clean were the toilets or bathroom that you used	Not very clean/not at all clean	7%
England	How clean were the toilets and bathrooms that you used in hospital	Not very clean/not at all clean	5%
Scotland	The bathrooms or toilets were clean	Strongly disagree/Disagree	4%
NI	During your stay on the ward, was your bed in an area of the ward where male and female patients were being cared for beside each other	Yes	24%
England	When you were first admitted to a bed on a ward, did you share a sleeping area, for example a room or a bay, with patients of the opposite sex	Yes	9%
	After you moved to another ward (or wards), did you ever share a sleeping area, for example a room or bay, with patients of the opposite sex	Yes	7%

Broadly similar proportions of respondents across the three countries felt that either their ward/room or toilets/bathroom were not clean. Around a quarter of NI respondents (24%) spent at least part of their hospital stay in an area where both male and female patients were being cared for. In England, 9% of respondents indicated that when first admitted to hospital that they shared an area with patients of the opposite sex, while this was true for 7% of patients after they had moved wards. A similar question was not asked in Scotland where mixed sex wards with the exception of A&E and intensive care have been abolished. It is worth noting that there are likely to be some difference in the perceptions of patients as to what constitutes mixed wards.

Comparative results for care and treatment

	Question	Result	
NI	Do you think the hospital staff did everything they could to help control your pain	No	4%
England	Do you think the hospital staff did everything they could to help control your pain	No	6%
Scotland	I was able to get adequate pain relief when I needed it	Strongly disagree/Disagree	5%
NI	During your stay on the ward were you given enough privacy when being examined or treated	Rarely/ Never	2%
England	Were you given enough privacy when being examined or treated	No	1%
Scotland	I had privacy when being examined or treated	Strongly disagree/Disagree	3%
NI	During your stay on the ward were you given enough privacy when discussing your condition or treatment	Rarely/ Never	5%
England	Were you given enough privacy when discussing your condition or treatment	No	6%
Scotland	I had privacy when my condition and treatment were discussed	Strongly disagree/Disagree	5%
NI	Were you involved as much as you wanted to be in decisions about your care and treatment	Rarely/ Never	7%
England	Were you involved as much as you wanted to be in decisions about your care and treatment	No	10%
Scotland	How did you feel about being involved in decisions about your care and treatment	No and I would have like to have been	7%

The table above shows that there was little difference between the results across a range of questions relating to patients' care and treatment across the three countries.

Comparative results for staff

	Question	Result	
NI	Did doctors talk in front of you as if you weren't there	Yes always/Sometimes	20%
England	Did doctors talk in front of you as if you weren't there	Yes often/Yes sometimes	22%
Scotland	Doctors talked in front of me as if I was not there	Strongly agree/Agree	20%
NI	Did nurses talk in front of you as if you weren't there	Yes always/Sometimes	15%
England	Did nurses talk in front of you as if you weren't there	Yes often/Yes sometimes	17%
Scotland	Nurses talked in front of me as if I was not there	Strongly agree/Agree	17%

Broadly similar proportions of patients in England, Scotland and NI felt that either doctors or nurses talked in front of them as if they were not there.

Comparative results between 2014 and 2017 Surveys

Further comparisons are made below between results from the 2014 and 2017 NI Inpatient Patient Experience Surveys. The 2014 survey was conducted at a different time in the year (March/April) than the 2017 survey (September/October) and this should also be taken into account when considering some of the observed differences.

Overall how would you rate the care you received from ambulance staff?					
Survey Year	Excellent	Good	Fair	Poor	Very poor
2014	83%	15%	1%	1%	0%
2017	87%	10%	1%	1%	1%

During your time in A&E / Emergency Department would you say your care and treatment was...					
Survey Year	Excellent	Good	Fair	Poor	Very poor
2014	47%	33%	13%	5%	2%
2017	56%	33%	8%	2%	1%

Overall, how would you rate your admission to hospital (i.e. the period after you arrived at hospital but before you were taken to a ward)?					
Survey Year	Excellent	Good	Fair	Poor	Very poor
2014	43%	36%	14%	5%	2%
2017	42%	40%	13%	3%	2%

During your stay on the ward was your bed in an area of the ward where male and female patients were being cared for beside each other?			
Survey Year	Yes	No	I was in a side / private room
2014	25%	64%	11%
2017	24%	58%	19%

Of respondents that stated they had requested pain relief medication

How many minutes after you requested pain relief medication did it usually take before you got it?				
Survey Year	Within 15 minutes	16-30 minutes	More than 30 minutes	I never got pain relief when I asked for it
2014	72%	19%	8%	2%
2017	69%	15%	14%	2%

Overall how would you rate the arrangements made for you leaving hospital?					
Survey Year	Excellent	Good	Fair	Poor	Very Poor
2014	42%	39%	13%	4%	2%
2017	42%	41%	12%	3%	1%

How would you rate the hospital food overall?					
Survey Year	Very Good	Good	Fair	Poor	Very Poor
2014	21%	33%	29%	10%	6%
2017	27%	38%	24%	7%	4%

Overall, how satisfied were you with the following aspects of your hospital experience?

The hospital environment					
Survey Year	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
2014	51%	40%	6%	2%	1%
2017	56%	37%	5%	2%	0%
Your care and treatment during your stay in hospital					
Survey Year	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
2014	66%	26%	4%	2%	2%
2017	66%	27%	4%	2%	1%
All the staff who you came into contact with					
Survey Year	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
2014	67%	25%	5%	2%	1%
2017	67%	25%	5%	2%	0%
Overall experience in hospital					
Survey Year	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
2014	55%	35%	5%	3%	2%
2017	60%	32%	5%	2%	1%