

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.

Does the survey comply with data protection laws?

Yes. The survey complies with data protection laws including General Data Protection Regulation (GDPR). If you would like to read more about our Privacy Notice or contact the Mater Hospital's Data Protection Representative directly, please visit www.mater.ie.

What happens if I do not want to participate?

Participation in the survey is voluntary. While we would love to hear about your experience you can opt out of the survey by texting "STOP" when you receive the text message or by contacting the Patient Services Department at patientservices@mater.ie or telephone (01) 803 2206.

Where can I find out more?

More information is available on the Mater Hospital website www.mater.ie.



The Mater Hospital Inpatient Experience Survey

We are always trying to improve the care we provide for patients at the Mater Misericordiae University Hospital.

We are asking all patients who have spent 24 hours or more in the Mater Hospital to participate in a survey. The results of the survey will help us to understand what we are doing well and what needs to be improved.



About the survey

The survey includes questions about your experience of the ward environment, your care and treatment, interaction with staff and your discharge from hospital.

You will get a text message up to 14 days following your discharge from hospital asking you to take part in the survey.

Your participation in the survey is voluntary. Your answers will be processed in strict confidence and will be anonymised. Your contact details will be deleted after 21 days.

The Mater Hospital survey is supported by the National Inpatient Experience Survey. We have contracted an external data processor to assist with the administration of the survey.

If you have any questions about the survey or if you have something important to tell us that isn't covered by the survey questions please contact our Patient Services Department on (01) 803 2206 or email patientservices@mater.ie



About the Survey



Who will be asked to complete the survey?

Anyone aged 16 and over who has spent 24 hours or more in the Mater Hospital will be asked to complete the survey.

What does taking part involve?

Eligible patients will receive a text message up to 14 days after their discharge from the Mater Hospital. The text message will contain a link which will bring you directly to the survey.

Why should I complete the survey?

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

Can I ask a family member or friend to complete the survey?

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