

#	Topic Labels	Topics Description	Comments Examples	TP (%)
1	Hospital Facilities (bed)	Patient conditions in wards, availability and comfort of beds, patients in trolley, privacy and available space	<i>"Patients on trolleys all down the corridor of A&amp;E, bursting out the doors into the foyer area and actually holding fire doors open. Sick patients left sitting on the floor."</i>	2.4
2	Hospital Management & Care	Coordination of care, treatment, diagnosis. Care process and procedures clearness	<i>"No clear process or procedure. Nurses running around looking for equipment, dressings, gloves. Blood pressure equipment left uncharged or not functioning. The sequence of carrying out similar functions by different staff varied. The method of collection of data and recording of same is archaic. The layout of hospital and an efficient set of procedures are not compatible...An efficient management structure is non existent..."</i>	2
3	Hospital Hygiene	Hygiene of hospital's premises and equipment	<i>"...this hospital is the filthiest I have ever encountered. I used a bathroom on the 4th floor of the old section of the hospital, and the work done by cleaning staff leaves a lot to be desired. There were cigarette butts on the windowsill, ash in the sink (so much for a smoking an!) ... The toilets themselves were in need of cleaning, and the bowls filthy. The hygiene checklist had of course been checked off for that day to indicate that the area had been cleaned, but in my opinion none of the cleaning had been completed in a while. Hygiene audit anyone?"</i>	2.5
4	Care & Treatment in Emergency	The level of professionalism, speed of decision-making and care in emergency	<i>"My GP referred my daughter for an x-ray following a fall on Monday. I had to leave after 4 hours to collect my other daughter and was told a doctor would ring me with the result of the x-ray. I am still waiting to establish whether my daughter has a break or a sprain. My GP has called the hospital-they would not disclose this information to my GP. It would appear that the motive behind St. Luke's A&amp;E is to make the experience as difficult and as unpleasant as possible."</i>	2
5	Communication from Doctor	The level of doctor's respect, openness, politeness and attentiveness to patients during treatment, care, admission, consultation	<i>"The doctor made me feel very rushed during the examination and I didn't feel like I got all my questions answered. I left feeling like I came in just to waste his time. I was not reassured in the least that all my fears had been addressed."</i>	5.2
6	Maternity Mishaps	Patient's experience associated with maternity mishaps	<i>"I had a miscarriage at 13 weeks. My doctor sent me to Drogheda for a scan, ringing them first and sending me with a referral letter. I was told to be at hospital at 8am. I was cramping and bleeding a lot. I was made to sit in a chair with couples getting their 20 week scans. I wasn't seen until 3.30...the doctor said your baby is dead, not a kind word was said."</i>	4.5
7	Hospital care experience	General experience of hospital staying (patient care, treatment, communication, attention)	<i>"... The doctor and nurse I saw, along with the manager on duty, were extremely professional and were fully aware of treatment protocols. They provided me with excellent care, advice and treatment and referred me onto another hospital for further treatment. They were fully aware of treatment protocols and treat you with dignity and respect! "</i>	3.5
8	Elderly Patients Treatment	Experience in treatment of elderly patients (including brain diseases)	<i>"My father was admitted with seizures associated with Alzheimer. he was prescribed anti seizure medication. my mother was not allowed to take him home as they wanted to monitor the new medication with his old meds my mother found his morning dose left in a pot on his locker not administered correctly."</i>	1.5

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9	Waiting Time	Problems associated with the time and conditions of waiting for a doctor's appointment	<i>"Waited in A&amp;E for seven hours. My partner was in severe pain, he saw a triage nurse 10 minutes after arrival. ... We arrived at 11pm and at 5am he still had not been called to be seen by a doctor. I understand A&amp;E can be busy and emergencies prioritised, but surely patients could be told that there is a delay."</i>	6.2
10	Hospital Service Experience	General experience of hospital staying (efficiency, quality and speed of service)	<i>"Coming off the boat from France in Rosslare, my wife had a very sore eye, we were not sure what to do. As Irish living abroad we were quite apprehensive about the hospitals in Ireland, but had to go to A+E anyway in Wexford. We were pleasantly surprised with the friendliness, efficiency and speed with which we were dealt with. With 4 kids under 11, the speed was important! We've had similar experience in other public hospitals, but only, up until now, in .... France. Keep up the good work"</i>	4
11	Condition of Hospital Environment	Level of hospitals living conditions (cleanliness, equipment)	<i>"While the standard of care was excellent, the physical hospital buildings are in dire need of replacement. Much of the hospital still looks like it is straight out of the Florence Nightingale era. This quite obviously makes life difficult for both staff and patients as rooms are not really suitable for modern medicine. There are also quite clearly difficulties maintaining the levels of cleanliness that could be achieved in a purpose-built modern facility."</i>	2.4
12	Medical tests	The quality of the conduct and interpretation of medical tests, the appropriateness and timeliness of their conduct	<i>"My treatment was a disgrace. I was not listened to, my symptoms weren't believed and I was sent home with no plan of treatment, no investigations done and no support whatsoever. How can a doctor rule out that I have an illness if no tests are done? Does the doctor have X-ray eyes? I waited 1.5 years for this appointment and it was of no use at all. "</i>	4
13	Nursing Staff Professionalism	Nurses staff professionalism (including care and attention to elderly and patients with children)	<i>"I found many nurses are not trained to handle old people and treat them as bold children ("you must get more sleep", to someone in agony trying to catch their breath). My worst experience was two nurses clamping a full face mask on and then pulling the adjustment straps so tight that they hurt my ears and nearly strangled me. Only when I ripped off the mask and protested very loudly did they stop. After a day or two I learned how to put on the mask myself, but after that I was labelled a "difficult patient" and treated accordingly"</i>	2.6
14	Timeliness of Service	Service (care and follow up) rapidness and informativeness	<i>"The service I received was prompt, extremely efficient and very professional and all staff members involved in my care were friendly, informative and reassuring. There was a problem with the IT system at the time of my appointment which meant a delay in services however the staff kept all the patients informed and updated, and went so far as to make tea and coffee for anyone who wanted it and also produced a tin of chocolate sweets."</i>	3
15	Medics Care and Attention	Medical staff care and personal attention to patients	<i>"A big thank you to all staff in the paediatric dept at St Luke's for the care my newborn daughter received. The care of the doctors and nurses was second to none. Also a big thank you for treating me - the stressed mother of a newborn - with such care and explaining all tests and treatments to me. I cannot thank staff enough. You don't get enough praise for the job you do."</i>	7.5
16	Treatment in Acute Care	Quality of decision making and treatment outcomes for acute diseases	<i>"My mother complained of pain in her left thumb and recently underwent minor surgery to repair a tendon. It is my view my mother's subsequent death was as a result of minor hand surgery and subsequent misdiagnosis and the inappropriate treatment with enemas which lead to small bowel failure and acute pancreatitis."</i>	0.9

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17	Maternity care	Midwives' professionalism and care in the maternity ward	<i>"I found that there was not enough midwives to the amount of patients on the wards. Also women that are having their babies and women whose babies are in the neo-natal should be on the same wards, not put into rooms where woman just had their babies. My baby was in the neo-natal and I was in a room with three women who just had babies which I found upsetting as my baby was sick and I had to listen to babies cry all night, which I thought was not fair... "</i>	3.4
18	Professional Practices	Overall experience in medical professional practices	<i>"My father has spent a couple of months in this place. As a nurse, I can say that the levels of competence was shocking and at times dangerous! We asked for a transfer to a Dublin hospital where the care to date has been second to none and he is making steady progress. We fully intend to follow up with a complaint through the official channels."</i>	1.6
19	Procedure and Surgery	The quality, accuracy and organization process of medical operations, procedures and follow-up care	<i>"Presented in the ED at the advice of my child's consultant in the UK following a procedure. The first doctor we met had no idea of the procedure that my son had undergone and seemed puzzled at the presentation. Waited another period of time to have three surgeons announce that my son would need surgery that evening. Another period of time passes and the case was referred to a different hospital for review. Eventually told that our son would not be having surgery despite being made to fast at seven months old."</i>	3.7
20	Staff Attitude	The attitude of the hospital staff towards the patients, the degree of respect, attention and friendliness	<i>"One receptionist I had to deal with was totally unprofessional (almost rude)I n their approach to visitors. Provided incorrect information regarding visiting times. Had a severe attitude problem in dealing with visitors who were already under severe pressure. This contrasted with the attitude and courtesy of the main reception staff, who treated me with the utmost respectand apologised for the way the matter was dealt with by the other receptionist."</i>	4.3
21	Organization of Care Process	Patient care in the ward, the organization of the medical staff, the sufficient number of staff	<i>"Waiting in A&amp;E for 11 hours to see a doctor is unacceptable. The only comfort that I got was from nurses who were clearly overworked and under valued. All in all, very poor hospital management."</i>	7.4
22	Communication-related Issues	Problems with communication between doctor and a patient's family, confidentiality and patient's awareness. Hospital staff internal relationships	<i>"There is definitely a problem with communication between Doctor and a patient's family, while there is the need for confidentiality, the carer needs to be informed of the medical condition of the patient and advice and support re the patients treatment at home. I find the Doctors on the whole very difficult to speak to"</i>	4.1
23	Elderly Patients Care	Elderly care issues	<i>"Filling this in for my Dad, who has a stroke on a Friday, it's now Monday and still on a trolley in A&amp;E, no access to showers etc. He is only 65 and found him today sitting in urine soaked pjs. He tried to call a nurse but no joy as his speech is gone from the stroke, It's just disgusting ! No dignaty at all, they don't think he will have a bed for another two days, he cannot swallow properly and he's given meals and left to eat alone in case he chokes"</i>	1.6
24	Care Team Competence	Staff professionalism and working in team	<i>"Without the outstanding care and treatment that my sister received from Dr ... and his team, my sister would not be alive today. Words cannot express how grateful we are to all the staff at the Mercy."</i>	2.4

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25	Care Team Responsiveness	Hospital staff responsiveness to patient requests	<i>"My son was seen by a consultant who told us that in his opinion my son didn't have a certain illness. We left the hospital relieved. No tests were carried out and the consultant told us he would discuss my son's symptoms with some of his colleagues at a meeting the following Thursday and would contact us regarding these discussions. We never heard from this consultant again although we have made numerous calls to his office as did my local GP. As a result my son got so ill he was admitted to A&amp;E and spent 11 days in hospital."</i>	7.9
26	Staffing Situation	The quality and organization of staff work, staff overloading, staffing issues	<i>"Overall staff are very overwhelmed and stressed out. Waiting time for me was 10+ hours. The doctor who looked at me was very inappropriate. He actually was yelling at me and made me feel very belittled. He was yelling at staff on the floor in front of other patients. When I was discharged, they told me I could leave. They did not offer any after care or any advice on how or when I'd be healed. Overall a horrible experience."</i>	1.3
27	Administrative & other Issues (cost related)	Administrative issues in the hospital, additional fees (for treatment, parking)	<i>"The administrative side of the hospital was found to be difficult and will not explain charges made. They have charged 400 euro a day higher as a road accident than as a private admission, eg. private with own room 1100 euro a day at the time of admission, as a road accident in a public ward I was charged 1450 euro a day. They will not explain this."</i>	2.7
28	Patient Care and Safety	Level of patient safety and compassion during care	<i>"I have never experienced such indifference, rudeness, slap-dash-attitude and unprofessionalism towards a vulnerable child and indeed towards other patients that I experienced in this hospital. From consultant down to cleaner and everybody in between, nobody seems to give a toss. The place is absolutely filthy. HIQA needs to inspect this hospital urgently and heads should roll otherwise it is just lip service. Surely every patient should feel safe and cared for in a hospital. Haven't we all paid our taxes?"</i>	1.6
29	Infant Care Assurance	Communication issues, a sense of confidence and security of patient children and their families	<i>"These amazing people have changed our child's life and ours in fact. Long-term patient of our consultant with a very complex problem. Consultant has looked after my child since birth, extremely pleasant and talented man, and his secretary is so reliable and dependable and rings with replies to queries at all hours of the day, never lets us down. Urology nurse again knowledgeable and friendly and so reliable...."</i>	2.9
30	Procedure and Treatment	Procedure and treatment quality	<i>"I recently attended the radiology dept for a CT scan. Unsure if it was a radiographer or porter that looked after me. The person who attended me did not wear a hospital tunic but a t-shirt with no name tag attached. Procedure was not explained to me and the attendant was continually conversing with their colleagues at the back of the room about sporting events the previous weekend. Very unprofessional."</i>	1.1