

■ I had a good experience in hospital — do I still need to take part?

Yes, please do! If you received good quality care in hospital you can use the survey to tell us about your positive experience.

■ Can I give the survey to a family member or a friend to fill in?

We would love to hear your story and that is why we encourage you to complete the survey yourself. However, please feel free to ask a friend or a family member to help you as long as the answers given are your own.

■ What type of questions will I be asked?

The survey asks questions about your admission to hospital, the ward environment, your care and treatment, interaction with staff and your discharge from hospital.

■ What happens if I do not want to participate?

Participation in the survey is voluntary. While we would love to hear about your experience, it is possible to opt out of the survey on our website or by calling our Freephone number 1800 314093.

■ Where can I find out more?

More information can be found on the National Patient Experience Survey website www.patientexperience.ie. You can also ring our Freephone number on 1800 314093, email us at info@patientexperience.ie or write to us at:

The National Patient Experience Survey
c/o HIQA, George's Court, George's Lane,
Dublin 7, D07 E98Y



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We're committed to excellence in healthcare



Tell us
about your
experience!

Rachel Flynn, Director of the National Patient Experience Survey



About the National Patient Experience Survey

■ What is the National Patient Experience Survey?

The National Patient Experience Survey is a nationwide survey asking patients about their recent experiences in hospital. The purpose of the survey is to learn from patients' feedback in order to improve hospital care.

■ Who is running the survey?

The National Patient Experience Survey is a partnership between the independent regulator the Health Information and Quality Authority (HIQA), the Health Service Executive (HSE) and the Department of Health. HIQA, as lead partner, has established a team to carry out the survey.

■ Who will be asked to complete the survey?

All patients aged 16 and over who have spent a minimum of 24 hours in a public hospital and are discharged in May will be asked to complete the survey. Patients must have a postal address in the Republic of Ireland to receive the survey.

■ What does taking part involve?

Taking part in the National Patient Experience Survey is very easy. Eligible patients will receive the survey by post a few weeks after their discharge, and the completed survey can be returned in the included Freepost envelope. The survey can also be completed online using a unique code provided on the postal survey.

■ Why should I complete the survey?

The survey offers you the opportunity to tell us about your recent experience in hospital. Your responses will provide us with important information on the standard of services and help us identify where improvements are necessary.

■ What will you do with my answers?

All survey responses will be combined to produce reports on patients' experiences of hospital care in Ireland, which will be made publicly available on www.patientexperience.ie. The results of previous surveys can also be found here.

■ How did you get my name and address?

Your contact details were provided by your hospital to enable us to send you the survey. They will be deleted as soon as the survey is complete.

■ Will my answers be treated confidentially?

Yes. Your answers will be processed in strict confidence and kept separate from your contact details. Anonymised responses will be retained for additional analysis, including comparisons with future surveys.

Anonymised data from the National Patient Experience Survey may be analysed in the future by health service researchers under agreed conditions. The data will not be given to commercial entities or used for commercial purposes.

■ Does the National Patient Experience Survey comply with data protection laws?

Yes. The National Patient Experience Survey complies with data protection laws including the General Data Protection Regulation (GDPR). Your contact details will be used for the sole purpose of sending you the survey and information about your medical history will not be obtained. Further details can be found on www.patientexperience.ie.