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| Topic | Representative comments of the topic |
| 10 most negative topics | |
| 9. Waiting time | “Had a bad breakage one evening so had no choice but to go to A&E. 12 hours waiting and I still had not been seen by a doctor. Was checked by triage nurse after about 30 minutes.” |
| 6. Prescription and Treatment | "I was prescribed pain medication, but the nurses did not administer it, or if they did, it was late because I had to call them multiple times and call back the doctor to continually tell the nurse to administer it." |
| 20. Staff attitude | “This hospital is a total disgrace especially where care of the older citizen is concerned. The attitude of staff with very few exceptions is rude, dismissive and downright disrespectful.” |
| 12. Medical tests | “Five weeks ago, I fell and fractured my pelvis and sacrum. I was x-rayed only for the pelvis. A week after I was sent in again by my GP because I knew something was wrong. I had a CT scan and it showed my sacrum was fractured. " |
| 13. Nursing Staff & Facility | “I found many nurses are not trained to handle old people and treat them as bold children. 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.” |
| 22. Communication among staff and with patient/family | “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 patient’s treatment at home.” |
| 3.Hospital Hygiene | “I found the cleanliness of my ward extremely poor and the toilet bathroom facilities were appalling - bins were overflowing” |
| 19. Procedure and Surgery | “Was holding back tears before my operation due to her uncaring nature. Would never go back to this hospital again, you would get better treatment in the public hospitals” |
| 1. Hospital Facilities | “An absolute disgrace to the Irish Health system! Patients on trolleys all down the corridor of A&E, bursting out the doors into the foyer area and actually holding fire doors open. Sick patients left sitting on the floor.” |
| 2. Hospital management & care | “No clear process or procedure. Nurses running around looking for equipment, dressings, gloves…” |
| 8. Dementia care | "My father was admitted with seizures associated with Alzheimer. There was a number of failings which I will bullet point briefly. 1. no clear explanation from medical staff the reasons for seizures. 2…” |
| 18. Hospital Conditions | “I thought this hospital was disgusting, dirt everywhere. From floors to walls, everything in this hospital was covered in dirt.” |
| 23. Older patient care | “I was put in a semi-private room with an 82-year-old and felt sorry for her as she didn't get the care she needed. She had to ask and so did I, for pain relief as it was not given.” |
| 5 Most Positive Topics | |
| 25. Hospital environment experience | “Ward and bathrooms were spotless, and staff went out of their way to look after me. I can't say enough good things about this hospital experience, and I am very grateful to all involved.” |
| 15. Nursing care and attention | “The nurses and doctors of A&E are fantastic, can't remember names when my daughter was in, but they all went above and beyond.” |
| 21. Organization of care process | “Quality of care was top class even though it was evident that staff were run off their feet and short of staff.” |
| 14. Timely service | “The service I received was prompt, extremely efficient and very professional and all staff members involved in my care were friendly, informative and reassuring” |
| 29. Infant care assurance | “These amazing people have changed our child's life and ours in fact. Long-term patient of our consultant with a very complex problem.” |